



LSC Staff Workshop

Membership Processes

Process: Customer Joins Association

1. Customer submits Stellar MLS application to LSC.
2. MLS fees are collected at the LSC at the time of application.
3. Customer are added to association's database and is transmitted to Stellar. *(This will occur later that day or in the morning depending on the transmittal times.)*
4. Once the customer record has been transmitted into the Stellar MLS database, the customer will have access to log in to Matrix. This typically takes up to 2 to 4 business days.
5. The Stellar Membership Team can be reached by email at: membership@stellarmls.com or phone 407-960-5445. This is a dedicated line for LSC staff only, please do not distribute to members.

FAQ:

- **What if a new customer was added by the LSC, but they are still unable to access the MLS after 2 to 4 business days?**

Please confirm all required fields are populated, if any of the required fields are missing the record will not transmit to Stellar MLS. Fill in the required information and the record should transmit on the next feed to Stellar MLS. If all fields are populated, reach out to the Stellar MLS Membership Team and please see the exceptions report.

Price Quotes for Reinstatements

- For price quotes, call Stellar MLS Accounting Department at 407-960-5398. This is a dedicated line for LSC staff only, please do not distribute to members.
- Accounting Team will quote the cost for member joining.
- After member is added or reinstated, email payments@stellarmls.com with payment information.
- When Stellar MLS receives the record for reinstated member, they come in as *Inactive Reinstated – Needs Review*. This could take 1 to 2 business to become active.
- Accounting will check payment emails for payment information. If no email Accounting will email LSC.

Process: Customer Changes Association

1. Email Stellar MLS at membership@stellarmls.com with the customer's name, MLS ID and office NRDS/MLS ID numbers. We will use this information to update the customer's record showing his/her new association.
2. Per Stellar MLS rules and regulations only a customer's *primary association can request changes to that record.

*The "Primary Association" is the association the customer elects to maintain their MLS. If the customer belongs to more than one association within Stellar's coverage area and there is a dispute as to which association should be the "Primary" we would request that the customer send us an email confirming their election as primary for MLS purposes.

Non-Member Salespersons

- Per NAR policy an agent that is licensed under a broker that participates in MLS is entitled to MLS services through the association. It is up to the LSC staff to monitor these agents, and ensure the broker is invoiced for the number of active salespersons under his/her license.
- Stellar has recently added a new membership class to accommodate these agents. This will assist the association in tracking these agents.
- Please reach out to Connie Kazakowitz at conniek@stellarMLS.com if you need more information on how to syndicate these agents to us as non-member salespersons.

