ListHub Broker User Manual

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Section 1: Free and Paying Users

Login to ListHub Account

- Enter ListHub Username and Password
- Select the Login button

Figure 1

[Image of Login Page]

Don't have a ListHub account? Sign up now!
Select and Manage Channels

- Select the Channels tab at the top of the page
- Select the Subscribe To All button to send listings to ALL of the available ListHub channels. When new channels are added, listings will automatically be sent to that new channel
- Select the Unsubscribe button to remove that channel from the channel bar
- Scroll down page to view all of the ListHub channels and company descriptions
View Listing Inventory

- Select the Inventory tab at the top of the page to view your brokerage’s current listing inventory
- Use the Listing Search Criteria box to search for a specific listing

Figure 3
View Property Page (when applicable)

- Select the Inventory tab at the top of the page
- If you have chosen to have consumers redirected to a ListHub hosted property page versus your brokerage Web site, select the Property Page link (Figure 4).
- If you have NOT chosen the Property Page option, this link will take you to the redirect option that you have chosen (brokerage Web site or MLS public Web site).
- Sample property page (Figure 5)

Figure 4

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**ListHub**

![ListHub interface with Inventory tab highlighted](image)

**Listing Search Criteria**

Enter any of MLS#, Property Type, Street Name, City, or Zip

Criteria: [Search]

- **BE7009060**
  - **$174,900** (Residential)
  - 117 Gemstone Drive, Martinsburg, WV, 25401, US
  - Nice, clean one level living with level lot and privacy fenced rear yard, patio, paved drive, 2 car garage. Close to shopping, hospital, schools, park, etc. Nice walking neighborhood. Priced to sell with low taxes. Don't forget the 1st time home buyers tax credit added to great interest rates. If you've been waiting for the right time to buy, IT'S NOW. RELO ADDENDUMS REQ'D. MOTIVATED SELLER.

  ![Property Page](image)

- **BE7018192**
  - **$265,000** (Residential)
  - 146 Patience Way, Martinsburg, WV, 25403, US
  - CRITTERS WELCOME HERE!! One owner, custom built, level 1.0 ac lot, UNRESTRICTED. Great garden space, quiet country area, Martinsburg address with Musseman School District. Many cost saving features. Wonderful wrap porch. Main floor eat. Freshly painted, Light, bright, open. Move-in ready MOVE IN CONDITION.

  ![Property Page](image)

---

Figure 5

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**146 Patience Way, Martinsburg, WV 25403 (Active)**

- **$265,000**

**Summary**

- Bedrooms: 3
- Bathrooms: 2
- Half Bathrooms: 1
- Style: Colonial
- Year Built: 2005

**Agent Contact**

[Agent's name]

**Remarks**

- CRITTERS WELCOME HERE!!

**Broker Contact**

[Broker's name]

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Account Settings:
Change User Contact Information and Address

- Select the Settings link at the top of the page
- Select Profile
- Fill in the new User Contact and Address information
- Select the Save button at the bottom of the page

Figure 6
Account Settings:
Change Brokerage Contact Information and Address

- Select the Settings link at the very top of the page
- Select Brokerage
- Fill in the new Brokerage Contact and Address information
- Select the Save button at the bottom of the page
Account Settings:
Change Password

- Select the Settings link at the very top of the page
- Select Change Password
- Enter current password and then desired new password
- Select the Change Password button

Figure 8

[Diagram showing the change password process]
Account Settings:  
Change Office Codes

- Select the Settings link at the very top of the page
- Select the Office tab
- Select your office code or fill in new office codes and select the Request Changes button at the bottom of the page

Figure 9
Account Settings:
Redirect Traffic to Brokerage Web Site

- Select the Support link at the very top of the page
- Select Request Support
- Fill in the support request box and select the Request Support button

Figure 10

Please direct traffic to my brokerage web site.
Account Settings:
Give Agent(s) Permission to Redirect Traffic to Agent Web Site

- Select the Settings link at the very top of the page
- Select Users
- Select Edit next to the agent’s name (Fig.11)
- Select the box next to Permissions and then hit Save (Fig. 12)

Figure 11

Figure 12
Account Settings:
Direct Leads to a Central Email Address

- Select the Settings link at the very top of the page
- Select Property Page
- By default, leads will be directed to the listing agent’s email. To direct leads to a central email (for instance the broker’s email), fill in the Override Email box with that address
- Select the Save button at the bottom of the page
Account Settings:
Upload Logo on eMarketing Flyers (when applicable)

- Select the Settings link at the very top of the page
- Select Brokerage
- Select Browse and then upload the logo
- Select the Save button at the bottom of the page
Account Settings:
Edit Property Page Content (when applicable)

- Select the Settings link at the very top of the page
- Select Property Page
- Fill in all fields and select the Save button at the bottom of the page

Figure 13

---

**Customization**

Search Url: Enter the url for the listing search page on your website.

Tagline: Enter your company motto or phrase that you use on marketing materials.

---

**Contact Options**

Display Phone: ○ Yes ○ No

Override Phone: Enter a value to override (800) 840-1462.

