

Frequently Asked Questions



When will state27homes.com be sunsetted?

The site will be officially discontinued on **January 14, 2020**.

What will happen when someone visits state27homes.com after the sunset date?

The state27homes.com URL will remain live but will serve as an intermediate landing page that will explain the transition to customers and redirect them to Homesnap.

Is this service free?

Yes, Homesnap is included* in customer subscription. Customers and consumers can find the app in the apple or google app store.

**There may be some additional cost for upgraded features.*

What are the upgraded features for Homesnap?

Homesnap Pro+ is a premium service provided by Homesnap Pro. Through this service, Homesnap automates the heavy lifting involved in maintaining a stellar presence on Google. Homesnap Pro+ will:

- **Verify your business** - A seamless and instant process that would otherwise take weeks to complete.
- **Create, monitor and update your business profile** - Add your contact information, a link to your website, photos of your listings and deals, and update your profile with new content as it's available
- **Generate new profile content** - Publish posts to your profile (your activity, local market trends, and more) to engage potential clients and improve your search rank in Google
- **Provide review management tools** - Alert you when new reviews are posted to your Google profile and enable you to quickly respond to them.

Click [here](#) to learn more about Homesnap Pro+.

What is a PURL?

A **personal URL** (PURL) is a unique and **personalized** link that allows you to **Brand your own version of a site**. A Personal URL (PURL) can be used to help ensure that consumers stay connected to you and your leads are directed to you.

Will customers still have a PURL?

Yes, a branded link is provided.

What will happen to my s27homes PURL?

Your state27home.com PURL will no longer work after **January 14, 2020**.

We encourage you to set up your Homesnap Pro branded link and update any marketing material (digital or printed) you may have before this date.

Access it through your [Stellar Dashboard](#) by clicking on the Homesnap icon and [setting up your account](#).

Does my PURL offer the same functionality as my Custom Link?

Yes. Your branded link will work in the same way as your PURL. Any consumer who visits your branded link will only see your information on listings. If you want, you can use your branded link as your own IDX website.

Will agents be able to edit the personal branded link?

No. The branded link is system generated and cannot be edited.

For example - <https://www.homesnap.com/John-Doe>

Are there other mobile apps included in my Stellar MLS subscription?

Yes. The **Go MLS App** is available to all Stellar customers. **Go MLS App** is a GPS, location-based mobile MLS application compatible on most mobile devices, such as Android and Apple.

Stellar MLS agents and brokers have a secure login that provides access to customer-only information and additional tools. Click [here](#) to learn more.

Support

How can I provide feedback or get help with the site?

You can email us at support@stellarmls.com or call our Support Center at 800-686-7451.