

ShowingSmart

CE hours: 2

Course #: 13622-RECE



Houston Association
of REALTORS®

Main Office: 3693 Southwest Fwy., Houston, TX 77027 | 713-629-1900 | www.har.com

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Course Objective

ShowingSmart allows both consumers and Realtors to efficiently approve, decline, or suggest an alternative date and time for all appointments requested through the ShowingSmart call center or online for homes for sale or lease in MLS. The notifications can be sent by text or email to the Listing agent and any additional contacts that need to be in the approval process. Members and consumers can keep a record of all appointment times and dates scheduled on their home as well as have automatic feedback sent out to all showing agents. Members will learn how to enable showing instructions for their listings and have the call center take their appointment requests. Members will learn how to submit showing request via the ShowingSmart platform for ANY MLS listing regardless of the showing service being used. Members will also learn how to create a map tour and showing reports.

This class will show you how to:

- Add/edit showing instructions to your listings
 - Matrix & ShowingSmart
- Schedule showings for your clients
- Create tours
 - Matrix & ShowingSmart
- Create custom Feedback Forms
 - Change/print/share/customize frequency
- Create Reports
- Navigate the ShowingSmart mobile app

Important information-

- The ShowingSmart call center number is 713-930-0427
 - 8:00 a.m. - 7:30 p.m. - seven days a week
- ShowingSmart mobile notifications will come from 67651

Additional help –

- www.ShowingSmart.com/FAQ
- feedback@ShowingSmart.com
- support@ShowingSmart.com

How to get to the ShowingSmart platform –

- www.ShowingSmart.com
 - HAR.com log-in credentials
- ShowingSmart Mobile Application
- Members Only Portal
- Matrix –
 - Add/Edit (Input) Tab
 - Add showing instructions and select showing platform/contact number
 - Search Tab
 - Create Tours with several properties
 - Schedule appointments for select listings


Creating a listing

After creating or editing a new listing in Matrix, select the ‘Save as Incomplete’ button. Access the new incomplete listing by clicking Add/New and “Edit an existing.”

Inputting Showing Instructions in ShowingSmart

A new tab will open to the ShowingSmart site where you can begin adding your listing's showing instructions. Once you have added all instructions you can select the 'Save Showing Instructions' button at the bottom of the page.

Listing / Showing Details



39 Kitchen Hill Lane
 Type: Single-Family
 Listing Agent: Shreena Patel

MLS Number: #34844253
 Status: INCOMPLETE
[View Details in MATRIX](#)

Setup Showing Instruction

Last Updated: Feb 7, 2023 2:48 pm COPY FROM

Showing Setup

Approval Type (required) [Watch & Learn](#)

Please Select One ▼

Home Status

Status is Unknown ▼

Showing Start Date

mm/dd/yyyy

Showing Agent Instructions

Write your instruction for showing agent...

Contacts (Approval, Notifications, Feedback) [Watch & Learn](#)

Shreena Patel (Listing Agent) [Edit](#)

sp@na.com · 281-281-2812

Method of Notification

Email
 Call
 TXT

Notification Types

Receive Showing Approval Requests
 Receive Showing Status Notifications
 Receive Showing Feedback

[+ Add New Contact](#)
 [+ Add Shreena Patel](#)
 [+ Add Shreena Patel](#)

Temporary Notes [Watch & Learn](#)

[+ Add Temporary Note](#)

Showing Block [Watch & Learn](#)

Showing Preferences [Watch & Learn](#)

Minimum hours before Showing

No Restriction ▼

Look out for the 'Watch & Learn' buttons throughout the page for tips and instructions on how to fill in each section

Once you have saved the showing instructions to your listing you can find them under the Listings Tab. Click on the address of any listing to edit instructions to Listings Enabled on ShowingSmart or select Add Showing Instructions to add new instructions to Listings not enable in ShowingSmart

Showing Smart Home Listings Showings Tours Buyers Reports Support ⚙️

Listings enabled on ShowingSmart

11 Listings Enabled [View History](#)

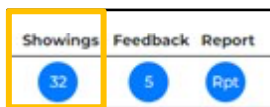
filter

Address	MLS #	Status/Type	Approval Type	Call Center	Showings	Feedback	Report	
512 Cypress Avenue	73835915	A / Sale	Go and Show - Courtesy Message	Yes	32	5	Rpt	Create Showing
17414 Big Oaks Grove	80422138	A / Lease	Go and Show - Courtesy Message	Yes	7	1	Rpt	Create Showing
3218 Rosalie Street	98821103	A / Sale	Must Be Confirmed By One of the Contacts	Yes	11	5	Rpt	Create Showing
7139 Japonica Street	9340896	OP / Sale	Go and Show - Courtesy Message	Yes	10	1	Rpt	Create Showing
3412 Rosedale Street #1	50369780	A / Lease	Go and Show - Courtesy Message	Yes	7	0	Rpt	Create Showing
10714 Braes Forest Drive	57454878	P / Sale	Go and Show - Courtesy Message	Yes	61	6	Rpt	Create Showing

