

Merging Listings in ShowingTime for Shared Lockbox Access

When an agent has multiple listings for the same property — such as one entered under different property classes (Residential, Multi-Family, Land, etc.) or listings entered in multiple MLSs that both use ShowingTime — **only one listing can be assigned to a Master Lock lockbox at a time.**

To allow both listings to share the same lockbox and showing instructions, **the listings must be merged within ShowingTime.**

What Happens When Listings Are Merged

- The *secondary listing* inherits the showing instructions and lockbox access from the *primary listing*
- Showings can then be scheduled seamlessly from either listing
- This helps prevent duplicate scheduling issues or missing access codes

How to Merge Listings

Follow the step-by-step instructions in ShowingTime's Help Center here:

[!\[\]\(003082e50e3009141f59bd5df831749f_img.jpg\) Merge – ShowingTime Front Desk Help & Training](#)

If you have questions about merging listings or encounter an access issue, contact ShowingTime support at 888-367-4009 or Email: support@showingtime.com