



# Welcome to RMLS™

***All the information new subscribers need is right here at your fingertips. Use our “Quick Start Guide” to successfully navigate RMLSweb. Get started now.***

## ***About Us***

RMLS™ is governed by representatives of our subscribers. The 17-member Board of Directors formed from our REALTOR® subscribers represents our current three shareholders (Portland Metro, East Metro, and Clark County Associations of REALTORS®.)

In addition, the Service Advisory Committee (SAC) provides representation for subscribers who belong to associations that are not shareholders in RMLS™. The chair of this committee is a full director on the RMLS™ Board of Directors.

RMLS™ currently has 50 employees and eleven conveniently located offices providing service in Portland, Vancouver, Eugene, Florence, Grants Pass, Hood River, Hermiston, Roseburg, Coos Bay, Brookings, and Salem. View a map of our coverage area.

## ***Training and Help***

RMLS™ offers complimentary training to help subscribers get the maximum benefit from their subscription. We conduct classes on RMLSweb (our subscriber website), SentiLock cards and lockboxes, and more.

RMLS™ offers in-house classes in 12 training facilities: Portland, Gresham, Vancouver, Salem, Eugene, Florence, Grants Pass, Roseburg, Coos County, Brookings, Hood River, and Hermiston. Training calendars are available at any RMLS™ office and on RMLSweb. We also offer on-site training for offices. We can custom-build a class or presentation for subscribers and staff. This is a great way to keep up to date with current changes.

Many of our facilities have “open house” hours where subscribers can drop in to get specific questions answered one-on-one with an RMLS™ trainer.

## ***Rules and Regulations***

The RMLS™ Rules and Regulations are your guideline to understanding the ins and outs of RMLS™. All the rules you need to move your listings through the selling and buying life cycle are all clearly explained in this document. Our Data Accuracy staff is also available to answer any questions you might have.

## ***Additional Information***

Financial Services

Selling Safe

Accessibility Terms

Help Desk

Lockbox and Access Device Services

Understanding Market Action

Fair Housing Enforcement

Internet Policy

RMLS™ Subscriber Logo



## Top 4 Rules Tips

- 1 Listing Changes within 72 Hours**  
You have 72 hours to add new listings or make status/data changes to a listing.
- 2 First Photo Required**  
Upon adding a new listing, the first photo of the exterior building view, or bare land, is required.
- 3 Follow Showing Instructions**  
Entering a pending property using your lockbox access device without permission of the seller's agent and/or seller is a violation. You may only enter a listing that is ACT, BMP, or SSP status.
- 4 Personal Promotion**  
While allowed in private remarks, it is not allowed anywhere else, including video/virtual tours, or public remarks.

*More new subscriber information can be found at [RMLSweb.com](http://RMLSweb.com) under the Links menu. (v3.18)*

## Essential Contacts

**Help Desk:** [helpdesk@rmls.com](mailto:helpdesk@rmls.com)  
503-872-8002  
877-256-2169

**Front Desk:** [frontdesk@rmls.com](mailto:frontdesk@rmls.com)  
503-236-7657

**Subscriber Billing:** [billing@rmls.com](mailto:billing@rmls.com)  
503-872-8003

**Training:** [training@rmls.com](mailto:training@rmls.com)

**Data Accuracy:** [dataaccuracy@rmls.com](mailto:dataaccuracy@rmls.com)

**Distribution Services:** [ds@rmls.com](mailto:ds@rmls.com)

*You were assisted by \_\_\_\_\_*

# Quick Start Guide to RMLS™

**MULTIPLE LISTING SERVICE**

[mobile.rmlsweb.com](http://mobile.rmlsweb.com)

[rmlsweb.com](http://rmlsweb.com)

## Billing

RMLS™ subscriber dues and SentiLock fees are billed quarterly. Billing occurs on the first of December, March, June, and September for the following quarter and bills are due by the 26th of the month. There are many ways to pay your bill including auto-pay (via credit card, debit card, or ACH); online at My.RMLS.com using your primary email, by telephone, by mail, or in person. Invoices and your payment history are all accessible on My.RMLS.com.

## Help Desk

The RMLS™ Help Desk can help you with all things related to RMLS™. Help Desk hours are Monday through Thursday - 8 am to 7 pm, Friday - 8 am to 5 pm, and Saturday - 10 am to 2 pm. Call the Help Desk at 503-872-8002 (toll free 877-256-2169) or email helpdesk@rmls.com. Chat support is accessible from RMLSweb Monday through Friday from 8 am to 5 pm (closed 12 pm to 1 pm).

## Training

RMLS™ offers free training classes to all subscribers. Attendance at a four-hour RMLS™ orientation is mandatory within 30 days after RMLS™ registration. We're here to support your efforts and want you to understand RMLSweb. Our classes demonstrate how to enter a listing, create reports, and much more! Many RMLS™ offices have "open house" hours on Fridays from 10 am – 12 pm where subscribers can get one-on-one help from an RMLS™ trainer. Training calendars are available on RMLSweb under the Toolkit menu. We also offer on-site training for offices.

## Distribution Services

RMLS™ provides data distribution support for our subscribers. The distribution services team works with Internet Data Exchange (IDX) and Virtual Office Website (VOW) service providers to give subscribers many choices when developing their own broker websites.

RMLS™ provides listings, as appropriate, to REALTOR.com and RMLS.com as well as thousands of individual broker websites.

## Market Action

*Market Action* is a free monthly statistical report for our subscribers and members of the media. This report provides statistical information about the real estate market throughout Oregon and Southern Washington. *Market Action* is a resource and marketing tool with easy-to-find facts and colorful graphs. The electronic format can be easily emailed, printed, or uploaded to your website.

## Essential Information

Log in at RMLSweb.com. Your login information is located below. You will be prompted to change your password every 90 days for security.

**Primary Email:** \_\_\_\_\_

**Your Next Invoice Date:** \_\_\_\_\_

**Public ID/**

**Web Subscriber ID:** \_\_\_\_\_

**Private ID** (temporary): \_\_\_\_\_  
(this is also your temporary password for My.RMLS.com)

**Subscriber Number:** \_\_\_\_\_

**Quarterly Billing Amount:** \_\_\_\_\_  
(Based on current office and key fees.)

