

# Beginners Guide

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## Summary

This guide is designed to help you get started with the ReNet Touchpoints Manager. Start by entering your listings and creating marketing PDFs. This guide will also explain basic eBrochures and SMS to contacts.

**These instructions are based on a staff member who has FULL SUPER USER ACCESS. If you have restricted access you may not be able to view all areas.**

To set your permissions, you will need to speak to the owner or administrator of your office.



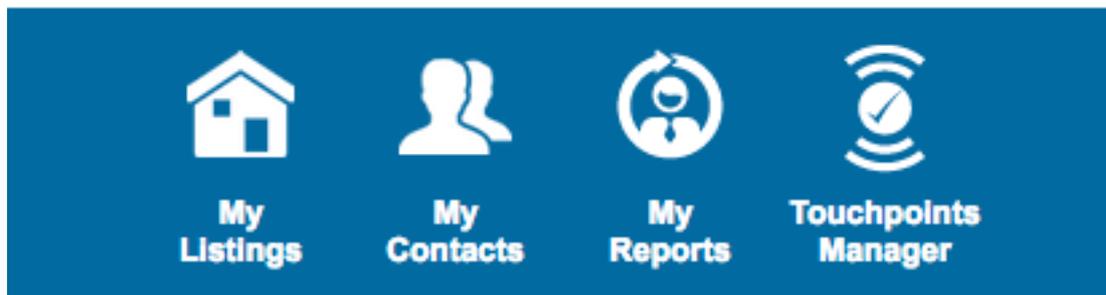
You can also find additional video tutorials by going to the **Watch Video** option in the smart search of your ReNet software.

## Logging in and Navigating ReNet

Log into ReNet via **my.renet.com.au** in your web browser. Your office will assign you a username and password.

### [Index Page](#)

This page is designed to show you important information. You have direct access to your data by using the icons, tasks, enquiries and SMS replies link.



**13** Your Due Tasks    **1** Your Active Enquiries    **2** Your SMS Replies

You will also have direct access to your statistics.



By selecting any of these statistics, this will take you through to the relevant report.

At the bottom of the index page you will see an option for administrator or salesrep admin.



## [Administrator Admin](#)

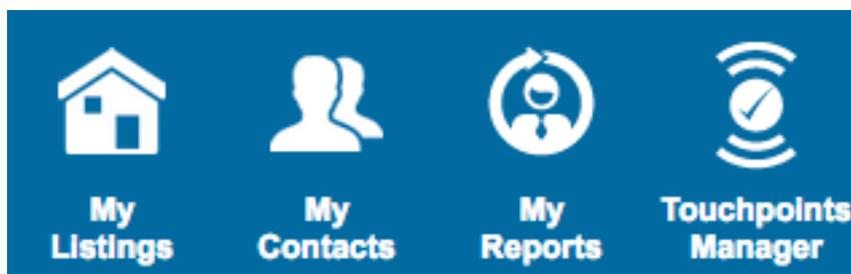
### Administrator Admin

Administrator Admin will show all of the ReNet menu items at the top of the main screen and also to the left hand side. When you select an option from the top, the right hand side will change.

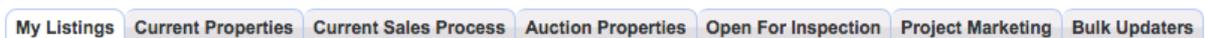
## [Salesrep Admin](#)

### Salesrep Admin

This view is designed to remove the menu items and show information about the staff member logged into the system. Your direct access will be via the icons at the top of ReNet.

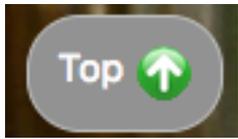


Once selecting an option, you will then have a series of tabs for navigation.



These will change depending on the icon that you have selected.

When you start scrolling through screens in the software, you will see an icon in the bottom right hand corner to take you to the top of the page.



When saving information throughout the system, you are able to do this by selecting **save** at the bottom of the page you are working on, or alternatively press **Enter** on your keyboard and this will automatically save wherever you are on the screen.

## Entering New Listings

Below is all of the mandatory listing information.

