Client Corner (for Sellers)

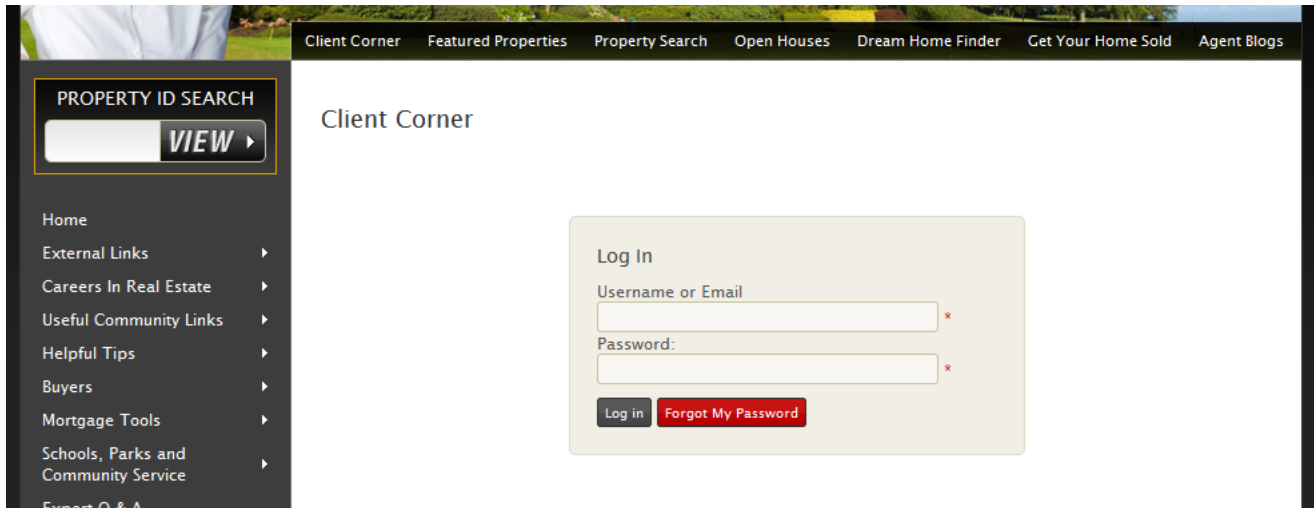Log In
Dashboard
Documents
Messages
Showing Feedback
Rate It! System
Seller's Comments
Change Password

The Client Corner feature lets you see feedback results from visitors to your home, and helps you easily stay in touch. Click the **Client Corner** button from any page in the website.

Login with the information you were given, and click the **Log In** button. Note: If you need this information re-sent to you, contact your Agent.

NOTE: *If you are a Client of more than one listing you will need to choose which one to access first.*

You will now see the **Client Corner Dashboard**.

Once you have logged into the Client Corner you will see the Home Page or **Dashboard**. At the top you will see the **(A) Information** and **ID Number** for the Listing you are logged in to. If you are a Client of more than one Listing you will see a **Drop-down (B)** list on the right that allows you to jump between the Listings. The Dashboard has **Tabs (C)** that will bring you to the various areas of the Client Corner. In this main area of the Dashboard you are provided a quick overview of your content and communication.
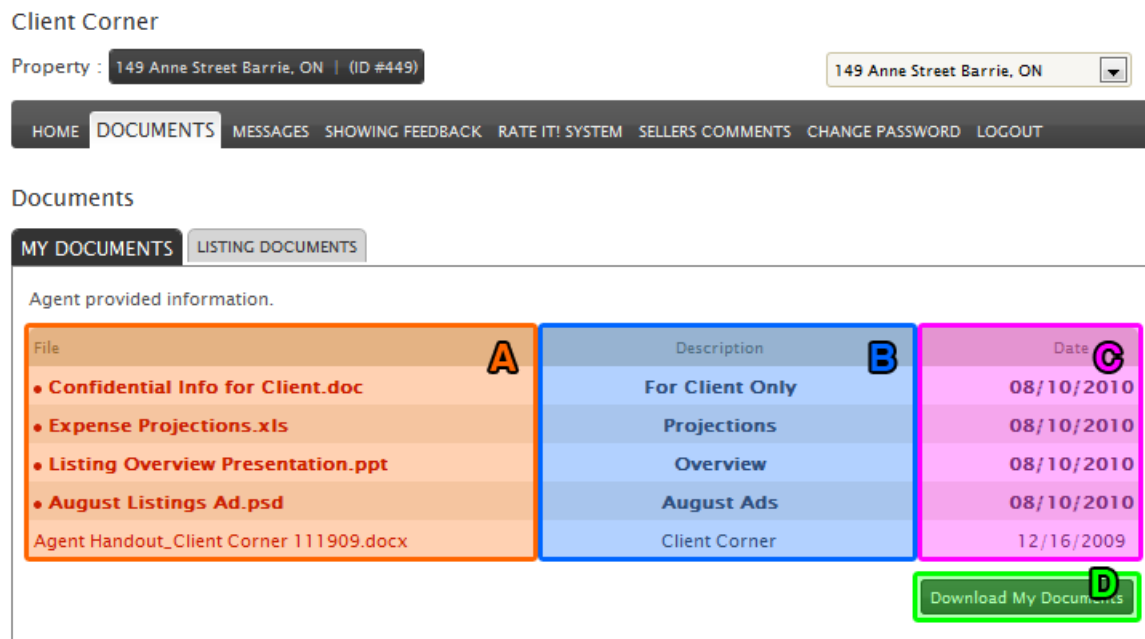

