



Q and A for OneHome

OneHome Training with Keith Hensley

Session Duration: 1 hr.

LINKS THAT YOU CAN SHARE WITH YOUR CLIENTS TO HELP THEM WITH THEIR ONEHOME PORTAL:

Full Walkthrough (15min. 28sec.) – <https://youtu.be/fidopJ2Rmi0>

Activating Account (3min. 38sec.) - https://youtu.be/Iwi_FyYsoYw

Getting Started with OneHome (Website) - <https://www.onehome.com/en-US/support>

- I. **What do I (the Agent) need to do first?**
 - a.) Go to Settings (top/right inside of Matrix, under “Hello ‘your name’”), then click on My Information, then click on “OneHome” tab... Save all your information here.

- II. **What is OneHome?**
 - a. A new client portal for your clients
 - b. Lifestyle-driven searching
 - c. Responsive design for any device
 - d. Home buying planner resources
 - e. Property Fit scoring
 - f. Similar listing recommendations

- III. **With the new OneHome portal, do I do anything differently?**
 - a. Nope! Same routine as you normally did... send your client listings via a manual email or from an Auto Email in Matrix.

- IV. **What does your client do?**
 - a. Basically, the same as they always did... but now they will see their listings on the new portal called OneHome.

- V. **Does your client have to “Activate Account”?**
 - a. No! They still see a lot of data on listings... actually, they see more data with more tools!

- VI. **Why should they “Activate Account”?**
 - a. So that they can securely save searches, listings, and notes!
 - b. Protect any personal information that you decide to share
 - c. So that they can access it anytime on any computer by going to www.onehome.com
 - d. See even more tools and data on listings!

- VII. **What information do they need to provide when they Activate their Account?**
 - a. Their first and last name
 - b. Their email address (which you used to email them listings)
 - c. They create their own password

- VIII. **When a client Activates their Account, does any of their provided information get used or sent elsewhere?**
 - a. No! They do NOT get sent spam or anything else by creating an account!