MRIS | Keystone

USER MANUAL

Real Estate in Real Time™

INTRODUCTION

Welcome to MRIS and your new MLS! The professional real estate tools that make up the MLS are Matrix and Keystone. Keystone is the tool used to enter listing information, Matrix is where you will search, save, print and email listings.

This guide is to help you navigate through Keystone and take full advantage of all that is available to help you with your business. If you ever have any questions or are in need of assistance our Support Center is ready to help.

Online Chat

Monday - Friday
9:00 AM to 9:00 PM

Saturday - Sunday
9:00 AM to 5:00 PM

Support Center Hours:

Call Center
Monday - Friday
8:30 AM to 6:30 PM

Saturday - Sunday
9:00 AM to 5:00 PM

Phone: 301-838-7200
Toll Free: 888-838-8200
Fax: 301-838-7171
Email: helpdesk@mris.net

Chapter 1 - Login and Logout

Logging In

Don't have MRIS credentials? Visit the "Join MRIS" section on mris.com

To access Keystone visit: http://keystone.mris.com

Log in using MRIS User ID, Pin, and Password.

Logging out

To log out, simply click on the Logout Tab. There is no prompt to save your work, nor is there a dialog asking for confirmation. ***Be sure to save any searches you are working on before logging out.***

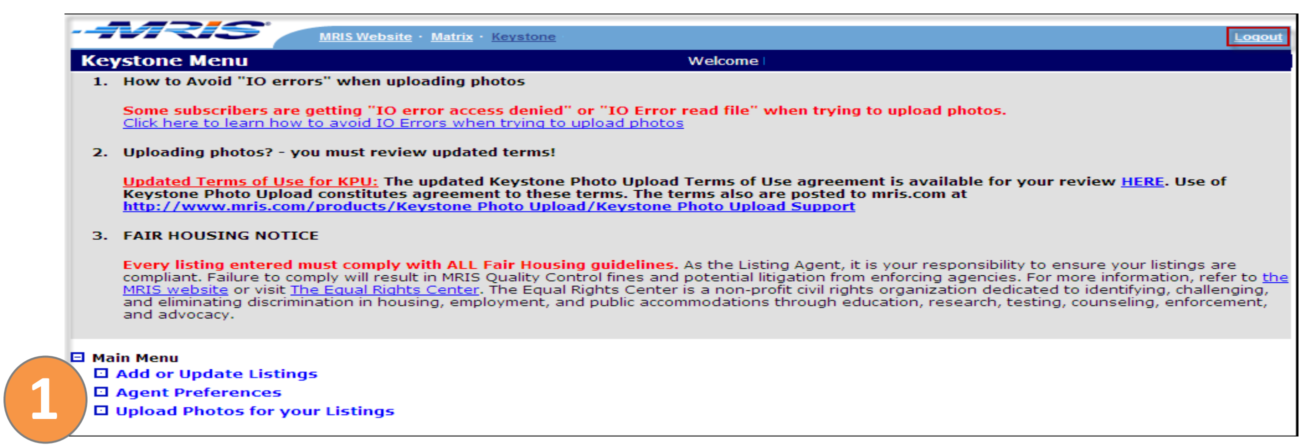
Note: *For security reasons, when working in a group setting, it is very important that you log out if you will be away from your desk.*

Keystone Overview

Keystone is a browser-based data entry program for listings. That means you can enter and edit your listings from any computer with Internet access. Among its more noteworthy features, Keystone allows you to save a partially completed listing and finish it later. You also can Login to Keystone directly from Matrix by clicking the Input tab, eliminating the need to open a separate application.

The Keystone Main Menu

After logging into Keystone, The Main Menu window will open (see display below). There are three choices within the Main Menu.

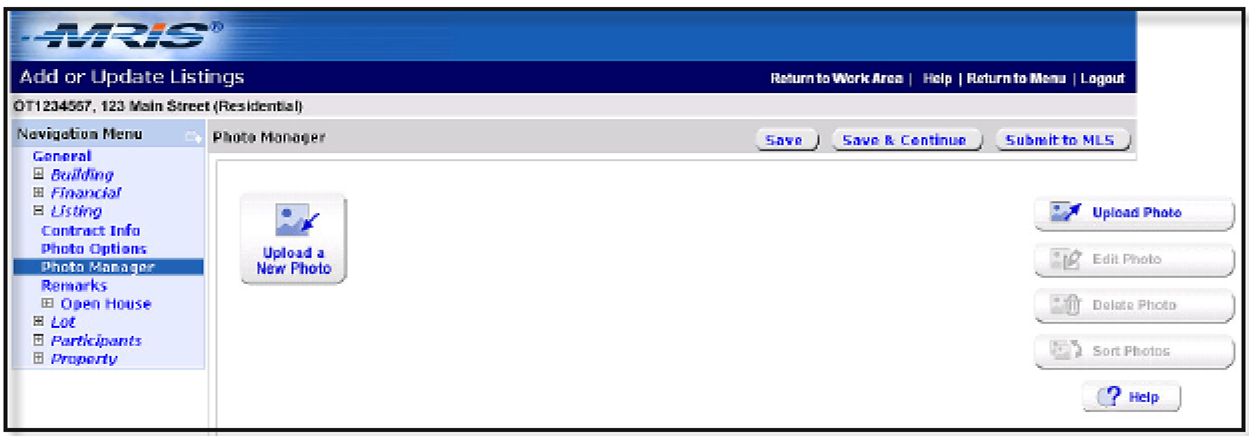


1 The main menu consists of three choices: Add or Update Listings, Agent Preferences, and Upload Photos for your Listings.

Chapter 2 - The Photo Manager and Photo Details screens

In order to upload photos for a listing, you must first submit the listing to the MLS. You can upload a maximum of 30 photos per listing at no additional charge.

Once you have successfully submitted the listing to the MLS and the listing has an MLS number, the **Photo Manager** link will appear in the Keystone navigation menu on the left side of the screen. Clicking on the Photo Manager will bring up the Photo Manager screen as shown below.



The Photo Manager Screen

This section will describe each item on the Photo Manager Screen.

1. Upload a New Photo - clicking on this button brings up the Photo Details screen where you can upload and edit a photo. Once you have uploaded 30 photos, this button will be disabled.

2. Upload Photo button - clicking on this button brings up the Photo Details screen where you can upload and edit a photo. Once you have uploaded 30 photos, this button will be disabled.

3. Edit Photo - to use this button, you must first select a photo thumbnail on the Photo Manager screen that you want to edit. Once you have selected a photo thumbnail, click on the Edit Photo button. This will bring up Photo Details screen. The photo that you selected to edit will be displayed in the image well. You can then edit the Caption or Description, or use the Crop or Rotate functions to edit the photo.

4. Delete Photo - to use this button you must first select one or more thumbnails of photos that you want to delete (you can select multiple thumbnails by holding down the Control key on your keyboard). Once you have selected one or more photos to delete, click the Delete Photo button. A pop-up window will appear that says "You are about the delete the selected photo(s). Are you sure?" If you click "No", then the action will be canceled and the selected photo(s) will not be deleted. If you click "Yes", the selected photos will be permanently deleted.

Note: You cannot delete the Exterior Main photo, but you can edit that photo and replace the photo by simply clicking on the Browse button under "Choose Photo to Replace Current Photo". Once you save your changes, the new main exterior photo will be saved to the database.

5. Sort Photos - you must upload 2 or more photos for a listing to use this button. When you upload photos for a listing, they will automatically appear in the order that you uploaded them (example: Main Exterior first, foyer second, living room third, etc.). If you decide that you want to change the order in which the photos appear, follow these steps:
    a. Click the Sort Photos button. The Sort Photos button will be replaced by two smaller buttons: Save Sort and Cancel Sort. Instructions will be displayed on the right side of the screen in red text which state: "When sorting, the photo order is from left to right, top to bottom."
    b. Click and drag the photos to change the order in which they appear. When you drag a photo into position, a vertical black cursor will indicate where the photo will be placed when you release the mouse button.
    c. Once you are finished moving the photos, click the Save Sort button if you want to save the new photo order.
    d. If you do not want to save the new photo order, click the Cancel Sort button.
    e. Your changes will be canceled and the photos will go back to their original order.