Listings not enabled in ShowingSmart

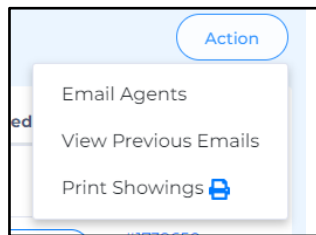
Address	MLS #	List Status	List Type	
707 Township Drive	79003684	INCOMPLETE	Sale	Add Showing Instructions Delete Inactive Listing
12326 Mullins Drive	28595792	INCOMPLETE	Sale	Add Showing Instructions Delete Inactive Listing

'Listings' tab information



Showings icon – See showing history, get showing agent information, request feedback from agent. Select the Action tab to email all agents or print showings schedule. Select the Showing ID number to manually input agent feedback. Navigate to the Feedback, Showing Instructions tab (edit instructions), Client Portal and Settings tab.

Action tab :



Listing / Showing Details

512 Cypress Avenue **\$195,000**

Type: Single-Family View Details in HAR.com >
 Listing Agent: Shadrick Bogary MLS Number #73835915
Status: Active View Details in MATRIX >

SHOWINGS | FEEDBACK | SHOWING INSTRUCTIONS | CLIENT PORTAL | SETTINGS

32 Total Showings Action

All Showings

Showing Date	Status	Agent	Contact	Feedback	Showing ID
Sunday, Feb 5, 2023 2:30 PM - 3:00 PM	Canceled	Huong Tang 5th Stream Realty	hntang9@hotmail.com (832) 594-2529		#1741536
Sunday, Feb 5, 2023 2:00 PM - 2:30 PM	Confirmed	Huong Tang 5th Stream Realty	hntang9@hotmail.com (832) 594-2529	Request	#1739650
Friday, Feb 3, 2023 11:30 AM - 12:00 PM	Confirmed	Alexandria McDaniel 1st Class Real Estate Elevate	elevatewithtaylor@gmail.com (936) 572-7060	Request	#1729457
Friday, Feb 3, 2023 11:00 AM - 11:30 AM	Canceled	Alexandria McDaniel 1st Class Real Estate Elevate	elevatewithtaylor@gmail.com (936) 572-7060		#1729429
Monday, Jan 30, 2023 5:30 PM - 6:00 PM	Canceled	Celia Lopez Walzel Properties - Conroe	celireylop@gmail.com (281) 799-8610		#1706909
Saturday, Jan 28, 2023 12:30 PM - 1:00 PM	Confirmed	Ryan Green Better Homes and Gardens Rea...	ryan.green@garygreene.com (832) 589-2254	Request	#1696175

Showing ID: Select the Agent's Showing ID (in blue) to view showing details, add private notes and manually enter Showing Agent's verbal feedback by selecting Provide Feedback as Listing Agent.

Detail for Listing Agent

Showing ID: #1729457

512 Cypress Avenue (MLS# 73835915) **Alexandria McDaniel (SA)**
 Crosby TX 77532 Active 1st Class Real Estate Elevate
 28 View Details in HAR.com > View Details in MATRIX > elevatewithtaylor@gmail.com - (936) 572-7060

Showing Details

Date: **Friday, February 3, 2023** Showing Status: Confirmed

Time: **11:30 AM - 12:00 PM** Serviced By: **ShowingSmart Call Center (HAR)**

Type: **Showing** Showing Service Ph#: **713-930-0427**

My Private Notes
Click to Add Notes

Provide Feedback as Listing Agent

512 Cypress Avenue, Crosby, TX 77532

MLS# 73835915 Active Single-Family
View property details >

Showing Details

February 3, 2023 Showing ID #1729457
 11:30 AM - 12:00 PM Confirmed

Showing Serviced By: **ShowingSmart Call Center (HAR)**
 Showing Service Ph#: **713-930-0427**

Showing Agent Information

Alexandria McDaniel
1st Class Real Estate Elevate

Phone: (936) 572-7060 Email: elevatwithtaylor@gmail.com

Please provide feedback:

Please provide feedback

Showings	Feedback	Report
32	5	Rpt

Feedback icon – View agent received feedback; number indicates how many completed Feedback forms have been received. **Detailed View** will show agent information by their respective feedback.

Listing / Feedback

426 E 41st Street **\$345,000**
 Type: Single-Family MLS Number #11915247
 Listing Agent: Shadrick Bogany Status: Under Contract

View Details in HAR.com · View Details in MATRIX ·

SHOWINGS **FEEDBACK** SHOWING INSTRUCTIONS CLIENT PORTAL SETTINGS

Overview Detail View

Question 1: Is your client interested in this listing?

Interest Level	Percentage
Interested	10%
Not Interested	20%
Somewhat Interested	20%
Very Interested	50%

Question 2: What do you think about the list price?

Price Opinion	Percentage
A Little High	33.3%
Fair	66.7%

Question 3: How does this listing compare with others you have seen in this price range (not just with this client)?

Comparison	Percentage
Less Desirable	11.1%
More Desirable	11.1%
Similar	11.1%

Report icon - View/print/share the listings Showing Report, Showing & Feedback Report, or the Feedback Report. All reports are available in Client View.

