ListSync FAQs

Section 1: Finding Information In ListSync

Q: Where can I find a complete list of Channels (websites) ListSync sends my company's listings?

A: A complete list of websites can be found in your homepage. Log into ListSync, the Channel Info list that displays is every channel available for your company to select to send listings. Those channels opted-in (or opted-in required) will already be receiving your listings. Those that are opted-out will not receive your listings unless you opt-in.

Section 2: Listing Troubleshooting

Q: How often do channels update their data?

A: Each channel will update their data at a different frequency. Please check the Channel Information page for approximate frequency. Last Sync data is also available to check the last time the channel synced their data.

Q: What is the process for a company that wants to opt-out of a specific channel?

A: First, find the channel in the Channel Grid. Once channel has been found, select the Edit icon from the Actions column. Confirm you want to opt-out in the Channel Preferences pop-up. A success message will display confirming the change. The channel status will change to Opted-out in the Channel Grid (as long as all offices are opted out). The opt-out process will flag all existing listings as delete for the channel. All future listings for the company will no longer be available when the channel pulls data. For more detailed instructions, please refer to the Company Opt-out Trainings.

Q: What is the process for a company that wants to opt-in to a specific channel?

A: First, find the channel in the Channel Grid. Once channel has been found, select the Edit icon from the Actions column. Confirm you want to opt-in in the Channel Preferences pop-up. A success message will display confirming the change. The channel status will change to Opted-in in the Channel Grid. The opt-in action will ensure all existing listings as well as all future listings and updates for the company are available when the channel pulls data. For more detailed instructions, please refer to the Company Opt-In Trainings.

Q: Are all listings sent for syndication to the publisher channel?

A: Possibly. Each Brand has rules regarding the distribution and display of listings per each channel. Additionally, the following business rules will be enforced for all Brands.

Rule Name	Rules
Do not show online	Any listing where the ‘Do not show online’ flag is selected in dash will be excluded.
Off Market	Listings whose Market Status is set to ‘Off Market’ will be excluded.
Do not show address online	Any listing where the ‘Do not show address online’ preference is selected in dash, only City, State and Country will be sent for property address.
QC Approval	Any listing where QC Status <> Approved or System Approved is marked will be excluded. <u>Note:</u> Currently, only applies to Sotheby’s International Realty.
Must meet media minimums	Any listing that does not meet the media minimums will be excluded. • 1 photo (land listings) • 1 photo (new construction) • 10 photos (all others) <u>Note:</u> Currently, only applies to Sotheby’s International Realty.

Q: Do channels have their own specific display rules?

A: Yes, some publisher channels have more restrictive rules. These rules may restrict your listing from displaying.

Q: When can I find out the last time listing details were “pulled” for a particular vendor?

A: Viewing the last time that a particular listing’s details were pulled from ListSync can be done either in ListSync or dash.

- **To view in ListSync:** Log in to ListSync, click View Listing, and enter listing ID (or MLS ID or property address). On the Listing Information page, check the Channel Info Grid, Last Sync column. Last Sync column will let you know when that listing was last updated by that channel.
- **To view in dash:** Log in to dash, locate listing, select View Listing. On the View Listing page, find the Syndication Settings section. Click View Channels button for Channel Info Grid, Last Sync Column. Last Sync column will let you know when that listing was last updated by that channel.

Note: The channel may have additional processing time on their side before the updated listing details are displayed.

Section 3: New Channels

Q: How will I know when new publisher channel (websites) are available?

A: New publisher partners will be announced by your brand Marketing department. Additionally, you will see a system-generated notification in the ListSync homepage.

Q: I want to add a Publisher Partner?
A: Please contact your Brand Representative.

Section 4: Access Issues

Q: Who should have access to ListSync?

A: Users with the following roles in dash will be defaulted to the Office Administrator role.

Your brand has determined which roles or titles have been defaulted. Please check with your intranet or Brand Representative for more details.

Q: How can I grant access to additional folks in my brokerage

A: You can grant user access to ListSync through dash. In the People module, edit the person. In the Security tab, select ListSync from the application dropdown. Select which role you wish the user to have (Read Only or Office Admin). Click the Manage Role hyperlink to set Company or Office designation.