



# CBOR MLS Policy Statement

Due to COVID-19, CBOR MLS will allow for alternative technologies to substitute for in-person showings (physically present showings) for listings in the active status indefinitely.

If in-person showings are not allowed/approved for co-operating brokers and their agents, then listing brokers and their agents are prohibited from performing in-person showings also.

-Amended April 23rd, 2020



# What are My Options?

**Seller may elect to terminate their Listing Agreement for the time-being until COVID-19 concerns diminish. If a Seller terminates their Listing Agreement, keep in mind CDOM will reset after 90+ days off market when they go to re-list in the future.**

If your Seller is uncomfortable with in-person showings but requests their Listing Agreement to stay in effect, Listing Agents have the following options currently:

## **Complete Missouri REALTORS Form**

## **MSC-1031 Listing Contract COVID-19 Rider/Amendment**

Seller has option to elect to discontinue in-person showings

### **Option 1: Temporarily Withdraw Listing from MLS**

If Seller chooses to discontinue in-person showings, Listing Agent (at direction of Seller) may temporarily withdraw listing in the MLS system. DOM do not accrue and ShowingTime functionality automatically disabled.

### **Option 2: Maintain Active Listing Status and Prohibit In-Person Showing Appointments**

At the direction of the Seller, Listing Agent must offer alternative technologies to enable virtual showing options to potential consumers and showing agents.





# Virtual Tours, Showings & Open Houses Guide



Use the tools included in this informational guide to virtually showcase your listings

# Flexmls Virtual Content Terminology.



## Pre-Recorded (not-live) Content:

### Virtual Tour

- A slide show, walkthrough, or other interactive media that is pre-recorded or created and not scheduled.
- Available in the Media section of the Change Listing Page

### Video

- A walkthrough or presentation that is pre-recorded or created and not scheduled.
- Available in the Media section of the Change Listing Page.

## Live Content:

### Virtual Open House or Virtual Agent Tour

- A live, scheduled event that is either virtual or in-person.
- Available in the Scheduled Marketing Activities section of the Change Listing Page.
- Currently, CBOR is only allowing for Virtual Open Houses/Tours to be added to MLS Listings. In-person Open Houses/Tours are currently not available to be added into the system.
- Virtual Open House/Tour scheduled for a specific day and time-frame with a link to Zoom, Skype, GotoMeeting, Google Meet, etc., for the location of the Open House.
- Agents can still hold Virtual Open Houses without even being at the property simply by holding Q&A sessions for those interested in the property and presenting the existing media they have such as photos, virtual tours, or videos.
- Virtual Open House/Tour creates person-to-person engagement, even if you can't be physically together or even at the property. If the agent has access to the property, doing the Virtual Open House there and streaming video would be most beneficial.

# Approved Virtual Open House & Virtual Agent Tour Providers

When entering Virtual Open Houses in Flexmls, you will need to paste in the URL to a scheduled online event.

To ensure data accuracy, Flex has limited accepted URLs to the following services:

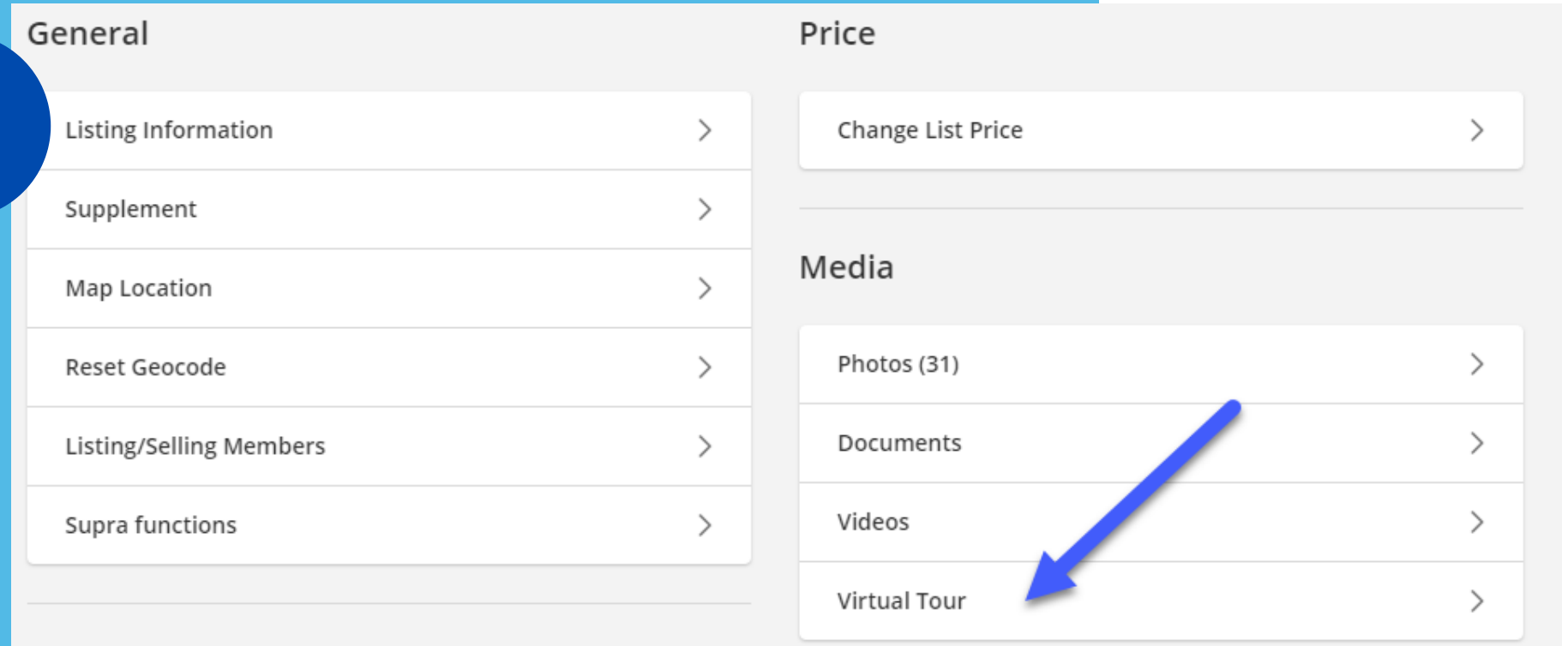
- [Blue Jeans](#)
- [Facebook Live](#)
- [Google Meet](#)
- [GoToMeet.Me](#)
- [GoToMeeting](#)
- [GoToWebinar](#)
- [join.me](#)
- [Microsoft Teams](#)
- [Skype](#)
- [WebEx](#)
- [Whereby](#)
- [YouTube Live](#)
- [Zoho Meeting](#)
- [Zoom](#)



