

Broker Helpline User Classes



Class	Title	Add Listings	Edit Listings	For Office?	For Self?	Cancel Listings?	Be a Listing Agent?	Billed by CRMLS?	Edit	Description	Accepted in Broker Helpline
AG	Agent	✓	✓	✗	✓	✗	✓	✓	Own Contact Info	A licensed Agent who can add and edit listings with their ID as the Listing Agent only and cannot add or edit listings in any other member's name.	✗
AN	Agent Limited	✗	✗	✗	✗	✗	✓	✓	✗	A licensed Agent who cannot add or edit listings. All add edit must be done by the Broker, Office Manager, Office Assistant or Personal Assistant.	✗
HA	Agent Unbilled Duplicate	✓	✓	✗	✓	✗	✓	✗	Own Contact Info	A non-billed licensed Agent who can add and edit listings with their ID as the Listing Agent only and cannot add or edit listings in any other member's name.	✗
DB	Broker	✓	✓	✓	✓	✓	✓	✓	Own Contact Info	A licensed Broker who can add and edit listings under their ID or on behalf of any Agent, Broker or Office Manager in their office.	✓
DN	Broker Limited	✗	✗	✗	✗	✗	✓	✓	✗	A licensed Broker who cannot add or edit listings. All add/edit must be done by another Broker, Office Manager, Office Assistant or Personal Assistant.	✓
HB	Broker Unbilled Duplicate	✓	✓	✓	✓	✓	✓	✗	Own Contact Info	A non-billed Broker who is an active DB in another office within the same Association. All permissions are the same as the DB user class.	✓
OM	Office Manager	✓	✓	✓	✓	✓	✓	✓	Own Contact Info	A licensed Office Manager who can add and edit listings under their ID or on behalf of any Agent, Office Manager or Broker in their office.	✓
ON	Office Manager Limited	✗	✗	✗	✗	✗	✓	✓	✗	A licensed Office Manager who cannot add or edit listings. All add/edit must be done by another Broker, Office Manager, Office Assistant or Personal Assistant.	✓
HM	Office Manager Unbilled Duplicate	✓	✓	✓	✓	✓	✓	✗	Own Contact Info	A non-billed licensed Office Manager who can add and edit listings under their ID or on behalf of any Agent, Office Manager or Broker in their office.	✓
OA	Office Assistant	✓	✓	✓	✗	✗	✗	✓	Own Contact Info	An individual (whether licensed or unlicensed) with the ability to add or edit listings for all members of an office but cannot input listing with their own ID as the Listing Agent.	✓
PA	Personal Assistant	✓	✓	✓	✗	✗	✗	✓	Own Contact Info	An individual (whether licensed or unlicensed) with the ability to add or edit listings for only the Agent, Office Manager or Broker to which they are name "Assistant To".	✓*
AP	Appraiser	✗	✗	✗	✗	✗	✗	✓	✗	A licensed Appraiser who cannot add or edit listings but can see all statuses including comps.	✗
PH	Photographer	✗	Photos Only	✗	✗	✗	✗	✗	✗	A Photographer that has signed the CRMLS Photographer License Agreement. The Photographer is allowed to modify photographs, supplements and virtual tours on the listings that they are assigned to by the Listing Agent.	✗