The **Messages (D)** section shows messages that you have either sent or received. The **Documents (E)** section displays documents that are for Clients. The **Showing Feedback (F)** section shows any pending requests or completed feedback. The **Rate It! System (G)** section shows any feedback you have received and the ratings for the listing. The **Extras (H)** section displays any comments a Client has made for their listing. You can also **Send Your Listing to a Friend (I)**; click the button and fill out the information and click the Submit button when you are done.

Note: Outstanding or unread items are indicated in bold with a red dot next to them on the right.

Note: To view items in each section individually simply click on the item.

Next we will look at the **Documents** area. When you click on the Documents tab you will be able to access all the documents your Agent has uploaded to your Client Corner. This may include any offers, checklists, listing documents or advertising. There are two document sections: **My Documents** and **Listing Documents**.

Note: These are private and secure so do not share your password with anyone.

In the **My Documents** area you see the **File Name (A)**, **Description (B)** and posting **Date (C)** of the documents. Clicking on the file name will open or download the file.

NOTE: A red dot next to a file indicates a new unopened file.

Clicking the **Download My Documents (D)** button will retrieve all listed documents in a zip file.
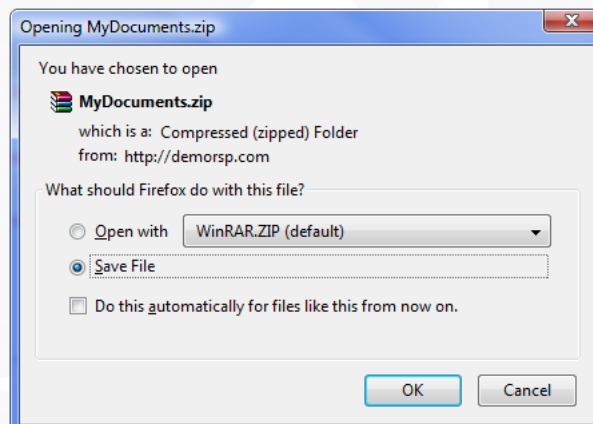
