

BrokerOffice™ Web Marketing Services

Frequently Asked Questions



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Fidelity National Information Solutions, Inc.

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Jacksonville, FL 32204
www.fnis.com

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Agent Photos

What are the specifications for an agent photo?

- The image file should be in either .JPG or .GIF format.
- All images are automatically resized to 109 pixels wide in order to fit in the website template. There is no constraint on height, but it is recommended that the height be under 210 pixels.
- The resolution of the image should be 72 dpi (dots per inch).
- The image file should be 12KB or less in size (the size of the file on disk).

How do I update my agent photo?

1. Click **My Website** in the **Admin Main** menu. The **My Website** page appears.
2. Click **Edit** in the **Website Info** section. The **User Website Info** page appears.
3. Click **Upload Photo**. The **Add Photo** page appears.
4. Locate the new photo and click **Upload Photo** to replace your photo.
5. Click **Submit** on the **My Website** page to save the changes.

Note: It takes approximately five minutes for the photo to be uploaded.

Can I delete my agent photo once it is uploaded?

Yes, you can delete a photo once it is uploaded.

Can I have multiple agent photos on the branded site?

No, you can only have one agent photo on the branded site. You can have multiple agent photos on your personal website.

Does the system provide any conversion tools for changing the image format?

No, the system does not provide any image conversion tools. There are a number of freeware, shareware, and commercial tools available to convert images from one format to another. We do not recommend or support any of the image conversion tools.

Property Photos

What are the specifications for a property photo?

- The image file must be in a .JPG format.
- Because all submitted images are resized, photos are truer and less distorted if the upload images are 400 x 300 pixels.
- The maximum image file should be 150KB or less in size (the size of the file on disk).
- Up to nine photos may appear for a property listing. A listing can have more photos in its list but only nine may appear at any time.

How do I add a property photo?

1. Click **My Listings** in the **Admin Main** menu. The **Listing List** page appears.
2. Click the listing you want to add photo to. The **Property Listing Edit** page appears.
3. Click **Add New Photo** in the **Property Photo** section. The **Add Photo** page appears.
4. Locate the new photo and click **Upload Photo** to add the photo.
5. Set the sequence number for the new photo to determine where it appears in the sequence.
6. Click **Submit** on the **Property List Edit** page to add the photo.

Note: It takes approximately five minutes for the photo to be uploaded.

Can I delete a property photo?

Yes, you can delete a photo once it is uploaded.

Can I replace a property photo?

No. You can upload a new photo, give it the same sequence number as the photo you want to replace, and check the **Display** check box to mark it for display. Remember to uncheck the **Display** check box for the old photo so that it no longer displays.

I uploaded a property photo but it is not visible. Why?

Go to the **Property Listing Edit** page and make sure that the **Display** check box is marked for display. If the box does not have a check mark, the photo does not display even though it was uploaded correctly.

Note: It takes approximately five minutes for the photo to be uploaded.

Can I have multiple property photos?

Yes, up to nine photos may appear for a property listing. A listing can have more photos in its list but only nine may appear at any time.

How can I change the order of my property photos?

1. Click **My Listings** in the **Admin Main** menu. The **Listing List** page appears.
2. Click the listing you want to change. The **Property Listing Edit** page appears.
3. Set the sequence number for the photo in the **Property Photo** section of the page.
4. Click **Submit** to save the changes.

Contact Information

How do I change my personal information?

1. Click **My Contact Info** in the **Admin Main** menu. The **User Personal Information** page appears.
2. Edit the information you want to change. If the information is in a dotted line box, contact the company administrator to change this information.
3. Click **Submit** to save the changes.

Some information is in a dotted line box and I cannot change it. What do I do?

Contact the company administrator to change this information. This information has been entered by the administrator or has been provided by a back office process. Each company sets their own policy about what fields can be changed by an agent and what fields require administrator action.

How do I change my primary office since I have moved?

1. Click **My Contact Info** in the **Admin Main** menu. The **User Personal Information** page appears.
2. Edit the information you want to change. If the information is in a dotted line box, you need to contact the company administrator to change this information.
3. Click **Submit** to save the changes.

I want to use my nickname instead of my official name. How do I change it?

1. Click **My Contact Info** in the **Admin Main** menu. The **User Personal Information** page appears.
2. Edit the information you want to change. If the information is in a dotted line box, you need to contact the company administrator to change this information.
3. Click **Submit** to save the changes.