Showings	Feedback	Report
32	5	Rpt


Select an Report Type

- Showing Report
- Showing Report Client View
- Showing & Feedback Report
- Showing & Feedback Report Client View
- Feedback Report
- Feedback Report Client View

Settings tab – Temporarily pause showings by selecting the Stop Showings Icons. You can resume at any time by selecting the same button.

Customized Feedback Form Settings – change the feedback form assigned to the listing. The system will automatically send the default form out based on your settings. Choose a maximum of 4 questions.

Listing / Showing Details



10714 Braes Forest Drive

Type: Single-Family
Listing Agent: Shadrick Bogany

\$345,000

MLS Number #57454878
Status: Active

[View Details in HAR.com >](#)
[View Details in MATRIX >](#)

SHOWINGS FEEDBACK SHOWING INSTRUCTIONS CLIENT PORTAL SETTINGS

Showings Request Setting

Current Setting
Active, Accepting Showing Request

Stop Showings


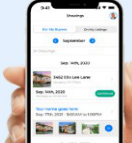
Customized Feedback Form Setting

Default Form

Disable ShowingSmart Showing Service

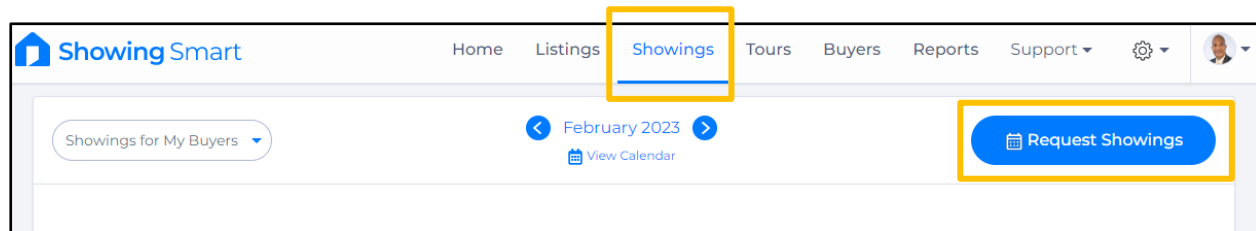
Disable ShowingSmart Service means that you no longer wish to use ShowingSmart system and will switch to other type of service instead.

