



## Check your office's user classes + add an Office Compliance Email Address

### Here's how to separate your personal and MLS compliance inboxes

Now that your Matrix upgrade is officially complete, we encourage you to update your office settings. Use your new customization options to ensure we're routing our compliance messages correctly – this can save you from incurring violations and fines!

Here are two things you can do now:

#### **Confirm everyone in your office has the correct user class**

System upgrades like yours can involve crossed wires. Some of the people in your office who access the MLS may not have the same user privileges in Matrix that they had in Rapattoni.

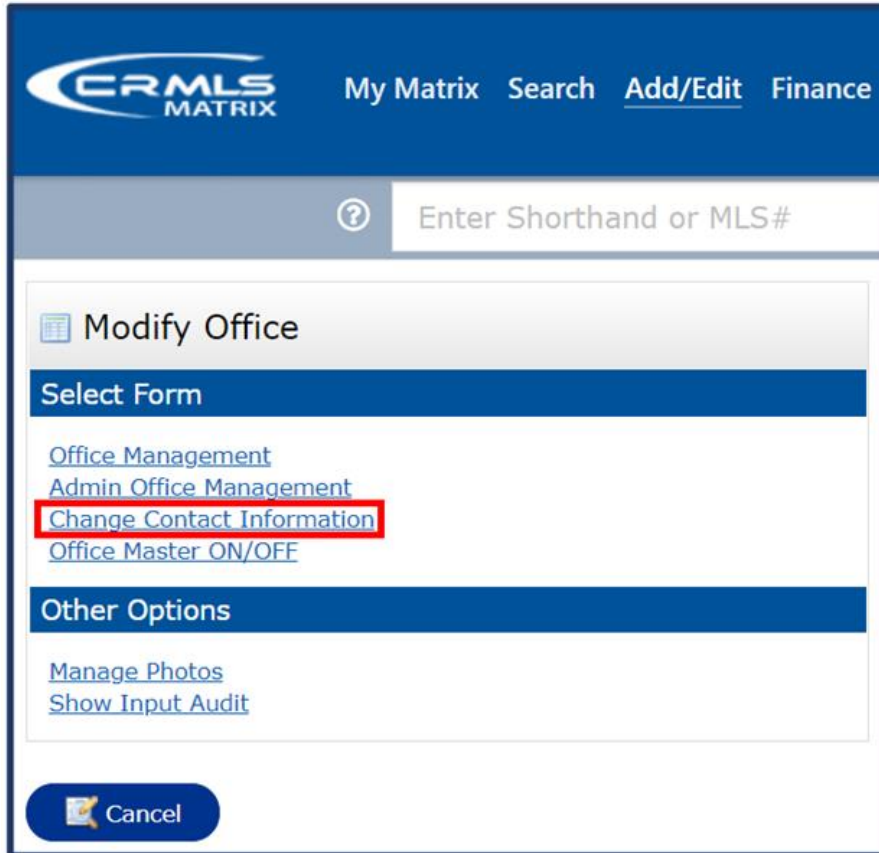
Check this [list of Matrix User Classes](#), then log into Matrix to make sure our roster shows the correct information for everyone in your office. If you see any discrepancies, please contact your Association to make corrections.

#### **Take advantage of the Office Compliance Email feature in Matrix**

Brokers and office managers can set a special Office Compliance Email Address to receive all office-level CRMLS Matrix compliance messages.

By default, all office-level CRMLS compliance emails go to the addresses Designated Brokers set for themselves in the MLS roster. Matrix has a separate field for brokers and office managers who prefer to keep compliance emails in one place. *(Please note, agents will still receive notices and warnings in their roster-listed email accounts.)*

You can update your Office Compliance Email Address in Matrix by clicking "Change Contact Information" under the Add/Edit tab:



The screenshot shows the CRMLS Matrix interface. At the top, there is a navigation bar with the CRMLS Matrix logo and links for "My Matrix", "Search", "Add/Edit", and "Finance". Below this is a search bar with a question mark icon and the text "Enter Shorthand or MLS#". The main content area is titled "Modify Office" and contains a "Select Form" section with the following options: "Office Management", "Admin Office Management", "Change Contact Information" (highlighted with a red box), and "Office Master ON/OFF". Below this is an "Other Options" section with "Manage Photos" and "Show Input Audit". At the bottom left, there is a "Cancel" button.

#### Why would I use an Office Compliance Email Address?

This field helps you separate your usual MLS roster-related Designated Broker emails from your critical CRMLS Compliance notifications. We hope you'll appreciate a cleaner inbox! Keeping your compliance-related notifications in one place makes them easier to access, search, and organize. Because you can use an "agnostic" address (like [compliance@yourbrokerage.com](mailto:compliance@yourbrokerage.com)), you can keep documentation consistent through personnel changes.

Thank you for your support.

California Regional MLS

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