How do I add a secondary office to the list of offices I work with?

Contact the company administrator to have this information added.

I qualify for one or more NAR designations but they are not listed. How do I add them?

Contact the company administrator to have this information added.

Passwords

How do I change my password?

1. Click **Change My Password** in the **Admin Main** menu. The **Change Password** page appears.
2. Enter your new password in the **New Password** field
3. Re-type you password in the **New Password Confirmation** field
4. Click **Change Password** to change your password.

What are the password requirements?

- Your password must contain 4 to 16 characters.
- Your password must not contain spaces, special characters, or punctuation.
- Your password can be a combination of letters and numbers.

How often must I change my password?

Password requirements vary from one company to another. Contact your company administrator to learn the requirements of your company.

Internet

What does the HTTP mean at the beginning of a web address?

HTTP is short for **h**yper**t**ext **t**ransfer **p**rotocol. A protocol is a method of interpreting computer information. HTTP is a set of agreed upon standards for transferring hypertext files. Having diverse participants following the same Internet protocol ensures that hypertext files can be successfully transferred and subsequently read by users worldwide.

What does HTML mean?

HTML is an acronym for **h**yper**t**ext **m**arkup **l**anguage. The key word in HTML is *language*. HTML is the *language* used to create web pages and is similar to a computer programming language or code.

What is hypertext? A hyperlink?

In simple terms, hypertext can be defined as *text with links*, or *hyperlinks*. A *hyperlink* is anything that links one web file to another web file. Hyperlinks are usually words or phrases on a web page that are highlighted by being underlined and differently colored. Hyperlink may also take the form of a graphic or icon.

Hypertext is called non-linear, because instead of reading web text in consecutive order, sentence by sentence, page by page, like you would a book, you can use hypertext *links* to jump from one page to another.

What is a website?

A website is a location on the Internet. Websites are referenced using a special addressing scheme called a URL.

A website is a collection of publicly accessible files that have a common theme or purpose and are housed together on the same server. These files may also be called documents, but are usually called web pages. A web site can house a single HTML file posted by an individual (called a personal page) or hundreds of files placed by a commercial venture.

What is a home page?

A website home page is designed with the purpose of greeting visitors, providing them information about a website, and directing them to other pages or sites with related information. On a website, the main web page you come to and, from which other pages are linked, is called a home page.

What are custom pages?

Depending upon the permissions assigned to your account, you may be able to create custom pages. (Check with your company administrator about your company's policy on adding custom pages.) A custom page is simply an additional web page you create that is linked to your home page. Examples include an **About Me** page with biographical information or a **Testimonial** page with comments from past customers.

What is the viewport area of my home page?

Your home page has two distinct parts: navigation bars and a personal viewport area.

Navigation bars, which reside at the top, side and bottom of the screen, are found on every agent's home page as well as your company's home page. The navigation bars provide tools (i.e., property search) for customers to use, as well as helpful information. Your personal site is always "branded" with these navigation bars.

The viewport area, which consumes the middle of the page, is the area that you, the agent, can personalize. A default welcome message and contact information are loaded in the viewport area when your site is first available. You can customize and control the viewport content. The viewport area may include a welcome message directed to the public, photos, and graphics.

Why is my performance so slow? It takes forever to see a listing.

The speed of the system is affected by many factors, such as the speed of your connection and the load on the system. If you are on a low speed connection, often called a dial-up connection, the maximum speed of your connection is limited. A cable or DSL connection runs significantly faster. If multiple users are logged on at the same time, the performance can be degraded as the system attempts to service all of the users.

EditLive

What is EditLive?

The EditLive mini-program is like a program within a program. It is a program found *within* your software. EditLive allows you to create web pages in a similar manner to creating documents using your favorite word processor. You can build a web page without having to learn or know web "language," known as HTML (hypertext markup language) code.

What does the term "live" mean relating to my web page content?

After composing text for a web page in an EditLive screen, click either **Publish** or **Submit for Approval**. *Depending upon your company's content publishing policies*, your document is either published immediately or sent to an editor for approval. *Live* means that the content you composed in EditLive is now available on your website, and is "live" to the public.

I can't get the EditLive window to display on my page. Why?

Most likely you did not install EditLive when prompted.

Note: When you first access a page that features EditLive, a Security Warning window opens and you are prompted with the question, “Do you want to install and run EditLive?” You must click **Yes** to complete the installation.

