

Contra Costa Association of Realtors - Launch Day

This document highlights actions agents must be aware of on Contra Costa Launch Day (October 25th). As an agent, there are actions you will have to take on your profile to elect what showing service you will be using. ShowingTime will be removed from the Contra Costa MLS Resources on November 10th.

Please ensure you make these adjustments on October 25th, as they will affect your showing management software choice moving forward. If you need support in making these changes, please contact CCAR Support (support@ccartoday.com) or BrokerBay Support (support@brokerbay.com).

If you would like to learn more about how-to use BrokerBay, please refer to the recorded [Agent Training video](#), or utilize our amazing [Help Center Articles](#) aimed at helping agents operate various parts of the platform.

How to Get Started with BrokerBay

Dear Members,

Welcome to BrokerBay - October 25th is the first day BrokerBay has become the core-offering for Showing Management tools from CCAR. Here is a list of actions you will need to take as an agent **On October 25th**:

1. Login through the [Paragon MLS](#)
2. Under Resources, 'MLS Tools/Services' in Paragon - select 'BrokerBay'. This will log you into your BrokerBay account.
 - a. As a first time user, verify your cell phone number, email, and personal details, set up your password, and upload a headshot if wanted.
3. Configure your Showing Instructions for your active listings ([here](#) is a short video on how to do so)
4. Turn off your ShowingTime online Showings via the ShowingTime user dashboard - edit profile, Listing Agent - Showing Preferences, Allow Agents to Request Appointments Online = NO

Listing Agent - Showing Preferences

Allow Agents To Request Appointments Online?: Yes No

Allow Agents To Request Virtual Appts?: **In-Person and Virtual Appts** ▼ ?

Default Settings for New Listings

Default Appointment Mode: **Appointment Required** ▼

Allow Scheduling Overlaps?: **No, Exclusive appointment requests only** ▼

Max # of Scheduling Overlaps: **No overlap limit** ▼

Buffer Time Between Appointments if Scheduling Overlaps are not Allowed: **No Buffer Time** ▼

Share showing agent details with your clients?: **Default (No, do not share)** ▼

Email
 Text Message
 ShowingVoice

Notifications for Appointments on my Listings

When appointments are requested:

When appointments are confirmed or cancelled: **Decline and Cancel Calls Only** ▼

Access Information

New! Enable Secure Access?: Yes No

Feedback Requests

5. Begin using BrokerBay to book showings, and manage showings on your property and harness the functionality of BrokerBay to accelerate your business. Download the Mobile App to unlock the full power of the system via Apple App Store or Google Play.
6. Your Listings will be automatically applied the BrokerBay booking action, as well as the Booking Icon. Appointments booked will be notified via email, SMS, or via a push notification on the BrokerBay mobile app.

How to Action Switch Back to ShowingTime

If you are not quite ready to switch over to BrokerBay, and would like some time to transition away from ShowingTime, there too will be actions you need to take on Tuesday Morning. Since BrokerBay is now the core offering from CCAR, all listings will be *defaulted to use BrokerBay on the listing level*. What does that mean for me?

1. If you would like to continue to use ShowingTime for the time being, log in to Paragon, and select Listings - then click 'Maintain Listing', scroll down and change Use Broker Bay = NO. This will remove the BrokerBay icon from your listing, and agents will no longer be able to book on this property with BrokerBay.
Note: you will have to do this for all active listings in Paragon.

The screenshot shows the 'INPUT MAINTENANCE' and 'LISTING' sections of a software interface. The 'LISTING' section contains the following fields and values:

- (34) Branded Media Link
- (12) Branded Media Link 2
- (158) Unbranded Media Link
- (11) Unbranded Media Link 2
- (180) Cumulative DOMLS
- (181) Agent Hit Count 0
- (182) Client Hit Count 0
- (69) Printed Neighborhood Rpt [R]
- (184) VOW Include Yes
- (185) VOW Address Yes
- (186) VOW Comment Yes
- (189) VOW AVM Yes
- ZK-INTERNET DISPLAY [R]
- ZZ-INTERNET SITES [R]
- (93) Pool [R]
- (28) Duplicate Listing
- BrokerBay Showings No

- a. If you do not action the field change as an agent, you will be running two systems in parallel, and there are chances some appointment bookings can fall through the cracks. Please ensure if you are choosing to leverage either system that you take the appropriate action on launch day to avoid this scenario.
2. When November 11th rolls around, you will have to manually go back in and switch back the field to *Use BrokerBay = YES*, and you will begin to utilize the free and powerful offering of BrokerBay.