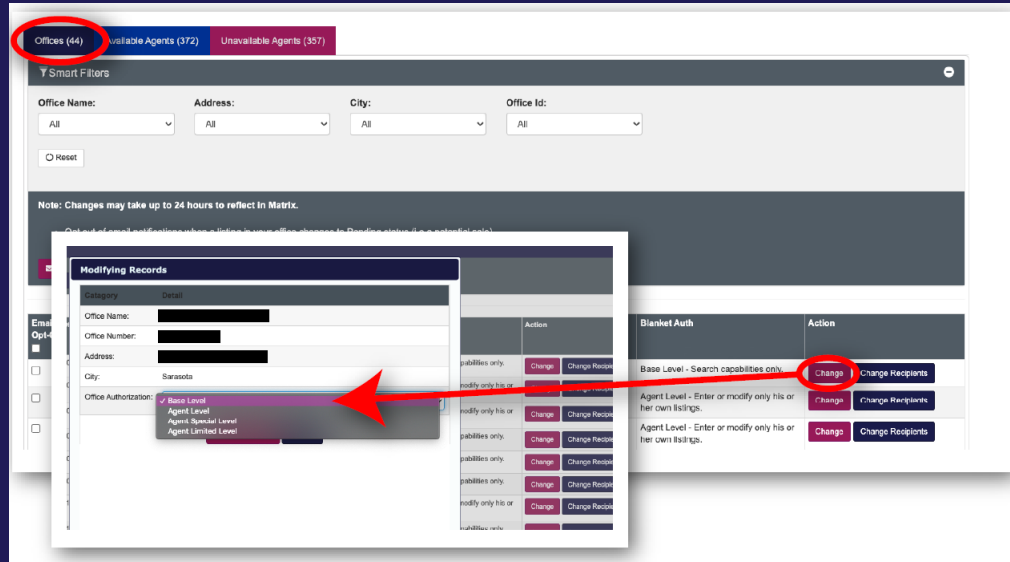
Exception Reports

- Each morning each LSC receives email from Stellar MLS IT Support.
- On this report will be membership and office records that add an error.
- On the Association Landing Page is a list of codes for the exceptions.
- If you need assistance, please call Membership at 407-960-5445. (LSC Backline)

Suspended Agents Switching Offices

- Starting in 2021, when an agent is suspended for non-payment, they are not able to transfer to a new office until they pay their invoice.
- Exceptions Report will be generated.
- New broker will receive an email notifying them that the agent cannot be transferred until they clear their invoice.

Office Firming, Access Levels & Assistants



Process: Office Firming

1. Connecting offices on the backend so that anyone with head access level can add/edit listings.
2. Stellar will firm offices at the request of the broker. If multiple brokers are involved in the firm, we ask that each send an email confirming that they understand anyone with a head access level will have access to all offices within that firm.

Access Levels Overview

- Stellar MLS brokers set access levels for their agents and assistants.
- These are managed through the Broker Authorization icon on the broker portal.
- Blanket (default) levels can be set for the entire office, and individual selections can be made
- Association staff can look up access levels through their portal

Access Levels

MLS Access Level Legend

	Has Search Capabilities	Can Enter & Modify Their Own Listings	Can Make Modifications That Require a Seller's Signature	Can Withdraw Listings or Shorten the Expiration Date	Can Enter and Modify Listings Only for the Agent	Can Enter and Modify Listings Owned by the Office	Can Enter and Modify Listings Owned by the Firm
Base Level	✓						
Agent Level	✓	✓	✓	✓			
Agent Special Level	✓	✓	✓				
Agent Limited Level	✓	✓					
Agent Assistant	✓				✓		
Office Assistant	✓					✓	
Company Assistant	✓						✓
Office Level	✓					✓	
Head Office (Firm Level)	✓						✓
No Access							

Base Level:

Users have search capabilities *only*.

Agent Level:

Users have search capabilities and the ability to enter and modify their own listings.

Agent Special Level:

Users have search capabilities and the ability to enter or modify their own listings, but they cannot withdraw listings or shorten the expiration date after the listing has been active for five (5) days.

Agent Limited Level:

Users have search capabilities and the ability to enter or modify their own listings, but listing modifications are limited to those that do not require a sellers signature. (E.g. Status, Price, etc) an agent cannot expire, withdraw, change to Temporarily Off Market, or reactivate a listing without broker approval.

Agent Assistant:

Enter or modify listings *only* for the agent.

Office Assistant:

Enter or modify listings owned by the office.

Company Assistant:

Enter or modify listings owned by the firm.

Office Level:

Enter or modify listings owned by the office.

Head Office (Firm Level):