If you access a page that features EditLive from another computer (where EditLive has not been installed,) you are again asked to install and run EditLive. Click **Yes** to complete the installation on the alternate computer.

My tool bars are grayed out, and/or I suddenly lost my text formatting, and/or I'm seeing weird characters. Why?

You accidentally toggled into **HTML** mode. Click **HTML** at the bottom of the EditLive page and click Design. You now have switched to Design (like regular word processing) mode.

My text formatting is all messed up.

Try highlighting the text and reapplying the formatting.

I made my changes and clicked Submit for Approval, but my changes didn't show up right away on my web page.

Allow some turnaround time. Your changes have been sent to your company content editor who either approves and publishes your changes or rejects your changes (and you are notified by email to resubmit). See your company system administrator if you have further questions about your company's content publishing policies.

How do I add a copyright mark (or other special character)?

Use the insert special character button on the formatting tool bar. This button lets you insert many special characters, like the registration mark, accented letters, etc.

When I press the Enter key to add a blank line, EditLive gives me two lines rather than one. How can I just add one new line?

While holding down the **Shift** key, also press the **Enter** key. Then release both keys. You'll have added one line instead of two.

It might also be helpful to display the hidden, non-printing characters (like paragraph marks) by clicking **Show/Hide** on the Standard toolbar.

The image that I inserted in EditLive “bleeds” across the page. Can I fix that?

Typically this occurs when you scroll up or down with your browser. Try either of these suggestions:

- Locate EditLive **Design/HTML** at the bottom of the EditLive page.
- Toggle the mode once or twice until you return to **Design** mode.
- Click **Refresh** at the top of your browser window.

I tried to insert text next to a photo and it messed up the layout of my page. Why?

To place text beside a photo or graphic, you might want to try inserting a table. This allows you to divide the page into rectangular cells and then place a graphic in one cell and text in the cell beside the graphic.

I created and formatted text in Microsoft Word that I subsequently copied and pasted into EditLive. The pasted text did not look the same on the EditLive page; my pasted text lost all the formatting from Word. Why?

It is best when pasting content into EditLive from Word to type the text in Word, copy and paste it into EditLive, and then use EditLive to apply formatting. Copying formatted text from Word into EditLive can produce unpredictable results.

If you elect to paste formatted text into EditLive, you are asked if you would like to retain or remove Word formatting. It is best to choose to remove the formatting.

Pop-up Issues

If your customers are having issues with Windows XP Service Pack 2 Pop-up Blocker when using BrokerOffice websites, you can create a link on the homepage and/or left navigation menu to a RECo-branded page with resolution information.

The steps for doing so are:

1. Create a new page on your RECo Admin site. Ensure that you select to have the new page appear on all agent sites as well.
2. Paste in the content suggested on the next page.
3. Publish the page.
4. Copy the http:// address of the page you just created so you can create a link to it on your homepage.
5. Edit the Homepage and add the following suggested link text:
If you are experiencing problems using our website, please click here.
6. Point the link to the http:// address you copied above. The link URL looks similar to this:
http://www.RECo.com/Content/Content.aspx?ContentID=XXXXX&CategoryID=YYYYY

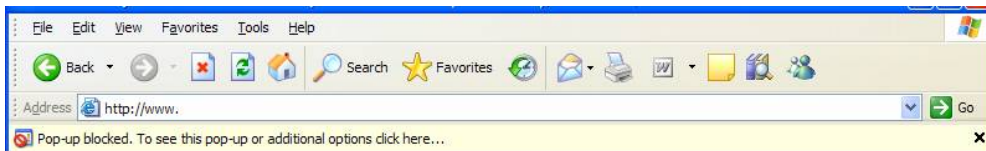
The following pages contain suggested content, examples of how the pages may look, and emails for your agents and customers.

Suggested Content

How to enable Pop-ups on our website in Windows XP Service Pack 2

Have you noticed that some links on our website don't seem to do anything? Your Windows XP popup blocker for Internet Explorer might be stopping our website from opening a pop-up window.

When you click on a link that doesn't seem to do anything, look at the top of the web page (right under the Internet Explorer toolbars- see below) for a line that says ***“Pop-up blocked. To see this pop-up or additional options click here...”*** If you see it, your pop-up blocker is blocking our website. Simply click the line, and you will be able to either temporarily or always allow pop-ups for our website. We recommend that you always allow pop-ups from us— and don't worry, we don't pop-up advertisements!