6. Save Sort button - after you have clicked the Save Sort button and finished moving your photos, click the Save Sort button to save the new sort order for the photos. After you click the Save Sort button, the Save Sort and Cancel Sort buttons will be replaced by the Sort Photos button. The new photo order is saved to the database when you click the Save Sort button.

7. Cancel Sort button - if after clicking the Save Sort button and moving the photos you decide that you do not want to save your changes, click the Cancel Sort button. Your changes will be canceled and the photos will go back to the original order. After you click the Cancel Sort button, the Cancel Sort and Save Sort buttons will be replaced by the Sort Photos button.

8. Help button - clicking on the Help button on the Photo Manager screen will bring up a pop-up window that contains instructions on how to use the following buttons on the Photo Manager screen: Upload New Photo, Edit Photo, Delete Photo and Sort Photos. You can keep the Help window open while you continue to work on uploading and editing photos.

The Photo Details Screen

This section describes the functionality of each item on the Photo Details page.

1. The image well - the blue box on the Photo Details screen where uploaded images are displayed. There is also an "Upload a New Photo" button in the center of the image well that brings up a file browser box when you click on it. The file browser box allows you to browse your computer for a photo to upload.

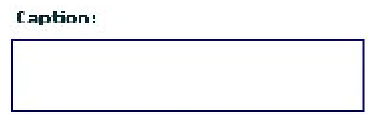
2. Browse - clicking on this button brings up a file browser box which allows you to browse your computer for photos to upload.

3. Previous Photo - this button is only active after you have uploaded more than one photo for a listing and the second or third photo is currently being displayed on the Photo Details screen. The Previous Photo button allows you to load the previous photo for that listing into the image well on the Photo Details screen. The following file types are accepted:
    - .JPG
    - .BMP
    - .GIF
    - .PNG
    - .TIF
    - .TIFF
    - .JPEG

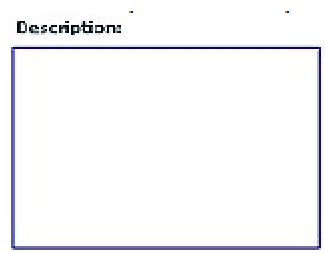
4. The Next Photo button - is only active after you have uploaded more than one photo for a listing and the first photo is currently being displayed on the Photo Details screen. The Next Photo button allows you to load the next photo for that listing into the image well on the Photo Details screen.

5. Scene Code - the Main Exterior photo must be the first photo that you upload for each listing. When you upload the first photo for a listing, Exterior Main will be the only scene code that you are able to select. For each subsequent photo, only scene codes that have not been used for that listing will appear in the Scene Code pick list, and the pick list will default to the option "Select Scene Code". Once you save a scene code selection you will not be able to change it later.

6. Caption - the caption field allows you to enter your own caption for each photo. There is a limit of 50 characters. The same restrictions that apply to the Public Remarks field also apply to the Caption field to prevent the use of words or phrases that are Fair Housing violations.



7. Description - this field allows you to enter descriptive text for each photo. There is a limit of 200 characters. The same restrictions that apply to the Public Remarks field also apply to the Description field to prevent the use of words or phrases that are Fair Housing violations.



8. Crop - when you have a photo in the image well, clicking this button will display the Crop tool.

You can crop the photo by clicking and dragging the red handles of the Crop tool. When you have finished positioning the Crop tool, click the Crop button a second time to crop the photo. Only the portion of the photo inside of the Crop tool will remain.

9. Rotate - when you have an image in the image well, you can rotate the photo 90 degrees clockwise by clicking on the Rotate button. You can rotate the photo 90 degrees counter clockwise by holding down the Shift key and clicking on the Rotate button. There is no limit to how many times you can click the Rotate button.

10. Undo - this button only applies to changes made to the photo using the Crop and Rotate buttons that have not been saved (by clicking the Save button). For example, if you crop the photo but don't like the way it looks, you can click the Undo button and the changes will be canceled. Once you have clicked Save, you cannot use the Undo button. The Undo button allows you to undo the last 10 unsaved changes you have made to the photo (limited to changes made with the Crop and Rotate buttons).

11. Save - click the Save button after you are finished making changes to the photo and the Scene Code, Caption and Description. After you click the Save button, you will see a confirmation message in red text on the right side of the screen that reads "Your changes have been saved to the MLS database." This means that the photo, Scene Code, Caption and Description have already been saved to the database. You will then see a blank Photo Details screen. You can either continue uploading photos or click the Photo Manager button to return to the Photo Manager screen.

12. Help - clicking this button brings up a pop-up window that contains instructions for the following: Previous Photo, Next Photo, Scene Code, Caption, Description, Crop, Rotate, Save, and Return to Photo Manager. You can leave this window open as you continue to work on the Photo Details screen.

13. Photo Manager - clicking this button will take you back to the Photo Manager screen. If you have made any changes that have not been saved, a pop-up window will appear that reads "Do you want to save your changes?" If you click "Yes", your changes will be saved and you will be taken to the Photo Manager screen. If you click "No", your changes will be canceled and you will be taken to the Photo Manager screen.

Chapter 3 - Agent Preferences

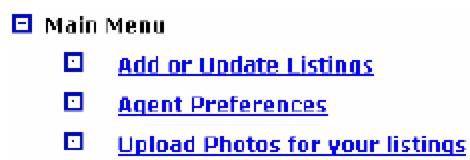
Agent Preferences allows a listing agent to set fields in Keystone to a default starting point.

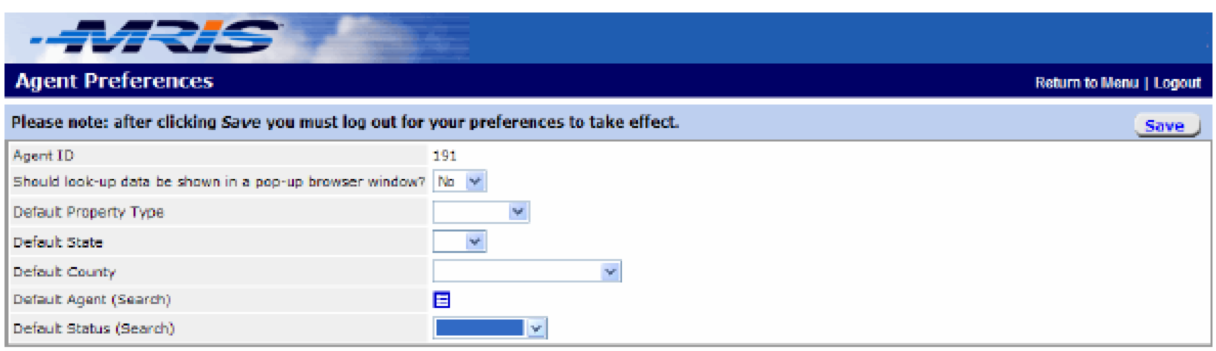
A listing agent can preset the pop up preference throughout the listing screens. A default Property Type, State, and County can be preset to those most often used by the listing agent. Each time a listing agent logs into Keystone and enters a New Listing, these three fields will auto-populate with the default information, saving time and effort.

For searches (used when searching within Keystone for specific listings to edit), a Default Agent and default status can also be pre-selected. Once in a listing, any of the defaults can be changed as needed. To change preferences at any time, repeat the steps shown below to set a new default.

From the Keystone Main Menu:

1. Click the link **Agent Preferences**





2. **OPTIONAL** - Select pop up preferences

   Selecting 'yes' allows multi-value options boxes to pop up as smaller (pop-up) screens. ***This can sometimes create a problem if pop-up blocking software is installed and enabled.*** If that is the case, the pop-up blocking software must be set to be disabled within Keystone, or the pop-up setting in Agent Preferences should be left at its default setting (or set to 'no').

   Selecting 'no' allows the multi-value options boxes to pop up as a full screen and is the default (and recommended) setting.

3. Select a default Property Type (Residential, Lot/Land, Commercial or Multi-Family)
4. Select a default State and a default County.
5. For searches, select a Default Agent and Default Status, if desired

Note: *New listings will start with the default Property Type, State and County settings. Keystone searches for listings to edit will start with the default agent and status settings. For any given new listing or Keystone search, defaults can be over-ridden. Defaults can be changed at any time.*

6. Click 'Save' in top right corner of Agent Preferences screen.
7. Log out of Keystone and Log back into Keystone for preferences to take effect.