When you first enter your listing into ReNet it is not live on the internet.

### [Adding a New Property](#)

From the main screen of ReNet select the **+Property** icon 

Method of disposal		<input checked="" type="radio"/> For Sale <input type="radio"/> For Rent <input type="radio"/> Holiday Letting	
Property Location and Categories			
Address		<input type="text"/> Lot or st num <input type="text"/> Street or road name	
Location		<input type="text"/> Sawtell	District <input type="text"/>
Region		<input type="text"/>	
ZIP/Postcode		<input type="text"/> 2450	<input type="button" value="New Zealand"/> <input type="button" value="Show Full address"/>
Internal Categories		<input type="button" value="-- Select Farm Area --"/> <input type="button" value="+ Listings Farm Area"/>	
<input type="checkbox"/> Cold - Does not need to sell <input type="checkbox"/> Developer Stock <input type="checkbox"/> Development potential <input type="checkbox"/> Dual Income <input type="checkbox"/> Dual occupancy		<input type="button" value="+ Listings Categories"/> <input type="checkbox"/> Hot - Needs to sell <input type="checkbox"/> May sell if buyer presented <input type="checkbox"/> Sub-dividable <input type="checkbox"/> Test Category	
<input type="button" value="Save"/>			

You will be prompted to enter the address of the property.

For the address display you have 5 different options:

- Show Full address – For the portals and your ReNet powered website
- Show Location only – For the portals and your ReNet powered website
- Hide address – For the portals and your ReNet powered website
- Show Street/Location only – For your ReNet powered website
- Show Region only – For your ReNet powered website

If you are hiding the address and have entered a future open home time for the property, the full address will display on your ReNet powered website until the open home time is complete.

Select **Save** at the bottom of the listing.

You will then be taken through to the property details screen.

[Exclusivity Details](#)

Authority and Exclusivity details (internal reporting use only)	
<b>Details</b>	-- Please Select -- by -- Please Select -- (Sawtell Office) Market Valuation \$
<b>Internal Referral</b>	-- Please Select -- as a -- Please select --
<b>Source</b>	Sourced By -- Please Select -- Source -- Please Select -- <a href="#">+ Sources</a>
<b>Agreement Details</b>	Starting <input type="text"/> Agree Date <input type="text"/> with a <input type="text"/> exclusivity period or Expiring on <input type="text"/> Expiry Date <input type="text"/>

You must enter:

**Details:** Type of agreement and staff member.

**Agreement Details:** Start date and length of agreement.

The length of the agreement will then populate the expiry date.

When you add an active agency agreement, you will then be able to access this property in your pending listing search.

*Did you know that you can be alerted up to 29 days in advance of when your properties are due to expire?*

*You are able to set the reminder date by going to setup > Touchpoints manager > general.*

*Any changes you save in here will be effective for the whole office.*

*To view this area, you must be logged in as administrator admin.*

[Advertising/Synchronisation Options](#)

Advertising/Synchronisation Options	
<b>POM</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No Property of The Month/Week etc on your website
<b>Hot Property</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No Hot Properties are only \$16.50/mth each.
<b>ReNet Feature Property</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No Feature Properties are only \$49.50/mth each.
<b>Your Website</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No Advertise on your http://www.seemyproperty.com.au (if ReNet-powered )
<b>Advertise on ReNet Portals</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No ReNet.com.au Portals <input type="text" value="http://www.realestate.incoffs.com"/> <a href="#">Free</a>
<b>Third Party Portals</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No allhomes.com.au
	<input checked="" type="radio"/> Yes <input type="radio"/> No juwai.com
	<input checked="" type="radio"/> Yes <input type="radio"/> No realestate1.net.au
	<input checked="" type="radio"/> Yes <input type="radio"/> No thehomepage.com.au - millionplus.com.au

**POM:** Property of the Month – For your ReNet powered website.  
This is used to display listings in the feature home page slider on your website.

**Hot Property:** For your ReNet powered website and our ReNet portals.  
Hot properties will show at the top of the search results on your ReNet powered website and also our ReNet portals. As part of your subscription your office will start with 3 hot properties. Every year you continue with ReNet you will receive an additional hot property free of charge.

