

dsSearchAgent F.A.Q.

How do I sign up for the free dsSearchAgent Lite?

Go to <http://armls.diversesolutions.com> and follow the instructions. It will take about 60 seconds. Make sure you have your Agent ID so we can verify who you are. Make sure you record your User Name and Password that will be provided after you sign up.

How do I put the dsSearchAgent mapping IDX on my website and what are my options?

You can put dsSearchAgent onto your website in two different ways. You can either "link" directly to your dsSearchAgent so it will open in a new window or you can "frame" your dsSearchAgent, keeping the visitor on your site while they utilize the IDX/MLS Search.

To accomplish either of these options, you must first log-in to the Control Panel (<http://controlpanel.diversesolutions.com>). Once logged in, and at your dsSearchAgent Dashboard, you can scroll to the bottom of the page. There you will see the "Frame and Link Configurator". Simply choose your preference on the few options, then copy the Frame HTML code, or Link URL, and put it onto the page you want the idx solutions to be on or give it to your Web Designer. Your Web Designer will then be able to add dsSearchAgent to your Website.

How can I change my information?

Regardless of whether or not you have the dsSearchAgent Lite or dsSearchAgent Pro IDX solution, you can log-in to the Diverse Solutions Control Panel (<http://controlpanel.diversesolutions.com>) in order to change the contact information that appears at the top of the IDX. However, only dsSearchAgent Pro customers can upload photos or logos to appear at the top of the IDX.

Hover over the image for dsSearchAgent and a menu bar will appear. Select Options. That's it!



Can I have the dsSearchAgent Lite on multiple websites?

Yes you can. There is an additional fee of \$19.95 for each additional website you would like to use it on. If you want to take advantage of putting dsSearchAgent

Lite on multiple websites, simply navigate to the Upgrade page in Control Panel (<http://controlpanel.diversesolutions.com/IDX/Upgrade.aspx>) and complete the order form. Once completed, your order will be provisioned within one business day. If you have any questions on the dsSearchAgent Pro you can also contact some on the Diverse Solutions sale team at 877-3487654.

How often are the properties updated?

Listings are added, updated and deleted every four hours 7 days a week. At times, listing additions, updates, and removals can be delayed for up to 24 hours for various reasons. You will always be able to see the date that the listing data was last updated at the bottom of the IDX solution. If the data is more than 24 hours old, please contact us at armls@diversesolutions.com.

What do I do if one of my properties isn't showing up?

dsSearchAgent only shows properties that have a status of either active or active with contingency. If the property has a different status, it won't show up in the IDX solution.

If it is still not showing up try putting the MLS number of the property into the "Quick Find" box at the top right and hit enter.

If the listing *does* load in the results tab on the left and has an "unmappable" label/tag on it going across the corner of the listing then we may not have been able to find the geocode (coordinates of the property to place it on the map) from our various sources. In this case we recommend going to your dsSearchAgent IDX Control Panel (<http://controlpanel.diversesolutions.com>) and clicking on the My Listings link. Then follow the instructions on how to manually tell us where this property should be located.

If the property still *doesn't* load and more than 48 hours have passed since you put the property in (to account for any delays), please contact us using the support contact form in the main dashboard area of the dsSearchAgent IDX Control Panel and provide us with the MLS number of your property.

What if one of my properties isn't showing up on the map or is showing up in the wrong location on the map?

In this case we recommend going to your dsSearchAgent IDX Control Panel (<http://controlpanel.diversesolutions.com>) and clicking on the My Listings link. Then follow the instructions on how to manually tell us where this property should be located.

What do I do if not all of my photos are showing up on my property?

If your photos aren't showing up, and more than 24 hours have passed since you put in the photo, please contact us use the support contact form in the main

dashboard area of the control panel (<http://controlpanel.diversesolutions.com>) with the MLS number of the property so that we can further investigate the issue.

Can I hide the header at the top when the IDX is framed in my own site?

Yes, but only in the upgraded dsSearchAgent Pro version. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

How can I change the colors of my IDX solution to match my website?

With dsSearchAgent Pro, you can change nearly every color on your IDX as well as over 100 additional options. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

Where do my leads go if someone fills out a contact form on my IDX?

Leads from your IDX are stored in dsSearchAgent's Contact Management system in the Control Panel (<http://controlpanel.diversesolutions.com>). Each time a lead comes in you will be notified via email with a direct link to your contact in the Control Panel.

Can I change the map's default starting point, zoom level, or map type?

At this time, dsSearchAgent Lite doesn't allow you to change the default map starting point or type. However, dsSearchAgent Pro does allow you to change the map starting point, zoom level, and map type. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

I only want to show specific properties, areas or price ranges. Can this be done?

dsSearchAgent Lite doesn't have this capability, but if you upgrade to dsSearchAgent Pro, you can both create custom links to your search criteria in the control panel as well as save, email, and bookmark the URL as it is changed as you navigate through the IDX. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

What if I forgot my username and password for my Control Panel?

Go to <http://controlpanel.diversesolutions.com> and click on the "Forgot password?" link then follow the on-screen instructions.

Can I import/export contact into/from the dsSearchAgent contact manager?

Not with dsSearchAgent Lite. However, with dsSearchAgent Pro, you can easily import and export contact information via CSV files. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

Can I have my leads distributed to multiple people?

Yes, but only with dsSearchAgent Pro. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

Is it possible for my visitors to save their search and receive email updates?

Absolutely, but you need to have our dsSearchAgent Pro product. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

Is there a quick search module that I can put on my website or blog?

dsSearchAgent Pro has a number of different modules that you can use on your website or your blog. However, dsSearchAgent Lite doesn't offer any modules at this time. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

Where does the school and community information come from?

School information comes from Great Schools and community information come from Sperling's Best Places.

I'd like to use the dsSearchAgent contact manager for all of my website visitors. Can I create a form to put on my website so they will be sent to my dsSearchAgent contact manager?

The Control Panel includes a Form Builder that can be used for not only custom Forms for your IDX Visitor registrations, but also custom Forms for your personal Website. However the Form Builder is a dsSearchAgent Pro feature only. See the "How can I upgrade to dsSearchAgent Pro and how much does it cost?" F.A.Q. topic.

I'd like to make a suggestion. Who can I contact?

We love suggestions! Please use the contact form in the main dashboard area of the control panel to make your suggestion.

How can I upgrade to dsSearchAgent Pro and how much does it cost?

dsSearchAgent Pro is \$59.95 a month. If you choose to take advantage of the dsSearchAgent Pro features, simply navigate to the Pro Upgrade page in Control Panel (<http://controlpanel.diversesolutions.com/IDX/Upgrade.aspx>) and complete

the order form. Once completed, your Pro account will be provisioned within one business day. If you have any questions on the dsSearchAgent Pro you can also contact some on the Diverse Solutions sale team at 877-3487654.

What happens if my Agent ID becomes inactive?

The IDX solution will no longer work. A page will come up instead tell your visitor that the IDX search feature is temporarily unavailable.