The **Listing Documents** section contains documents relating to the Listing. Examples may be Agreements, Waivers, Surveys or Bills.
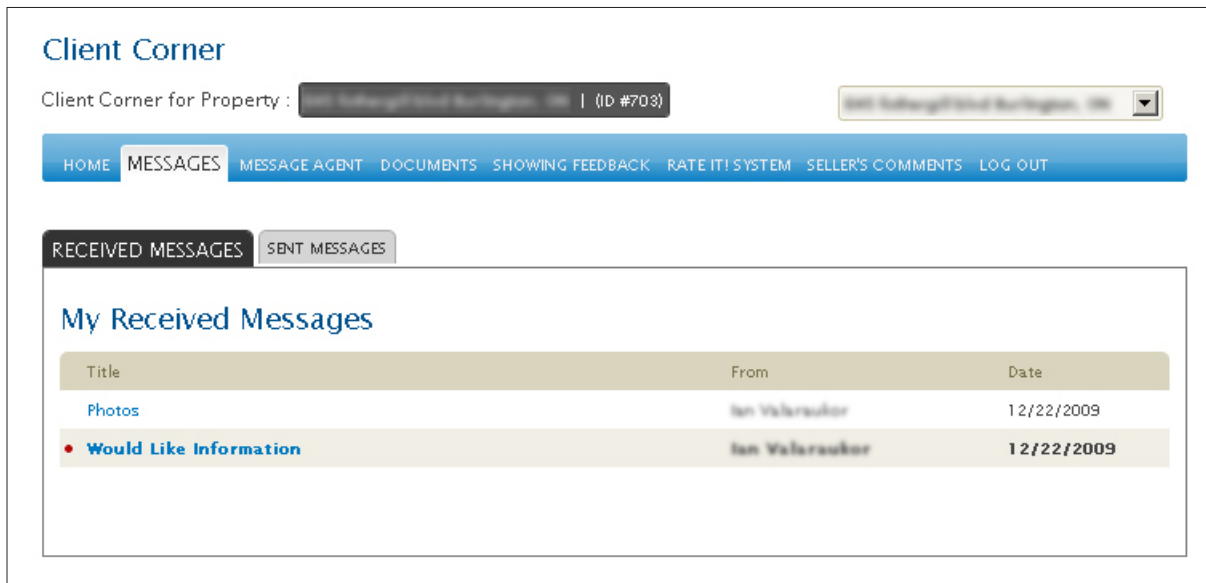
Here you see the **File Name (A)**, **Description (B)** and posting **Date (C)** of the documents. Clicking on the file name will open or download the file. Clicking the **Download Listing Documents (D)** button will retrieve all listed documents in a zip file.
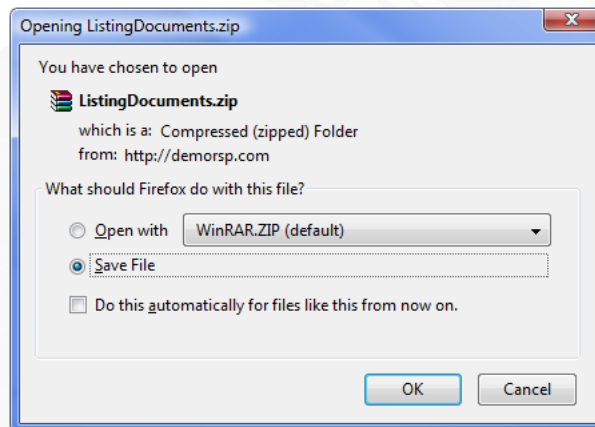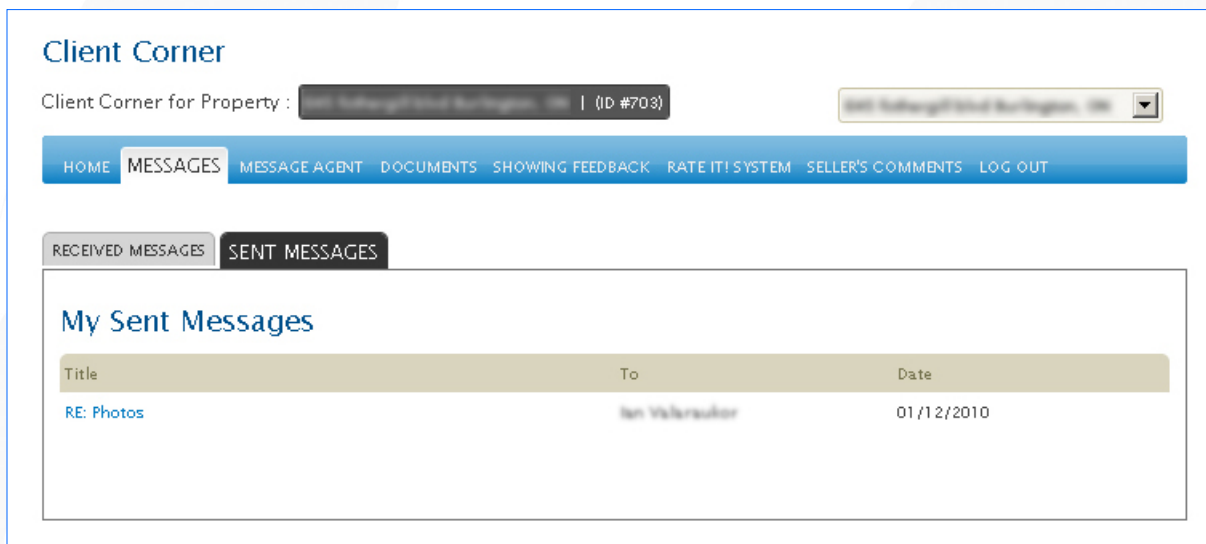
Next we will look at the **Messages** area. Client Corner Messages work the same way as email. Simply go to the Messages section to view your **Received Messages** or **Sent Messages**. Unread received messages will be in bold. Click on a message to view it.
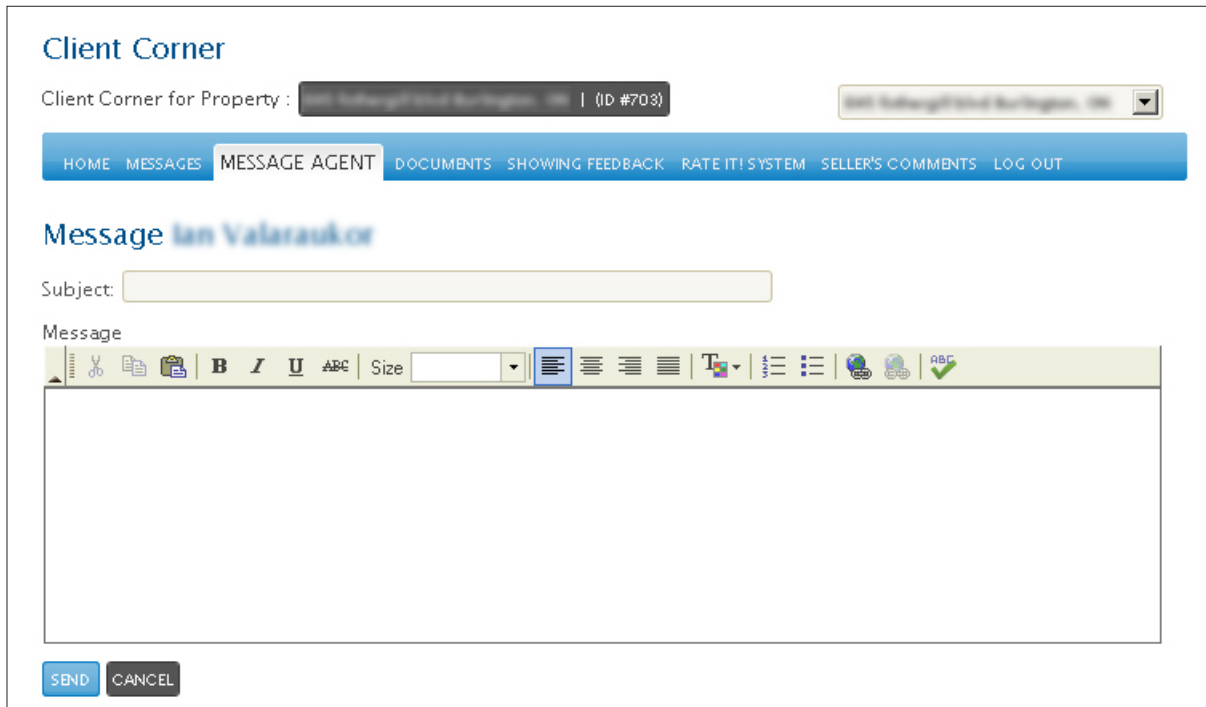