**ReNet Feature Property:** For our ReNet portals.

**Third Party Portals:** This is all of the paid and free portals that you have an account with. By default, all of the portal options including your ReNet powered website, will be selected to 'yes'. You will need to select the option of 'no' if you do not wish to advertise your listing on this portal.

### [Property Details](#)

Property Details	
Method of disposal	<input checked="" type="button" value="For Sale"/> <input type="button" value="For Rent"/> <input type="button" value="Holiday Letting"/>
Sale Type	<input checked="" type="button" value="Private Treaty"/> <input type="button" value="Auction"/> <input type="button" value="For Tender"/>
Property Type	<input checked="" type="button" value="Residential"/> <input type="button" value="Rural"/> <input type="button" value="Section"/> <input type="button" value="Commercial"/> <input type="button" value="Business"/>
Residential Options	<input checked="" type="button" value="House"/> <input type="button" value="Unit"/> <input type="button" value="Villa"/> <input type="button" value="Apartment"/> <input type="button" value="Studio"/> <input type="button" value="Townhouse"/> <input type="button" value="Duplex"/> <input type="button" value="Mobile Home"/>
Other Fields	<input type="checkbox"/> Acreage <input type="checkbox"/> Acreage Semi-Rural <input type="checkbox"/> Semi-Rural <input type="checkbox"/> Prestige <input type="checkbox"/> Waterfront <input type="checkbox"/> Beachfront <input type="checkbox"/> Riverfront <input type="checkbox"/> Golf Estate <input type="checkbox"/> Alpine <input type="checkbox"/> House and Land <input type="checkbox"/> NRAS <input type="checkbox"/> Development <input type="checkbox"/> Investment <input type="checkbox"/> Off the Plan <input type="checkbox"/> Resort <input type="checkbox"/> Subdivision <input type="checkbox"/> Project Marketing <input type="checkbox"/> Block Of <input type="checkbox"/> Highrise <input type="checkbox"/> Penthouse <input type="checkbox"/> Retirement <input type="checkbox"/> Serviced Apartment <input type="checkbox"/> Terrace

This will be the category where your listing will display online. When you select a different method of disposal or property type, the form will automatically update with your new options.

Take care with the other fields in this area as some of these require additional subscriptions with the portals.

### [Advertised Pricing Details](#)

Advertised Pricing Details	
Price <i>required</i>	\$ <input type="text"/> <input checked="" type="checkbox"/> Hide the price   GST options <input type="text"/>
Display Price As	<input type="text" value="Offers over, From, etc"/> <span style="border: 1px solid blue; padding: 2px;">Display Price As displays "as is" and in preference to the Price value.</span>

**Price Required:** Used for Searching purposes.

Example: If you enter a price required of 260000 will show your property in a listing search between 250000 and 300000.

**Display price as:** The price that will display online.

The **display price as** field is a free form text field. This will show exactly how it is entered.

### Key Attributes and Parking Details

Key Attributes	
<b>Bedrooms</b>	0 <input type="button" value="v"/> Bedrooms Details <input type="text" value="Bedrooms &amp; Details"/>
<b>Bathrooms</b>	0 <input type="button" value="v"/> Bathrooms Details <input type="text" value="Bathrooms &amp; Details"/>
<b>Toilets &amp; Ensuites</b>	-- Toilets -- <input type="button" value="v"/> -- Ensuites -- <input type="button" value="v"/>
Parking Details	
<b>Garages &amp; Carports</b>	0 <input type="button" value="v"/> Garages 0 <input type="button" value="v"/> Carports <input type="text" value="Garage &amp; Parking details"/>
<b>Other car spaces</b>	-- Optional -- <input type="button" value="v"/> Other car spaces
<b>Remote Garage</b>	<input type="checkbox"/> Remote Garage
<b>Secure Parking</b>	<input type="checkbox"/> Secure Parking

Drop down and select the number required.

With the parking details, realestate.com.au will add the fields of garages, carports and other car spaces together. The icon at the top of realestate.com.au will display the total number entered across all three fields.

