

Please consult your broker's current policy on "Showings" before scheduling.

When in-person showings are not an option, and your property owner would like to offer remote showings using an interactive video platform like Zoom, FaceTime, Google Hangouts, GoToMeeting, join.me, or other similar tools, there are options to assist with this using Matrix and Showing Time.

**Note – YouTube and other non-interactive platforms should not be used for a virtual showing. Since they are pre-recorded they must be entered in the Virtual Tour fields.**

A **Virtual Showing** is a way for the Listing Agent to set up times that individual virtual showings are possible and provide a link to a live streamed event that allows an agent and potential buyer(s) to schedule an appointment and interact live from their personal devices. This interactive experience allows the owner and/or the Listing Agent to answer questions from the buyers and/or their agent.

A **Virtual Showing** requires an appointment, a request for feedback, tracking and reporting, and can be used with your ShowingTime account. Again, this is not in person at the property; all participants, except for the person conducting the showing, are attending remotely.

## Virtual Showings in Matrix and ShowingTime - Two steps:

### Step 1: In Matrix, Edit the Listing

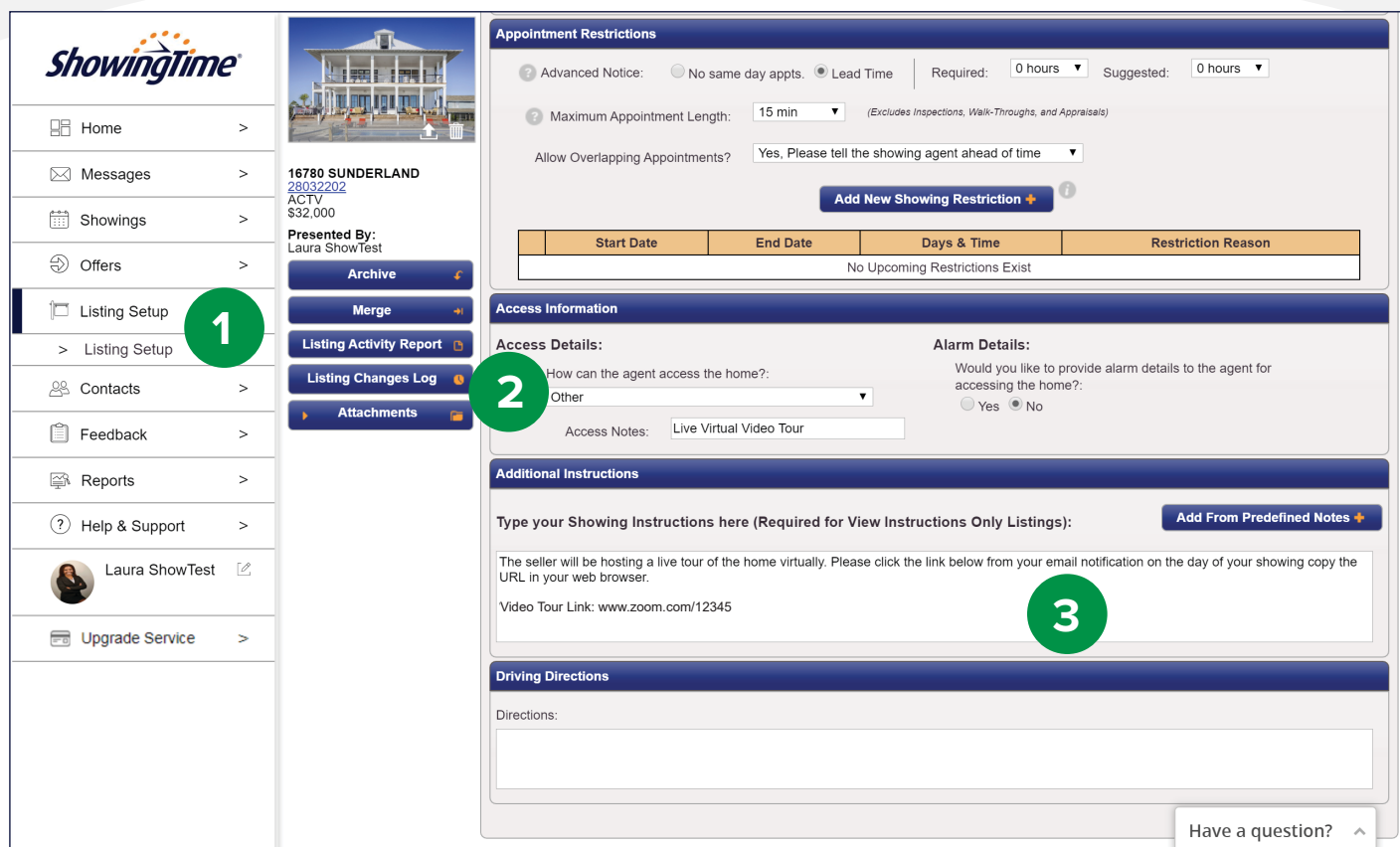
- In the **Showing Appt # Field**, enter **SHOWINGTIME** instead of a phone number
- In the **Showing/Appt Description** field, select **Appointment Service**.
- In the **Showing Instructions** field, select **Virtual Showing**.

