Q&As

How do I access ShowingTime for the MLS?

In Fusion, under 'Resources,' 'Resource Links,' 'SmartLinks,' select 'Configure ShowingTime.' This brings you to the ShowingTime for the MLS Home Page Dashboard.

Why would I use ShowingTime for the MLS?

ShowingTime for the MLS helps real estate professionals schedule showings online to save them from unnecessary phone calls and busy work. ShowingTime for the MLS saves time, requires fewer calls, generates more showings, helps agents provide better client service with better accountability and better security … all leading to a more efficient home sale.

How will I be notified of a showing request on my listing?

Under the Agent Setup tab, there is a section titled 'Listing Agent Preferences.' This is where you can select how you would like to be notified about requests on your listings.

How will I be notifed when I request to show a listing?

Under the Agent Setup tab, the section titled 'Showing Agent Preferences' is where you can indicate how you would like to be contacted for showing notifications. In addition, when scheduling a showing, you'll see a terms and conditions screen where you can also select your contact preferences. You can also indicate how you would like to receive showing instructions.

What are my options for being notified?

You have three options to choose from for notifications: 1) email, 2) automated text-to-voice call, and 3) 2-way text messaging. You can choose 1, 2 or all three of these options.

What if the owner/occupant wants to be notified about showings?

You can add an owner/occupant to any listing set to 'Appointment Required' mode. This allows the owner/occupant to be part of the selling process. They can be setup to confirm requests or simply be notified about showings.

Simply navigate to the 'Listing Setup' tab and click 'Add New Owner/Occupant.' Be sure to indicate the seller's notification preferences. Never forward your listing agent version of emails to your sellers. They have a separate seller template with limited access.

What if I want to schedule multiple showings at once?

No problem! ShowingCart™ allows you to schedule multiple showings with ease!

What is ShowingCart™?

ShowingCart™ is a way to schedule multiple showings all in one place. Once you have selected all your listings, the map allows you to see where your listings are located to create the best possible schedule for your buyer. In addition you can see all confirmed requests in one place as well.

To get started creating your ShowingCart™, either click on a scheduling link and select 'Add to ShowingCart™' or you may go to ShowingTime setup in Fusion and select 'Showings,' 'ShowingCart™,' where you may add a tour date and name!

What if I have a vacant lot?

'Go & Show' is the perfect appointment mode for you. 'Go & Show' requires the showing agent to select a date, time and type of showing and then instantly confirms the request. This allows you to keep a record of showings on the property without out all the back and forth!

'Go & Show' may be selected on either the Agent Setup tab in ShowingTime settings or on a per-listing basis on the Listing Setup tab. Look for 'Appointment Type' to make your changes. Be sure to watch for prompts that ask if you are applying the changes to all listings or just new inventory.

Do you have any recorded demos?

Yes, we have a site dedicated to NORIS MLS with recorded demos for you to watch at your convenience.
Click here for a pre-recorded webinar   Click here for recorded demos

I love apps do you guys have a ShowingTime app?

YES! We recently released our ShowingTime mobile app! This puts ShowingTime right at your fingertips! The mobile app is available for your smart phone and tablet. From your Agent Setup tab, under the Mobile App Access section, enter your email address associated with your MLS and click send. Be sure to open the authentication email on the device you wish to use the app on. Instructions on how to download the app will be in the authentication ema

HELP! I am not able to make any changes to my profile or my listings!

Please speak to your office administration as they may have enabled a feature that only allows you access to reports and feedback.

My sellers like feedback, how can I get this to them in a professional manner?

ShowingTime provides you with professional customizable feedback templates. These are used to create reports you can send to your seller. You have the option of approving all feedback before it is published for the seller as well as graphs that track information on the listing. Please note we do not include the showing agent's details on the seller reports.

I updated my email address in the MLS but it has not updated in ShowingTime!

Agents sometimes like to use different email addresses for different purposes; you can have contact details for ShowingTime that are different than those in the MLS. You can review your contact preferences on the Agent Setup tab. Don't forget about your separate showing agent profile when scheduling. When updating on the "Terms and Conditions" screen that appears when scheduling, make sure to complete a request to save your changes. Backing out of that screen after making changes will not save your edits.

Why did the "Push" option suddenly appear on my Agent Setup Tab?

You're seeing this because you successfully downloaded the ShowingTime mobile app. You can opt-out of push notifications to your mobile device if you prefer - you can adjust this on both the Agent Setup tab as well as in the mobile app. You can also remove the app from your device at any time on the Agent Setup tab.

Who do I contact if I have a problem?

Our Technical Support is available to you 7 days a week at support@showingtime.com or 1-800-379-0057.