### Building Size, Land Size and Land Frontage

<b>Building Size</b>	<input type="text" value="Building Size"/> - <input type="button" value="v"/> N/A <input type="button" value="v"/> (Approx)
<b>Landsize</b>	<input type="text" value="Landsize Details"/> - <input type="button" value="v"/> N/A <input type="button" value="v"/> (Approx)
<b>Land Frontage (meters)</b>	<input type="text" value="Land Frontage (me"/>

For Building Size and Land Size enter numbers only in the left hand side field and then select the measurement from the drop down box on the right.

For Land Frontage enter numbers only and then the portal will display approximate in meters.

[Contact Details](#)

Contact Details			
<p><b>Staff to contact</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Varelle Johnson</li> <li><input type="checkbox"/> Ben Mewburn</li> <li><input type="checkbox"/> David Young</li> <li><input type="checkbox"/> Fletcher Norman</li> <li><input type="checkbox"/> Hannah French</li> <li><input type="checkbox"/> Hannah French</li> <li><input type="checkbox"/> Jace 2</li> </ul>	<p>Drag the Contacts Reps to the order you would like displayed on your website and third party portals, then press "Save" below.</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td>Varelle Johnson</td> </tr> </table>	1	Varelle Johnson
1	Varelle Johnson		

Select the staff member on the left to receive the enquiries. You are able to select more than one staff member and then drag and drop them in order of preference.

We will send the staff member name, email address and phone number to the portals. If you would like to add a photo for your staff member you will need to log in through the portal administration area and upload this against the staff profile.

[Descriptions that are viewable on the internet](#)

Descriptions that are viewable on the internet	
<b>Heading.</b>	Our Brand New Home
<b>Introduction Text</b>	Our Brand New Home
<b>Property Description Main Text Area</b>	Our Brand New Home

Only the heading and the property description will feed across to the portals. You are able to add unlimited text in the description area.

*Do you copy and paste your descriptions from Microsoft Word?*

*Please be careful of special characters like quotation marks and bullet points as these will appear differently online. Once you have copied your description into ReNet, please replace any bullet points and quotation marks by using the plain text icons eg \* from your keyboard.*

Once all of this has been entered scroll to the bottom of the page and select **save**.

## Adding Images/Media

From any property select the **+Media** icon



### [Adding Photos](#)

From the photo tab on your listing select the **choose file** or **browse** option and select the photo from your computer.

Then select **save** on the right hand side.

To add a new image please select **Add new photo**.

22		File	<input type="button" value="Choose File"/> No file chosen <i>No original image exists!</i>	
		Description	<input type="text"/>	<input type="button" value="Save"/>

Once all photos have been added use the **reorder photos** option to drag and drop into the correct position.

Once the photos are in the correct order select **save order**.

We recommend images no bigger than 8MB.

*Did you know that we use your original images and send these to the portals?  
There is no need to resize your images. Once the portal receives these they will resize to the correct size required.*

### [Document Storage](#)

To add new documents please select the **browse to upload** button.



This will then save your document against the listing.

These can be accessed at any time.

By selecting the document name, this will download directly back to your computer.

These documents can also be viewed via our integrated app.

To remove documents from the storage area, please select the document on the left hand side and then select the trash icon.

## [Floorplans](#)

### Select **Add new floorplan**

22	<input type="button" value="Upload a new image"/>	File	<input type="button" value="Choose File"/> No file chosen <i>No original image exists!</i>	<input type="button" value="X"/>
		Description	<input type="text"/>	<input type="button" value="Save"/>

Browse for the file and select this off your computer.  
Select save on the right hand side.

The first two floorplans that you have uploaded will show on the portals. Any additional floorplans will show on your ReNet powered website.