Disable ShowingSmart Service

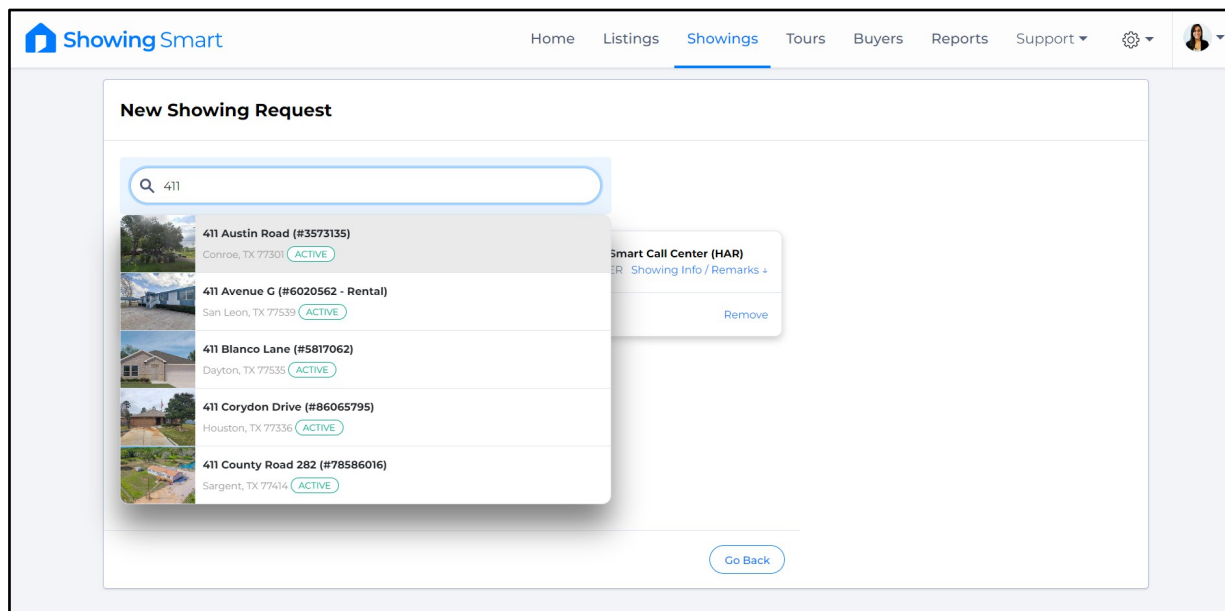



Download Mobile App

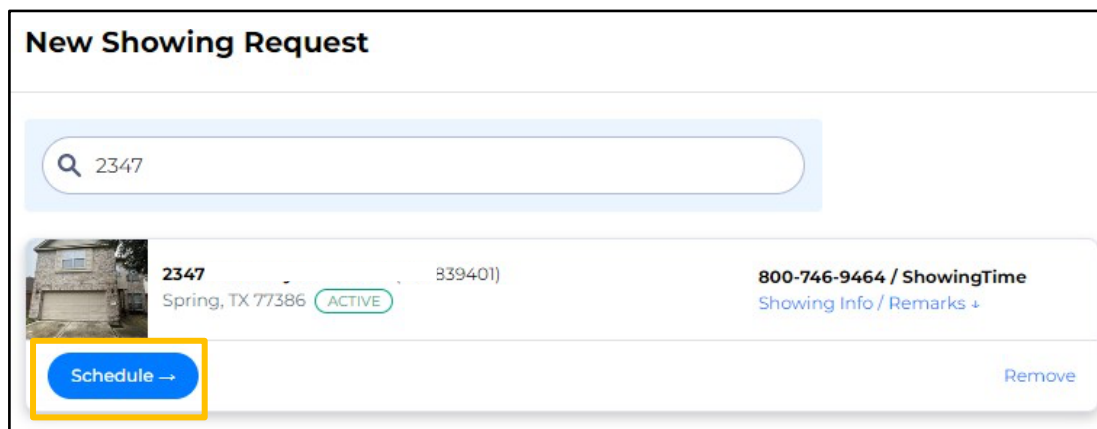
Showings Tab – Request to schedule a showing for a listing by selecting the Request Showings icon. Type in the address or MLS number and select from the drop-down menu.



1. Begin typing address or MLS number in search box.



2. After selecting listing select the Schedule button.



3. Follow steps to schedule appointment then Submit Showing Request. If the listing agent is using something other than ShowingSmart, you will be redirected to the appropriate site to complete scheduling.

Showing Smart Home Listings Showings Tours Buyers Reports Support

New Showing Request

411 Austin Road (#3573135)
Conroe, TX 77301 (ACTIVE)

713-930-0427 / ShowingSmart Call Center (HAR)
Home is Occupied / OTHER Showing Info / Remarks +

Schedule → Remove

Showing Type

Showing

Select Showing Type

- Showing
- Re-Show
- Agent Preview
- Photography
- Inspections
- Appraisals
- Final Walk Through

8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

New Showing Request

2347 Turnbury Elm Court (#70839401)
Spring, TX 77386 (ACTIVE)

800-746-9464 / ShowingTime
Showing Info / Remarks +

Schedule → Remove

When would you like to see it?

< February >

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

What Time? (45 min length)

08:15 AM 09:00 AM

Submit Showing Request

Tours Tab – Create a Tour from the Matrix Search results by selecting the properties you would like to schedule and selecting the ShowingSmart bubble under the Actions tab in Matrix.

#	TX	OH MLS #	Stat	AR	Office	Address	Subdivision	Lot Size	SF	Price	Prc/SF	YB
1	<input type="checkbox"/>	56844277	A	29	RMXS01	4510 Silverlake Drive	New Territory	5,748	1,693	\$319,000	\$188.42	1995
2	<input checked="" type="checkbox"/>	10637666	A	29	RCCE01	119 Chandler Court	New Territory	5,886	2,249	\$347,000	\$154.29	1994
3	<input checked="" type="checkbox"/>	64823767	A	29	CDRS01	1030 Evandale Lane	New Territory Prcl Sf-34	7,721	2,556	\$385,000	\$150.63	1997
4	<input type="checkbox"/>	91096239	A	29	GMOR01	707 Presley Way	New Territory Prcl Sf-35	6,516	2,336	\$420,000	\$179.79	1997
5	<input type="checkbox"/>	18598357	A	29	MAIL01	1423 Tahoe Valley Lane	New Territory Prcl Sf-38	7,788	3,116	\$450,000	\$144.42	1999
6	<input checked="" type="checkbox"/>	33048605	A	29	KWSW01	2023 Crisfield Drive	New Territory Prcl Sf-22	9,057	3,490	\$599,000	\$171.63	1998
7	<input type="checkbox"/>	18987510	A	29	PIRA01	1910 Crisfield Dr Drive	New Territory Prcl Sf-22	11,624	3,487	\$639,000	\$183.25	1998

After selecting the ShowingSmart tab, you will have two options. Schedule a showing or Create a Tour. You will be able to schedule a showing for the properties after you Create the Tour.

ShowingSmart

Home Listings Showings Tours Buyers Reports Support

How would you like to proceed?

You have selected 3 listing(s).

Request Showings for These Listings >

Create a Tour for These Listings >

Once you select “Create a Tour for These Listings” enter tour details and Create.

