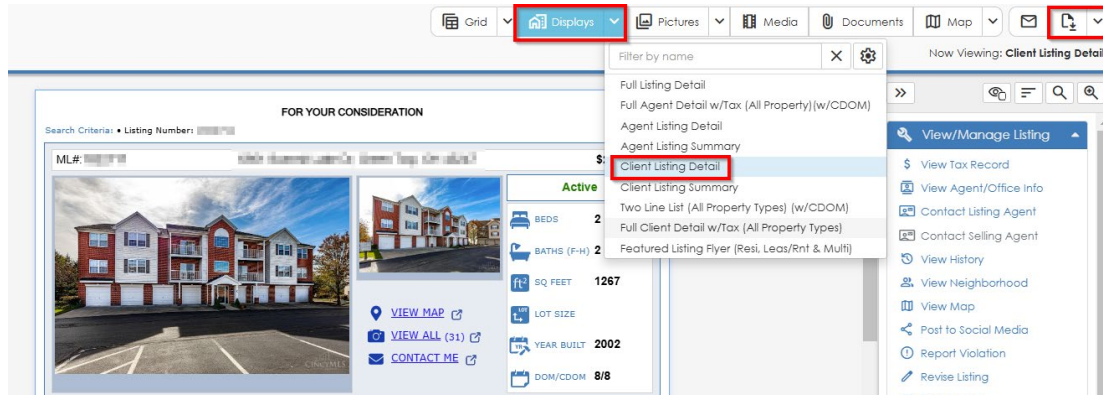


# RAPATTONI MLS 11 FREQUENTLY ASKED QUESTIONS

**Important Note:** Displays view of search results are in Report Format. To print the information that is displayed, select the Download icon on the right-hand side. This will generate a .pdf file that is identical to what is seen in the display which can then be printed or downloaded/saved to your computer.

**Bottom line: Display View = Report View. Select the Download icon to generate a .pdf to print or save.**



## Q1. What is Rapattoni MLS 11?

A1. Rapattoni MLS 11 is the new View & Act interface for search results allowing users to review and take action on their listings without leaving the search results page. This is Rapattoni's Phase I of modernizing and upgrading their system.

## Q2. Can I go back to the old search results page?

A2. Users can leave the new View & Act interface by clicking "Legacy View" at the upper right until December 10, 2024. We highly recommend remaining on the new interface to become familiar with the new features. The Legacy system will be retired the evening of December 10.

## Q3. What do you mean by a soft launch?

A3. Prior to launch on November 5, 2024, users can test and learn the new interface by clicking the yellow "MLS 11" button on the search results page or by choosing to opt-in to MLS 11 Listing Workspace through Your Preferences under the Admin Menu. On November 5, all users will be automatically opted in the MLS 11.

## Q4. How do I print a report? I can't find the print icon.

A4. Displays will be in report format. Choose the display type you'd like to print and use the download icon in the upper right corner. Rapattoni will generate the report, and you can print or save it.

## Q5. How long will the old search results page be available?

A5. The "Legacy View" of Rapattoni's search display will be officially retired on December 10, 2024.

## Q6. What happened to the Multi Photo reports?

A6. The multiple photo reports will no longer be offered for printing, however, all displays are interactive, allowing you to click on any photo to view the full gallery, even if only one image appears initially.

**Q7. How do I change my search results view settings?**

A.7. At the top right of the search results page, in the blue banner, open the gear icon to select your default settings. You can also change your default display by selecting the gear icon in the display drop down menu.

**Q8. I watched the training videos and grid display had the primary photo. How can I add it to my display?**

A8. Click [HERE](#) for Rapattoni's short video tutorial on customizing the grid display. For more Rapattoni tutorials, visit their Learning Center found under the Help option in the MLS toolbar.

**Q9. When will the remaining reports be in MLS II?**

A9. The CincyMLS is currently working on the conversion of the reports below and will release them soon.

- Full Agent Detail (All Property )(w/CDOM)
- Two Line List (All Property Types) (w/CDOM)
- Four Column Comparison Portrait (All Prop) (with modifications using the Four Column RELO)
- Full Client Detail w/Tax (All Property Types)
- Featured Listing Flyer (Resi, Leas/Rnt & Multi)

**Q10. Are we still able to have multiple sessions open while in MLS II?**

A10. Yes, up in the top right corner, next to the search bar, click on the "open a new tab" icon (box with an arrow) this will open a new session while keeping your previous session accessible.

**Q11. Can we review photos while still being able to read the photo comments?**

A11. Yes, the photo comments will display within the individual image view (not the gallery view).

**Q12. How do I add and remove additional reports/displays in my dropdown options?**

A12. Within your search results, click on the teal "Display" icon. The drop-down arrow contains several report options. In the same drop down, click on the gear button to check and uncheck any reports you would like to save as your display default.

**Q13. Where are reports?**

A13. Reports are now referred to as displays that can be downloaded or printed. From the display screen of the search results, use the display drop down menu to choose the display/report you want. The displays focus on individual listings per page.

The CMA Reports are available in the right-side panel. These reports focus on multiple listings per page.

**Q14. I was not able to attend any of the training sessions. Will there be more training offered?**

A14. The training sessions were recorded. You can watch on demand [HERE](#). Note: The recordings are of the same training agenda; content may vary slightly.

**Q15. The Schedule Showing link is missing in the display. How do I set a showing?**

A15. When you've opened the listing in the display view, click the "ShowingTime Schedule a Showing" button at the bottom of the right panel.

**Q16. Where are the CMA Reports?**

A16. The CMA Reports are available in the right-side panel. These reports focus on multiple listings per page.