*Did you know that we have a GIF converter built into ReNet?*

*You are able to upload your floorplans in a GIF, PDF or JPG format and we will get them web ready for you.*

## [External Links](#)

Select **+Add new link**

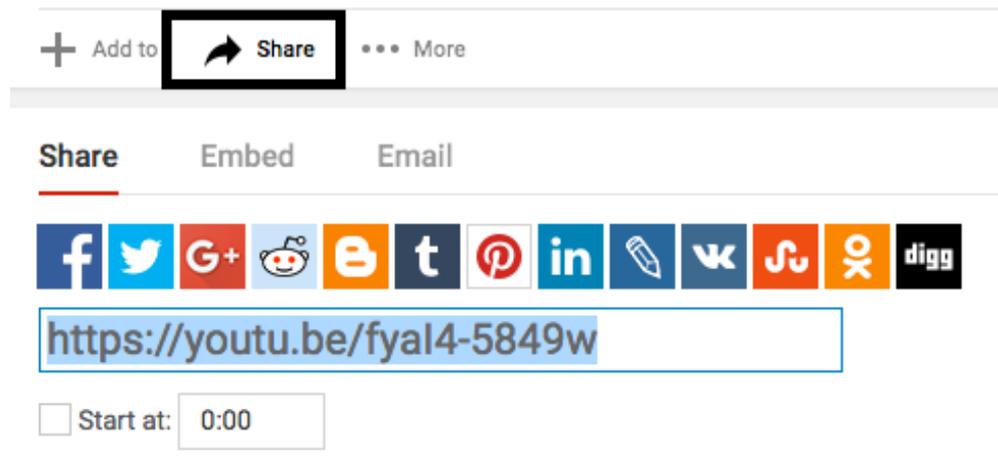
Edit/Add links to third parties	
Uri	<input type="text" value="http://www."/>
Link Type	<input type="text" value="Virtual Tour"/> <input type="button" value="v"/>
Link Display	<input checked="" type="radio"/> Description <input type="text"/> <input type="radio"/> Image URL <input type="text"/> <small>Please make sure you have permission to use any copyrighted images.</small>

Paste the URL from the third party source eg YouTube into the URL field.  
Select the **link type** that you would like to use for the portals.

*Did you know that if you are using the description field in the external links area that this will be the name for the button that displays on your ReNet powered website.*

### [Feature movies for the portals](#)

To have your external link show at the 2<sup>nd</sup> image on the portals:  
Use the **share link** from YouTube and past this URL into the external link area in ReNet.



Select the **link type** to be a **movie**

### [Google Maps](#)

Google will automatically pinpoint the location based on the address entered for the property. If the location is incorrect, drag and drop to the correct location and then select **Save**.

This map location will only update on your ReNet powered website and the eBrochures sent from our system.

If the location is incorrect on the portals you will need to contact them directly:

Realestate.com.au: 1300 134 174

Domain.com.au: 1300 799 109

*Note: When using building names in your property address field please exclude quotation marks around your building name. Google will not pinpoint the location if quotation marks have been entered.*

## Adding Open Home Times

From the profile tab on the listing select **+OFI Time**

Date	<input type="text"/>	@	1	:	00	AM	Duration	Hours	30 Mins	<input type="checkbox"/> (Show state time i.e. QLD time)
OFI Conducted By	-- Listing Agent --									

You must enter:

The date.

The start time.

The duration of the open home time.

The open home time will automatically feed across to the portals and your ReNet powered website. Once the open home date and time has passed this will automatically be removed online.

## Deleting Open Home Times

From the **profile tab** on the listing select **ALL OFI's**

To the right of your open home date and time you will see the option to delete.

<b>[44460305] Tuesday 20th Jun 01:00 am - 1:30 am</b>						
Attendees: 0						
1	20-06-2017 01:00 am	Enter attendees	Comments: Nil	Active		

You only have the ability to remove future open home times. When deleted these will automatically remove online.

Previous open homes will stay in ReNet as history and you can then add attendees for reporting.

## Setting your Listing Live

From your archived property select **+Click here to advertise this property or make a LIVE listing**

[+ Click here to advertise this property or make a LIVE listing](#)

You will be alerted of any required information that is missing in red. You will not be able to set your listing live until the required information has been entered/updated.