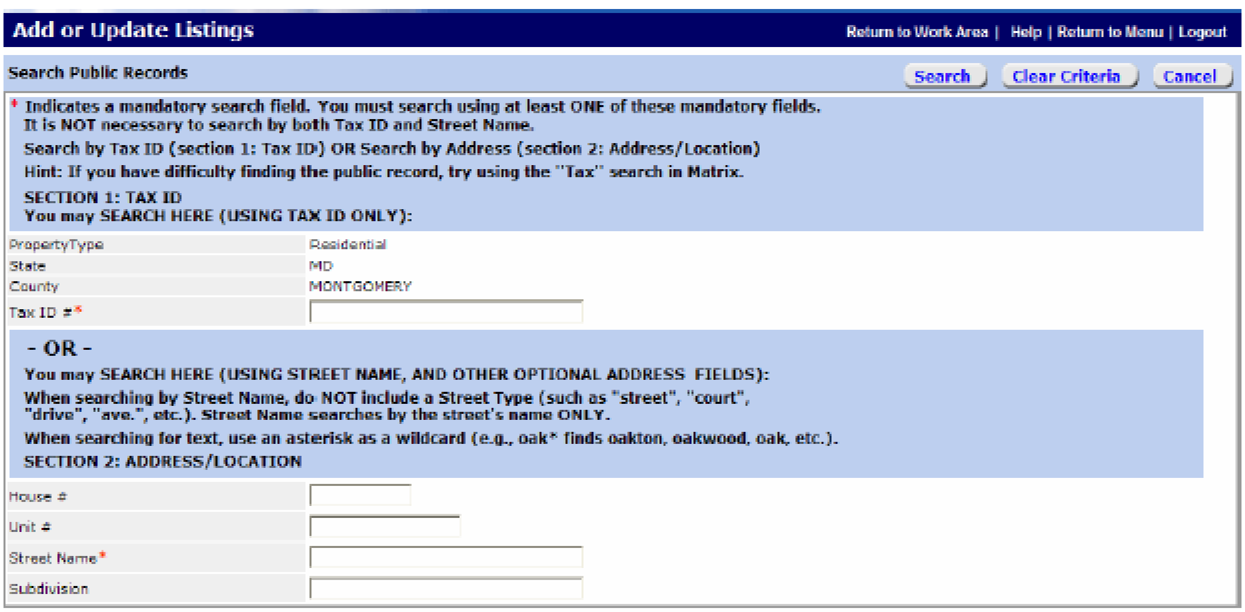
Chapter 4 - Adding a Listing

From the Keystone Work Area, click the Add Listing button to begin entering a new listing.

The Add Listing screen requires selection of a Property Type, State & County. Each of these labels has a red asterisk (*) alongside of it, indicating it is a mandatory field.

Once selections have been made, the **Continue** button directs Keystone to a Public Record search.

It is required to add a Public Record to all listings, when possible. The following search can save time by automatically populating certain fields when Public Records are found.



There are two fields which can be used for the search of public tax records. The Tax ID Number field or the Street Name field can be used to generate a search for the public tax record of a listing. If you choose to use the Street Name to conduct your search, do NOT include street type.

An asterisk (*) can be entered as a wildcard in any search field.

The **Search** button locates the Public Record information. The **Clear Criteria** button deletes information entered manually. The **Cancel** button returns to the previous screen.

Once a **Search** has been performed, the Public Records Search Results screen appears.

The Autofill icon automatically populates many of the Public Record Fields and takes Keystone to its Listing Entry screens. When a Public Record is found that matches the listing being entered, this icon should be clicked.

Used to continue manual input of Listing data, and used only when a Public Record cannot be found.

Allows for revision of the Public Records Search criteria.

Used to navigate to the next page of Public Tax Records

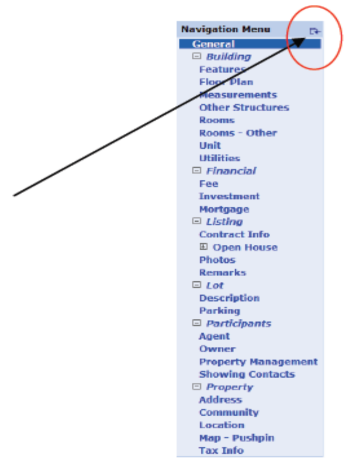
Used to cancel your search for Public Tax records.

After a selection has been made from the Public Records Search Results screen, Keystone opens the General Input screen. This is where selections are made from pop-up selection fields or listing information is entered manually. Use the Navigation Menu to assist with input.

The Navigation Menu

The Navigation Menu is a directory of links. It expands and contracts as you click on the various links.

- Shows the complete list of links
- Collapses the list
- Expands a column group of links
- Contracts a column group of links

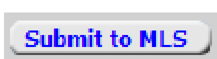


Additional Icons

As listing information is entered, additional icons and buttons appear.

Saves current data and changes made, while remaining on the same screen.

Saves changes made on the current screen and advances to the next screen or you can advance to the next page by clicking directly on the page links.



Submits listing to the MLS and generates an MLS number. This can only happen after all mandatory fields have been entered. If any mandatory fields are incomplete or contain inconsistent information, Keystone returns to those fields in order to make necessary corrections and/or additions.

If you have failed to enter criteria in a mandatory field, Keystone informs which field is missing or has incorrect data. It will automatically move to the screen where the field with the error is located.

⚠ Indicates a required field with missing or inaccurate data
31 Opens a Calendar from which a date can be selected
▤ Opens a Pick List or Lookup window
* Indicates a mandatory

It is recommended that the listing agent be as thorough as possible and strives to enter complete listing information. This results in more accurate searches, rendering better service for the Seller.

Chapter 5 - Work Area

The Work Area is a secure storage space in which existing listings can be edited, new listings can be created and pre-listings (listings which have not yet been assigned an MLS number) can be placed on hold temporarily until ready to complete and Submit to MLS. When adding a pre-listing, there are two weeks in which the pre-listing can be stored before completion of the input process. However, when editing an existing listing, there is only one hour in which the edited listing can be stored before completion of the necessary changes. Should any changes be saved to a pre-listing or an edited listing stored in the work area, the timer will re-set.

When editing listings in Keystone, be sure to click the Submit to MLS button when ready to submit those changes to the MLS. If Save or Save & Continue is clicked, listings will not be submitted to the system, but will be saved in Keystone's Work Area instead.

The **Mode** column indicates the status of listings in the Work Area:

UPD -Indicates an existing listing is being updated. Such a listing has been retrieved from the system by clicking Search for Listings. Updates must be completed within one hour. Otherwise, the listing will be deleted from the Work Area and returned to the system - without any changes. The one-hour rule ensures that office associates will not be denied access to the listing for a prolonged period.

NEW -Indicates a pre-listing. Data input must be completed within two weeks. To place a pre-listing on hold, click the Save or Save & Continue buttons, when entering the listing. The listing agent can come back and continue the input process anytime within the next two weeks. If the two-week period is exceeded, the pre-listing will be deleted from the Work Area and none of its prior data input will be saved.

CPY -Indicates data from an existing listing is being copied into a NEW listing. Since the listing is considered to be NEW, there are two weeks in which to complete data input and submit it to the system by clicking Submit to MLS.

Edit Date- Indicates when the listing was last edited and saved to the Work Area.

ML # & List Date will not be finalized until the listing has been submitted to the MLS system by clicking the Submit to MLS button,

- The Edit icon takes Keystone to the General editing screen.
- The Print/Report icon is used to print a listing report.
- The Delete from Work Area icon deletes the listing from the Work Area. It will give a warning and ask for confirmation. Existing listings cannot be deleted from the system. However, updates to existing listings can be deleted (all changes are deleted) and pre-listings can be permanently removed.

Chapter 6 - Submitting to the MLS

Once all the fields have been completed, clicking the Submit to MLS will generate an MLS number. If all required fields have not been entered, Keystone will return to the screen containing the field in need of completion. After entering all required information, clicking the Submit to MLS button will generate a confirmation screen and the new MLS Number.

Once an MLS Number has been generated, the screen will show:

The pre-listing is removed from the Work Area upon successful submission to the MLS. If it is necessary to edit the listing, the **Search for Listings** button can be used to find the listing for editing.