You can reply to received messages by clicking on the Reply button. Enter your reply message and click the Send button. In the Sent Messages area you can see messages you have sent out.

Next we will look at the **Message Agent** area. To send an Agent a message click on the Message Agent tab. Enter the subject and content of your message and click the Send button.

Now the Agent will be notified of your message and respond to you.

Client Corner
Showing Feedback

If you want to see feedback provided by Agents who have shown your property select **Showing Feedback**. You will see the list of Agents that have been through the Listing and the dates they did so.

Click on the Agent name to view the feedback comments. Here you will see the showing Agent, the request and completion dates, the questions and answers, and any comments made.
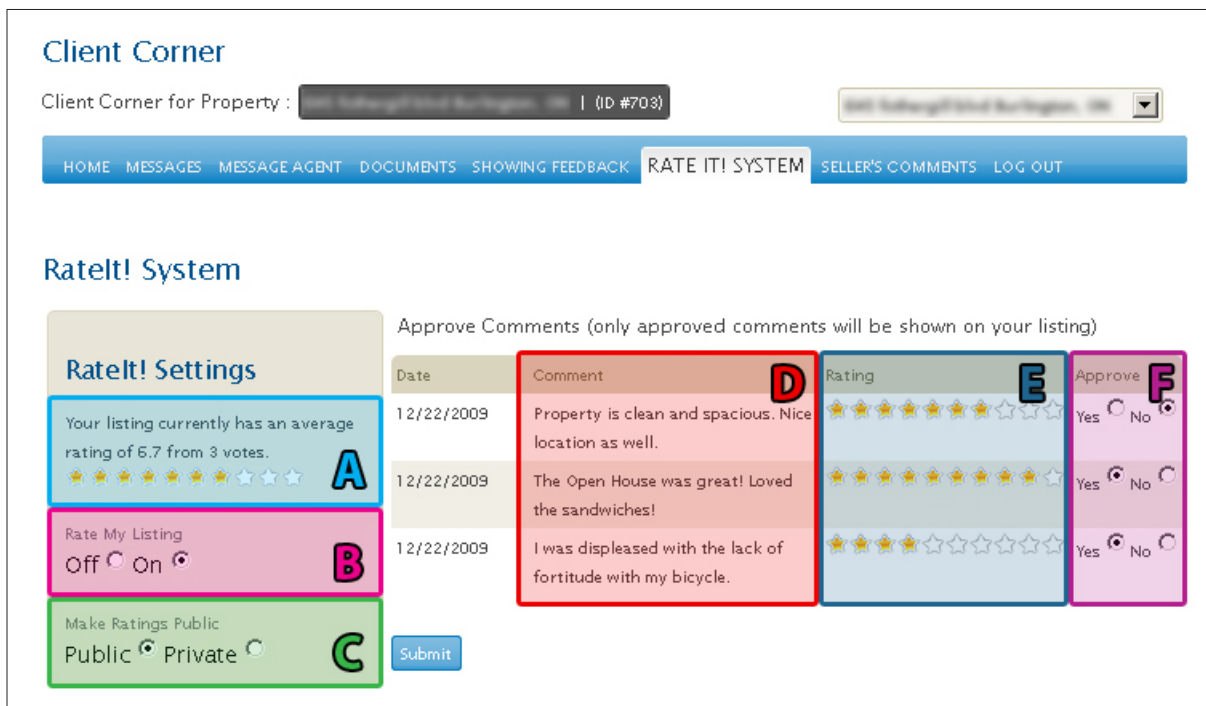
Now we will look at the **Rate It! System**. This information also appears on the Dashboard. Here we see both the **Ratings Options** and the **Ratings** that were submitted.

On the left you see your Rate It! Settings which contains the **(A) Average Rating** for this listing, the **(B) Rate My Listing** option and the **(C) Make Ratings Public** option.