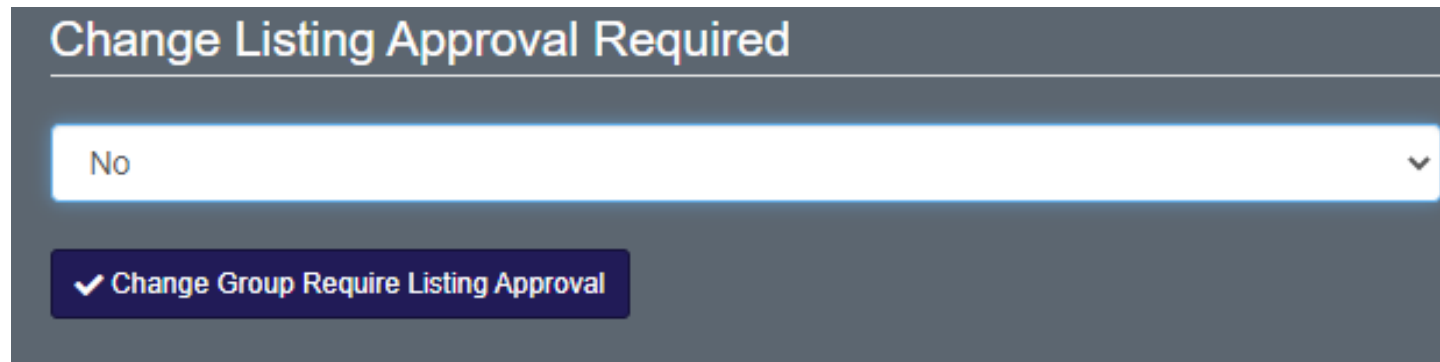
Enter or modify listings owned by the firm.

No Access:

No Access, to Matrix because it is a waived account.

Listing Approval Option

- Can be used as a blanket or individual option for agents who can enter their own listings
- Applies to Agent Level, Agent Special, and Agent Limited access
- If set to **yes**, agent can enter a listing, but it's submitted to broker for approval before going live
- If set to **no**, agents with add/edit access can enter and submit new listings without broker approval



The screenshot shows a web interface for changing listing approval requirements. At the top, the title 'Change Listing Approval Required' is displayed in a light blue font. Below the title is a white dropdown menu with a blue border, currently showing the word 'No' and a downward-pointing chevron icon. At the bottom of the form is a dark blue button with a white checkmark icon and the text 'Change Group Require Listing Approval' in white.

Unlicensed Assistant Users

- Must be unlicensed. Please check DBPR for an active license upon receipt of an assistant's application.
- If they have an active license, they must either deactivate their license to become an unlicensed assistant member or pay full MLS fees as a Realtor®.
- The broker may authorize his/her unlicensed assistant to have add/edit access for the entire office/firm through their Stellar Account Portal

If Stellar receives a new unlicensed assistant record that has an active Realtor® license we will notify you (Association/Board) to have the unlicensed assistant switched over to a Realtor® member.