# Adding a Virtual Tour in Flexmls

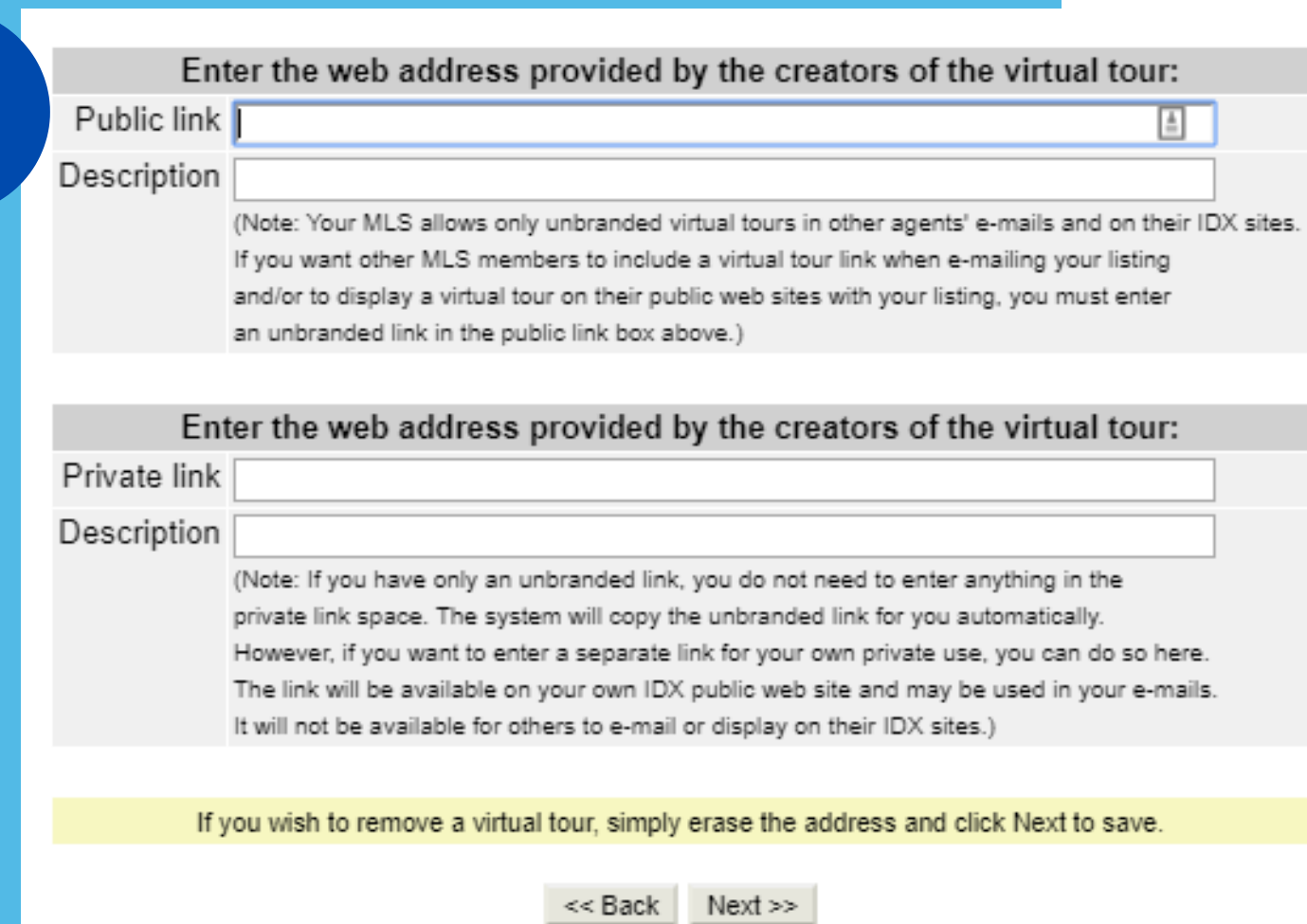
1.

- Go to Edit/Change listing screen for the property you'd like to add the Virtual Tour- Click on "Virtual Tour" under Media Section
- Copy & Paste URL Link to the online pre-recorded Virtual Tour content
- Be mindful of Branded vs. Unbranded Content!
- Any Virtual Tour Link added to the Public Unbranded section MUST contain ZERO Agent and/or Brokerage branding. I.e. Public unbranded VT Links cannot display brokerage name, agent name/contact info, listing sign, Team Name, logos, etc.
- Any agent uploading a Virtual Tour link from a site like YouTube would be automatically adding Branded content, as the YouTube channel automatically includes the agents' name on the Channel's site
- Branded Virtual Tours must and can be entered solely in the Private Link Section



The screenshot shows the 'General' and 'Price' sections of a listing edit screen. The 'Media' section is expanded, showing options for Photos (31), Documents, Videos, and Virtual Tour. A blue arrow points to the 'Virtual Tour' option.

2.



The screenshot shows the 'Enter the web address provided by the creators of the virtual tour:' form. It has two sections: 'Public link' and 'Private link'. The 'Public link' section has a text input field and a lock icon. Below it is a 'Description' field and a note: '(Note: Your MLS allows only unbranded virtual tours in other agents' e-mails and on their IDX sites. If you want other MLS members to include a virtual tour link when e-mailing your listing and/or to display a virtual tour on their public web sites with your listing, you must enter an unbranded link in the public link box above.)'. The 'Private link' section has a text input field and a 'Description' field. Below it is a note: '(Note: If you have only an unbranded link, you do not need to enter anything in the private link space. The system will copy the unbranded link for you automatically. However, if you want to enter a separate link for your own private use, you can do so here. The link will be available on your own IDX public web site and may be used in your e-mails. It will not be available for others to e-mail or display on their IDX sites.)'. At the bottom, there is a yellow bar with the text: 'If you wish to remove a virtual tour, simply erase the address and click Next to save.' and two buttons: '<< Back' and 'Next >>'.