If you don't see a line but you think pop-ups might still be blocked, you can manually view the pop-up blocker settings using these instructions.

1. Open Internet Explorer.
2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.
3. In the **Address of Web site to allow** box, type the address (or *URL*) of the website you want to see pop-ups from, and then click **Add**.

If your pop-up blocker Filter Level is set to **HIGH**, add our website address to the Allowed Sites list. If it's set to medium you should be able to see most user-requested pop-ups (such as when you click a link), but it won't hurt to have our site in the Allowed Site list anyway.

Some additional notes:

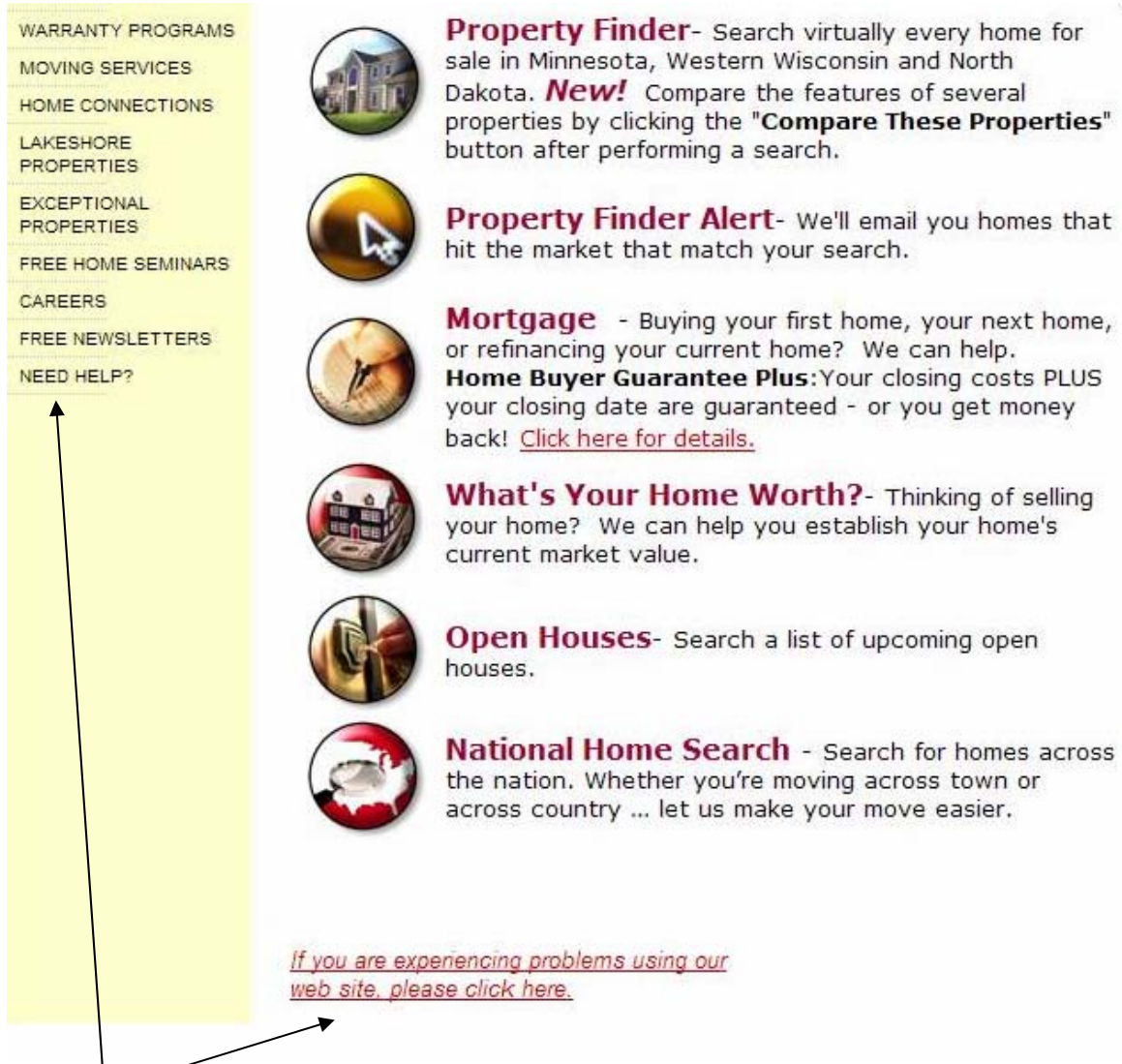
- We recommend using a Filter Level setting of **MEDIUM**. “High” is often too restrictive.
- You could have more than one pop-up blocker installed (the Google toolbar is a common example). Despite your attempts at changing the Internet Explorer popup blocker settings, your other pop-up blockers could still cause problems. We recommend you disable them and only use the pop-up blocker in Internet Explorer (Windows XP service pack 2).

