

## OneHome™ Frequently Asked Questions

### WHAT ARE THE BENEFITS OF ONEHOME?

OneHome is a platform that supports customers in all aspects of the home buying and selling journey. But it's much more than just searching for a home - it's an exciting concept that will be further expanded in future releases. Our vision is to provide agents with a tool that adds value, enables collaboration and keeps them at the center of the transaction with their customers.

### HOW IS ONEHOME DIFFERENT FROM THE LEGACY CUSTOMER PORTAL?

In addition to its modern, responsive design, OneHome introduces enhanced security plus 2 brand new tools (the Planner and a Property Fit feature) to help make the buying and selling process more fun and efficient for customers.

### WHAT IS PLANNER?

Planner is an easy to use guide that walks both homebuyers and sellers through their real estate journey. The Planner allows consumers to really understand the process to buy or sell a home through a simple list of tasks and tips.

### WHAT IS PROPERTYFIT?

PropertyFit uses AI to help guide customers towards properties that best match what they're looking for. After answering a series of questions when first logging in to OneHome, a percentage score will be included with all listings, allowing customers to see at a glance how closely the property suits their needs.

## WHAT DOES DATA IN ONEHOME LOOK LIKE?

All data in OneHome is RESO Data Dictionary compliant (Public Record Data, Open House, neighborhood info, market insights)

## IS ONEHOME MOBILE FRIENDLY?

OneHome features a fully responsive design, meaning it works on smartphones, tablets and desktops.

## CAN CUSTOMERS RECEIVE TEXT NOTIFICATIONS?

Customers can choose to opt-in to receive instant SMS notifications whenever they receive new or updated listings in OneHome.

## IS ONEHOME MULTILINGUAL?

Yes, OneHome is currently available in English and Spanish.

## WHAT WILL HAPPEN TO EXISTING EMAILS?

All your existing emails will automatically be brought over to OneHome - no action required from agents.

## HOW CAN AGENTS USE ONEHOME TO COLLABORATE WITH THEIR CUSTOMERS?

Agents can continue to work with their customers in all the same ways they do today in the Matrix customer portal. However, agents will also get additional insights into their customers' behavior, which is used in Matrix to help agents better understand what their customers are interested in and where they are in the home buying process.

## IS THERE ONEHOME SUPPORT AVAILABLE FOR AGENTS AND CUSTOMERS?

Yes, agents can review tutorials directly from the Matrix Help section or contact Stellar MLS Support at **800-686-7451** or at **support@stellarmls.com**.

Customers have a choice of accessing help tutorials directly from OneHome or communicating directly with their agent.

## WHAT LISTINGS CAN CUSTOMERS SEARCH OR SEE?

Customers can see listings that are on the market or recently sold, as long as the seller has allowed it to be displayed publicly. Agents can then send additional information via direct emails to their customers like in the current Matrix portal.

## HOW SECURE IS ONEHOME?

Very. OneHome now allows users to, "Activate" their account - password-protecting their personal data from anyone who may have access to their public listings.

## WHO HAS ACCESS TO ONEHOME?

Only customers invited by their agent have access to OneHome.

## IS ONEHOME STILL A PART OF MATRIX?

Yes, OneHome simply replaces the legacy Customer Portal for consumers.