# Adding a Video in Flexmls

- Go to Edit/Change listing screen for the property you'd like to add the Video- Click on "Videos" under Media Section
- Click "Add Video" icon
- Copy & Paste HTML code into the text field (Videos may only be uploaded using HTML – that is why we suggest uploading as a Virtual Tour instead- much easier option)
- Be mindful of Branded vs. Unbranded Content!
- Any Video added to the Public Unbranded section MUST contain ZERO Agent and/or Brokerage branding. I.e. Public unbranded Videos cannot display brokerage name, agent name/contact info, listing sign, Team Name, logos, etc.
- Any agent uploading a Video from a site like YouTube would be automatically adding Branded content, as the YouTube channel automatically includes the agents' name on the Channel's site
- Branded videos must and can be entered solely in the Branded Section

1.

The screenshot shows the 'General' and 'Price' tabs of a listing edit screen. The 'Media' section is expanded, showing options for 'Photos (31)', 'Documents', 'Videos', and 'Virtual Tour'. A blue arrow points to the 'Videos' option.

2.

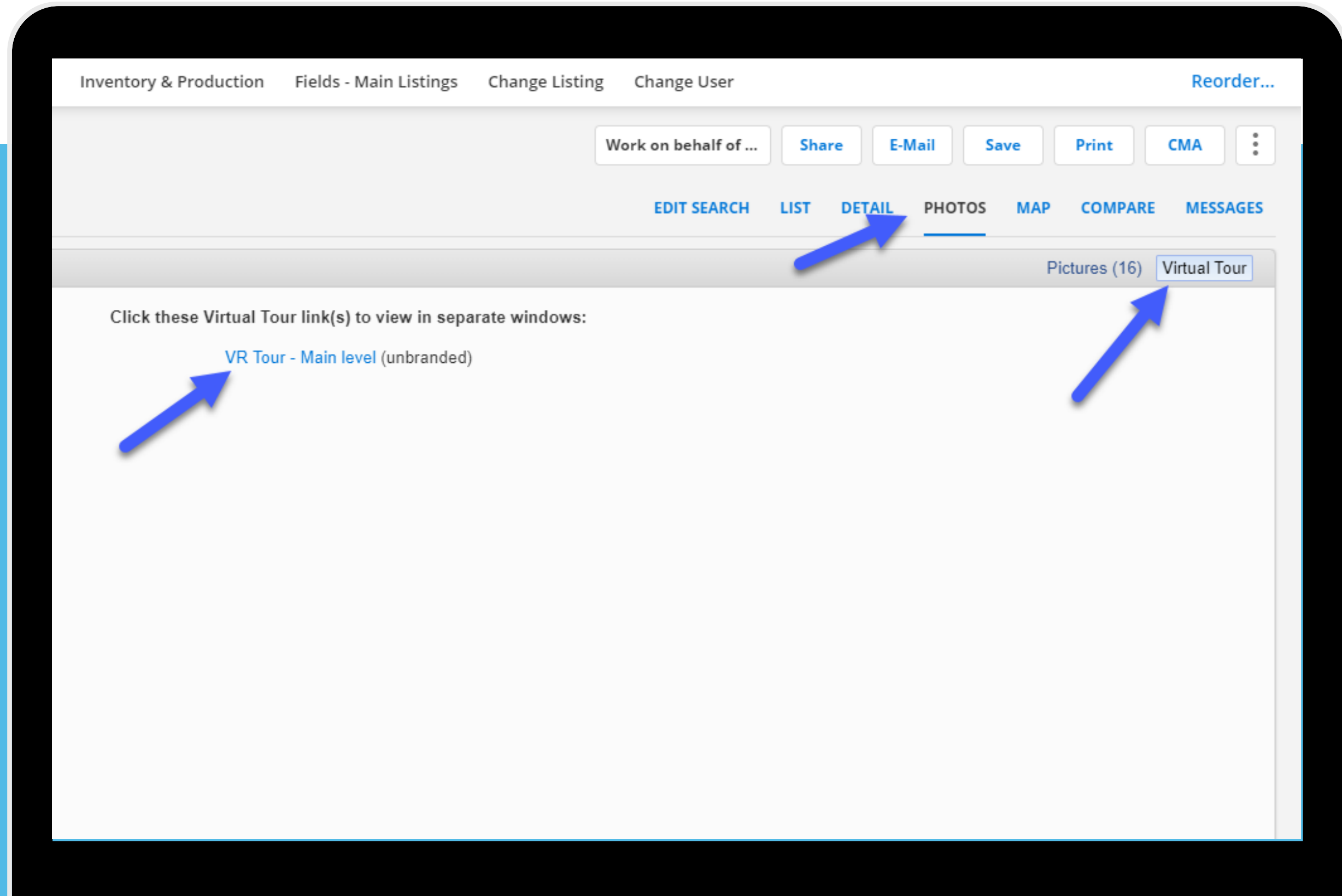
The screenshot shows a message box that says 'No videos attached to this listing.' Below the message is a button with a green plus sign and the text 'Add Video'. A blue arrow points to the 'Add Video' button.

