Ask Technical Terry: Customize Search Results, Uploading Listing Photos on Macs

Ask Technical Terry is a series RMLS™ aims to offer once a month. RMLS™ subscribers will drive the content—submit any question about RMLS™ to Technical Terry in the comments or by emailing communications@rmls.com. Don't be shy—we won't identify you by name.

Dear Technical Terry,

Much like your post about saving ML numbers for future searches (THANK YOU!), I'm desperate to figure out if I can customize my search results to contain only the fields I want to see for a specific client. Is that possible?

Carol in the 'Couve

Excellent question, Carol! You can, in fact, create "custom" displays of the initial search results based on your specific client needs. You've been able to perform this customization for several years on RML*Sweb*, but much like the process for saving ML numbers, it does require a bit of orientation.

Check out Customize Your Search Results (Document #1749) available on RML*Sweb* in Forms and Documents. This document explains in detail all aspects of creating and saving custom search results displays to meet a specific need. As you review the document you'll see that in addition to data elements, you can also include both a thumbnail image and a map image. You

can also look at your custom layout to ensure it meets your needs in the Preview section of the layout window. Keep in mind that the tool will allow you to create layouts that will exceed the typical print margins of a standard 8 1/2" x 11" page. All of this information and much more is included in Customize Your Search Results (Document #1749). Additionally, the RMLS™ Help Desk and Training Departments are always happy to walk you through the process if you need any help.

Dear Technical Terry,

Will we *ever* be able to upload photos on Listing Load using a Mac like PC users do? The current option for Mac users is really clunky…

Manzana Macintosh

Yes…in fact, the timing of your question could not be better!

On October 15th RMLS™ will deploy a brand-spanking-new photo loader for RMLS*web*. This new module eliminates the need to use Microsoft Silverlight so the module will work the same for Mac users as it does for PC users.

The improvements are numerous, but let me touch on just a few:

- *Up to 32 high resolution images can now be loaded.*
- *Multiple photos can be uploaded at one time. (Note: this process is bandwidth-sensitive so if you're on a slow internet connection, you may find uploading photos one at a time is more efficient.)*
- *Users can upload photos from a mobile device.*
- *The new module can recognize photo orientation: if the photo is uploaded in landscape orientation but should be in portrait orientation, the module will adjust the photo automatically.*
- *Photo editing will be possible in the new photo loader: you*

can crop, rotate, and change brightness and contrast.

RMLS™ staff is hard at work on preparing a video and other materials that will provide subscribers with the information they need to efficiently use the new photo loader. Keep an eye out for it!

RMLSweb and Non-IE Browsers

We know there are a lot of you out there who use Web browsers other than Internet Explorer… and as you are well aware… RMLS*web* primarily supports Internet Explorer (IE).

However, we do want to clear the air about this situation, because things have changed a bit.

RMLSweb is now accessible utilizing most browsers. By accessible, I mean that you can log in and use the website, but *we still highly recommend that you use Internet Explorer*. We haven't talked about it much because you should bear no expectation of being able to do all the same things that you can when using RMLS*web* on Internet Explorer. *But you can do many things and here is a list of what.*

One omission you'll notice is Listing Load. We aren't allowing access to Listing Load in non-IE browsers because we know it has some limitations and we don't want the listing content to suffer.

For Simplicity Sake: Scenarios When You Shouldn't Use RMLSweb on Another Browser & When You Can
— If you want to get down to serious business (send reports,

create a CMA, run statistics, enter a listing, prospecting/hotsheets), you should still use Internet Explorer.
– If you're using a non-IE browser and just want to view a listing, do a search, or view a document – you should be okay.

But Why? Why is RMLS*web* not compatible with all browsers?
Our focus has been and continues to be on updating RMLS*web* in ways that will benefit all of our subscribers. But, while we've been doing that, we've also been working on browser compatibility – we're just not doing it in one fell swoop.

RMLS*web* was originally a system that we purchased. We then brought on our own development staff and through the years, they have been making RMLS*web* our own system. However, there are still parts of it that are all written in the original code – which means those parts don't work with other browsers.

However, each time we update something (like the recent mapping upgrades and new Forms & Documents search) we are writing it in code that should work with Firefox and other browsers. And, we still have some big updates to do, including CMA & statistics, which we tentatively plan to release in the next six months.

In other words, we could spend time rewriting the dated features of RMLS*web* in code that will make it work with other browsers – but why spend time reinventing a dated product? Instead, the approach is to improve our existing product, and as we're doing that, we are taking steps toward compatibility with each improvement.

You Can Help!
While we continue to work toward compatibility, there is limited functionality on non-IE browsers and we have not officially tested anything on them. So if you use a different browser and notice any issues – please e-mail those issues to

helpdesk@rmls.com.