



Customer Service Information

Ethics Complaints or Arbitration. Please go to www.nomar.org and click on Professional Conduct.

GSREIN Compliance & Data Feeds. During regular business hours, email MLS@nomar.org or call 504-274-0782.

GSREIN Tech Support. During regular business hours, email nomsupport@corelogic.com or call 504-456-9903.

Home Snap. support@homesnap.com

Phone: 1-800-431-5509

Mon. – Fri. 9:00 a.m. to 8:00 p.m. ET

Sat. – 9:00 a.m. to 6:00 p.m. ET

Sun. – 10:00 a.m. to 5:00 p.m. ET

Homevisit. 703.953.3866, service@homevisit.com.

Instanet Training. Available dates are on the calendar at www.nomar.org. You may also contact lapalisi@mac.com.

Louisiana Real Estate Commission. 1-800-821-4529.

MLS Touch. 1-888-765-9223 or support@prospects.com.

Property Panorama. 877-299-6306. Live chat.

Realtor.com. 1-800-878-4166 or customercare@realtor.com.

Rent Spree. 323-515-7757. For subscribers to call 10am-8pm EST M-F.

support@rentspree.com. For subscribers to email.

<https://www.rentspree.com/smartmls/>. For subscribers to Live Chat.

<https://support.rentspree.com/en>. For subscribers to get tutorials or answers to common questions.

<https://www.rentspree.com/smartmls/#demo>. For subscribers to schedule a one-on-one demo at any time.

RPR. (877) 977-7576. Call center available 24/7. Live chat. Blog: blog.narrpr.com.

Showing Time. 800-379-0057 or support@showingtime.com.

Live Chat (lower right corner) – www.showingtime.com/support

Supra Questions. During regular business hours email supra@nomar.org or call 504-274-0781. On weekends and holidays (8:30 am - 5:30 pm), call Supra directly at 877-699-6787.

Transaction Desk/Instanet. Contact us by phone at 800-668-8768. Lone Wolf Technologies Support is available 24 hours a day, seven days a week. We recommend this, during business hours, for the fastest response and resolution times.

Contact us by email at tdsupport@lwolf.com.

For live support, online training, guides, help videos and pre-recorded webinar videos, go to <https://pr.transactiondesk.com/support>.

Ziplogix. 1-586-840-0140.

MATRIX FAQ

ADDING PHOTOS - YOU MUST FIRST HAVE THE LISTING SAVED AS AN INCOMPLETE LISTING AND THEN YOU WILL BE ABLE TO EDIT AND UPLOAD PHOTOS.

LISTING INPUT - ALWAYS CLICK A STATUS OPTION FIRST; ESPECIALLY FOR NON-LISTED SOLD SO THAT IT BRINGS UP AN ADDITIONAL INFORMATION TAB THAT IS REQUIRED.

MLS ABBREVIATIONS - GO TO LINKS, CLICK ON MLS TRANSLATION GUIDE UNDER MLS DOCUMENTS.

PASSWORD CHANGE - GO TO INPUT, ENTER YOUR USER ID UNDER ROSTER, EDIT, MANAGE PASSWORD.

PHONE APP - MLS TOUCH ON IPHONE AND ANDROID

STATUS DEFINITIONS

ACTIVE - AVAILABLE FOR PURCHASE, SELLER IS ACCEPTING OFFERS.

PENDING CONTINUE TO SHOW - CONTRACT ON PROPERTY BUT STILL AVAILABLE TO SHOW.

LEASED - AN AGREEMENT HAS BEEN MADE BETWEEN A LESSOR AND LESSEE FOR PAYMENT AND USE OF PROPERTY.

NON-LISTED SOLD/LEASED - "FOR SALE BY OWNER" THAT HAS BEEN ENTERED BY A BUYER'S AGENT (LISTING AGENTS ARE LISTED AS NON-MEMBERS "NMEM").

OPEN PREDICATION - A PROPERTY IS UNDER CONTRACT THAT HAS A CONTINGENCY OR SOMETHING THAT MUST HAPPEN ON THE BUYER'S SIDE IN ORDER TO CLOSE (NORMALLY WAITING FOR FUNDS TO BECOME AVAILABLE, SUCH AS THE BUYER'S SELLING, ETC.).

SOLD - THE PROPERTY HAS BEEN BOUGHT AND IS NO LONGER AVAILABLE FOR PURCHASE.

UNDER CONTRACT - THERE IS A CONTRACT ON THE PROPERTY AND IT IS PENDING A CLOSING.

WITHDRAWN - TEMPORARILY OFF THE MARKET. LISTING AGREEMENT ACTIVE.

EXPIRED - THE CONTRACT BETWEEN THE PROPERTY OWNER AND THE LISTING AGENT HAS EXPIRED AND IS NO LONGER AVAILABLE FOR PURCHASE.

TERMINATED - LISTING AGREEMENT HAS BEEN CANCELLED.

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