If you have Windows XP and don't see the pop-up blocker in Internet Explorer, consider installing Windows XP Service Pack 2 (a free update from Microsoft).

If you are on a corporate computer, please check with your IT department to see if the new service pack is allowed. If it is, you can download the update from <http://windowsupdate.microsoft.com>.

Suggested Links and Pages

Following is an example of how to address the issue on your web site.



The image shows a screenshot of a website's navigation menu and a list of service links. The navigation menu is on the left, with a yellow background and a list of links: WARRANTY PROGRAMS, MOVING SERVICES, HOME CONNECTIONS, LAKESHORE PROPERTIES, EXCEPTIONAL PROPERTIES, FREE HOME SEMINARS, CAREERS, FREE NEWSLETTERS, and NEED HELP?. An arrow points from the 'NEED HELP?' link to the text below. The service links are on the right, each with a circular icon and a description:

- Property Finder**- Search virtually every home for sale in Minnesota, Western Wisconsin and North Dakota. **New!** Compare the features of several properties by clicking the "**Compare These Properties**" button after performing a search.
- Property Finder Alert**- We'll email you homes that hit the market that match your search.
- Mortgage** - Buying your first home, your next home, or refinancing your current home? We can help. **Home Buyer Guarantee Plus**: Your closing costs PLUS your closing date are guaranteed - or you get money back! [Click here for details.](#)
- What's Your Home Worth?**- Thinking of selling your home? We can help you establish your home's current market value.
- Open Houses**- Search a list of upcoming open houses.
- National Home Search** - Search for homes across the nation. Whether you're moving across town or across country ... let us make your move easier.

[If you are experiencing problems using our web site, please click here.](#)

Place link(s) on homepage and take the consumer to the following:

How to enable Pop-ups on our web site in Windows XP Service Pack 2

Have you noticed that some links on our web site don't seem to do anything? Your Windows XP popup blocker for Internet Explorer might be stopping our web site from opening a pop-up window.

When you click on a link that doesn't seem to do anything, look at the top of the web page (right under the Internet Explorer toolbars- see below) for a line that says **"Pop-up blocked. To see this pop-up or additional options click here..."** If you see it, then your pop-up blocker is blocking our web site. Simply click the line, and you will be able to either temporarily or always allow pop-ups for our web site. We recommend that you always allow pop-ups from us— and don't worry, we don't pop-up advertisements!



If you don't see a line but you think pop-ups might still be blocked, you can manually view the popup blocker settings using these instructions.

1. Open Internet Explorer.
2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.
3. In the **Address of Web site to allow** box, type the address (or *URL*) of the Web site you want to see pop-ups from, and then click **Add**.

If your pop-up blocker Filter Level is set to HIGH, add our web site address to the Allowed Sites list. If it's set to medium you should be able to see most user-requested popups (such as when you click a link), but it won't hurt to have our site in the Allowed Site list anyway.

Some additional notes:

1. We recommend using a Filter Level setting of MEDIUM. "High" is often too restrictive.
2. You could easily have more than one popup blocker installed (the Google toolbar is a common example). Despite your attempts at changing the Internet Explorer popup blocker settings, your other popup blockers could still be causing problems. We recommend you disable them and only use the popup blocker in Internet Explorer (Windows XP service pack 2).

If you have Windows XP but don't see the popup blocker in Internet Explorer, you may want to consider installing Windows XP Service Pack 2 (a free update from Microsoft). If you are on a corporate computer, please check with your IT department first, to see if the new service pack is allowed. If it is, you can download the update from <http://windowsupdate.microsoft.com>.