Agent Outstanding Invoices



All Offices



Agent Education



Association MLS Events

LSC Portal

Accessing the Portal

1

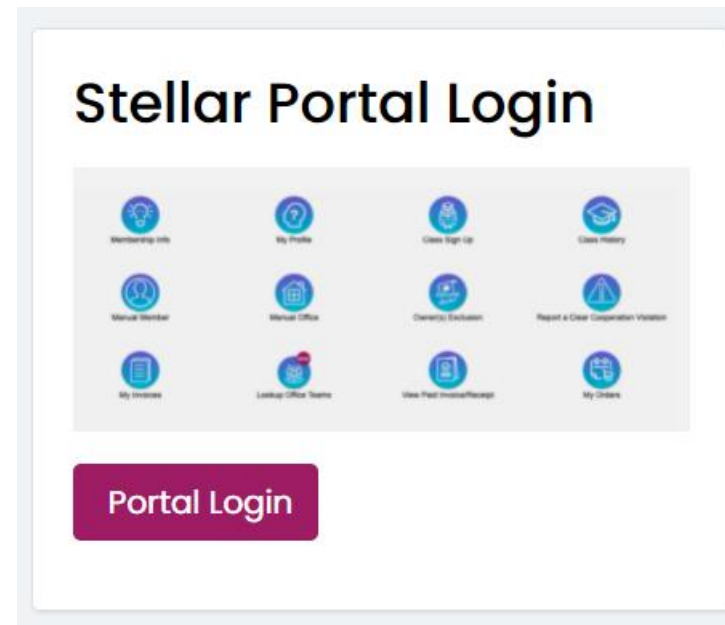
www.stellarmls.com/lsc

3



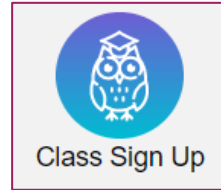
The login screen features the StellarMLS logo at the top, followed by the text "Welcome to SafeMLS® Login". Below this are two input fields: the first is labeled "Member ID" with a person icon, and the second is labeled "Password" with a lock icon. An orange "Login" button with a lock icon is positioned below the fields. At the bottom, there are links for "Forgot your password?" and "NRDS ID Lookup", and a footer stating "Brought to you by the Shareholder Organizations of Stellar MLS."

2



The Stellar Portal Login screen displays a grid of 12 icons representing various portal functions: Membership Info, My Profile, Class Sign Up, Class History, Manual Member, Manual Office, Client/Co-Opclusion, Report a Class Cooperation Violation, My Records, Lookup Office Teams, View Paid Invoices/Receipts, and My Orders. A large purple "Portal Login" button is located at the bottom of the grid.

Class Lookup/Register a Member



Smart Filters

Class Name:

Venue:

City:

Event Type:

Start Date:

Instructor:

MLS Basic

Osceola County AOR

All

All

All

All

Reset

Search for MLS classes by name or location

Register a Customer

Customer MLS Id:

Please Lookup a valid agent.

Lookup

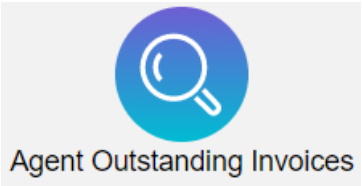
Reset

If the customer above is blank, registration will be done on behalf of the logged on user.

Look up a Member Record to register that member for an MLS class

Action	Class Name	Venue	Address	City	State	Zip	Start Date	Start Time	Available	Duration	Instructor
Enroll	MLS Basic	Osceola County AOR	1105 Cross Prairie Parkway	Kissimmee	FL	34744	07/07/2021	9:00 AM	35	180	John Lipscomb

Outstanding Invoice Reports



See a report of members with outstanding MLS Invoices

Office Name

×

Aa#

#

A H Realty Group LLC3

A-Casa Realty Group & Assoc.3

A.L. Commercial, Inc.3

Accurate Ace Appraisal Corp3

Advantage Real Estate Services3

Filter by
Office or
Invoice
Type

Invoice Type

×

Aa#

#

Annual MLS2035

Fine9

New Member4

Reinstate2

Show/Hide Columns

Advance Filter

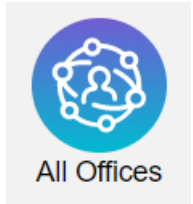
? Invoice Type Legend

Search:

Name	Agent Id	Member Type	Email	Telephone	Office Name	Office Id	Address	Board	Invoice #	Invoice Type
Abigail C Ball	496506433	Realtor	abby@lakesarearealty.com	813-288-8000	Realnet Florida Real Estate	697200	1902 W Main St	Greater Tampa REALTORS®	INV0000774297	Annual MLS
Abigail C Ball	496506433	Realtor	abby@lakesarearealty.com	813-288-8000	Realnet Florida Real Estate	697200	1902 W Main St	Greater Tampa REALTORS®	INV0000783836	Annual MLS
Abigail C Ball	496506433	Realtor	abby@lakesarearealty.com	813-288-8000	Realnet Florida Real Estate	697200	1902 W Main St	Greater Tampa REALTORS®	INV0000713301	Annual MLS
Abraham Castillo	261563845	Realtor	abcastillo13@icloud.com	866-580-6402	Charles Rutenberg Realty Inc	260000779	1545 S Belcher Rd	Greater Tampa	INV0000714524	Annual MLS

Print, Export, or Create PDF

Office Reports



- View Office info, blanket authorizations, agent, and assistant counts
- Filter by Blanket Authorization or Agent Count
- Export, print, or create PDF

