

# Service Highlights

## **Help Desk**

The RMLS™ Help Desk staff promptly answers subscriber calls and will team up with you until your problem is resolved. In fact, over 75% of all calls are on hold for less than one minute.

We are available to help you via phone or e-mail:

- 8am to 7pm Monday through Thursday
- 8am to 5pm Friday
- 10am to 2pm Saturday

Give us a call at (503) 872-8002📞, (877) 256-2169📞, or [helpdesk@rmls.com](mailto:helpdesk@rmls.com).

## **Training**

RMLS™ offers complimentary training live and in person, both at our offices and on-site at subscriber offices, to help our subscribers get the maximum benefit from their subscription. RMLSw**eb** also offers an expanding list of online tutorials and demos, along with webinar classes.

Check out our “open house” hours, when subscribers can drop in to get specific questions answered one-on-one with an RMLS™ trainer.

## **Lockbox and Key Services**

RMLS™ has partnered with SentiLock to provide subscribers with electronic lockbox and card services, including an app which allows approved smartphone devices to access lockboxes.

## **Market Statistics**

RMLS™ provides a free, monthly statistical newsletter for our subscribers and members of the media called Market Action. View a [sample edition of Market Action](#) (PDF).