



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 listing 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 tours, virtual tours, or public remarks.

More new subscriber information can be found at rmlsweb.com under the Links menu. (v11.16)

Essential Contacts

Help Desk: helpdesk@rmls.com
503-872-8002

Front Desk: frontdesk@rmls.com
503-236-7657

Accounting: accounting@rmls.com
503-872-8003

Training: training@rmls.com

Data Accuracy: dataaccuracy@rmls.com

Distribution Services: ds@rmls.com

Quick Start Guide to RMLS™

MULTIPLE LISTING SERVICE

mobile.rmlsweb.com

rmlsweb.com

You were assisted by _____

Billing

Subscriber dues and SentiLock card fees are electronically billed on a quarterly basis. Billing occurs on the first of December, March, June, and September for the following quarter and is due by the 25th of the month. There are a variety of ways to pay your dues including auto-pay (via credit card, debit card, or ACH), online payments at My.RMLS.com, by telephone, by mail, and in person. For more information contact Accounting at 503-872-8003.

Help Desk

RMLS™ Help Desk staff is here to help you with all things related to RMLSweb, RMLSweb Mobile, RMLS.com, and many third party applications. Your call is important to us and we look forward to hearing from you.

Help Desk hours are Monday through Thursday - 8 a.m. to 7 p.m., Friday - 8 a.m. to 5 p.m., and Saturday - 10 a.m. to 2 p.m. Call our Help Desk at 503-872-8002 (toll free 1-877-256-2169) or e-mail helpdesk@rmls.com.

Training

RMLS™ offers complimentary training classes to all subscribers. We're here to support your efforts and want you to understand the ins and outs of our subscriber website, RMLSweb. Our free classes will show you how to enter a listing, create comparative market analysis reports, and much more! We also offer on-site training for offices. Additionally, many of our facilities have "open house" hours on Fridays from 10 a.m. – 12 noon where subscribers can drop in to get specific questions answered one-on-one with an RMLS™ trainer. Training calendars are available on RMLSweb under the Toolkit menu.

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. We also occasionally post other statistics and infographics on our blog (RMLScentral.com/blog).

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.

Essential Information

To begin, log in at RMLSweb.com. Your password is located on your registration form. For your security you will be prompted to change your password every 90 days.

Primary Email: _____

Your Next Invoice Date: _____

Web Subscriber ID: _____

Member Number: _____

Quarterly Billing Amount: _____

(Based on current office and key fees.)

