



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

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

Whether you are newly licensed or a seasoned pro, we encourage all CRMLS brokers and office managers like you to update your office settings in Matrix. Your customization options can help us route your office's compliance messages correctly. One quick update can save you from incurring violations and fines!

We know that legal and technical jargon can get complicated, so we're here to help. **If you need assistance or have any questions, email brokers@crmls.org.**

Here are two things you can do now to help safeguard your office from potential liability:

Confirm everyone in your office has the correct user class

Correct user class settings in Matrix ensure that each office member has the system access and privileges that they need to serve their clients.

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.

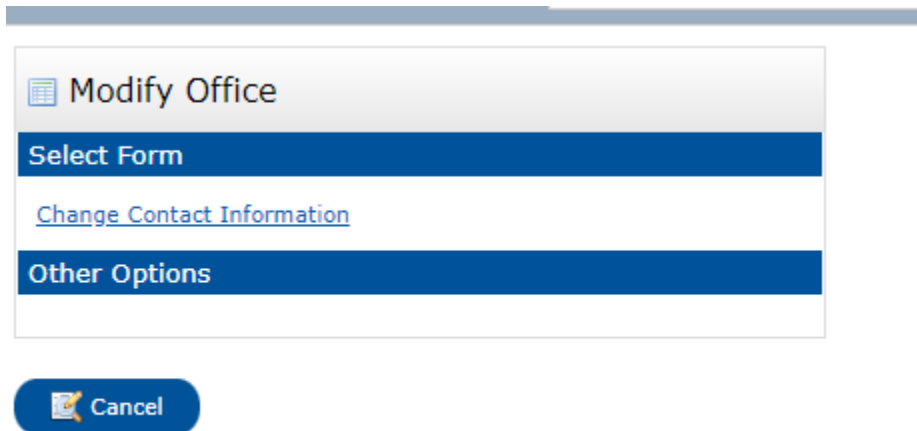
Take advantage of the Office Compliance Email feature in Matrix

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.)*

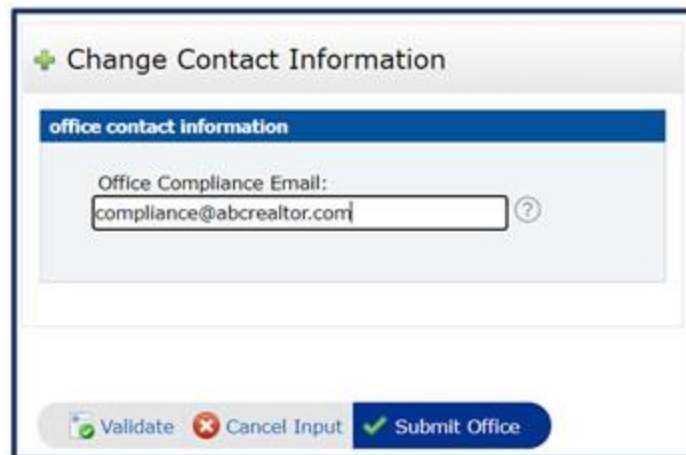
You can update your Office Compliance Email Address in Matrix from the Add/Edit tab. Under "Modify Office," click "Change Contact Information."



The screenshot shows a web interface titled "Modify Office". It features a "Select Form" section with a blue header and a link labeled "Change Contact Information". Below this is an "Other Options" section with a blue header. At the bottom of the form is a blue "Cancel" button with a white icon of a document with a red 'X'.

You will need to know the Office Code for the office you're updating. [Page five of the Matrix Broker Manual](#) contains a step-by-step guide on finding Office Codes for your brokerage, including single-office and multi-office brokerages.

Provide your Office Code, then enter the email address you want to use as your Office Compliance Email Address:



The screenshot shows a web interface titled "Change Contact Information". It features a blue header with the text "office contact information". Below this is a form field labeled "Office Compliance Email:" with the text "compliance@abcrealtor.com" entered. To the right of the field is a question mark icon. At the bottom of the form are three buttons: "Validate" (with a green checkmark icon), "Cancel Input" (with a red 'X' icon), and "Submit Office" (with a green checkmark icon).

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), you can keep documentation consistent through personnel changes.

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.

[Unsubscribe](#)
[Privacy Policy](#)
[Get in touch](#)



Copyright © 2022 CRMLS. All rights reserved.



[909.859.2040](tel:909.859.2040)

[15325 Fairfield Ranch Road, Suite 200](#)
[Chino Hills CA 91709](#)