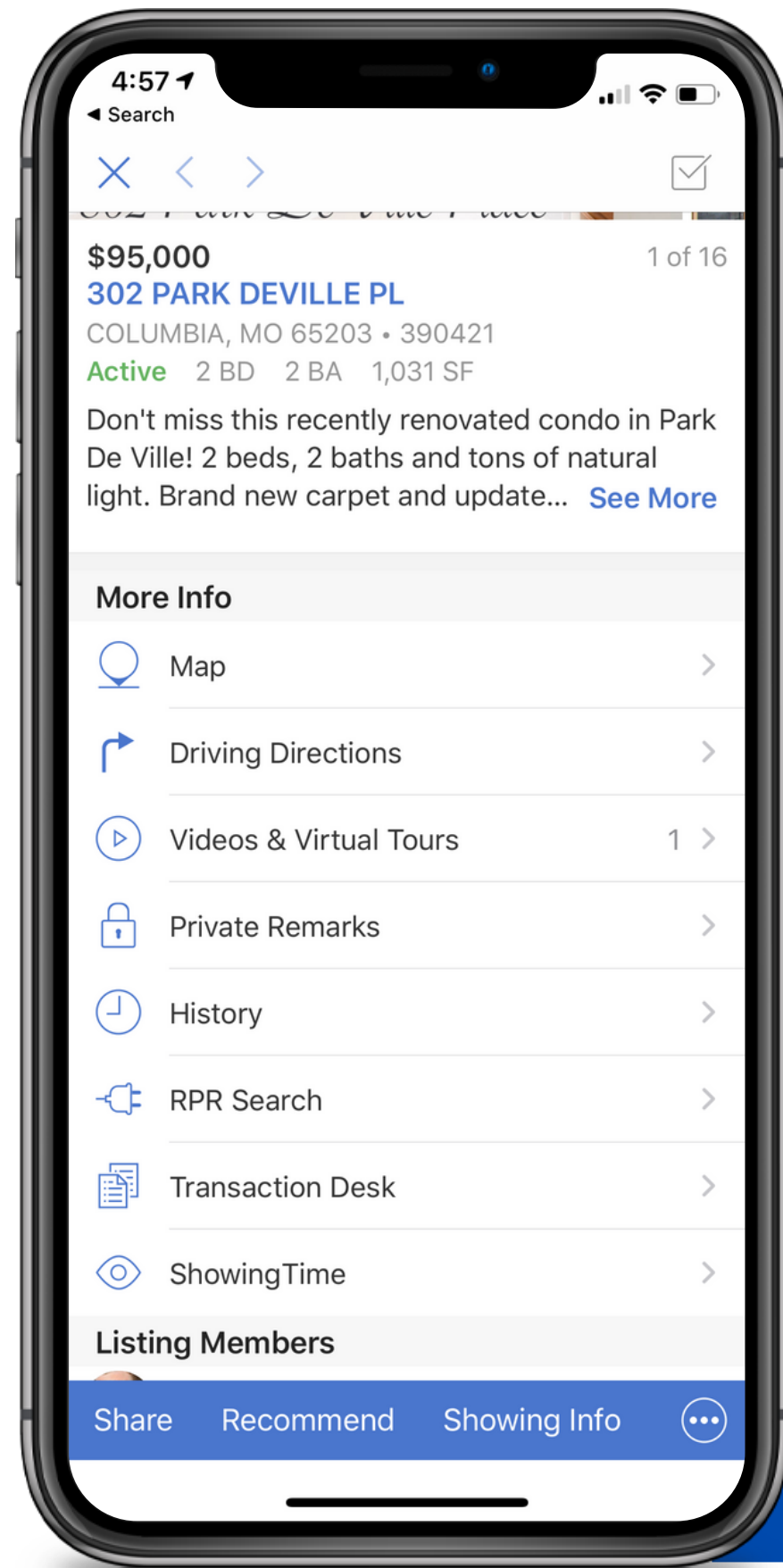
3.

The screenshot shows the video upload form. It has a 'Description' field with 'New Video' entered, and a 'Caption' field. Below these are two large text areas for entering HTML code. The first is labeled 'Please enter the HTML code that will embed the branded video or other media: \*'. The second is labeled 'Please enter the HTML code that will embed the unbranded video or other media:'. At the bottom, there is a note: '\* If you only have an unbranded video embed code, you do not need to enter a branded video. Flexmls will copy the unbranded video to the branded video automatically.' Below the note are 'Save Changes' and 'Cancel' buttons. A blue arrow points to the 'Save Changes' button.

# Viewing Virtual Tours and/or Videos in Flexmls

- Select Property MLS # from Search Results
- Click on "Photos" tab
- Select either "Video" or "Virtual Tour" button at top Right Corner of listing
- Click on Video/Virtual Tour Content in middle of Screen





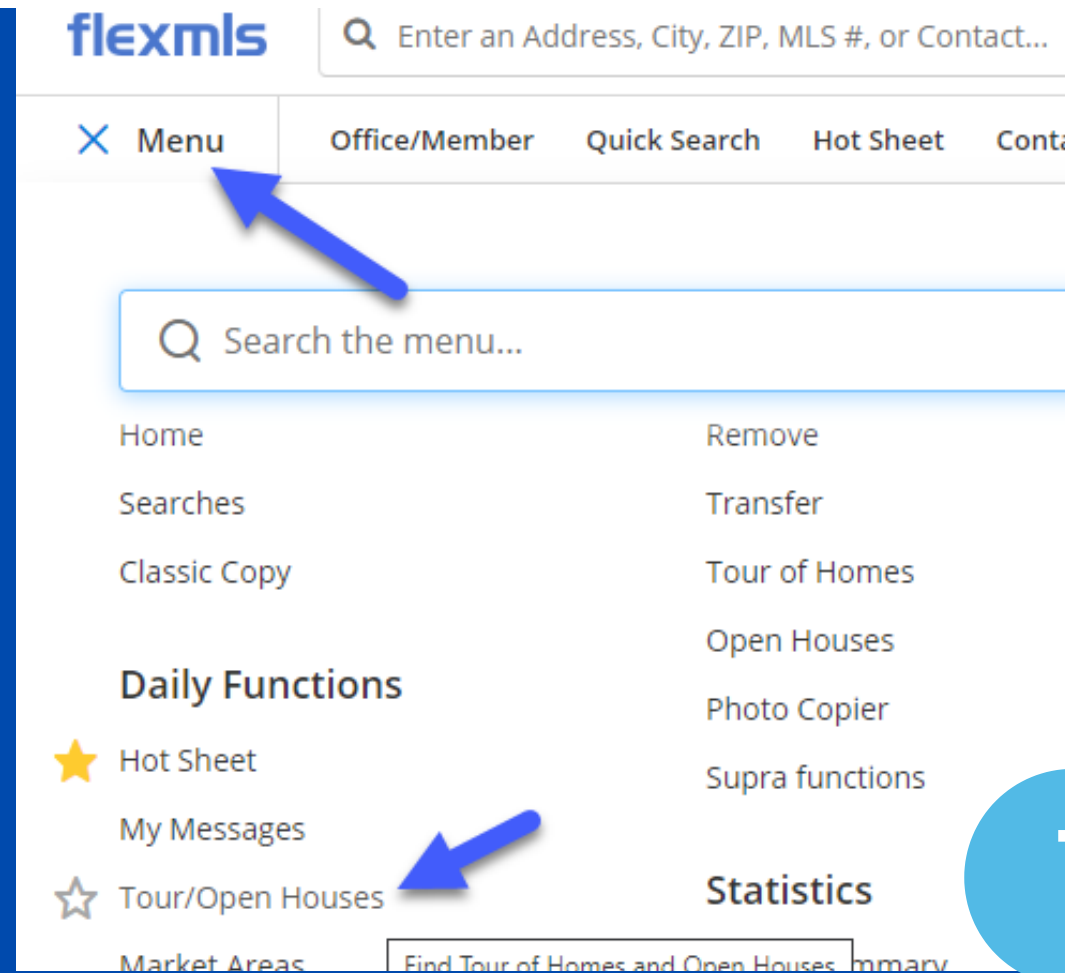
# Viewing Virtual Tours/Videos on Flexmls Pro