- !** **IMPORTANT:** This property can not be put live on the internet until the following errors fixed!
1. Listing has no description [Click here to edit this property](#)
  2. Listing has no heading [Click here to edit this property](#)
  3. Listing has a searchable price and/or hidden price of 0. [Click here to edit this property](#)

You may also be alerted that owners have not been entered. This information is not mandatory.

- !** **IMPORTANT:** Please check the following warnings, incorrect data entry may produce unexpected results!
1. The listing's owners have not been entered. [Click here to enter the owners](#)

Check that all your listing information is correct.

Select **Save** at the bottom of the listing.

You will receive a pop-up confirming that you want to set your listing live.

**my.renet.com.au says:**

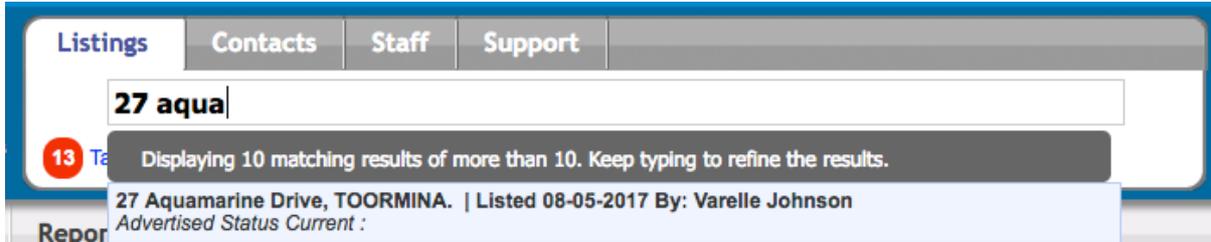
Please confirm your archive action and the advertised status are correct.

When you select **OK** your listing will be fed to the internet.

## Property Updates

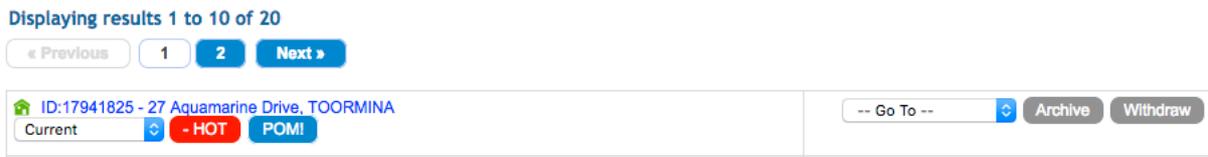
### [Searching for properties](#)

The quickest way to search for properties is to use the smart search at the top of ReNet.



Start typing the address of the property and this will then bring up all relevant results. Please select the property to open this into a new screen.

If you press enter on your keyboard twice after entering the address this will populate the listing into a search result.



You are able to access the listings that you manage by using the **my listings** icon at the top of ReNet that will then lead you through to tabs to access your stock.



Listings Manager

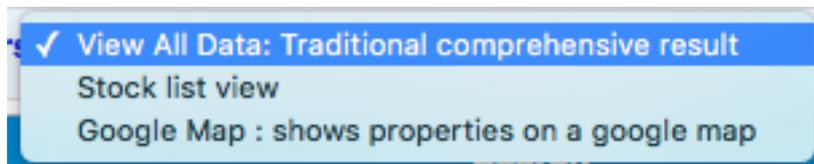


You are also able to use the listings tab at the top of ReNet if you are viewing this in Administrator Admin.



### [Listing Search View](#)

At the bottom of every listing search, you have the ability to choose how you would like this information to display.



View All Data: Traditional comprehensive result

ID:17941825 - 27 Aquamarine Drive, TOORMINA

Owners: Luke 2, Varelle

Profile Touchpoints Manager™ 7 Notes Prospecting 15 Campaign Manager Brochures Owner Reporting 3 Sales Process Tasks



**SOLD (Conditionally)!**  
Price: Not entered  
Listed Exclusive by Varelle Johnson 08-05-17  
Exclusive Expiry: 05-08-17  
Agency agreement:: 08-05-2017 Days on market: 44  
Live date: 16-05-2017 Days on market live: 35  
Varelle Johnson Ph: 0422 222 222

- + OFI Attendees for Tue Jun 20 1:00 am
- + OFI Attendees for Mon Jun 19 1:00 am
- + OFI Attendees for Thu Jun 15 1:00 am

30-05-2017 : VARELLE JOHNSON - renet training POM! -HOT Archive Withdraw

This will show full details of your listing including:

- Owners Details
- Exclusivity Details
- Open Home Information
- High Priority Notes

When selecting the **Profile** tab on this listing, this will open into a new screen and automatically load the property chronological history.