Chapter 7 - Search for Listings

Periodically you may need to retrieve a listing in order to update or edit it. From the Work Area, click the Search for Listings button. You can retrieve a single listing by entering in the MLS# in the listing # field. Also you can retrieve a complete list of your listings by entering your MRIS ID# in the Listing Agent ID field and click the Search button. This brings you to the Listing Search Results screen:

Once you have entered multiple listings, columns in the listing search results screen can be sorted by clicking on the column headings.

The **Edit** and **Print** Icons appear on the screen. If the Edit icon is missing, it means someone has the listing checked out. Click **<u>Return to Work Area</u>** to see if the listing is in your Work Area.

- The Edit icon allows you to make updates/changes to a listing once you have a MLS #.
- The Copy to a New Listing icon allows you to copy appropriate data from an existing listing into your New Listing. This can be very useful for New Construction, Multi-Family or Lot-Land listings which often share identical data.

- Allows you to print a summary report just as you would click on the print icon .

-Allows you to edit the Listing Search criteria.

-Cancels your search and takes you back to your Work Area

If you click the **Save** or **Save & Continue** button, your edits will be saved in your Work Area only.
You must click the Submit to MLS button to submit the changes to the system.

Chapter 8 - Input Tips

While entering listings with Keystone, be sure to click the **Save** or **Save & Continue button** often. That way, if an emergency or interruption arises, your work will be saved up until that point. If you accidentally close your browser, get disconnected or logout, the system automatically saves the information from the last screen you were working on.

When you change the status of a listing to reflect that the listing has been Sold, additional fields become mandatory. Each of these fields requires information relating to the closing of the listing. Fields such as Closing Loan amount and Closing Date become mandatory fields when the status is changed to Sold. Remember to **Submit to MLS** so that the changes take effect. Do not leave listings in the Work Area once a change is made, always **Submit to MLS** when updated.

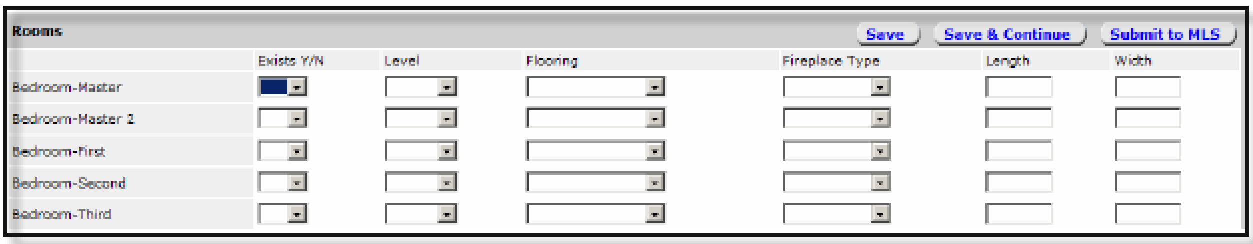
When you are selecting who will be responsible for taking photos other than VIC (Virtual Imaging Corporation), select Lister will upload all. Use Upshot to enter your own photos or use the Knowledgebase to select one of the MRIS approved vendors to take photos or virtual tour(s). To find the Knowledgebase:

1. log into www.mris.com homepage
2. enter user ID and password, click **GO**
3. under Customer Links on the right side, click Knowledgebase (KB)
4. in the Keyword box, type in **Virtual,** click **GO**
5. click the blue link for the article KB- Virtual Tour Vendor Information
6. scroll down the page to find all of the MRIS approved vendors and their contact phone numbers.

Chapter 9- Rooms and Rooms Other

The Rooms and Rooms Other screens allow for the user to enter the rooms that are in the house. None of these fields are required.

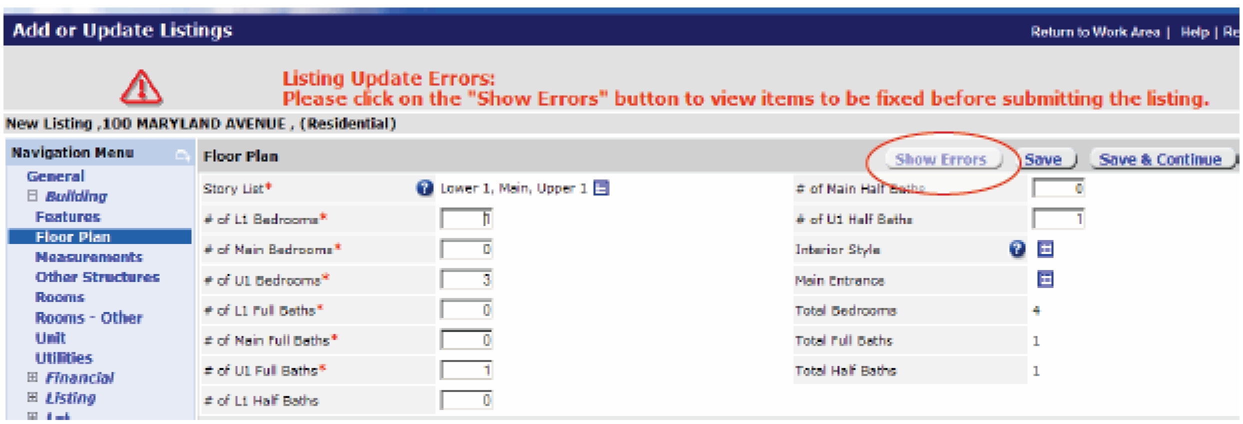
The **Rooms** screen allows for the listing agent to indicate if a room exists, select “Yes” from the pull down box. Leaving that field blank implies that the room does not exist. If desired, Select Level, Flooring, Fireplace Type, Length and Width (in round numbers, inches is not allowed). If you enter information in any of these fields (Level, Flooring, Fireplace Type, Length and Width), please make sure you fill in Exists Y/N as Yes otherwise all of the data to the right of that field will be blanked out on the listing when submitted.



Rooms Other screen allows for the listing agent to indicate if a room exists in the listing such as a great room, laundry room, professional office, game/exercise room, etc. This entry screen only has the field to indicate if the room exists. Leaving this field blank implies 'No'. You do not have to enter in 'No' if there are no other rooms in the house to be a part of the listing.

Chapter 10- Show Errors/Clear Errors messages

For some fields, an error may generate a Show Errors option. The error message on the top of the page will say 'Listing Update Errors: Please click the "Show Errors" button to view items to be fixed before submitting the listing.



Clicking the **Show Errors** button will display the explanation of the error and the instruction enter alternative wording. This means that what was originally typed in the field violated Fair Housing Regulations or one of the business rules of the MLS. The field which contains the wording is noted at the bottom: in the example below the error occurred in the Internet Remarks section of the listing.

Clicking **Clear Errors** will bring you to that page for that error. Click the **Show Original Block** to return to that screen that has the error.

Once all errors have been corrected, click **Submit to MLS** to submit the listing.

Chapter 11- Photo Options

The Photo Options page has several fields to complete: Photo Option, Use Existing Photo Y/N and the ability to view the existing photo.

Photo Options

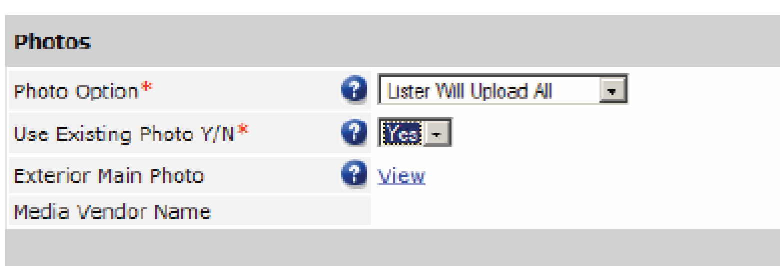
There are four different photo options. Two of the options indicate you want Virtual Imaging Corporation (VIC) to take the photo for your listing. The other two options indicate either you will enter the photos for the listing or no photo is desired. You cannot change this option after submitting your listing to the system. Make sure you choose the correct option.

Lister will Upload All - Choose this option if you would like to upload your own photos for your listing. When you select this option, you are indicating that you will use UpShot to upload your photos.

No Photo Per Seller - Choose this option only if you are sure that you do not want a photo to appear on the listing. If you choose this option and then change your mind after submitting the listing, VIC can still take the photo for you, but you will be charged for the service.