- Videos & Virtual Tours are linked inside the Flexmls Pro App
- Pull up a listing and scroll down to "More Info" section
- Click on "Videos & Virtual Tours"
- Consumers using the Flexmls App will also see VT/Videos in this same section of a listing

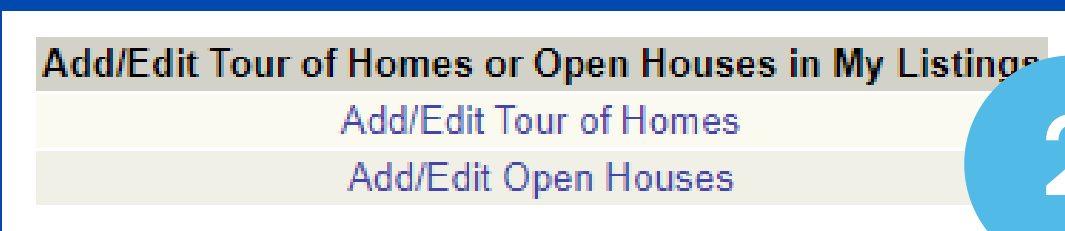


# Adding Virtual Open House or Virtual Agent Tour in Flexmls

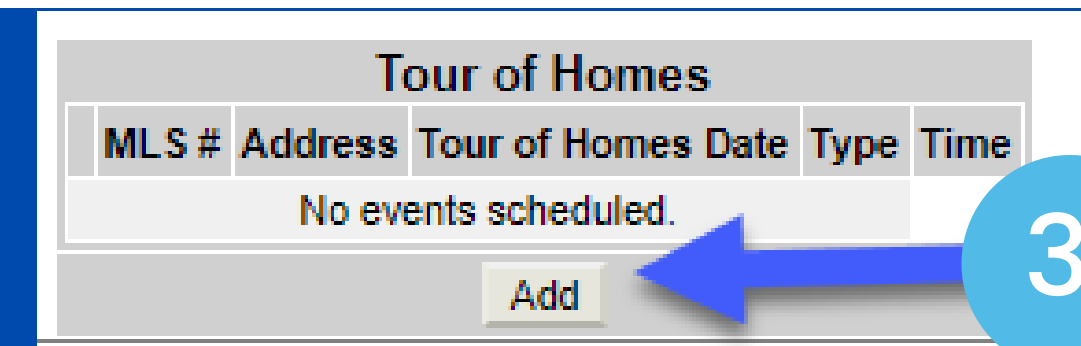
\*Remember: These are links to LIVE Content



Select "Tour/Open Houses" from Menu button in Flexmls



Select either "Add/Edit Tour" or "Open House"



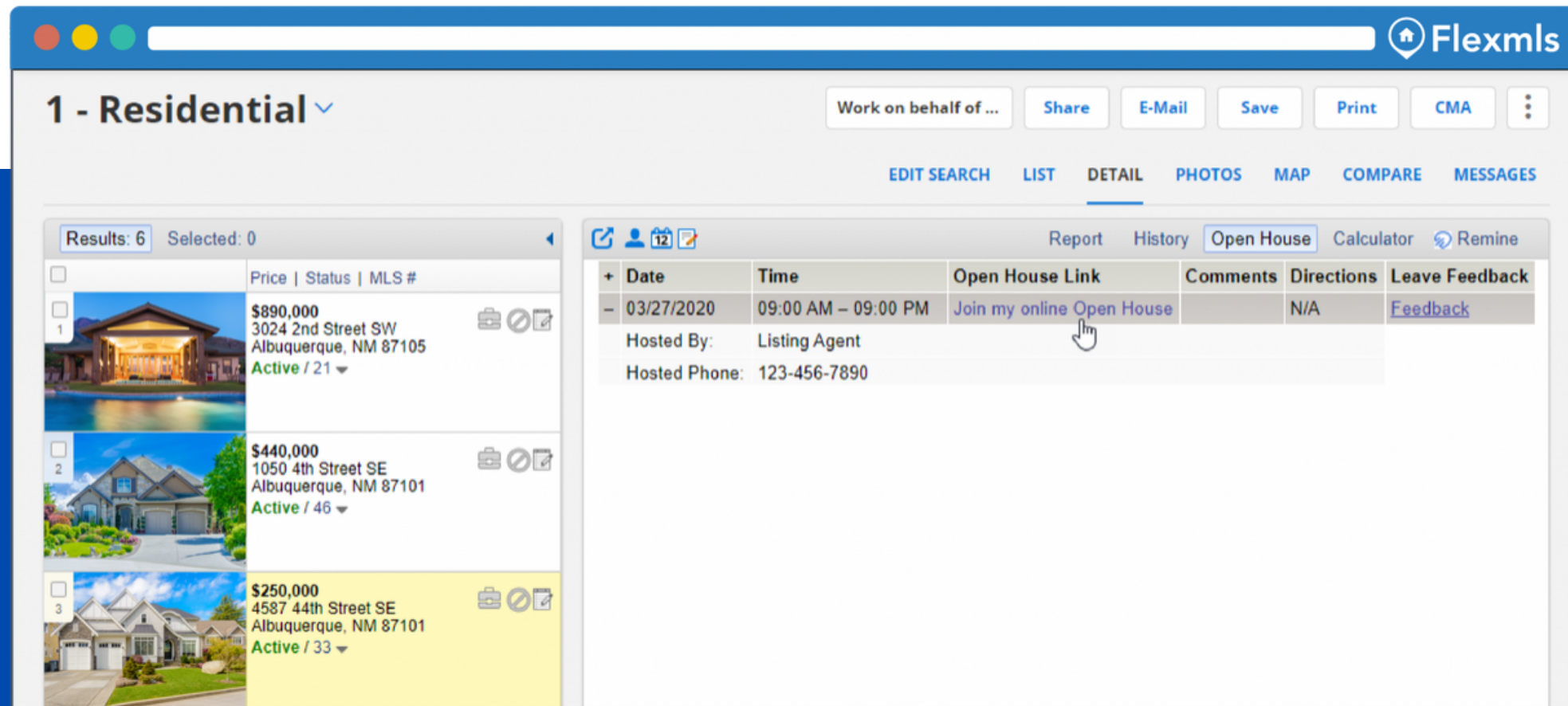
Select "Add"

