

Appendix A

How to search properties without Matrix

If NorthstarMLS Matrix is unavailable because of maintenance or unexpected downtime, there are several options available for you to search properties, email them, run reports, etc.



The NorthstarMLS App (Homespotter)

Download the NorthstarMLS app for smartphones/tablets from the Apple store (iPhones/iPads) or the Android Market (Android phones/tablets). This app allows you to do many of the things that you do in Matrix on your mobile device. This includes property searches, viewing tax records, booking showings, emailing listings, making earnest money deposits through TrustFunds, etc. All of your contacts, saved searches and carts from Matrix are available to you in this app.

(Note: When the NorthstarMLS single sign-on system is down, the NorthstarMLS app will also be unavailable. If that happens, you can still access the other options listed below)



Homesnap

Homesnap is also a version of the MLS available for smartphones and tablets. It can be downloaded for smartphones/tablets from the Apple store (iPhones/iPads) or the Android Market (Android phones/tablets). Like Homespotter, this app allows you to do many of the things that you do in Matrix on your mobile device. An advantage to Homesnap is that if the NorthstarMLS single sign-on system is down, you can still access Homesnap.

For an overview of NorthstarMLS app (Homespotter) and Homesnap features, check out our [comparison chart](#).

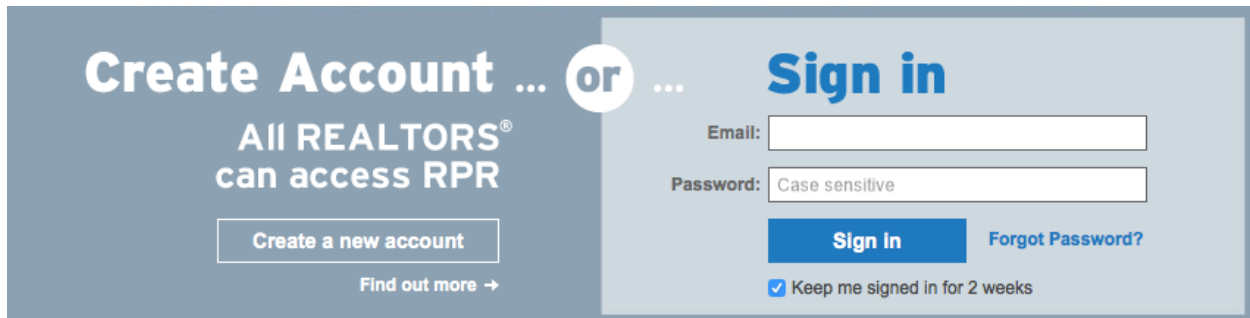
Realtors Property Resource (RPR)

RPR is a member benefit you receive with your membership to the National Association of Realtors. With RPR, you can search for properties from NorthstarMLS and nationally. RPR receives a direct data feed from NorthstarMLS, so when you view a local listing in RPR, you are getting much of the same information that you would in Matrix, including offer of compensation. This is where you will also find listings (with offer of compensation) from neighboring MLS's such as Duluth and Rochester.

If Matrix is down, you can access RPR through the NorthstarMLS Portal at <http://portal.northstarmls.com>.

But if the NorthstarMLS single sign-on system is down, then the NorthstarMLS Portal will also be unavailable. In that case, you can sign in to RPR from their website at

<https://www.narrpr.com>. If you forgot your password, click the “Forgot Password” link. If you have never used RPR, you may need to create an account. Click the “Create a new account” button and follow the easy instructions.



The image shows a user interface for logging in or creating an account. On the left, the text reads "Create Account ... or ... Sign in" with "or" in a white circle. Below this, it says "All REALTORS® can access RPR". There is a button labeled "Create a new account" and a link "Find out more →". On the right, under the "Sign in" heading, there are input fields for "Email:" and "Password:". The password field has a placeholder "Case sensitive". Below the password field is a blue "Sign in" button and a link "Forgot Password?". At the bottom right, there is a checked checkbox labeled "Keep me signed in for 2 weeks".

For help using RPR, go to <http://support.narrpr.com/hc/en-us>.

Appendix B

How to access Instanet Forms and Authentisign when NorthstarMLS is unavailable

If NorthstarMLS Matrix is unavailable because of maintenance or unexpected downtime, there are several options available for you to access Instanet Forms and Authentisign.

NorthstarMLS Portal

If NorthstarMLS Matrix is down, you can access Instanet through the NorthstarMLS Portal at <http://portal.northstarmls.com>.

But if the NorthstarMLS single sign-on system is down, then the NorthstarMLS Portal will also be unavailable. In that case, you can access Instanet using one of the methods described below.

Minnesota Association of Realtors Website

If you are a member of the Minnesota Association of Realtors, go to the Minnesota State Association website at <http://www.mnrealtor.com>.

From the main menu, select Member Resources, then Forms.



