For your convenience, please copy and paste the below information and send it to your customer to help them prepare for OneHome™.

Email subject – Your Action is Required!

Dear \_\_\_\_\_\_\_\_\_\_\_,

Soon, the customer portal you use to view properties will be replaced by OneHome™, a new and improved customer portal experience. OneHome™ will give you more ways to connect with me in a modern and user-friendly environment than ever before.

Below are the steps you will need to take to begin using the new features of OneHome™ when it becomes available.

1. **I will send you a Welcome email. Select 'View Properties' to access OneHome™.**

Graphical user interface, text, application, email

Description automatically generated

1. **Once in OneHome™, select 'Activate Account.'**

Map

Description automatically generated

1. **Fill out the form to activate your account.This action is required for you to unlock certain features, such as communicating with me via OneHome™,** **marking a listing as a favorite, discarding listings, and saving your searches.**

Graphical user interface, application

Description automatically generated

Additional Notes:

* If you are using the current customer portal, information such as Favorites, Discards, and Saved Searches will be transferred to OneHome™.
* The 'Possibilities' feature on the current portal will not be available on OneHome™. All your existing listings marked as 'Possibilities' will be merged into 'Favorites' on OneHome™.

Please click [here](https://share.vidyard.com/watch/uz1VopQ7mBpodgPy21UPTS) for more information and let me know if you have any additional questions or concerns.

Sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_