



# Realist® Mobile Frequently Asked Questions (FAQs)

**Q What are the device requirements?**

**A** Realist Mobile runs on Apple® iPhone® iOS 4.1 or newer. It is also compatible with Apple® iPad® 1 iOS 4.3 or newer and Android™ 2.2 or newer.

**Q How do I create a user name and password to log in?**

**A** First, log in to your MLS and open the Realist® desktop application. In the upper right corner of the screen you will see “Realist Mobile”—click on it and complete the form on the following page. You can use the same credentials as your current MLS user ID and password. Once completed, you will receive a confirmation email allowing you to access the new free Realist Mobile App. You must respond to the confirmation email to complete your registration.

**Q How do I recover my password?**

**A** Click on the “Forgot Password” link, which is located on the Realist Mobile login screen. Your password will be sent to the email address you used when you registered for your Realist Mobile account.

**Q Does Realist Mobile remember my user name and password, or will I have to re-enter my information each time?**

**A** Realist Mobile remembers your user name. However, you will need to re-enter your password every 8 hours for security purposes.

**Q How much does Realist Mobile cost?**

**A** Realist Mobile is provided by your MLS for no additional cost. All users can gain free access by going to their local MLS website.

**Q Which reports can I email from Realist Mobile to a contact?**

**A** You can email the “Subject Property Details” report (which includes all of the data displayed on your mobile device for the subject property) and the “Comparables List” report (which includes the information displayed on the list view for the comparables) from Realist Mobile. You can also send both reports as a combined email.

**Q Can I select email contacts when I email the report to a friend?**

**A** You have the option of typing in an email address or selecting an email address from the contacts stored on your phone.

**Q Does Realist Mobile display the same data as the Realist desktop application?**

**A** Yes, the data in Realist Mobile is the same as on the Realist desktop application, but the data is displayed in a condensed summary format to be compatible on your mobile device. Therefore, some information may not be visible in Realist Mobile.

**Q Will the report(s) look the same as they do on the Realist desktop application?**

**A** The reports in Realist Mobile display the same information as on the Realist desktop application, but the reports will not look exactly the same because they are optimized for the iPhone screen.

**Q What information is required for a property search?**

**A** Ideally, you will want to enter a Street # and Street Name with City and State or Zip. (e.x. 123 Main St, Mytown, CA or 123 Main St, 12345).



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**Q The address I was looking for was not found in Realist Mobile. Why?**

**A** First, please check your spelling and make sure you have the correct address, city or zip. If this does not resolve the issue, feel free to submit feedback and include the address you tried to search for, to the Triangle MLS help desk.

**Q Is there an app for the iPad?**

**A** There is no separate app for the iPad at this time. However, the Realist Mobile app for the iPhone is compatible with the iPad.

**Q When conducting a property search, how many comparable properties are returned?**

**A** Up to a maximum of 20 comparable properties can be returned at once. The default is set to display up to 5 comparables. You can change the number of comps returned by accessing the “Comp Filtering Criteria”—the icon is located on the bottom toolbar, right side of the map view.

**Q When conducting a name search, how many results are returned?**

**A** Up to a maximum of 50 names can be returned at once. The default setting is set to display up to 25 names. You can adjust the number of names returned by selecting the “More” icon on the home screen and then selecting the “Settings” tab.

**Q How are properties added to my recently viewed screen?**

**A** A property is added to the recently viewed screen when an owner name, address, or APN# is successfully searched, when viewing any of the comparables “Property Detail” reports, or when searching for an owner name and selecting the desired name.

**Q How do I add the properties I like to my favorites page?**

**A** When viewing the “Property Details” screen, select the star icon on the bottom toolbar.



**Q How do I edit my recently viewed and favorite properties?**

**A** Select either the recently viewed or favorites icon located on the home screen, and on the following screen touch the “Edit” button located on the upper right side of that screen. To remove a property from either list, just touch the red minus symbol next to the desired property and then select “Delete.”

After deleting the properties you no longer want, touch the “Done” button located at the top right side of the screen. You can also swipe the property with a side motion to delete it.

**Q For some reason, when I search for a property no comparables are showing, Why?**

**A** You may need to adjust your “Comp Filtering Criteria” to expand the search area. For example, try adjusting the “Distance from Subject,” “Number of Months Back,” or “Living/ Lot Area Variance.”

**Q What does the little house with a dollar sign on the map do?**

**A** This is the AVM layer which displays estimated home values as determined by CoreLogic. By selecting it, you can turn the home values on and off. When turned on, the estimated values for both the subject property and comparables are all displayed on the map.



**Q How do I change the view on the map?**

**A** Touch the “Satellite/Road” icon located on the bottom left corner of the map.



**Q How do I email a report to a client or myself?**

**A** From the “Property Details” page, select the envelope icon on the bottom toolbar, then select the desired report(s), and then touch “OK.”



**Q How do I know what version of Realist Mobile is loaded on my device?**

**A** Once you have signed into Realist Mobile, select the “More” icon located on the home screen and then select the “About Realist” tab. The current version will be displayed on the first line at the top of the screen.

**Q Who can I contact for Support?**

**A** Contact the Triangle MLS help desk by email, [helpdesk@triangleMLS.com](mailto:helpdesk@triangleMLS.com), 919.654.5419 or live chat.