Create Tour

Choose Tour Date (Required)
02/25/2023

Name your Tour
Creating Tour FROM MATRIX

Client's Name + Add New
Betty Boop

Add Starting Point
1234 Noodle Road

Close Create

ShowingSmart

Home Listings Showings Tours Buyers Reports Support

Creating Tour FROM MATRIX

5 mi. to 3 Location(s) · Clients: no client assigned

+ Add Listings to Tour

Feb 25th, 2023

1 119 Chandler Court (#10637666) 713-930-0427 / ShowingSmart Call Center (HAR)
Sugar Land, TX 77479 (ACTIVE) Home is Vacant / SUPRA Showing Info / Remarks
Schedule → Remove

1.3 mi · 4 mins

2 1030 Evandale Lane (#64823767) 713-930-0427 / ShowingSmart Call Center (HAR)
Sugar Land, TX 77479 (ACTIVE) Home is Vacant / SUPRA Showing Info / Remarks
Schedule → Remove

3.8 mi · 12 mins

3 2023 Crisfield Drive (#33048605) 713-977-7469 / ShowingTime

Map

Add to Calendar – Add Tour to your calendar

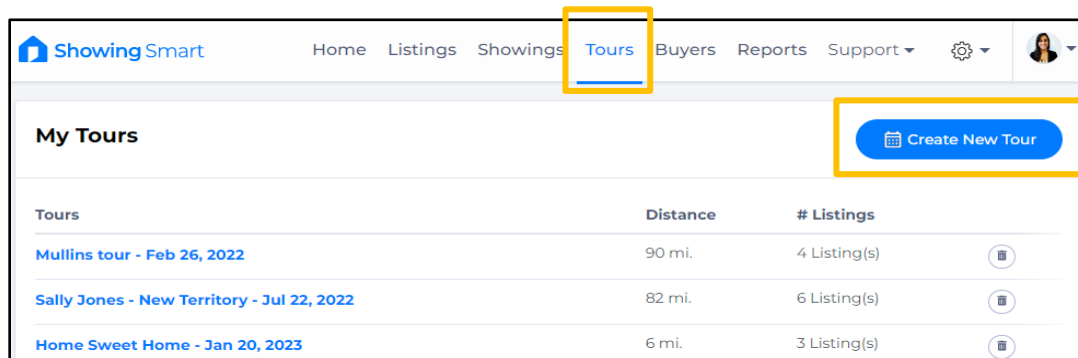
Tour Detail Link – Share this with your clients. Once you have scheduled showings, this link will have Listing information along with confirmed time of showing

Edit – Edit Tour details here

Schedule – Schedule a showing for listings by selecting the blue Schedule button and selecting date/time

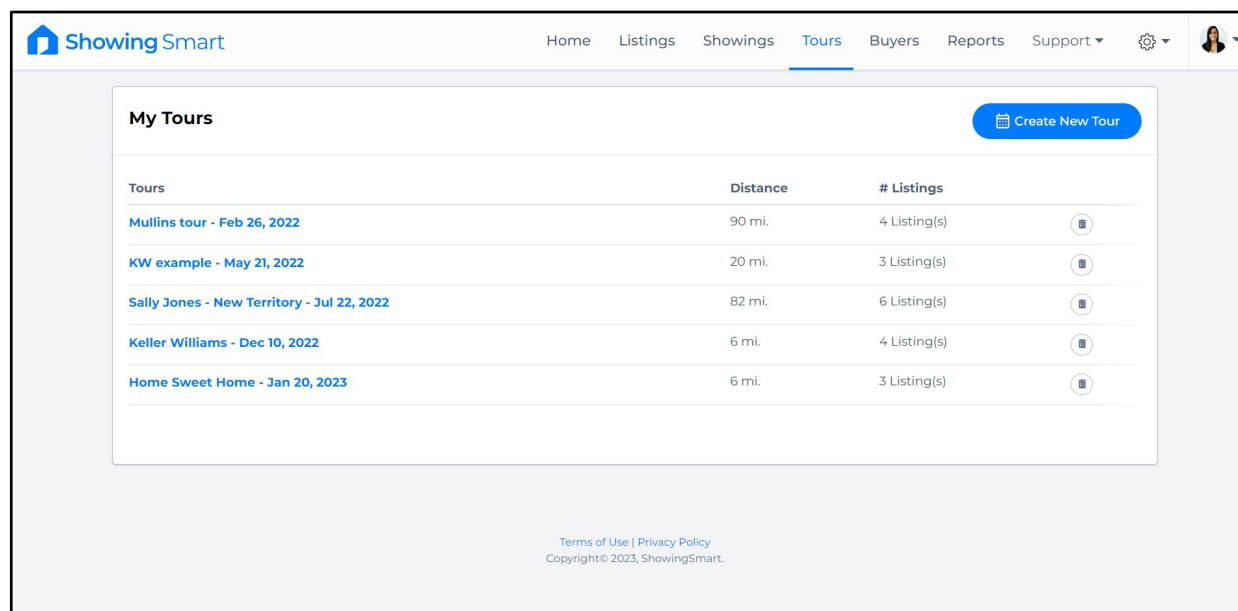
To reposition listing order for tour – Drag and drop the listings by selecting the listing cover photo and dragging it to the desired position in tour.

Create Tour from ShowingSmart.com -



You can perform the same task by selecting the Create New Tour link from the Tours Tab in ShowingSmart.com. Simply add the required criteria and enter the MLS number or addresses of the properties you wish to create a tour for.

You will be able to schedule a showing of the properties after you have created the tour.



View all upcoming and past Tours/Edit/Create/Manage Tours from the Tours tab.