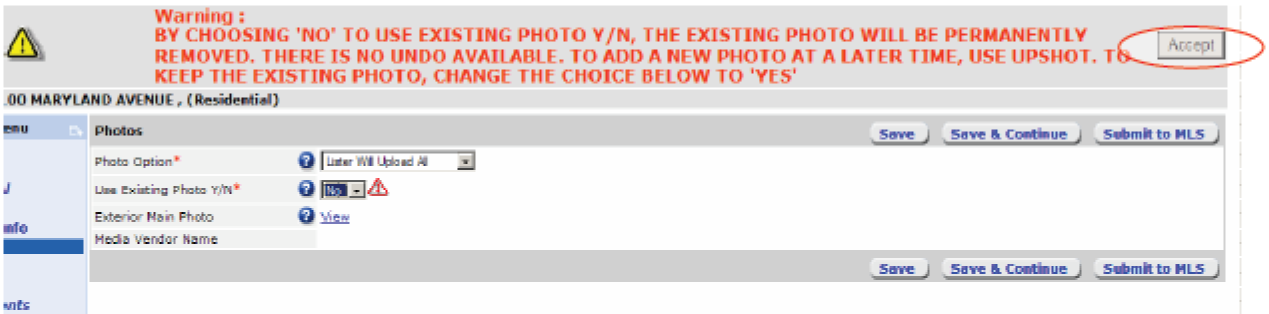
VIC Ext, Interior, or Virtual - Choose this option when you want VIC to handle all of your photo needs. They will do any of the following: take the main exterior photo, take additional still photos of the interior / exterior, or take a virtual tour of your listing. If you choose this option, you must contact VIC in order to let them know specifically what you would like them to do.

VIC Exterior only - Choose this option if you want VIC to take only the Exterior Main photo.



Use the Existing Photo Y/N: if a photo is available from the Tax Record, you can decide to use that photo in your listing by clicking Yes in the pull down list. Click the View link under Exterior Main Photo to see that photo. If you decide to replace that photo, select **No** under the Use Existing Photo Y/N. Use Upshot once your listing has been submitted to attach the photos of your choice to your listing. Upshot can be used in the future to swap out any photos on your listing at a later date.

If you select **Existing Photo NO**, the following message will appear when you click **Submit to MLS**. Please read the message and click **Accept** to continue. Click **Submit to MLS** to complete the listing entry. You also have the option to click Yes instead to keep the photo brought in from the tax record. Click **Submit to MLS** in either case.

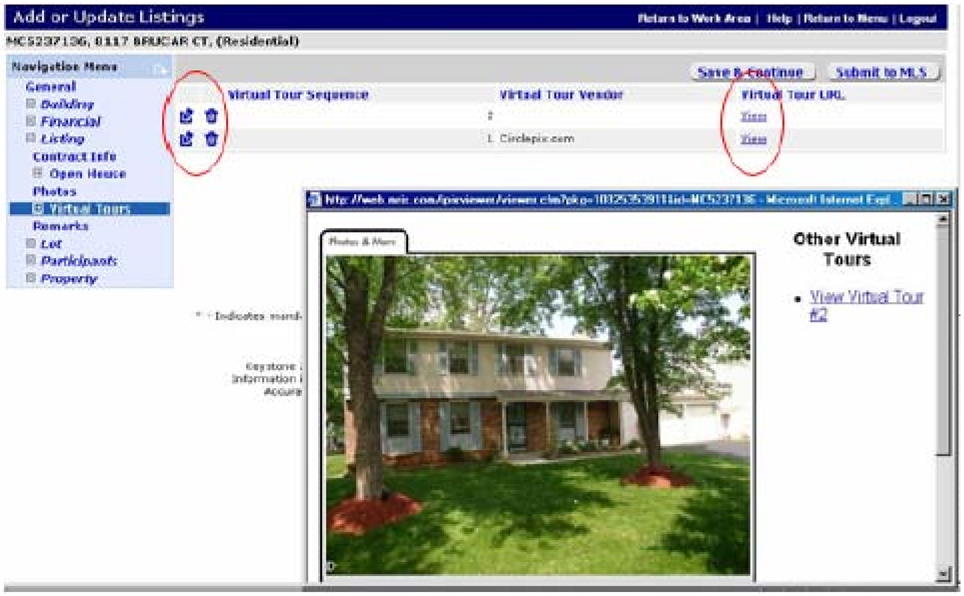


Virtual Tours

Virtual Tours must be added to a listing by the Virtual Tour Vendors (go to www.mris.com webpage to view the current vendors). But once a Virtual Tour has been added to a listing, the listing agent can view or change the order of how the photos and virtual tours are viewed. For example, my listing has the twenty photos I added through Upshot. My listing also has a video virtual tour added by one of the authorized vendors. I would like to have the video virtual tour as the first one to be viewed when the Virtual Tour icon is clicked in Matrix or by clients in emails. I can use Keystone to change to order of what appears as the first virtual tour.

To View Virtual Tours

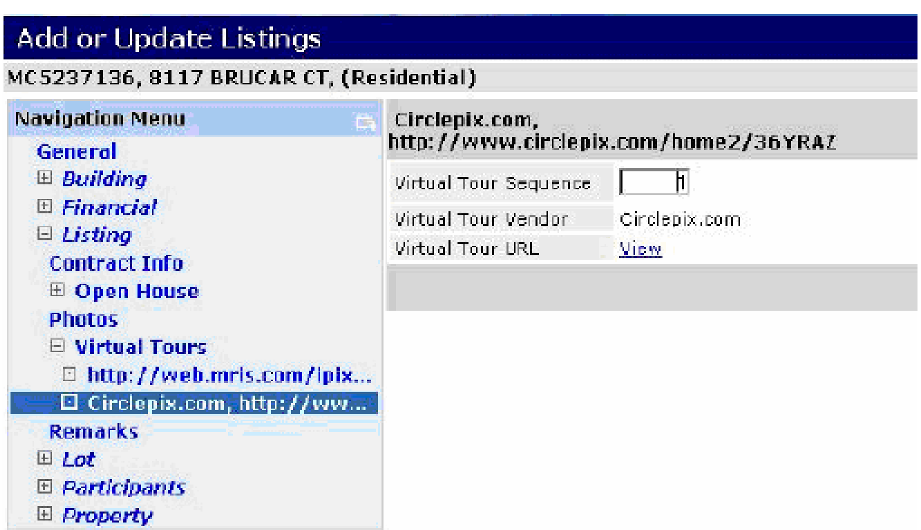
1. Retrieve the listing via the Search for Listings link in Keystone
2. Click the Edit icon for the listing
3. Expand the Navigation Menu
4. In the Navigation Menu, click Virtual Tours



5. Locate in the Virtual Tour Vendor column, the tour listed as number 1. This virtual tour will be the first virtual tour shown when clicking the virtual tour icon in Matrix or on emails.
6. Click the View link under the Virtual Tour URL to view this tour.
7. To delete the Virtual Tour submitted by a Vendor- click, the trash can icon. If deleted, only the authorized vendor can resubmit that tour.
8. Click Submit to MLS for your changes to take effect.

To Change the order of the Virtual Tours through the Tour Details Screen

1. Retrieve the listing via the Search for Listings in Keystone
2. Click the Edit icon for the listing
3. Expand the Navigation Menu
4. In the Navigation Menu, Click on the Virtual Tour you wish to edit



* Indicates a mandatory

5. The Virtual Tour Sequence field can be edited to the sequence you wish it to be. There can be no duplicates within the total tours in the listing. For instance, two tours for one listing cannot have the value of 1 for both. It must be sequential. So if you are changing the order of the Virtual Tours on your listing, both tours must have the sequence number changed.
6. The View link can be used to view the tour.
7. Click **Submit to MLS** for your changes to take effect.

Chapter 12- Remarks

General Remarks and Internet Remarks are mandatory fields for all listings. Farm Remarks only appear when Farm Yes is indicated on the General page of the listing.

General Remarks - Agent to Agent information including special commission format, special showing instructions, contacts or phone numbers, excluded prospects, virtual tours, broker or agent URLs and email addresses. Foreclosures or auctions may reference third party URLs (HUD, VA) where contracts must be registered. Lockbox codes and security information is permitted with Seller approval. (General Remarks CANNOT exceed 400 characters.)

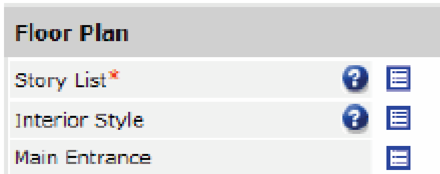
Internet Remarks - These remarks will appear on Internet sites and appear on all Customer Reports. Do not reference commissions, showing contacts or instructions, broker or agent names, email addresses or URLs or third party URLs, security alarm or lockbox codes. (Internet Remarks CANNOT exceed 400 characters.)