Display Email: ○ Yes ○ No

Override Email: If you enter an email address in this override email field all of the Leads from the property page will go to the address you enter. If you prefer that the leads go to the listing agent please leave the field blank and the system will send the Lead to the listing agent email address found in the MLS system. If for some reason there is no listing agent email address shown with the listing, the ListHub system will send the Lead to the Brokerage Contact email address shown here: helpdesk@premiermove.com.

Display Agent: ○ Yes ○ No Whether or not display the agent’s contact information on the property page.
Account Settings:
Affiliate Codes (when applicable)

- Select the Settings link at the very top of the page
- Select Affiliate Codes
- Enter Affiliate Code and select the Submit button at the bottom of the page

Figure 14

An Affiliate Code is given to you by a Local Channel Partner in your area and can be added to your subscription at any time. When you enter an Affiliate Code, you will be able to subscribe to the marketing channel for the Local Channel Partner that otherwise is not available to your account. This code is not used to provide special pricing.

If you have been given an Affiliate Code by a Local Channel Partner, you may enter the Affiliate Code here, after which the marketing channel for the Local Channel Partner will appear on your Channels page. Entering the Affiliate Code here does not automatically subscribe your account to the marketing channel for the Local Channel partner. You must subscribe to the marketing channel after entering the Affiliate Code for your listings to be sent to the marketing channel.
Account Settings:
View Customer Support F.A.Q.

- Select the Support link at the very top of the page
- If you are not directly taken to the F.A.Q. page select FAQ as shown

Figure 15

F.A.Q.

When will my listings be on a marketing channel I just selected?
This depends on the marketing channel, but the listings will most likely be available on that marketing channel within 72 hours after its selection.

I cannot find my listing on a marketing channel that is selected.
First, make sure the listing is on the inventory page in ListHub. If the listing is available and the listing has been in the MLS system for more than 72 hours, contact the marketing channel to find out why the listing is missing. If the listing is not available on your inventory page, please contact Threewide support.

I have an office in another MLS. How can I access the listings from that MLS?
You will need to create another ListHub account for that office. Each login registered to a user is for a specific MLS. In this case, you will have two separate logins - one for each MLS you belong to.

I want to change my Web site provider. Will this affect my ListHub account?
Yes, please contact Threewide when you are done transferring your new Web site provider. We will make the appropriate changes to drive traffic to your Web site.

What is an Affiliate Code and how do I know if an Affiliate Code is available to me?
An Affiliate Code is given to you by a Local Channel Partner in your area and can be added to your subscription at any time. When you enter an Affiliate Code, you will be able to subscribe to the marketing channel for the Local Channel Partner that otherwise is not available to your account. This code is not used to provide special pricing.

What if I do not see a marketing channel for a Local Channel Partner?
Certain marketing channels have limited availability. These marketing channels are called "Local Channel Partners." If you cannot see a marketing channel for a Local Channel Partner, ask the Local Channel Partner for the Affiliate Code for the marketing channel. You can then enter the Affiliate Code in your account settings, after which the marketing channel will appear on the Channels page for your account.

How will I know when new marketing channels are available?
As a subscriber, you will receive an email alerting you to the addition of new channels. You can then login and subscribe to any new channels.

What do I do if I can't find my listing on 1 or more marketing channels?
First, check your ListHub inventory to ensure that this listing is available. If the listing does not show in your inventory then it will not be part of the listings sent to each channel.

Second, if the listings appear in your ListHub inventory but not in one or more channels, click here to fill out a support request, and provide the following information in the request so that we may assist you:
- Channel: the name of the channel on which you cannot find your listing.
- MLS Number: the MLS number for the listing in the MLS with which your account is registered.
- Criteria: the search criteria you used on the particular channel in order to find your listing (for example, Zip=80768, Price = 100,000-150,000, Beds = 3).

An example support request would look like the following:
- Channel: Google Base
- MLS Number: 1234567
- Criteria: Zip=80768, Price = 100,000-150,000, Beds = 3
Request Customer Support

- Select the Support link at the very top of the page
- Select Request Support
- Fill in Support Request box provided and select the Request Support button

Figure 16
Request New Channels

- Select the Support link at the very top of the page
- Select Request Channel
- Fill in the Channel Description box provided and select the Request Channel button

Figure 17
Purchase Reports

- Select the Purchase Reports link at the very top of the page
- Select the number of agents in your office and fill in all required fields
- Select the purchase button at the bottom of the page

Figure 18
Section 2: Paying Users Only

Invite Users/Agents

- Select the Settings link at the very top of the page
- Select Users
- All active agents will appear in this list (names have been removed in figure 19 for privacy reasons). Put a checkbox next to each agent’s name that you would like to invite.
- If an agent’s name is not shown on the list you can manually add them by filling in the blank fields.
- Select Invite Users at the bottom of the page

Figure 19
Upload Agent Photos and Select Designations

- Select the settings link at the top of the page to add the agent’s photo and designations to their own reports.
- Select the browse button to upload the agent’s photo.
- Put a check next to their designations.
- If you would like to have the agent’s reports emailed automatically at the beginning of each month, select yes.
- Select the save button at the bottom of the page.