Buyers tab – Manage Buyer information from the Buyer’s tab. Select **Add New** to create a new contact and send **Welcome Email** (default option will be to send the Welcome email, uncheck if preferred)

The screenshot shows the Showing Smart interface. The top navigation bar includes Home, Listings, Showings, Tours, **Buyers**, Reports, and Support. The Buyers tab is active, displaying a table with one entry: Neo Anderson, email shai@ndjwm.com, phone (281) 281-2811, and a button to Open Buyer Portal. A yellow box highlights the Buyers tab in the navigation bar, and another yellow box highlights the +Add New button in the top right corner of the Buyers tab.

The **Add New Buyer** form is overlaid on the Buyers tab. It contains the following fields and options:

- First Name**: type here
- Last Name**: type here
- Email***: type here
- Phone**: type here
- Send welcome email.

At the bottom of the form are two buttons: **Add** and **Cancel**.

Reports tab – Create 2 different reports by selecting the desired report and entering criteria.

Showing Distribution Report – Our showing data is a compilation from multiple sources, which include **ShowingSmart, ShowingTime, Appointment Manager** and **Supra** Activities. You may use this report to check which price range is getting the most showings.

Company Showing Report – You may view all showings for your company's listing. Use this report to see which agents in your company has shown similar properties.

The screenshot shows the Showing Smart interface with the Reports tab selected. The top navigation bar includes Home, Listings, Showings, Tours, Buyers, **Reports**, and Support. The Reports tab is active, displaying two report options:

- Showing Distribution Report**: Our showing data is a compilation from multiple sources, which include **ShowingSmart, ShowingTime, Appointment Manager** and **Supra** Activities. You may use this report to check which price range is getting the most showings.
- Company Showing Report**: You may view all showings for your company's listing. You may use this report to see which agent in your company has shown similar home recently.

A yellow box highlights the Reports tab in the navigation bar, and another yellow box highlights the two report options in the main content area.

Company Showing Report

You may search and view showings in all your company's listing

City: Type here... Zip Code: Type here... Geomarket Area: Select GeoMarket Area Subdivision: Type here... Min. List Price: Select Min Price Max. List Price: Select Max Price

Listing Status: Please Select Showing Status: Please Select Showing Date Range: Please Select Showing Date From: mm/dd/yyyy Showing Date To: 01/16/2023 Order By: Please Select

Showing Distribution Report

Showing data is provided by HAR Technology department. Data is a compilation from multiple sources, which include ShowingSmart, ShowingTime, Appointment Manager and Supra Activities.

City: Type here... Zip Code: Type here... Geomarket Area: Select GeoMarket Area Subdivision: Type here...

Min. List Price: Select Min Price Max. List Price: Select Max Price

Showing Date Range: Please Select Showing Date From: mm/dd/yyyy Showing Date To: 01/16/2023

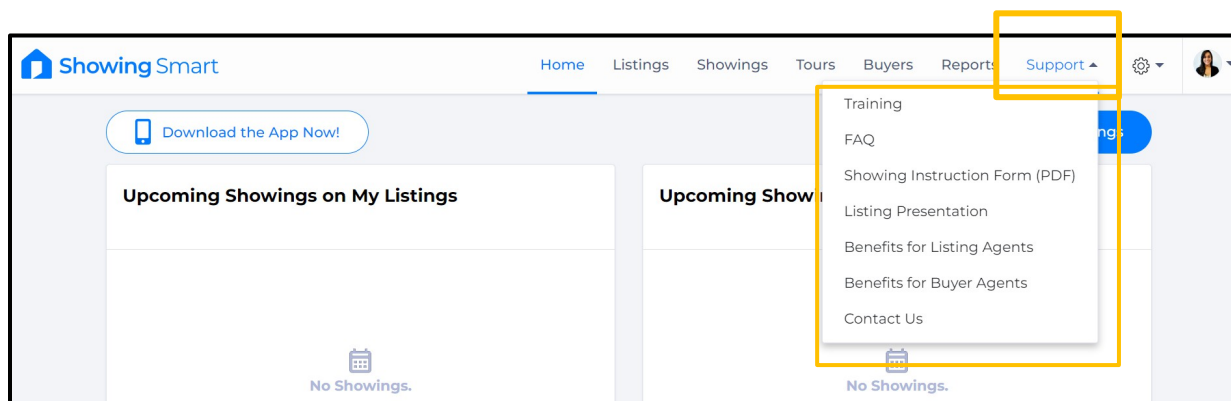
Print/Share/Save PDF copy of the report by selecting the Print icon after you Submit report request.

Support Tab – Sign up for additional Training, view our FAQ page (with instructional videos) and view Benefits of using ShowingSmart for Listing and Buyer agents. Contact Us will let you send technical issues or request additional information from HAR.