The screenshot shows three columns of form fields. The first column, 'Showing/Appt #', has a red arrow pointing to the 'SHOWINGTIME' entry. The second column, 'Showing/Appt Description', has a red arrow pointing to the 'Appointment Service' dropdown. The third column, 'Showing Instructions', has a red arrow pointing to the 'Virtual Showing' checkbox, which is checked. Other fields in the first column include Owner 1 and 2 Middle Initial, Owner Town or City/ State, List Date (03/05/2020), Service Type, and Buyer Agent Compensation. The second column includes Owner 1 and 2 Last Name, Owner Zip, Expiration Date (03/31/2020), Negotiation With (Listing Broker Only), and Sub Agent Compensation. The third column lists various checkboxes for services like Call Agent to Register, Call List Agent for Showing Instruction, Call Owner/Tenant, Contingent Upon Sale of Property, Email List Agent, HUD Master Key, Key at Listing Office, Lockbox - 24 hour Access, Lockbox - Call First, Lockbox - Must Make Appt, Lockbox - Timed Access, Lockbox - Vacant, Online Showing Service, Other - See Remarks, Owner Occupied, Tenant Occupied, Text List Agent, and Virtual Showing.

### Step 2: In ShowingTime, Edit the Showing Instructions for the Listing

(see next 2 pages for detailed instructions from ShowingTime)

When in-person showings are off the table, we encourage you to offer video showings using a video conferencing solution like FaceTime, Zoom, GoToMeeting, join.me or other similar tools. This type of showing requires an appointment, a request for feedback, tracking and reporting, and can be used with your ShowingTime account.



**1** Listing Setup

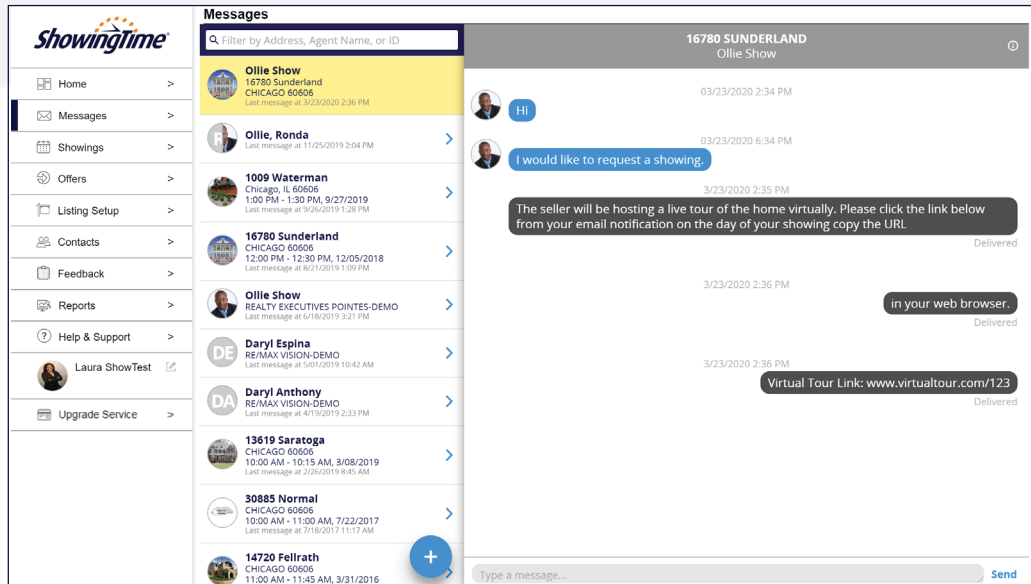
**2** Access Information

**3** Additional Instructions

## How to Set Up a Video Showing

1. In the ShowingTime main menu, select “Listing Setup” and then choose the listing you want to edit with the video tour information.
2. On the listing worksheet, under “Access Information,” select “Other” from the drop-down menu for how the agent can access the home. Then, specify it’s a video showing in the “Access Notes” field.
3. In the “Additional Instructions” field, add the showing details and link to the video service that will be used so the showing agent can access the link in their mobile web browser on the day of the showing. If the showing agent is set up to receive email notifications, the link will also be accessible from within the showing confirmation email.

**Messaging** - Another way to easily communicate video showing details is through the messaging features in ShowingTime. You can track all conversations and showing data in the same platform.



**Listing Attachments** - If you have a document you want to share with agents that further explains how to access your video tour, you can attach them to a listing and they will be sent automatically when a showing is requested.