Farm Remarks - Agent to Agent information including special commission format, special showing instructions, contacts or phone numbers, excluded prospects, virtual tours, broker or agent URLs and email addresses. Foreclosures or auctions may reference third party URLs (HUD, VA) where contracts must be registered. Lockbox codes and security information is permitted with Seller approval. (Farm Remarks CANNOT exceed 400 characters.)

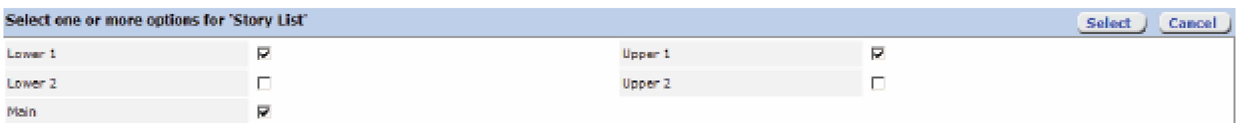
NOTE:  This icon indicates there is Field Help. Clicking this icon will help you determine what can be entered into this field. All throughout Keystone you will find these Field Help icons.

Chapter 13- Floor Plan/Story List

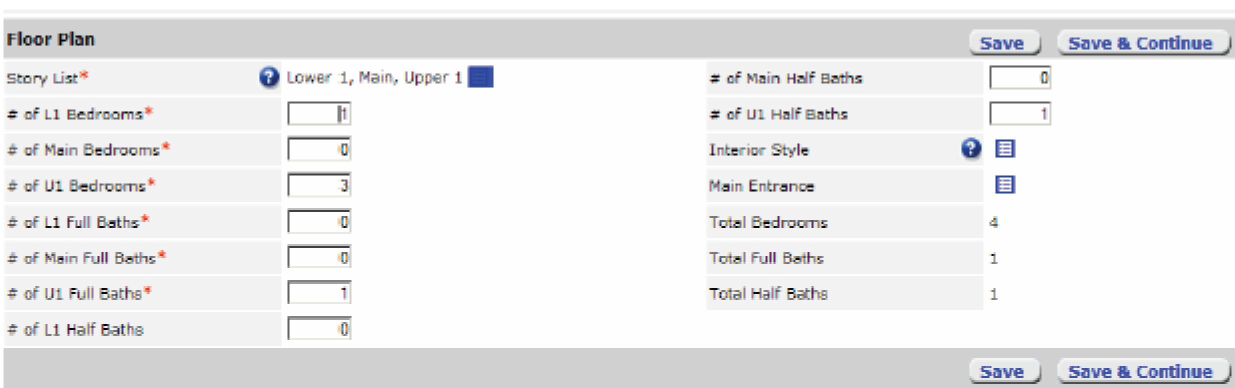
The Story List mandatory field allows the listing agent to indicate the floor plan of the listing. Selections include Lower 2, Lower 1, Main, Upper 1 and Upper 2. The listing agent should check just the levels in their listing from the Story List.



1. Click the blue box icon next to Story List: Select the levels for your listing in the pop up screen.



2. Click Select

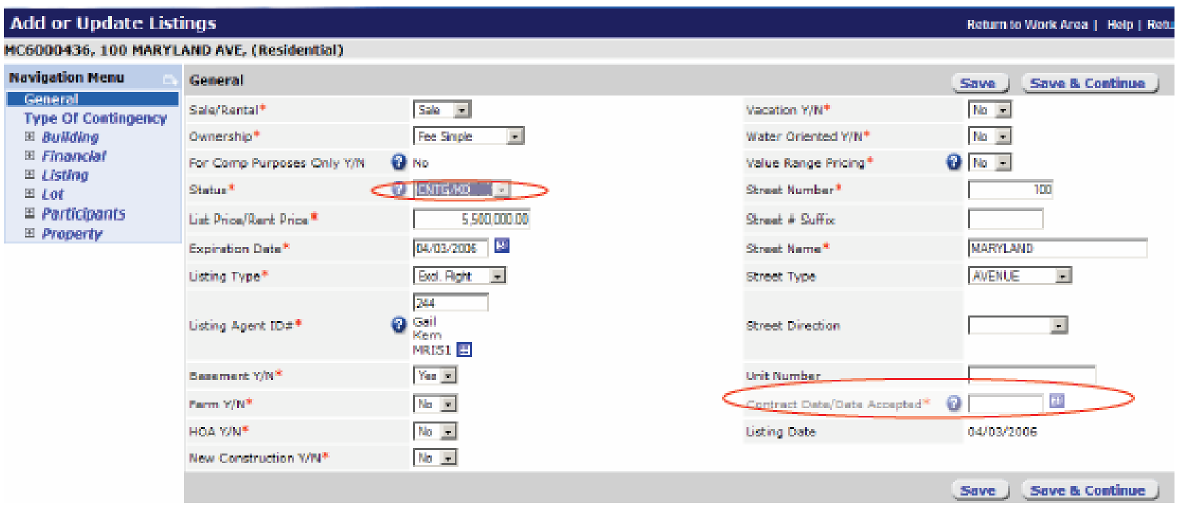


3. The screen will refresh with the fields for each selected level and the number of Bedrooms, Full Baths and Half Baths. They will default to all zero. Click in each field to enter in the correct number of Bedrooms, Full Baths and Half Baths for each level.

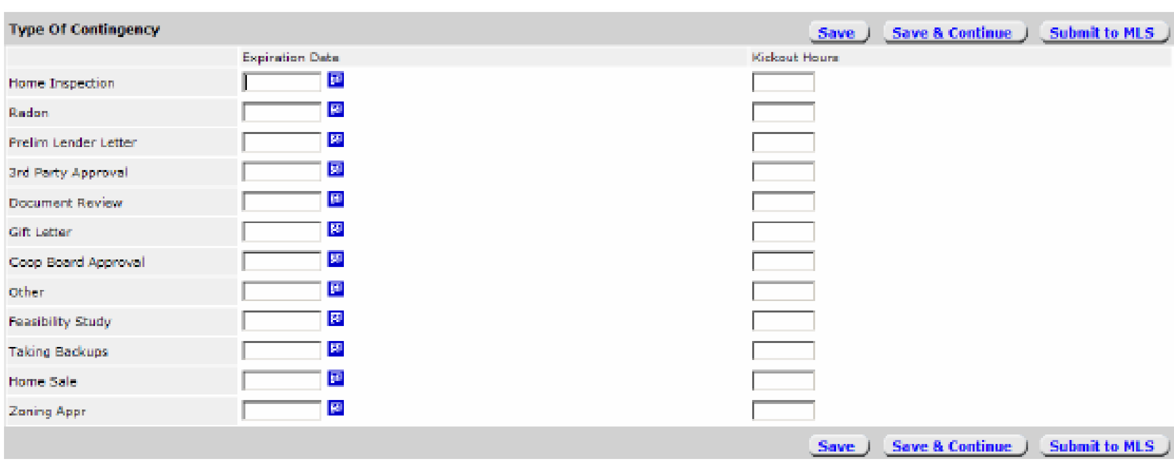
Chapter 14- Contingency

When a Contingency contract with a kick out or without a kick out is signed, the listing agent is to update that listing in Keystone.

1. Retrieve the listing via the Search for Listings in Keystone
2. Click the Edit icon next to the listing to update with the contingency (the example below is for CNTG/KO-contingency with a kick out.)
3. Click Status box open, select type of contingency
4. The screen will refresh as follows:



5. New mandatory fields appear such as Contract Date/Date Accepted- enter in the date manually or by using the calendar link
6. Click Save & Continue to the Type of Contingency screen



7. Enter the Expiration Date for any of the listing's contingencies. More than one contingency can appear in a listing. If you enter the Expiration Date, Kickout Hours must also be filled in for that contingency.

Chapter 15- Contract

When the listing has a ratified contract, the listing agent must change the status of their listing to Contract and complete the other mandatory fields within 48 hours excluding weekends and holidays in Keystone.