Listings Presentation – share/print PDF of benefits of using ShowingSmart

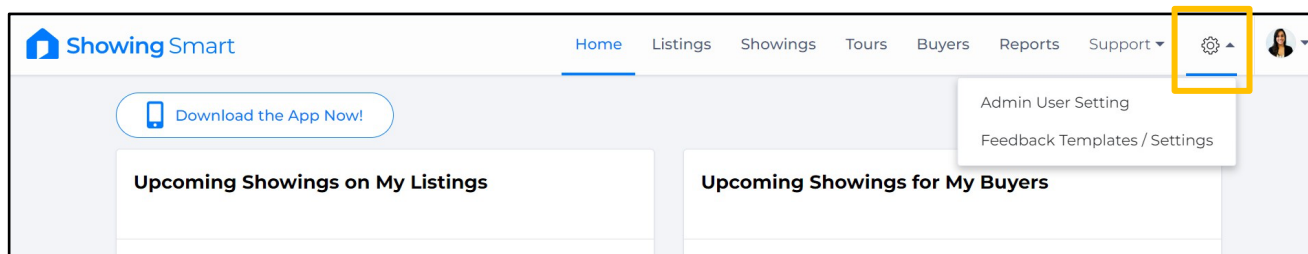
Showing Instructions Form (PDF) – Use this form to fill out listing client's information

Contact us – Send HAR updates of Bugs, Enhancement Requests or General Feedback

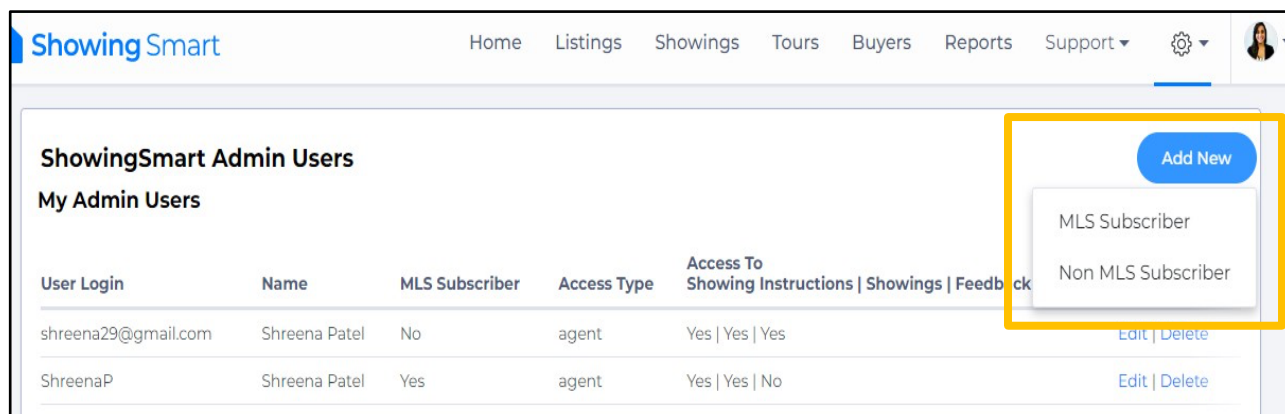


Gear tab – Assigning an Admin to Manage a Listing – select the gear tab followed by Admin User Setting then click Add New. Select if the person is an MLS Subscriber or Non-MLS Subscriber. If the individual is an MLS Subscriber, you can search for their name or public ID. If the individual is a Non-MLS Subscriber, you will need to provide their email address. You can select which options you want the user to have access to, such as Add/Edit Showing Instructions for My Listings, View Showings for My Listings, and View Feedback for My Listings.

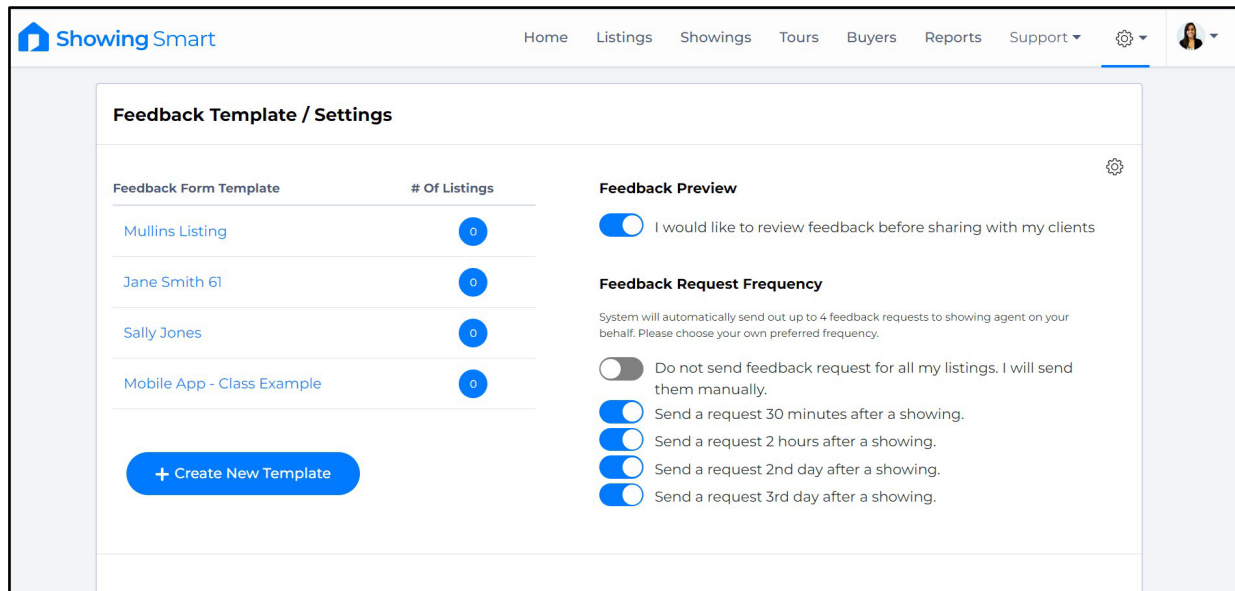
Feedback Template/Settings - Control the frequency that feedback is requested from the Showing Agent, create customized Feedback forms, and choose to receive feedback before sending to your clients.



