

# OneHome™

## Frequently Asked Questions

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### 1. What is it and what are the benefits?

OneHome is an invitation-only site for collaborating with your clients as they search CRMLS listings. It supports customers in all aspects of the home buying and selling journey, enabling agents to be at the center of the transaction with their clients. Think of it as agent-client collaboration taken to the next level!"

### 2. How is OneHome different from the Matrix customer portal I'm used to?

In addition to its modern, responsive design, OneHome introduces two brand new tools: the Planner and the Property Fit feature. These two features make the buying and selling processes more interactive, understandable, and efficient for clients. OneHome is also stacked with enhanced security, keeping your data safeguarded.

### 3. What is the Planner?

The OneHome Planner is an easy-to-use guide that walks both homebuyers and sellers through their real estate journey. This feature enables consumers to better understand the process of buying or selling a home through a simple list of tasks and tips.

### 4. What is PropertyFit?

PropertyFit is a OneHome feature that uses artificial intelligence (AI) to help guide customers towards the properties that best match their needs. After answering a simple series of questions upon first logging into OneHome, the system will apply a percentage score to all listings, allowing customers to see how closely the property matches what they're looking for.

### 5. What kind of data appears in OneHome?

All the data you'll see in OneHome is RESO Data Dictionary compliant (including Public Record Data, Open House, neighborhood info, and market insights). It is the same data you are used to seeing in the Matrix client portal.

### 6. Is OneHome mobile friendly?

Yes. OneHome features a fully responsive design, meaning it works on smartphones, tablets, and desktops. As of our launch in December 2021, OneHome is only available through browsers – not as a mobile app.

### 7. What will happen to my existing emails?

All your existing emails will automatically and seamlessly transfer to OneHome – you don't have to do anything.

## 8. How can I use OneHome to collaborate with my customers?

You can continue to work with your customers as you do today in the Matrix customer portal. However, with OneHome, you will gain additional insights into your customers' behavior. This will assist you in better gauging your clients' wants and needs in the homebuying process.

## 9. Is OneHome support available for agents and consumers?

Yes. Agents can review tutorials in the OneHome Learning Lab directly from the Matrix landing page widget. You can also contact CRMLS Customer Care at (800) 925-1525 or via <https://go.crmls.org/support/>.

Customers can choose between accessing help tutorials directly from OneHome or communicating directly with their agent.

## 10. What listings can customers search or see?

Customers can see listings that are on the market or recently sold, excluding listings that sellers have directed their listing agents to keep out of all displays (IDX, etc.). Agents can send additional information via direct emails to their customers as they do now in the current Matrix portal.

## 11. How secure is OneHome?

Every professional's OneHome account is as secure as a Matrix account. CRMLS and the developers of Matrix have implemented state-of-the-art security protocols on all these accounts. When your clients "Activate" a OneHome account, OneHome links it directly to your account and password-protects their personal data from anyone who may have access to public listings.

## 12. Who can access OneHome?

Only real estate professionals like you, plus the clients you invite to access OneHome.

## 13. Is OneHome part of Matrix?

Yes. The company that developed Matrix also developed OneHome. OneHome replaces the Matrix Customer Portal for consumers.

