



REALTORS®
ASSOCIATION
of Hamilton-Burlington

BITS & BYTES

Say Good-bye to MLXchange ... but not just yet

From the time Fusion was introduced to RAHB members, it was understood that Fusion and MLXchange would run in parallel until Fusion was feature-complete and members did not have to depend on MLXchange for any features Fusion lacked.

The most notable feature not present in Fusion from the beginning was CMA. CMA is now available in Fusion and has features not available in MLXchange. (See *CMA now available in Fusion!* in this issue.)

Now that Fusion is considered complete, it will soon be time to pull the plug on MLXchange. The date has been tentatively set for **July, 2013** – the exact date is still to be determined.

For those members who have not transitioned over to using Fusion, now is a good time to start. To help with the process, RAHB will be holding Fusion training sessions early in the new year and again just before Fusion runs alone. (See *Fusion Training* in this issue for more information). RAHB will also be publishing information about new features in Fusion (CoreLogic is now working on nice-to-have enhancements for Fusion) in future editions of Bits & Bytes and/or REALINFO.



MLXchange



November 2012

CMA now available in Fusion!

You've waited for it and now it's here – CMA is available in Fusion!

This program has features not available in MLXchange, most notably the ability to insert PDFs into your report. Members will appreciate the ability to add or edit page numbers, stationery and footers from step six in the CMA wizard "Report Pages" – these can be changed or edited for any CMA. Each item changed will display on all pages of that CMA. If you don't want the changes to follow on every page, you can also turn the page number, footer or stationery off or on for particular pages.

(Note: you will require a PDF reader – many are available as free downloads – to view or print any CMA.)

Members should be aware that their CMA portfolio in MLXchange will be copied over into Fusion, but will not be transferred from Fusion to MLXchange.

With the addition of CMA, Fusion is now complete and CoreLogic will continue to develop add-ons – the "nice-to-have" programs to enhance the user experience. And now that Fusion is feature-complete, RAHB will be moving toward disabling MLXchange and running Fusion as the only MLS® system.

NEW! Two-page reports for commercial properties

RAHB has developed two-page Client and REALTOR® reports for commercial properties. These new reports will eliminate the need to view and print a "B" listing. Check out the new reports by choosing:

➤ **COM Client 2 pg report**

This two-page report is suitable for the consumer. It displays listing information and a photo for all commercial sub-types and includes the main photo, listing details, Internet comments and "presented by" member contact info and photo.

➤ **COM REALTOR® 2 pg report**

This report is for REALTOR® use only. It displays all listing details for all commercial sub-types as well as sale information and a photo Link, and includes all REALTORS® remarks and internet ad comments.

These new reports were created to maximize the data available in a single report and reduce the number of reports currently required to obtain all commercial information. It is expected that by the end of the year, these will be the default reports.

NOTE: *The reports are letter-size (8 1/2 -inches x 11-inches, portrait orientation. If you are able to do two-sided printing, one two-page report can be printed on a single sheet of paper.*

Scout for SAFEMLS – Fewer users sharing their passwords

When Scout for SAFEMLS was first introduced as a new authentication system for MLXchange and Fusion, it immediately began analyzing login information for every user with the purpose of identifying the “signature” of each user. Using that information, Scout could detect if someone other than the authorized user was logging in under the same credentials. Scout immediately identified over 300 users who were definitely sharing their login credentials and an astounding 790 more who were strongly suspected of sharing their credentials.

The automated remediation program was begun, and members who shared or were suspected of sharing their login credentials were put through a process of changing passwords and awareness of the rules concerning sharing passwords. Five users have so far reached the last of the seven stages of remediation - loss of access to the MLS® system for anywhere from 2-4 months and being placed in the professional standards process.

Not every user who shared their password has gone that far. Through the Scout remediation program, hundreds of MLXchange and Fusion users have been made aware that sharing their login credentials is unacceptable, and have stopped the practice.

The parameters of what constitutes evidence of access code and password sharing are periodically re-defined and refined to monitor user practices for login to MLXchange and Fusion.

Remediation requires new MLS® policy

With the Scout for SAFEMLS authentication system and the shared database with the Niagara Association, a new situation arose which needed to be addressed: whether members who have been suspended from one association’s MLS® system through Scout remediation would be able to access the MLS® system through the other association. The following policy has been adopted by both RAHB and NAR and is now in effect:

If a RAHB or Niagara member/user is disabled through remediation, the said member/user will not be permitted to join either Association for the purpose of obtaining access to the MLS® system.