Admin User Setting – Select appropriate subscriber (MLS or Non-MLS) and follow steps to select what kind of access they will have. Edit access at any time from the Admin User Settings tab.



Feedback Templates/Setting - Choose frequency of Feedback request, create customized forms and choose to receive feedback before your clients.

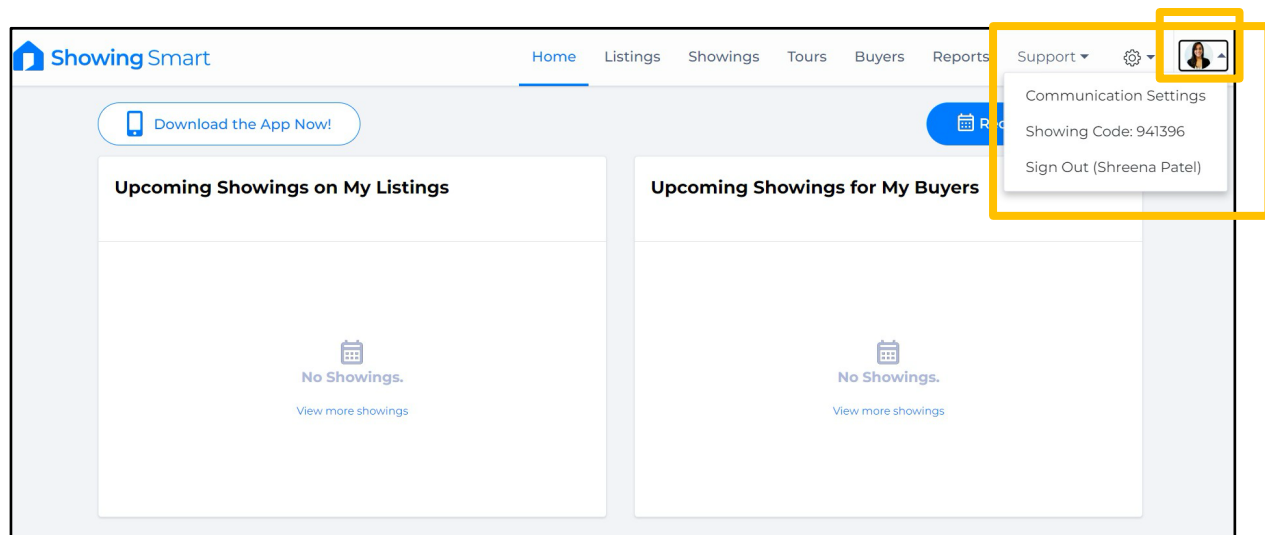


Create New Template – to create a custom feedback template select and save up to four questions.

Feedback Preview – Alert system if you would like to receive feedback before your clients. You will have ability to release Feedback upon receipt. Click gear icon to show options.

Feedback Frequency – Select to send Feedback requests manually or let the system automatically send it out for you up to 4 times.

Profile Picture tab – Edit contact information, notification alerts and view Showing Code.



Communication Settings – Edit contact information and select desired method of Notifications.

Showing code can be used in place of your Public ID number for personal verification when speaking to the call center in case you need to make changes to a scheduled appointment.

The screenshot shows the 'Confirm Contact Information' form in the Showing Smart interface. At the top, the user's showing code is 941396, with a 'Copy' button. The form is titled 'Confirm Contact Information' and states that all notifications will be sent to the provided phone number and/or email. The user's name is Shreena Patel, a Houston Assn of REALTORS. The contact information fields show a phone number (251) 555-0555 and an email address Shreena.Patel@har.com. Under 'Method of Notification', the 'Text' and 'Email' options are checked, while 'Call' is unchecked. A blue 'Confirm' button is located at the bottom of the form.

HAR.com
MLS FINES
NEW UPDATE
POSTED 4/4/25
 New HAR MLS Rule for
CANCELING SHOWING APPOINTMENTS
 Effective immediately, members who are unable to attend a scheduled showing **MUST** cancel it within the scheduled appointment time.
 You may report any violations by emailing mlsqa@har.com along with the listing and appointment information and the name of the showing agent.
FINE AMOUNT:
\$50

New MLS Rule: Showing agents must cancel an appointment during the showing window if you cannot make it. The listing agent can be called, texted, or you may cancel in the showingsmart app. You have the entire showing window to make this cancellation. If you have any questions or would like to report a no-show on your listing email:

mlsqa@har.com