A screenshot of the 'New Tour of Homes Entry' form. It includes fields for 'MLS #', 'Type' (set to 'Virtual'), 'Link Text' (set to 'Attend Virtual Tour of Homes'), 'Link URL' (with a red-bordered box containing instructions: 'Only post links to live online events that will be held at a scheduled date and time.' and 'Post pre-recorded videos and virtual tours in the Videos and Virtual Tours section of the listing.'), 'Tour of Homes Date', 'Start time' (9:00 AM), and 'End time' (11:00 AM). There is a 'Comments' text area and a 'Next >>' button. A blue arrow points to the 'Next >>' button, and a blue circle containing the number '4' is to the right.

Enter in MLS #, Copy & Paste link URL for Live content, Enter Date for viewing and Start/End Times. Click "Next" to Add.

# Searching for/Viewing Open House or Virtual Agent Tour in Flexmls

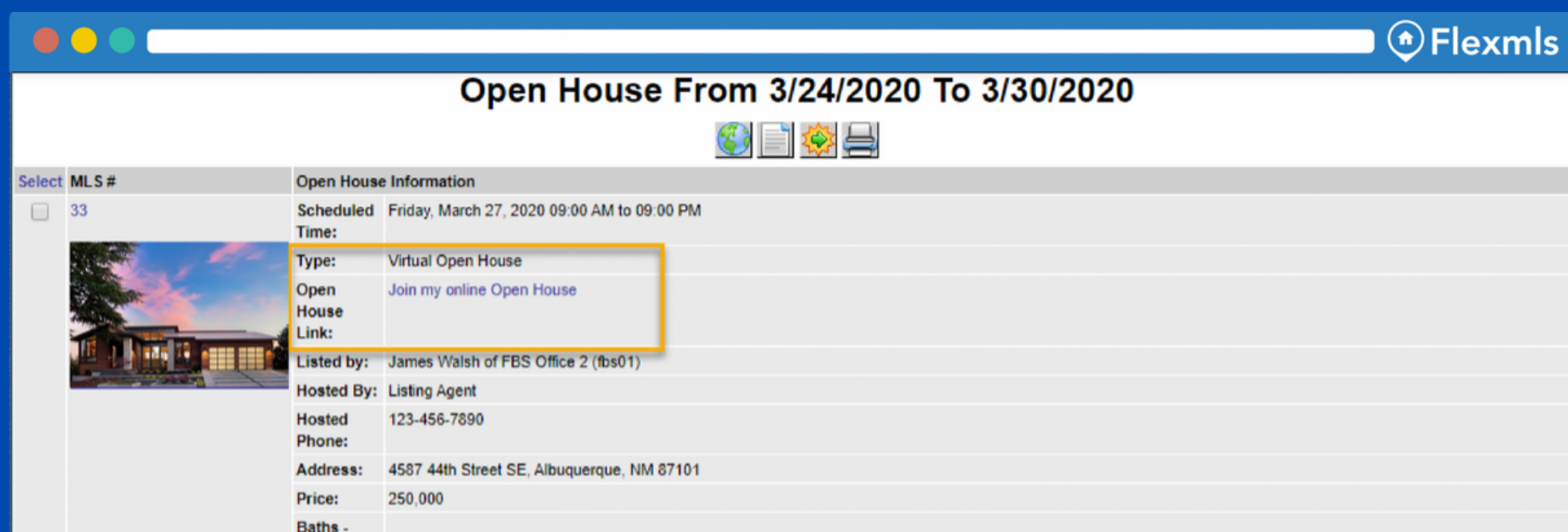
\*Upcoming virtual open houses and virtual tours can be viewed in the same places where you are used to seeing open houses and tours of homes



The screenshot shows the Flexmls interface with a search for residential properties. The 'DETAIL' tab is selected, and the 'Open House' sub-tab is active. A table displays an open house event for a property at 4587 44th Street SE, Albuquerque, NM 87101, scheduled for 03/27/2020 from 09:00 AM to 09:00 PM. The 'Open House Link' column contains a clickable link: 'Join my online Open House'.

Date	Time	Open House Link	Comments	Directions	Leave Feedback
03/27/2020	09:00 AM – 09:00 PM	<a href="#">Join my online Open House</a>		N/A	<a href="#">Feedback</a>

When you're viewing listings on the search results page, click the **Detail** tab, and then click the **Open House or Tour of Homes** link. For virtual open houses and tours of homes, a clickable link will be displayed in the new Link field



The screenshot shows the 'Open House From 3/24/2020 To 3/30/2020' details page. The event is for a virtual open house at 4587 44th Street SE, Albuquerque, NM 87101, scheduled for Friday, March 27, 2020, from 09:00 AM to 09:00 PM. The 'Open House Link' field is highlighted with a red box and contains the text 'Join my online Open House'.