Shared database requires new policy

A joint RAHB/NAR MLS® committee reviewed the Access Agreement which existed prior to the shared MLS® database. The Access Agreement was no longer necessary with the shared database, but there was a provision in the agreement which was not covered by either association's MLS® Rules and Regulations or Policies, namely which association's rules and regulations or policies were to be followed when a member takes a listing in the other association's market area.

To address the situation, the following policy has been adopted by both RAHB and NAR and is now in effect:

When a member from either RAHB or the Niagara Association places a listing located in the other association's jurisdictional boundary, the member must adhere to that association's MLS® Rules & Regulations and MLS® Policies including, but not limited to, completion of all mandatory areas on the property information form (PIF), the reporting of conditional and firm sales, etc.

The most notable items for RAHB members to remember when listing properties in the Niagara area are that square footage is a mandatory field in the NAR area and that accurate zoning codes are required – it is not sufficient

to put just “commercial” when there is a more specific, municipal code.

[MLS® Rules and Regulations and Policies for each association can be found on MLXchange and Fusion under “Resources”.]

Fusion Training Sessions

RAHB is developing new educational sessions about Fusion so members can prepare for the cutover to Fusion as RAHB's sole MLS® system. Courses will be two-hour live demonstrations of the primary – and most interesting – features of Fusion.

Courses will be offered in two sets. The first set will be held in January of 2013 and the second just prior to the cutover. Dates and times will be made available in the near future – watch for more information.

RAHB is also developing a Fusion training website where the bare bones version of the Fusion course will be available. This website will be useful as a training tool, as an introduction to Fusion and as a refresher for those who take the course.

Members will receive more details about the Fusion training courses and the video as they become available.

CREA DDF™ ... not quite ready

CREA has rolled out Modules 1 and 2 of the CREA Data Distribution Facility (DDF™) and is working to complete Module 3, which is the Point 2 third-party data distribution portion of the program.

RAHB has made a decision to not participate in the CREA DDF™ until all three modules are complete. Where Module 3 is concerned, RAHB members are still better served by RAHB's own agreement with Point 2 which distributes to over 20 real estate websites, where CREA's agreement with Point 2 has listings distributed to fewer than five sites.

Members who wish to prepare for participating in CREA's DDF™ as soon as RAHB signs on can go to the CREA DDF™ site and supply all the necessary permissions. (To get to the DDF™ site, go to REALTOR Link®, click on the Data Distribution Facility – DDF™ button, then click on the Access the Data Distribution Facility button.) Once the permissions are in place and RAHB is fully participating in the DDF™, members will be good to go. *(Just remember – Brokers of Record or their designees must enroll in the DDF™ before any salesperson or broker in their office can enroll.)*

CREA has not been able to confirm a date for completing Module 3, but more information is expected in early November. Members will be advised once a date has been confirmed.

Little Bits

➤ **Stats Pro**

Stats Pro is a module of Fusion which provides professional stats reporting. The program will give members the ability to customize MLS® statistics reports with the level of detail they desire. Members can also search for more general data to see what trends are emerging.

This valuable tool is now well into beta testing; the release date is still undetermined but is expected to be sometime before the end of 2012. Watch for more details.

➤ **New RAHB Website**

RAHB is currently developing a new public website (www.rahb.ca) which is more up-to-date and user-friendly than the current site. Watch for details for the launch of the new look.

➤ **Newsfeed in Fusion**

Want to see what's in the news about real estate locally and worldwide? Customize your Fusion homepage to include "News" and see what's happening.

➤ **Property History Link now available in MLXchange**

Due to popular request, the system default has been changed for the Property History link for all property types to display the full REALTOR® details when they click on the MLS® number in the property history report.

You have questions – we have answers!

Q: What are some of the options to access Fusion and/or listing data from a mobile device?

A: All current solutions are built around the concept of remote access. These solutions are generally used to get around the user's lack of Adobe Flash, which isn't supported by today's mobile devices. Fortunately, some software developers have come up with options. While these solutions work well technically, they may be less than ideal for everyday use as a business tool because they provide you with only a mirror of what you would see on a desktop or a laptop; they are not interface-optimized for a mobile device. This might be ideal when you need some information only available via Fusion or you need to make a minor listing adjustment and you are not near a computer, but would not be so ideal if you are looking to load a full listing.

The following software solutions will work on mobile devices:

➤ **Puffin Web Browser**

Apple AppStore

<https://itunes.apple.com/tw/app/puffin-web-browser/id406239138?mt=8>

Android Google Play Market

<https://play.google.com/store/apps/details?id=com.cloudmosa.puffin&hl=en>

➤ **Fusion Experience**

CoreLogic Fusion Experience is the free application you can download from the iTunes App store and which makes it possible to access the main features of Fusion from your iPad.