Figure 20

Reports

MLS Agent Id:

Photo:

Check this box to delete the current photo

Designations:

- ABR (more)  - ABRM (more)  - AHWD (more)
- ALC (more)  - ARM (more)  - CCIM (more)
- CIPS (more)  - CPM (more)  - CRB (more)
- CRE (more)  - CRS (more)  - GRI (more)
- PMN (more)  - RCE (more)  - REPA (more)
- RSPS (more)  - SIOR (more)  - SRES (more)
- TRC (more)  - ePRO (more)

Check all that apply

Email Reports:  ☑ Yes  ☐ No

Select Yes to receive reports at the beginning of the month for each of your active listings.

Save
Download eMarketing Flyers

- Select the eMarketing tab at the top of the page to view your customized flyer
- Select one of the theme’s on the right side of the page to change the background theme
- Select the HTML or PDF link to download, email or print a copy of your flyer

Figure 21
View and Download Property Report

- Select the Inventory tab at the top of the page
- Select the Property Report link under the listing (Figure 22)
- Select one of the themes on the right side of the page to change the background theme (Figure 23)
- Select the HTML or PDF link to download, email or print a copy of the report

Figure 22

Listing Search Criteria
Enter any of MLS#, Property Type, Street Name, City, or Zip Criteria: Search

BE7043326 508 AZTEC, MARTINSBURG, WV, 25401, US
$165,000 (Residential)

Figure 23

Themes
Download as HTML or PDF

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Download Office Reports (when applicable)

- Select the Reports tab at the top of the page (Figure 24)
- Under Office Reports, select either HTML or PDF next to the specific office code to download the report; see sample report (Figure 25)

![ListHub](image)

<table>
<thead>
<tr>
<th>Brokerage Reports</th>
<th>Office Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listing Summary</td>
<td>CBPH1 HTML PDF</td>
</tr>
<tr>
<td>HTML PDF</td>
<td>CBPH2 HTML PDF</td>
</tr>
<tr>
<td>Data Downloads</td>
<td>CBPH3 HTML PDF</td>
</tr>
<tr>
<td>All Property Page Visits</td>
<td>CBPR1 HTML PDF</td>
</tr>
<tr>
<td>CSV</td>
<td>CBPR2 HTML PDF</td>
</tr>
<tr>
<td>All Property Questions</td>
<td>CBPR3 HTML PDF</td>
</tr>
<tr>
<td>CSV</td>
<td>CBPR4 HTML PDF</td>
</tr>
<tr>
<td>All Property Showings</td>
<td>CBPR5 HTML PDF</td>
</tr>
<tr>
<td>CSV</td>
<td>PRELL HTML PDF</td>
</tr>
</tbody>
</table>

Admin reports

- Censored Report HTML PDF
- Sample Report HTML PDF
- Google Earth HTML
- Spreadsheet CSV

Figure 24

![Office Report](image)

OFFICE REPORT 05/28/2009

30 DAY REPORT EXECUTIVE SUMMARY

You currently have 151 listings and you are subscribed to 31 channels. 76 of your properties have been visited at least 1 time over the last 30 days.

Terms and conditions appear on the last page of this report.

- Top channels (by number of visits):
  1. LakeViewHomeUSA.com 100 visits, 32.4%
  2. YourLocalRealEstate.com 20 visits, 10.1%
  3. SecondSpace 35 visits, 9.8%

- Top location of your online consumers:
  1. Takoma Park, MD 19 visits, 9.6%
  2. Glen Burnie, MD 14 visits, 6.8%
  3. Hagerstown, MD 14 visits, 6.8%

- Property visits over the last 12 months:

- Inquiries generated over the last 12 months:

- Top listing agents (their online performance ranking):

- Top property categories:

<table>
<thead>
<tr>
<th>Description</th>
<th>Listing Count</th>
<th>Click-Throughs (Visits)</th>
<th>Inquiries</th>
<th>Performance Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>$500K - $500K - $500K</td>
<td>18 visits, 79 clicks</td>
<td>2 inquiries, 1 rank</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential - For Sale</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$500K - $500K - $500K</td>
<td>20 visits, 36 clicks</td>
<td>0 inquiries, 2 rank</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential - For Sale</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$500K - $500K - $500K</td>
<td>7 visits, 13 clicks</td>
<td>1 inquiry, 3 rank</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential - For Sale</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Download Brokerage Reports

- Select the Reports tab at the top of the page (Figure 26)
- Under Brokerage Reports, select either HTML or PDF to download the report; see sample report (Figure 27)
- By default the report date range is the last 30 days. See page 25 on how to change the date range and other criteria

![ListHub Brokerage Reports](image)

**Figure 26**

**Figure 27**

![Brokerage Report](image)

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Change Criteria on Office and Brokerage Reports

- By default, the report date range is the last 30 days.
- To change this criteria, select the Reports tab at the top of the page.
- Select the HTML link next to the report you are trying to change (Figure 28).
- Change the criteria in the Control Panel box as needed (Figure 29).
- Select the Generate Report button.

Figure 28

![Image of ListHub Reports]

Figure 29

![Image of Brokerage Report]

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