



On May 31st, we will retire CRMLS Connect (by BoxMLS), currently a core product solution for your members.

Since we brought CRMLS Connect on as a core product, usage has been low. We have decided to retire it so that we can ensure our product portfolio stays fresh and relevant to your members. Although CRMLS Connect will no longer be available, we offer your members access to several product solutions that duplicate its primary features, including MLS search in a universal (agent/client) interface, client collaboration features, and client activity tracking.

We expect that both our support teams and yours may face questions from your members. Rest assured, we are well-prepared to handle this transition and ready to help staff and members alike. Here are answers to some questions you may receive:

What happens when CRMLS Connect retires?

On 5/31, CRMLS Connect will retire completely. The product and all its associated data will cease to exist. It will not move to the Marketplace, BoxMLS will not sell access separately, and anything users don't back up outside of the product will be gone.

CRMLS Connect does not have an export option. Anyone who wants to save anything about their CRMLS Connect accounts must retrieve their data before 5/31.

We believe it's important to set clear expectations by being as transparent and direct as possible on this message. We are emphasizing this so your members understand the nature of this transition and save all the information they need. The more steps they take, the more support we can offer from our call centers.

Does CRMLS offer products that do the same things as CRMLS Connect?

Yes. Our communications to your members will highlight core product solutions with similar features, including **Cloud MLX**, **Cloud Streams**, **the CRMLS App**, and **MLS-Touch**. These products, all available at no extra cost, replicate some or all of the features on offer in CRMLS Connect, plus additional benefits.

We will include links to these products and calls to action to register for relevant webinars in all our retirement communications. We want your members to feel informed and prepared for the change.

Will CRMLS communicate with users about this change?

Absolutely! We have planned several communications about the upcoming retirement, including eConnects and pop-ups, that we will send to you and your members. Many of our communications will specifically target people we have confirmed as current CRMLS Connect users, but we're also prepping general notices to make sure we don't leave anyone out.

These messages will go out throughout May, including a final notice on 5/31.

We will also work to keep all stakeholders up to date on any developments or changes to our technology and/or messaging strategy.

Thanks all!

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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