1. Retrieve the listing using the Search for Listings button
2. Enter the listing number, click Search
3. Click the Edit icon next to the listing in the Search Results screen
4. On the General page, change the Status to Contract

5. Enter Contract Date/Date Accepted field
6. Enter Selling/Leasing Agent ID#
7. Enter Close Date/Off Market Date
8. Enter Type of Selling/Renting Agency
9. Click Submit to MLS for changes to take effect

Chapter 16- Withdrawn

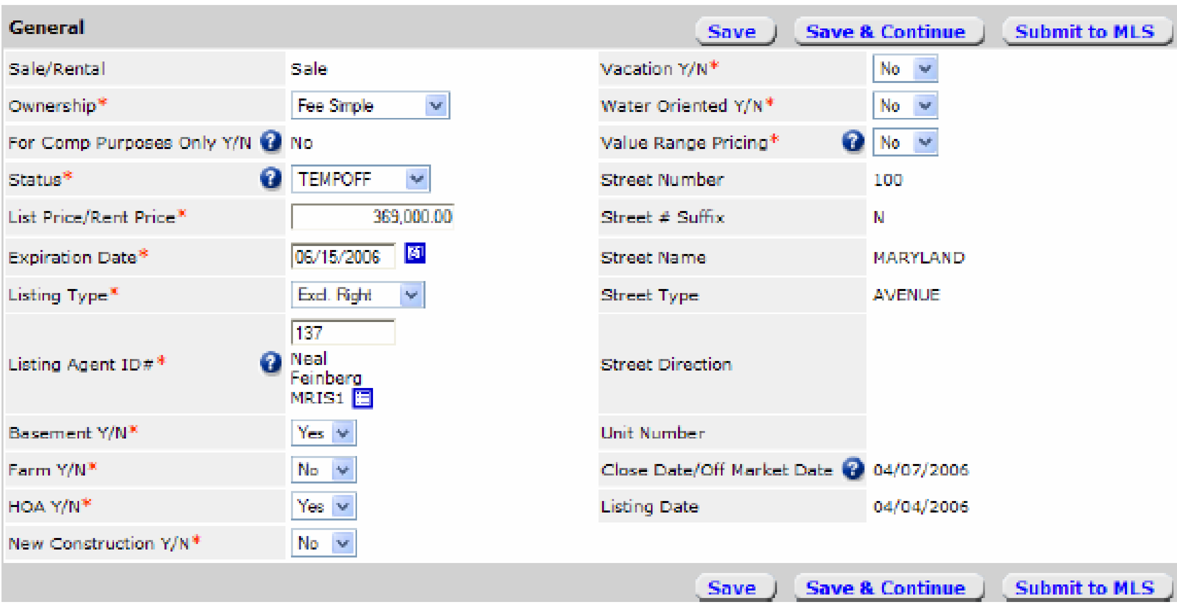
Listing Agreement is no longer valid based upon unexpected circumstances.

1. Retrieve the listing via the Search for Listing
2. Enter listing number, click Search
3. Click the Edit icon
4. On the General Page, change the status to Withdrn
5. Click **Submit to MLS** for change to take effect

Chapter 17- Temp Off

Listing is temporarily unavailable to show. Do not leave a listing in this status for more than 15 days.

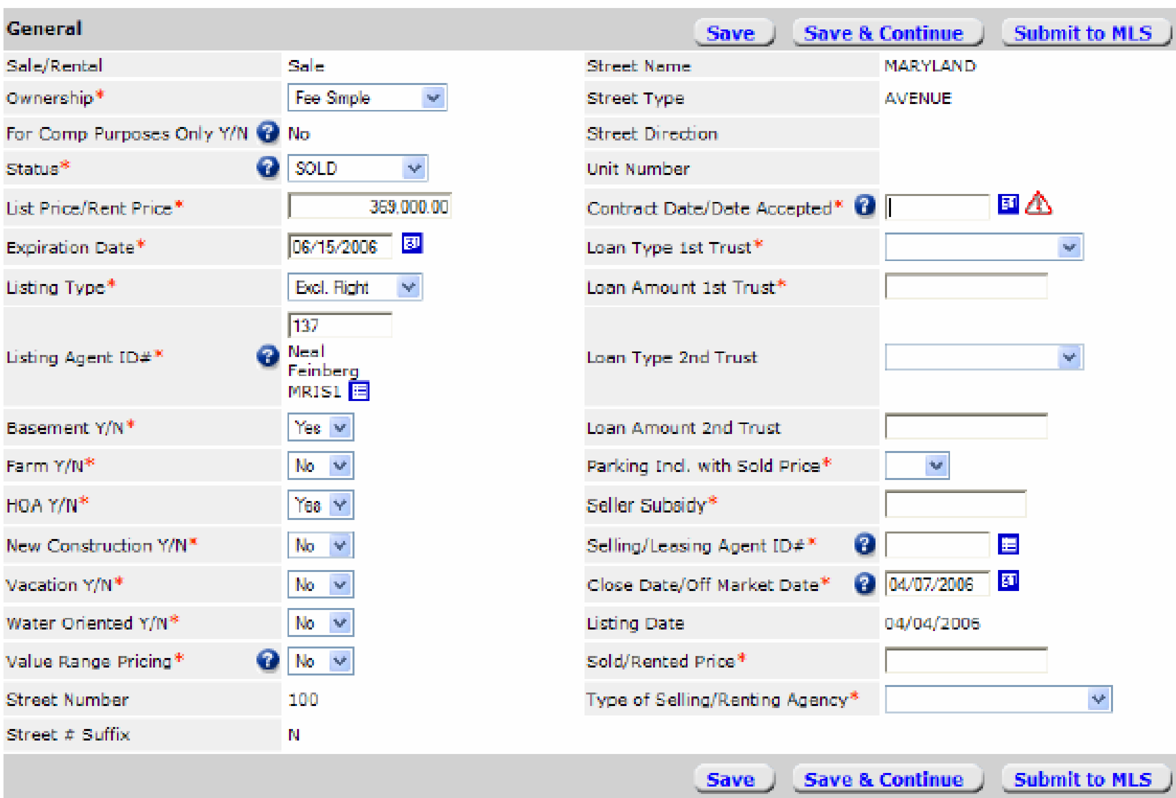
1. Retrieve the listing via the Search for Listing
2. Enter MLS #, Click Search
3. Click the Edit icon to select the listing
4. On the General Screen, change the status to Temp Off
5. Click **Submit to MLS** for the change to take effect



Chapter 18- Sold

Settlement has occurred. The listing agent must change the status to Sold within 48 hours excluding weekends and holidays from the settlement date.

1. Retrieve the listing via the Search for Listings
2. Enter the listing number, click Search
3. Click the Edit icon next to the listing to update
4. On the General screen, change the Status to Sold

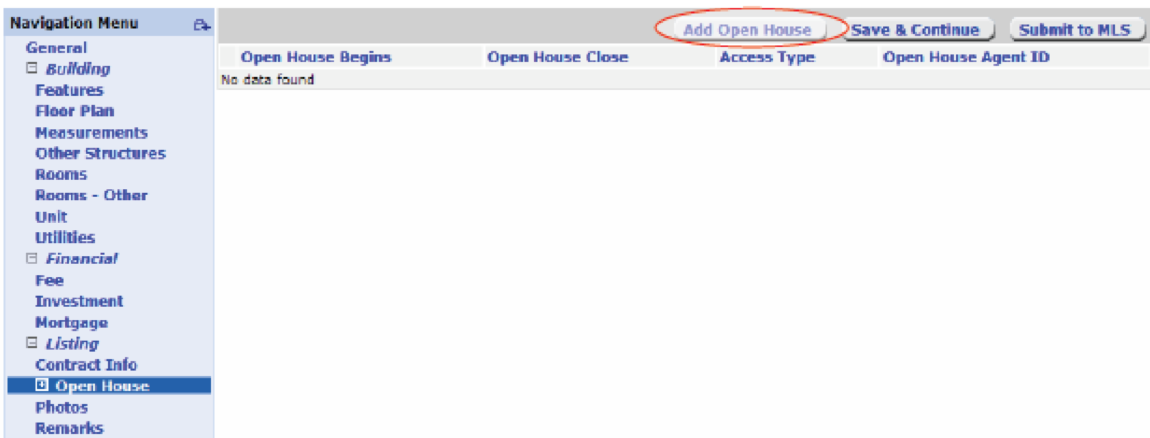


5. Enter Contract Date/Date Accepted field
6. Enter Loan Type 1st Trust
7. Enter Loan Amount 1st Trust
8. Enter Parking Incl. with Sold Price
9. Enter Seller Subsidy
10. Enter Selling/Leasing Agent ID#
11. Enter Sold/Rented Price
12. Enter Type of Selling/Renting Agency
13. Click Submit to MLS for changes to take effect