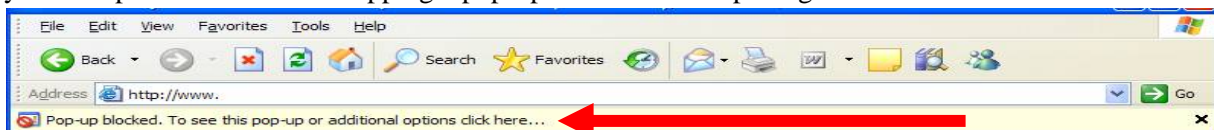
TOP

Suggested Email to Agents

Dear Sales Associate,

It has been brought to our attention that some of you and some of your customers are having trouble with accessing certain links on our company website. Without going into too much technical detail, the cause of this problem is not our company website, but rather a flaw in Microsoft Internet Explorer when used on the Windows XP operating system. Microsoft has issued a service pack to fix this problem but most likely some of you have not yet updated your system with the patch.

Now, while it may appear that some links on our website don't seem to do anything, it's because your computer's browser is stopping a pop-up window from opening.



What can you do to fix the problem?

1. Open Internet Explorer.
2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.
3. In the **Address of Web site to allow** box, type the address (or *URL*) of the website you want to see pop-ups from, and then click **Add**.

If your pop-up blocker Filter Level is set to HIGH, add our website address to the Allowed Sites list. If it's set to medium you can see most user-requested pop-ups (such as when you click a link), but it helps to have our site in the Allowed Site list anyway. We recommend using a Filter Level setting of MEDIUM.

In the meantime, you can download the update from <http://windowsupdate.microsoft.com>.

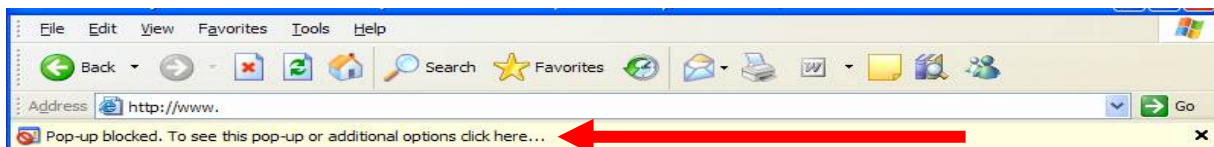
If you're still having problems, please contact your office administration staff.

Suggested E-Mail for Consumers

Dear Consumer,

Thank you for contacting us about having trouble with accessing certain links on our company website. Without going into too much technical detail, the cause of this problem is not our company website, but rather a flaw in Microsoft Internet Explorer when used on the Windows XP operating system. Microsoft has issued a service pack to fix this problem but most likely some of you have not yet updated your system with the patch.

Now, while it may appear that some links on our website don't seem to do anything, it's because your computer's browser is stopping a pop-up window from opening.



What can you do to fix the problem?

1. Open Internet Explorer.
2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.
3. In the **Address of Website to allow** box, type the address (or *URL*) of the website you want to see pop-ups from, and then click **Add**.

If your pop-up blocker Filter Level is set to **HIGH**, add our website address to the Allowed Sites list. If it's set to **MEDIUM** you should be able to see most user-requested pop-ups (such as when you click a link), but it helps to have our site in the Allowed Site list anyway. We recommend using a Filter Level setting of **MEDIUM**.

In the meantime, you can download the update from <http://windowsupdate.microsoft.com>.

Page Loading Issues

If end users call about broken functionality on the web site, particularly a break that you cannot reproduce yourself, it could be related to internet security software installed or configured on the affected computer (anti-adware, anti-spyware, anti-spam, internet firewall, Internet Explorer (IE) security settings, etc.). If end users are experiencing problems, recommend these general guidelines:

- Check IE's **TOOLS > OPTIONS > SECURITY** menu and click **Default** to set the default security level.
- Also check IE's **TOOLS > OPTIONS > PRIVACY** menu and click **Default** to set the default privacy level.
- If you see a Pop-Up Blocker section on that tab, click **Settings** and choose the **MEDIUM** filter level. Also make sure that "Play a sound when a pop-up is blocked" and "Show information bar when a pop-up is blocked" are checked.
- Lower the security of anti-adware, anti-spam, internet security/firewall software.

If end users continue to have problems, detail the exact page (URL) they are on, the exact symptoms they are experiencing, their operating system and browser version (particularly note if it's Windows XP Service Pack 2), and whether they have any of the above-mentioned software installed. Report this problem to your FNIS representative.