Coastal Mendocino Upgrade FAQs

CMAR
COASTAL MENDOCINO ASSOCIATION OF REALTORS

Coastal Mendocino members are upgrading to CRMLS Flex

1. What is happening with CMAR's MLS System?

Coastal Mendocino AOR has decided to transfer all of its members from their current Flexmls system into the CRMLS Flex system. The new system will fully replace the old one on September 13, 2022. This transfer will provide many benefits to Coastal Mendocino members, including additional products and security, at no additional cost.

2. Will I need to learn a new MLS system?

No. You are simply moving from one version of Flex to another. Although all of the standard Flex functions will remain the same, you will have to learn how to use new fields and one new listing status.

3. Will my MLS ID and password remain the same?

No. You must change both your MLS ID and password before 9/13.

By 8/29, you will receive an email giving you access to the CRMLS dashboard and the new CRMLS Flex system in a "read-only" capacity. **This means you can access the new system and explore it prior to launch.** The email will prompt you to create your password using your new MLS ID.

Your new MLS ID will be similar to your current login ID, but with a different prefix. Instead of "ftb" followed by a period, your MLS ID will start with "cm" and no punctuation.

For example:

- Current ID: ftb.user1
- New MLS ID: cmuser1

If you haven't accessed your dashboard by 9/13 and cannot find the email with your new credentials, you can reset your password through the following steps:

1. Go to the CRMLS dashboard login page. You can access this from the CRMLS homepage by clicking on the MLS Dashboard Login button at the top right.
2. Scroll down and click **Forgot Password**
3. Click the link in the email and reset your password.

4. Will my listing IDs change?

Yes. Your current listing IDs have no prefix. Starting on 9/13, all new listing IDs will begin with a "C1" prefix. Listings from the old system will begin with a "C0" prefix.

For example:
- A current CMAR Flex listing ID follows this format: 28000
- If you create a listing before 9/13, it will look like this in the new system: C0-28000
- If you create it on or after 9/13, it will follow this format: C1-1234

5. What benefits does this upgrade provide?

You will gain access to many innovative new real estate-related products, including : Cloud MLX, the CRMLS App, Homesnap Pro, MLS-Touch, Cloud CMA, Cloud Streams, ePropertyWatch, InfoSparks, SavvyCard, RatePlug, ListHub, ShowingTime, RentSpree, Builders Update, New Home Source Professional, and Proxio.

6. **Will I need to edit or update my Active and/or Pending listings?**

Yes. Once the upgrade goes live, we recommend you check your active and pending listings for accuracy, then update information in the new fields you'll have on 9/13.

7. **Will there be any differences with the property types?**

Yes. CRMLS Flex includes all current property types you use now (Residential, Manufactured in Park, Commercial, Business, Residential Income, Land/Lots) plus two new types: Residential Lease and Commercial Lease.

8. **Will all my clients appear in the new Flex system?**

Yes. Contacts and Saved Searches will seamlessly carry over as part of the upgrade.

9. **Do I need to do anything with my Saved Searches and subscriptions?**

Yes. FBS (the developer of Flexmls) has informed us that your current Auto Emails will become inactive in the new CRMLS Flex system. You will need to access your Saved Searches, update, edit, and save them to reactive them for your clients. You can edit these items during the early access "read-only" window starting on 8/29.

When you access your saved searches in CRMLS Flex, you will see that they either have a "ZZ-" or "ZZ incomplete-" prefix: The "ZZ" prefix will denote Saved Searches with no issues and a 100% success rate. Saved Searches with mapping issues and/or a non-100% success rate will have a "ZZ Incomplete" prefix to mark that they need further attention.

10. **Will the products that I currently use stay the same?**

The new system does not include FloPlan. Although you will no longer be able to use this service, you will gain access to more than 18 new, state-of-the-art real estate products, all at no additional cost. Check out the Coastal Mendocino Resource Center to view all your core products. CRMLS also offers Marketplace products at discounted rates at https://go.crmls.org/marketplace/.

11. **How will my Listing Distribution (or "syndication") options change?**

Starting on 8/29, you can view and edit your listing distribution options within your member dashboard. Read our guide to these options on our Knowledgebase.

12. **I have an IDX search section on my website. What should I communicate to my IDX website vendor?**

CRMLS has already notified RETS vendors about the upcoming changes, including information on what they need to do to prepare for this upgrade. Vendors can contact rets@crmls.org for technical assistance.

13. **What do I need to do before 9/13/22?**

You will need to log into your MLS dashboard to set up your new password and familiarize yourself with the new system.

14. **Who can I call for support on 9/13/22?**

You can contact the CRMLS Customer Care team for assistance at 800-925-1525 or via https://go.crmls.org/support/.