Agent Count	
0	675
1 - 5	1414
100 - 500	20
11 - 20	83
21 - 49	56

Blanket Auth	
Agent	755
Agent Special	88
Base	1589
Unknown	7

Office Report												
Search: <input type="text"/>												
Office Name	Office Id	NRDS	Address	City	Telephone	Subscription	IDX	Online Status	Blanket Auth	Broker	Agent	Assistant
#1 American Homes Realty	772520	261531640	8405 N Himes Ave	Tampa	813-458-6348	Active	Yes	Active	Base	Aida Colon	6	0
1 Percent Lists Suncoast	442003536	261564793	6911 Pistol Range Rd	Tampa	813-388-1576	Active	Yes	Active	Base	Lawrence M Cinquemano, Jr.	2	0
1 Step Ahead Realty Group LLC	261563971	261563971	1301 Brandonwood Dr	Brandon	813-294-7264	Active	Yes	Active	Base	Raquel Zapata	3	0

Education/Access Level Reports



- View subscription statuses, access levels, missing class requirements, and Compliance refresh deadlines.
- Filter by missing classes or upcoming Compliance deadlines.

Basic Met Req

⌵ × Aa#↑↓

No 519

Yes 14659

AddEdit Req Met

⌵ × Aa#↑↓

No 1017

Yes 14161

Compliance Req Met

⌵ × Aa#↑↓

No 2807

Yes 12371

Expires In

⌵ × Aa#↑↓

+120 Days 11651

120 days 907

30 days 246

90 days 1347

Past Due 1027

📄

📊

📄

📄

📄

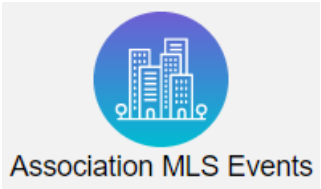
Show/Hide Columns

🔍

Advance Filter

First Name	Last Name	Agent Id	Basic Met Req	AddEdit Req Met	Compliance Req Met	Compliance Due date	Expires In	Email	Telephone	AccessLevel	Status	Office Name	Office Id
Daniel	Bustillo	261560234	No	No	Yes	07/20/2019	Past Due	bigdogg08@icloud.com	888-883-8509	Agent Level - Enter or modify only his or her own listings.	Active	EXP Realty LLC	261010944
Amanda	Elnahwy	990216489	Yes	Yes	Yes	07/11/2021	30 days	frontdesk@srafl.com	813-689-3115	Company Assistant - Enter or modify listings owned by the firm.	Active	Signature Realty Associates	673900
Aida	Rivera Nieves	261560239	Yes	Yes	Yes	06/14/2023	+120 Days	aidalightriverarealtor@gmail.com	813-938-1112	Agent Level - Enter or modify only his or her own listings.	Active	Re/Max Bayside Realty LLC	779956

Association MLS Events



Look up enrollments for upcoming MLS classes at your association.