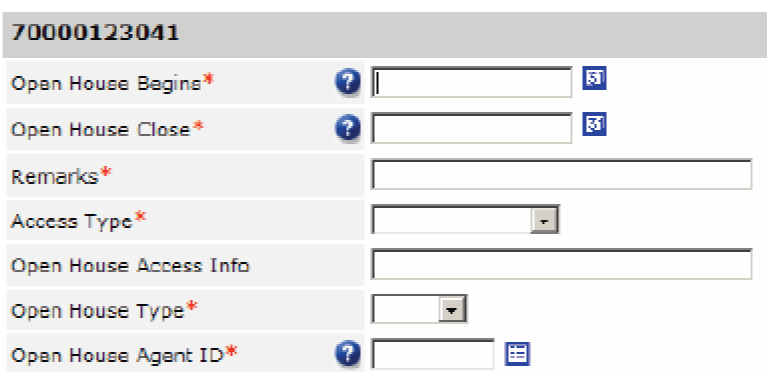
Chapter 19- Open Houses

Once a listing has been submitted, Open House information may be entered into the listing. More than one Open House may be entered at a time.

1. Retrieve the listing via the Search for Listings in Keystone
2. Enter the listing number, click Search
3. Click the Edit icon next to the listing in the Search Results screen
4. Expand the Navigation Menu by clicking the Expand All icon
5. Click Open House link in the Navigation Menu

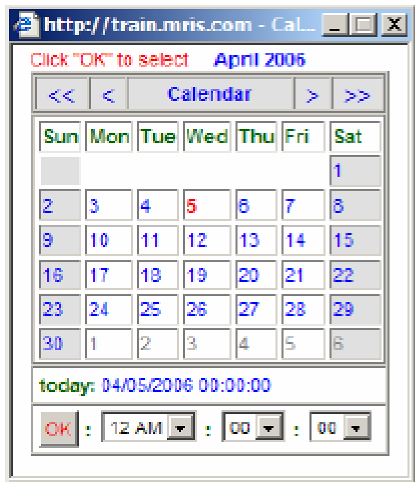


6. Click Add Open House button on the top right



7. Both the Open House Begins and Open House Close fields need to have a date and time as mandatory information. Click the look up icon to view the calendar/time. 

8. The Calendar appears: The listing agent clicks on the date for the scheduled Open House. Use the single blue arrow to the right of the word Calendar to move the Calendar up by month until you reach the correct month. The double blue arrows will move the calendar up by the year. To move back by month use the single blue arrow to the left of the word Calendar, the double blue arrows will move back by the year. Click on the date to select.



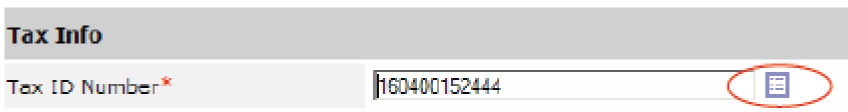
9. On the lower section of the Calendar is a red **OK** with several time picklist boxes to the right. The listing agent should click into the first box to select the hour for the beginning time of the Open House then select the other boxes for minutes and seconds, if desired.
10. Click the Red **OK** box to complete this step
11. Continue to the Open House Close field to use the Calendar to indicate the Open House ending date and time by repeating steps 8-10
12. Enter Remarks for the Open House
13. Enter Access Type from the pick list
14. Enter Open House Type as Broker or Public
15. Enter Open House Agent Id
16. Click **Submit to MLS** for your changes to take effect

After submission to the MLS, the listing can be retrieved and the Navigation Menu will now list all the Open Houses that have been entered. Clicking the date and time link in the Navigation Menu will take the listing agent to that page to review or change the information on an Open House.

Chapter 20- Tax Info page-Autofill

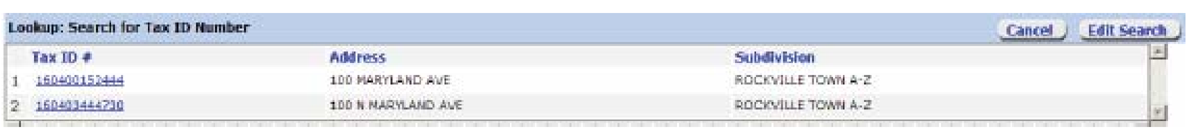
If Autofill from the tax record did not occur in the beginning of the listing from the Search the Tax Records screen, the Tax Info page can be now used to access the Tax Record to Autofill.

1. Navigate to the Tax Info page in the listing
2. Click the blue box icon to the right of the Tax ID field



3. Type the street number and street name, click Search. Although the Tax ID # field appears as a required field, at this point only the street number and street name is necessary to find the tax record. You could just use the Tax ID # if known.

4. On the Lookup Search for Tax ID Number screen, you will see all of the matches the system has found for 100 Maryland.

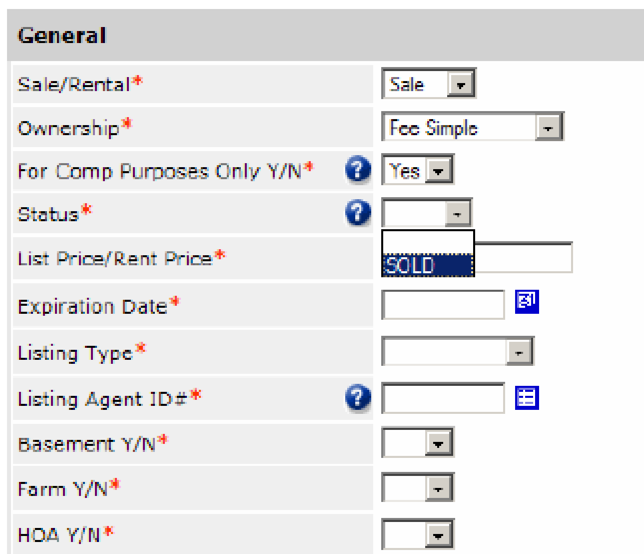


5. Click the blue Tax Id # to select that tax record. That Tax record information will now be brought into the listing.

Chapter 21- Entering Comps into Keystone

When you are the Buyer Agent on a listing that was not entered into the MLS (such as For Sale by Owner-FSBO), you now can enter that listing into Keystone.

1. Click **Add Listing**
2. Search the Public Record by the street number and street name, click **Search**
3. Select the Autofill icon next to the address for the listing
4. Enter Sale/Rental as Sale
5. Enter in the field 'For Comp Purposes Only Y/N' as Yes from the selection box



6. Under the Status field, the only choice is SOLD. Select SOLD
7. Enter in all other required fields
8. Click **Submit to MLS**

Chapter 22 - Click by Click Reference

9 Steps for Entering a Listing

1. Open your browser and go to http://keystone.mris.com
2. Enter your MRIS User ID & Password and *click* **Login**.
3. *Click* **Add or Update Listings**.
4. *Click* the **Add Listings** button.
5. Select the Property Type, State and County. Then *click* the **Continue** button
6. Input the Street Name or Tax Id #. Then *click* the **Search** button
7. Click the Auto Fill Icon that corresponds to the property or *click* the **No Autofill** button if there is not a public record available
8. Fill in all the fields for your listing and *click* the **Save & Continue** button to move from screen to screen
9. When finished, *click* the **Submit to MLS** button to get a MLS #

10 Steps for editing a listing for status (or other) changes

1. Log into Keystone with MRIS user ID & password, click Login
2. *Click* **Add or Update Listings**
3. *Click* **Search for Listings**
4. Enter in MLS# or Listing Agent ID field for all your listings
5. *Click* **Search**
6. Locate listing to be updated
7. *Click* blue edit icon to bring up the listing
8. On the General input screen, change the status (or other fields).

   Note: *After changing some fields, other mandatory fields may appear on the General input screen for data entry or on subsequent screens.*

9. When finished, *click* the **Submit to MLS** button

If additional help is needed, please refer to previous chapters of this guide for more assistance or contact Tech Support at 301-838-7200, 888-838-8200 or helpdesk@mris.net. Online tutorials are also available at http://www.mris.com/tutorials.