



Your new MLS system is ready to go!

Enjoy your Dashboard and keep your real estate business moving in Matrix

As of 8:30 AM this morning, you now have full access to search, add, and edit listings in CRMLS Matrix. Congratulations!

Visit your [Association website](#) or CRMLS.org to sign in. On your Association website, click on the "Matrix MLS Login" button; or, on CRMLS.org, click on the "MLS Dashboard Login" button.

You can log in with your CRMLS Dashboard ID and password. If you don't have these set up yet, please [follow these steps](#) so that you can log into your MLS. From the CRMLS Dashboard, just click on the Matrix icon in the top right to get into your new system.

Here are a few important things to note:

Reactivate your Auto Emails!

With the upgrade, all Auto Emails became inactive. We took this precaution due to the possibility of mismatches between your original search criteria and the upgraded data fields. If you haven't already, go into each Saved Search, update, edit, and save it, and then re-activate its Auto Emails for your clients.

Updates on Saved Searches

- We brought over 99.76% of Saved Searches and prospects successfully. Unfortunately, we could not convert the other 0.24%.

- Reminder: Any Saved Searches or prospects you created in the Rapattoni mobile app are not available yet. We are working to bring them over by tomorrow evening, 2/23/2022.
- Some of your Saved Searches and prospects in Matrix may lack some of your original criteria due to differences in the way Matrix and Rapattoni structure fields.
- Any Saved Search you had in Rapattoni that set a Radius around an address as one of its criteria DID NOT come over. This is due to many of the addresses in Rapattoni existing only in incomplete form.

Saved Search name guide

Your Saved Searches from Rapattoni have specific labels in CRMLS Matrix. Please refer to the chart below to see what each label means.

Saved Search Labels	Definitions
(Imported)	The names of all your Saved Searches from Rapattoni start with this label in Matrix.
(Imported*)	The (*) indicates the upgrade moved or removed some fields.
(+Imported)	The (+) indicates the Saved Search was an Auto-Email. You need to re-enable all of these that you want to continue using in Matrix.
(+Imported*)	This label appears on Saved Searches linked to Auto-Emails that also have some moved or removed fields.

Updates on Contacts

We successfully imported all your Contacts. Unlike Rapattoni, Matrix requires each contact entry to contain a First Name, Last Name, and Email Address. To fulfill these requirements, we did the following:

- The Contacts you saved in Rapattoni without last names are now in Matrix. We have filled in their "Last Name" fields with "Z_LastName." That means these Contacts appear alphabetically at the bottom of your contact list by default. We recommend revising any Contacts you have that appear with "Z_LastName" in that field.
- The Contacts you saved in Rapattoni without email addresses are now in Matrix. We have filled in their "Email Address" fields with your own email address.
- The Contacts you saved in Rapattoni with duplicate email addresses are in Matrix; however, we have merged duplicates into a single Contact. (Matrix requires each Contact to have a unique address in the "Email Address" field.)

Where to learn more

To learn even more about your new MLS system, register for this webinar for High Desert members:

Thursday, 2/24 @ 12:30 PM PT



Remember, you now have a suite of [product solutions](#) that work with CRMLS Matrix, access to tips and guides on [our YouTube channel](#), detailed [written guides in our Knowledgebase](#), and much more. We still have the [High Desert Resource Center](#) online for AOR-specific info. As always, you're welcome to contact our Customer Care team for support at <https://go.crmls.org/support/>.

We are proud and excited to bring you the CRMLS Matrix system! Thank you for your continued support.

California Regional MLS

We've Got You Covered

EDUCATION

CRMLS offers a variety of resources to educate you on our products and services. Click above to visit the CRMLS training center.

SUPPORT

If you need MLS support, please click above or call us at (800) 925-1525. Our Customer Care team will be happy to assist.

COMPLIANCE

We keep your listing data safe, clean, and accurate. Click above to chat live with a CRMLS Compliance representative.

CRMLS Product Discovery Tool

Build out your tech toolbox with these CRMLS products
- all available at no extra cost.

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