Select	MLS #	Open House Information
<input type="checkbox"/>	33	<p>Scheduled Time: Friday, March 27, 2020 09:00 AM to 09:00 PM</p> <p>Type: Virtual Open House</p> <p>Open House Link: <a href="#">Join my online Open House</a></p> <p>Listed by: James Walsh of FBS Office 2 (fbs01)</p> <p>Hosted By: Listing Agent</p> <p>Hosted Phone: 123-456-7890</p> <p>Address: 4587 44th Street SE, Albuquerque, NM 87101</p> <p>Price: 250,000</p> <p>Baths: -</p>

To search for upcoming Tours or Open Houses, under **Daily Functions** on the Menu, click **Tour/Open Houses** and enter search parameters. The link to a virtual event will be available in the event details.

# Agent Virtual Tour Resources

## Making Your Own Virtual Tours?

Filming and piecing together Virtual Tours on your own is easier than ever. Agents have the option to go with a more traditional photo slideshow virtual tour or create highly interactive 360 walkthroughs of their listings with the use of Virtual Tour companies:

## 2 Virtual Tour Companies to Check out:

- Immoviewer (Endorsed by NAR)
  - Recommended Gear to use with Immoviewer
- Kuula
  - Creating a Virtual 360 Tour with Kuula Tutorial

## Looking for a More Basic Approach?

Agents can easily record a walkthrough on their smartphone and upload it to a hosting site like Vimeo. Vimeo is a preferred hosting site over YouTube, as it adheres to CBOR's Branding Policies