Show

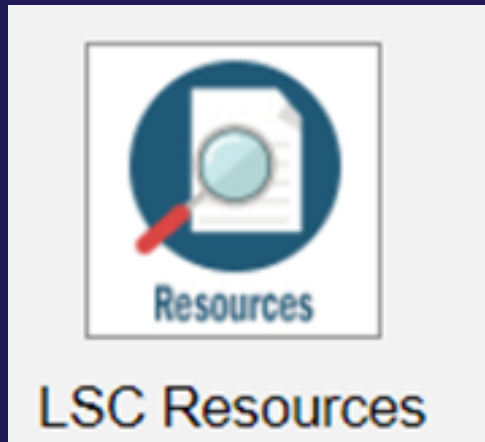
25

 entries

Show/Hide Columns

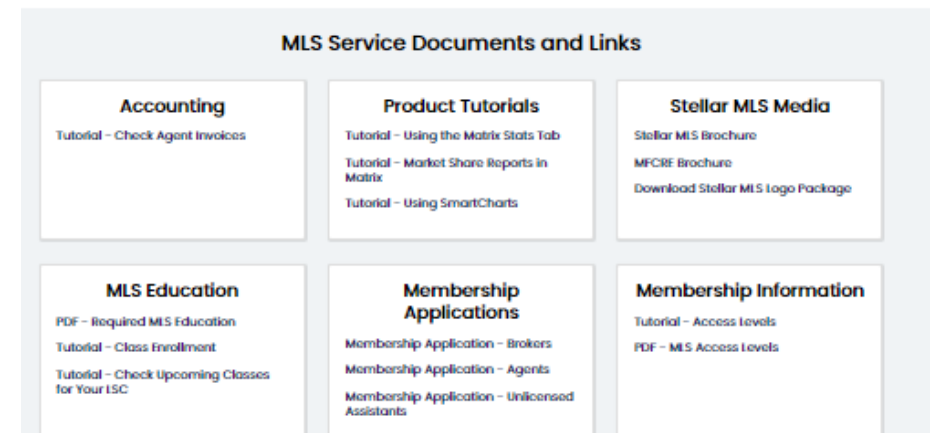
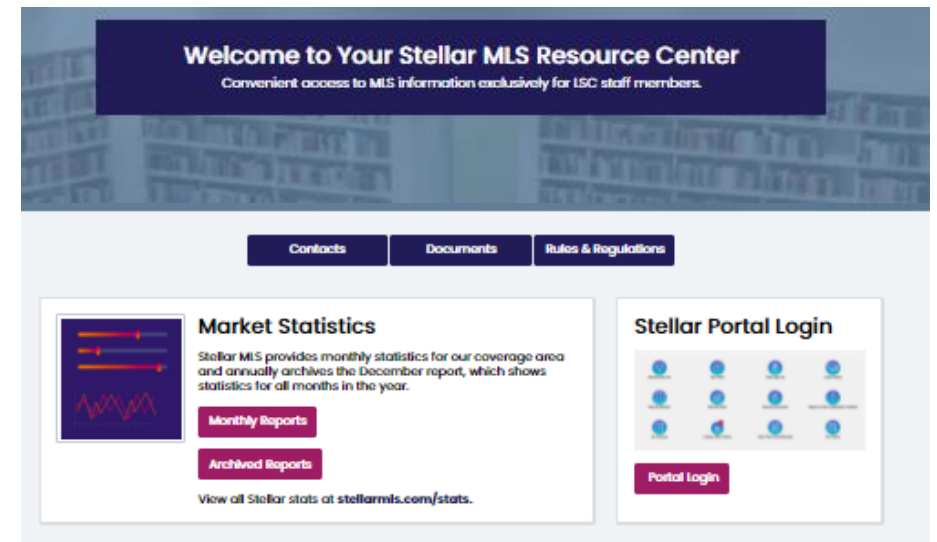
Search:

<div></div>	Class Name	Venue	Address	City	Date	Start	End	Total
<div></div>	MLS Adding & Editing Listings	Osceola County Association of REALTORS	1105 Cross Prairie Parkway	Kissimmee	07-07-2021	2:30 PM	3:45 PM	2
<div></div>	MLS Basic	Osceola County Association of REALTORS	1105 Cross Prairie Parkway	Kissimmee	07-07-2021	9:00 AM	12:00 PM	1
<div></div>	MLS Compliance 101	Osceola County Association of REALTORS	1105 Cross Prairie Parkway	Kissimmee	07-07-2021	1:00 PM	2:15 PM	2
<div></div>	Class Name	Venue	Address	City	Date	Start	End	Total



LSC Resource Page

- Comprehensive Resource Center for association staff
- www.stellarmls.com/lscstaff
- One Stop Shop
 - Portal Login
 - Market Stats
 - Tutorials
 - Membership Forms
 - Stellar MLS News and Updates





Stellar
MLS



Thanks For Joining Us!

Visit StellarMLS.com/lsc
for updates!