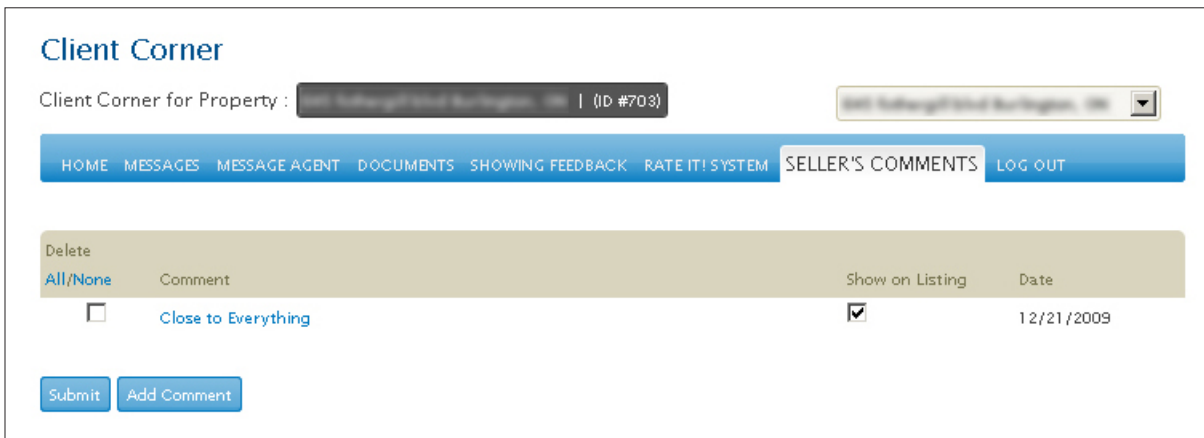*Note: When the Rate My Listing is turned off no one will be able to view the Visitor Feedback or Rating for your Listing.*

On the right you have the ability to view the **(D) Comments** and **(E) Ratings** that have been left by visitors. Before a comment and rating is displayed on your site, you will need to **(F) Approve** it.

Note: Comments that are Approved will be visible to everyone provided you have made your ratings public. Click the No button for any comments you do not want shown for your listing.

When you are done with your changes, click the Submit button.

A feature that most clients love in the Client Corner is the ability to add their own comments about their property. To do this go to the **Seller's Comments** section using the dashboard tabs. This is also visible under **Extras** on the Dashboard.
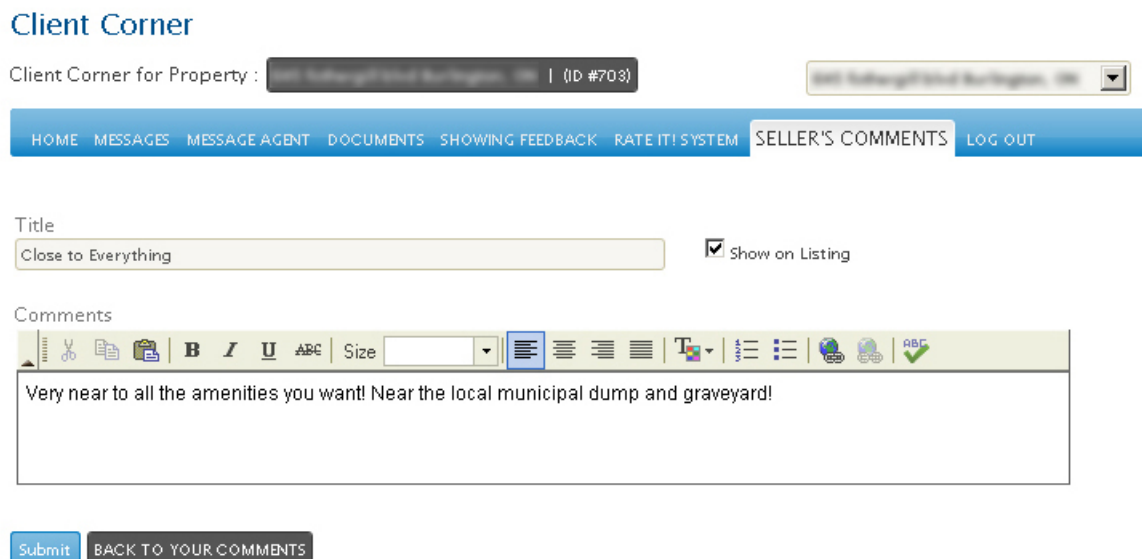

If you would like to add a comment, simply click the Add Comment button. Give your comment a title, select if it is visible or not, type your comment in the text box provided and click the Submit button. To edit a comment click on the Comment Title. Make your changes and click the Submit button.

To show your comments on the listing page check the box under the **Show On Listing** heading. When you are done, click the Submit button to save any changes you have made.