- Vimeo

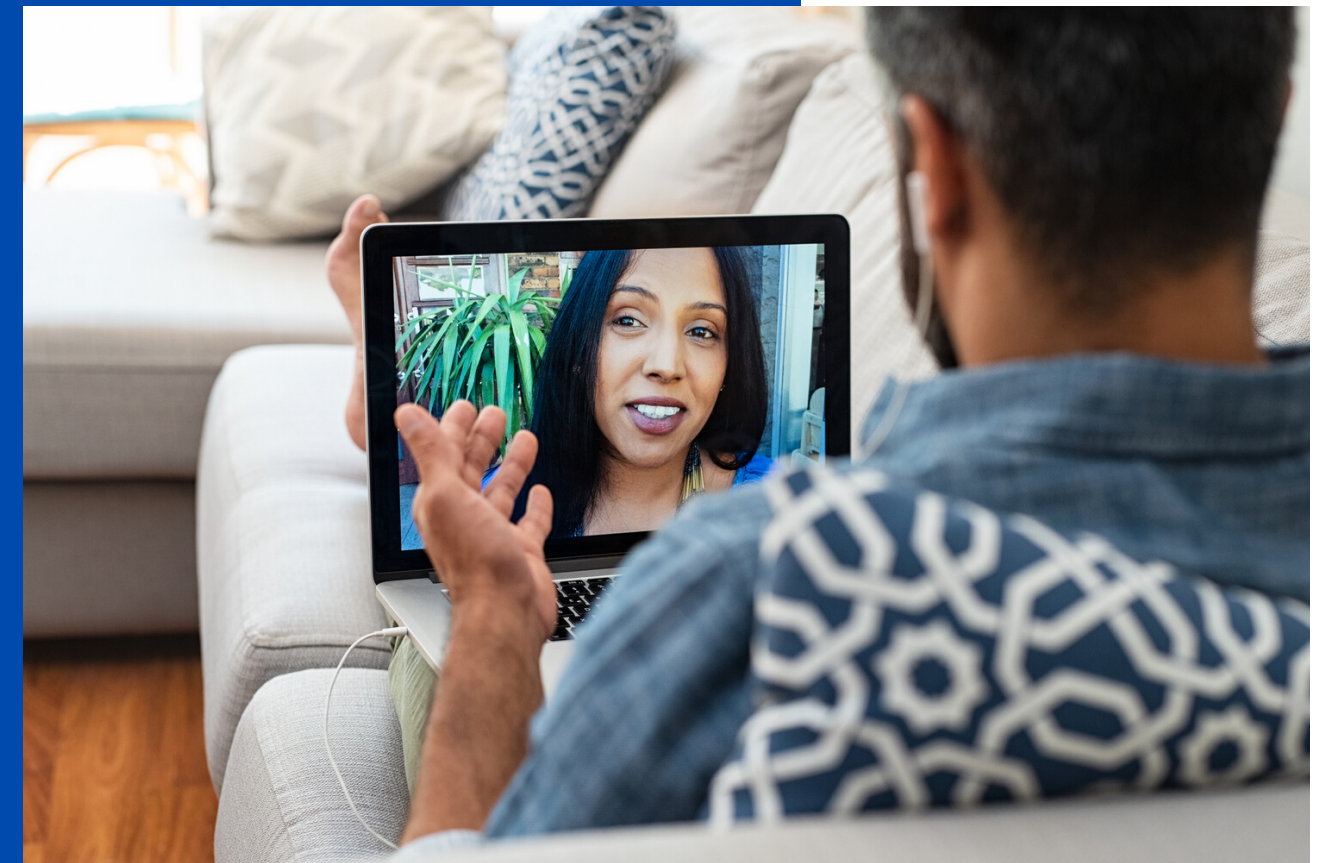


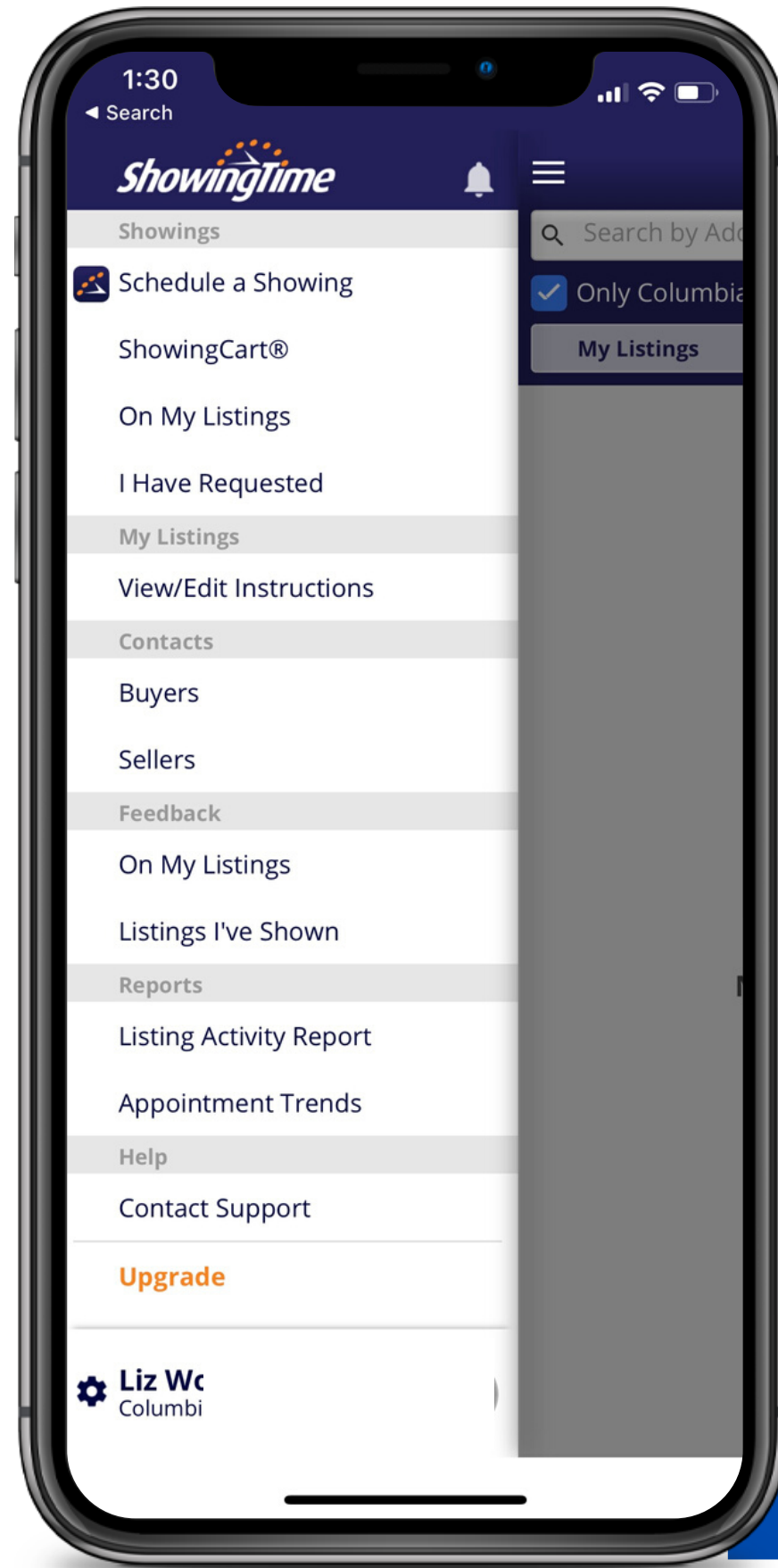
# Virtual Open House/Agent Tour

## Hosting Virtual Open Houses or Virtual Agent Tour?

Check out these helpful resources when using a Video Conferencing Platform:

- [5 of the Best Video Conferencing Software for Real Estate](#)
- [Zoom Blog Tips on Hosting a Digital Event](#)
- [Zoom - How to Invite Others to Join a Meeting](#)
- [Video Guide on How to do a Virtual Open House/Tour During COVID-19](#)





# ShowingTime Virtual Showings Guide.



# Setting up a Video Showing in ShowingTime on Your Listing

- In the ShowingTime main menu, select “[Listing Setup](#)” and then choose the listing you want to edit with the video tour information.
- On the listing worksheet, under “[Access Information](#),” select “[Other](#)” from the drop-down menu for how the agent can access the home. Then, specify it’s a video showing in the “[Access Notes](#)” field.
- In the “[Additional Instructions](#)” field, add the showing details and link to the video service that will be used so the showing agent can access the link in their mobile web browser on the day of the showing. If the showing agent is set up to receive email notifications, the link will also be accessible from within the showing confirmation email.
- Modifying or adding access details can be accomplished both on your Desktop/Laptop and Mobile ShowingTime App

When in-person showings are off the table, we encourage you to offer video showings using a video conferencing solution like FaceTime, Zoom, GoToMeeting, join.me or other similar tools.

This type of showing requires an appointment, a request for feedback, tracking and reporting, and can be used with your ShowingTime account using the steps from the previous page:

The screenshot displays the ShowingTime web interface. On the left is a navigation menu with items like Home, Messages, Showings, Offers, Listing Setup, Contacts, Feedback, Reports, Help & Support, and Upgrade Service. The main content area is divided into several sections:

- Listing Information:** Shows a property image, address (16780 SUNDERLAND, 28032202, ACTV, \$32,000), and presenter (Laura ShowTest). Buttons for Archive, Merge, Listing Activity Report, Listing Changes Log, and Attachments are visible.
- Appointment Restrictions:** Includes settings for Advanced Notice (Lead Time), Maximum Appointment Length (15 min), and Allow Overlapping Appointments (Yes). A table below shows no upcoming restrictions.
- Access Information:** Contains 'Access Details' (How can the agent access the home? Other) and 'Alarm Details' (Would you like to provide alarm details to the agent for accessing the home? No).
- Additional Instructions:** A text area for showing instructions with a 'Video Tour Link: www.zoom.com/12345' and an 'Add From Predefined Notes' button.
- Driving Directions:** A section for providing driving directions.

Three blue circles with numbers 1, 2, and 3 are overlaid on the interface to highlight key steps: 1 points to the 'Listing Setup' menu item, 2 points to the 'Appointment Restrictions' section, and 3 points to the 'Additional Instructions' text area.

# Additional ShowingTime Resources

## [How to Set up Video Showings on Zoom with ShowingTime](#)

- [YouTube Video Link](#)

## [Setting up Your Listing for Video Showings](#)

- [YouTube Video Link](#)

## [Setting up Video Showings Guide](#)

- [PDF Link](#)



# Questions?

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573.446.2405

