

# **Listing Load Enhancements – Questions and Answers**

We've put together a list of the questions that our subscribers may have about the Listing Load enhancements that will be out in mid-September. This article is updated as we receive additional questions and comments from our subscribers.

## **\*\*New Question\*\***

**Is there a character counter in this release? Will there be an increase to the character count in Public Remarks?**

There is a character counter for the remarks sections included with the new release. A request for additional characters in Public Remarks will be submitted to our Forms Committee, brokers who gather each year to assess the data we collect on our listing forms. Don't forget that there is additional room for remarks on the Supplement Forms, if any of those are appropriate for your listing.

## **\*\*New Question\*\***

**Will Listing Load now work in the Chrome browser?**

Listing load will still not work with Chrome at this time. We are maintaining the IE and Firefox whitelisting currently in place. Our goal is to include Chrome in that group, but testing with that browser is not complete.

**How will the changes to Listing Load affect me?**

Although some of the pages may look different, the basic work flow has not changed dramatically. The enhancements we've added should make your ultimate experience more streamlined and productive.

## **If I have problems using the new Listing Load, what can I do?**

RMLS™ trainers and Help Desk are here to answer any questions you have. You can reach us by phone at 877-256-2169 or email [helpdesk@rmls.com](mailto:helpdesk@rmls.com). In case you need to get started when our offices and Help Desk are closed, we have also prepared an on-line tutorial available 24/7.

## **Why are you changing Listing Load? I know how to use it and it works.**

We compiled many subscriber comments and requests about listing load over the last few years, and the upcoming changes reflect those requests. The result is a new detail view of the listing load search results with quick access to listing reports (agent full, tax full, history, photos and map) directly from the listing load screen. However, if you prefer, there is still a list view that looks very much like the old results screen. You can choose your experience.

## **What feature am I going to love the most?**

We don't really know, but it could be the Auto-save function, if you have ever lost work.

## **Where can I go to get information about the changes?**

We've put together a summary about the changes that you can read here. You can also plan ahead and sign-up for a class in late September or find out how to set-up a training in your own office for Listing Load Enhancements by contacting [training@rmls.com](mailto:training@rmls.com) or 503-236-7657.