Apple AppStore

<http://itunes.apple.com/us/app/fusion-experience/id485187167?mt=8>

Android Google Play Market

<https://play.google.com/store/apps/details?id=com.cloudmosa.coreLogicFusion&hl=en>

The future does look much better! CoreLogic has been working on a native mobile application with large mobile application developer 'DoApp' to deliver a proper mobile solution for Fusion. DoApp has already developed the first generation of this solution for some of CoreLogic's largest clients independently. This application will be the foundation for CoreLogic's mobile platform which they will deliver to all clients. If you would like a preview of what to expect, the first generation apps are currently available on the Apple Appstore and Google Play Market:

➤ **Apple Appstore**

Sandicor MobileMLS

<http://itunes.apple.com/us/app/sandicor/id369521223?mt=8>

MLS Source MobileMLS

<http://itunes.apple.com/us/app/mls-source/id488400641?mt=8>

Tulsa MobileMLS

<http://itunes.apple.com/sg/app/tulsa-mls/id393052869?mt=8>

➤ **Android Google Play Market**

Sandicor MobileMLS

<https://play.google.com/store/apps/details?id=com.doapps.android.realestate&hl=en>

MLS Source MobileMLS

https://play.google.com/store/apps/details?id=com.doapps.android.realestate.RE_7b467b733d9595eae4782099e449636b&hl=en

Tulsa MobileMLS

https://play.google.com/store/apps/details?id=com.doapps.android.realestate.RE_b270483deb684b4df22fa0b7ed24d88a&hl=en_GB

RAHB also has a solution which we developed in-house for simple listing search/retrieval. It uses the universal WEP mobile web protocol which can be used on most mobile devices that provide access to the internet. It can be accessed using your Fusion/MLXchange login credentials. This application can also be shared with your clients after creating a personal

login for them from within the application. To use this application you can browse to the following URL on most mobile phones & browsers:

<http://wireless.rahb.ca>

Another application recommendation for quick and easy mobile access to listing information is CREA's REALTOR.ca Mobile application. The iPad version of this application actually won an AppStore Editor's Choice Award! This application is ideal to provide to clients. A number of REALTORS® also use it as a convenient search and review tool while prospecting on behalf of clients. It can be obtained on both the Apple Appstore and the Google Market or via the following URLs:

Apple Appstore iPhone

<http://itunes.apple.com/ca/app/realtor.ca/id408873309?mt=8>

Apple Appstore iPad

<https://itunes.apple.com/ca/app/realtor.ca-for-ipad/id557879891?mt=8>

Android Google Play Market

<https://play.google.com/store/apps/details?id=ca.crea.realtor&hl=En>

Q: How do I know when to call the RAHB help desk and when to call Tech Helpline?

A: Good question, because they don't offer the same services.

If you have trouble logging in to MLXchange or Fusion because of

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a problem with your password or user name, you should be calling the RAHB help desk. If you have questions about MLXchange/Fusion functions, reports, searches, etc., call the RAHB help desk. If you are having problems or questions about what you are doing after logging in to MLXchange or Fusion, your call should be made to RAHB.

RAHB help desk:

905.667.4650
Monday to Friday,
8:30 a.m. – 4:30 p.m.



If you are having a problem with your computer's performance, your printer or computer viruses, contact Tech Helpline.

Call Tech Helpline if ...

- Your computer is running slowly
- You are ready to move to a paperless office
- You need help removing a virus or spyware
- You need help hooking up your printer
- You would like to automatically back-up your important documents
- You want to know which smart phone works best for your business
- You have questions about software, hardware, networking or digital devices
- You want advice on purchasing new technology
- You have networking issues
- You have any questions regarding hardware

Tech Helpline's analysts can even remotely connect to your computer and fix it for you.

Tech Helpline is a great member benefit. Contact them with all your technology and software questions not related to MLS® services.

Tech Helpline:

Toll free: 1.877.573.8104
Monday to Friday: 9 a.m. – 8 p.m.
Saturday: 9 a.m. – 5 p.m.
or chat live by visiting
www.techhelpline.com

Are you looking for information you think might also be useful to other members? Send your questions to technology@rahb.ca and we'll publish the questions and answers in upcoming issues of BITS & BYTES.



Mission Statement:

Empowering REALTORS® to Succeed

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BITS & BYTES is published by the REALTORS® Association of Hamilton-Burlington MLS® Committee.

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