Below the Instanet Solutions logo, you will see one of two messages:

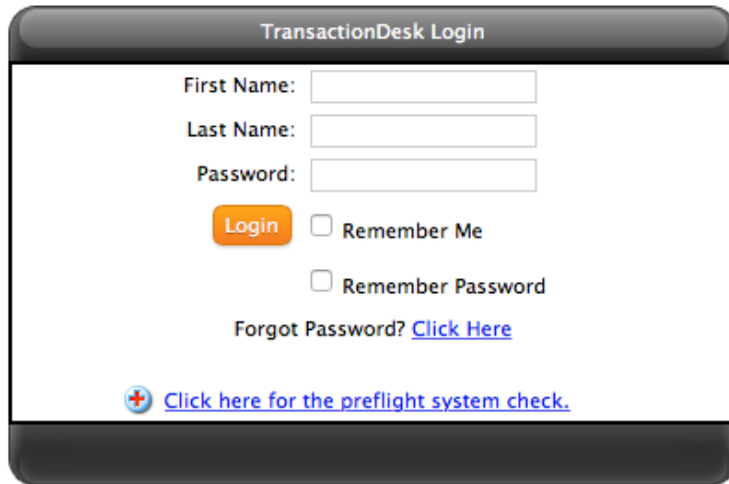
1. **This page needs to verify your login: [Click Here](#)**
2. **Login Access Verified: [CLICK HERE to access forms](#)**

If you get the second “green” message, click it to go to Instanet Forms.

If you get the red message, click it to enter your State Association Portal Username (your NRDS ID) and your password. If it is your first time logging in to the State Association site, use your NRDS ID as both your username and password, and then change your password after you are logged in. After you log in, you will be presented with the green “Login Access Verified” message. Click it to go to Instanet Forms.

Instanet Website

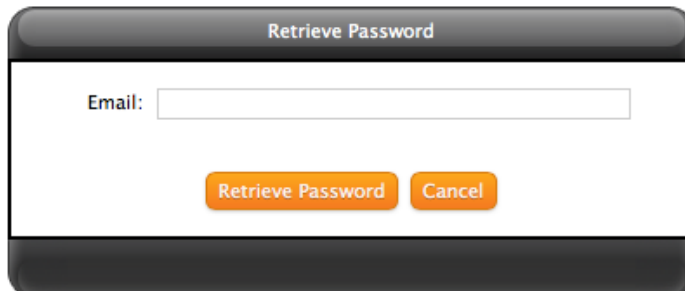
If you are not a member of the Minnesota Association of Realtors (or are having trouble gaining access there), go to the Instanet website at <https://transactiondesk.com/login>.



The image shows a web browser window titled "TransactionDesk Login". It contains the following elements:

- Input fields for "First Name:", "Last Name:", and "Password:".
- An orange "Login" button.
- Two checkboxes: "Remember Me" and "Remember Password".
- A link "Forgot Password? [Click Here](#)".
- A link with a plus icon: "[Click here for the preflight system check.](#)".

Enter your first name, last name and password, and click the Login button. **NOTE:** The password for this screen is **not** your NorthstarMLS system password (unless you set it to that at some time in the past). This is a special password for use only through the Instanet website. If you have forgotten or never set up this password, click the "Click Here" link next to "Forgot Password?" (just below the Login button).



The image shows a web browser window titled "Retrieve Password". It contains the following elements:

- An input field for "Email:".
- Two orange buttons: "Retrieve Password" and "Cancel".

Enter your email address and click the "Retrieve Password" button. **IMPORTANT:** you must use the email address that you have in the NorthstarMLS agent roster. Instanet will automatically send you an email with a link to reset your password. After resetting your password, go back to <https://transactiondesk.com/login> to log in.

Appendix C

How to access BookAShowing when NorthstarMLS is unavailable

If NorthstarMLS Matrix is unavailable because of maintenance or unexpected downtime, there are several options available for you to access BookAShowing.

NorthstarMLS Portal

If NorthstarMLS Matrix is down, you can access Instanet through the NorthstarMLS Portal at <http://portal.northstarmls.com>.

But if the NorthstarMLS single sign-on system is down, then the NorthstarMLS Portal will also be unavailable. In that case, you can access BookAShowing using one of the methods described below.

Homespotter, Homesnap, Matrix Mobile

You can schedule showings through BookAShowing using the NorthstarMLS app (Homespotter), Homesnap or Matrix Mobile, if those apps are not also down.

In the NorthstarMLS app (Homespotter), tap the blue “BookAShowing” banner below the main photo. In Homesnap, tap the yellow “Schedule with BookAShowing” button in the Confidential Listing Info section. In Matrix Mobile, click the “BookAShowing” link towards the bottom of the listing detail screen (above the List Agent name).

BAS Emails

If you happen to have a BAS tentative showing request or feedback request email, click any link in the email and that will take you to your account. **NOTE:** This is available for agents only. Office staff does not have these links in their emails.

Desktop Shortcut

NOTE: this option is only available to those with Office Accounts (orange color scheme).

Office staff can set up a desktop shortcut to their BAS account, but can only set it up when logged in to BAS. Therefore, we recommend that you do this before any system downtime occurs.

Click the BookAShowing “Settings” menu (upper right corner of screen). In the upper right corner, click the link “Want a desktop shortcut to BAS?” A new link appears labeled “My BAS Account.” Click and drag this to your desktop. You now have an icon on your desktop that will get you into BAS if Matrix or our single sign-on system is down.

IMPORTANT NOTE: This desktop shortcut gives access to your office account without a username or password. Do not copy it onto a desktop where others have access. Also, the shortcut is tied to the IP address you are at when you set it up. So if you set it up at the office, it will not work at home and vice versa.