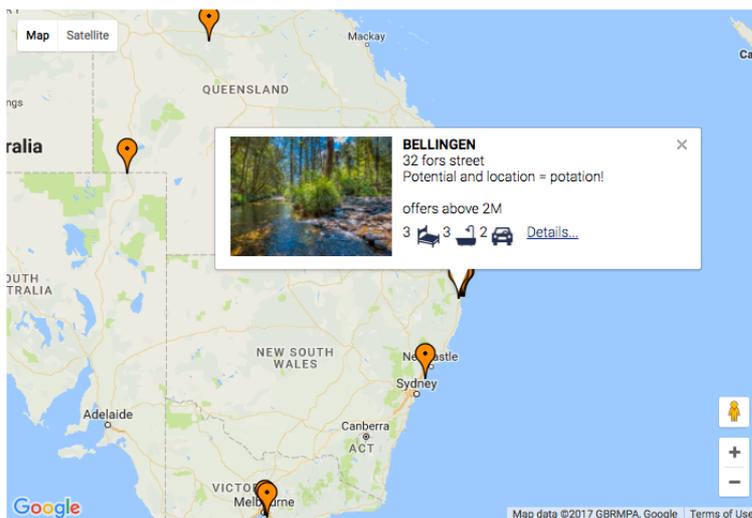
### Stock List View



This will show a list of your properties with a drop down to quicklinks on the right hand side to update property information. When selecting the address of the property, this will open the profile tab with the property information. To view the chronological history on the property scroll to the bottom of the page and select **Load property history**.



Google Map: shows properties on a google map



Depending on the search criteria you are using, this will then pinpoint the property locations on a google map. Select the pinpoint to bring up the property information and then select the **Details** link to open up the listing in a new screen.

*When using this area, your last selected search view will save for the next time you log into ReNet.*

## Updating Property Information

You are able to update your property information at any time and this will then update on the internet.

From the profile screen on your listing you will see quicklinks that will lead you directly to property information.

The screenshot shows a property profile interface. At the top, there is a row of green buttons: + Enquiry, + Media, + OFI Attendee, + Inspection, + Expense, + Offer, + Note, + Contract, + Task. Below this, the 'Owners' section shows 'Varelle' with a profile picture. A dropdown menu is open, displaying details: Authority (Exclusive Listing by Varelle Johnson on May 08 17 Expiry: 05-08-17), Live (2 Days on market since agreement date & 33 Days on market since live 16-05-2017), Status (Current), Price (Search price \$469,000), and Modified (Mon 19th Jun 2017 @ 02:23 pm). Below the dropdown is a navigation bar with tabs: Profile, 27 Touchpoints Manager™, 5 Notes, Prospecting, 15 Campaign Manager, Brochure, Owner Reporting, 2 Sales Process, Tasks. A sidebar on the left contains several sections: + Owners (Varelle), High Priority Notes (30-05-2017 : VARELLE JOHNSON - renet training), + Tenants (Owner occupied or no tenants), + OFI Time (20-06-2017 at 1:00 am - 1:30 am, Open For Inspection TODAY at 1:00 am - 1:30 am, + Add Visitors, ALL OFI's), Heading (Our Brand New Home), Introduction (Our Brand New Home), Description (Our Brand New Home), Assigned Office (Sawtell Office), Web Enquiries (Varelle Johnson: i), Feature Property (POM (Property Of The Month) HOT property FEATURE property), and Third Party Portals (allhomes.com.au, Juwai.com, realestate1.net.au, thehomepage.com.au).

Once the information has been updated scroll to the bottom of the screen and select **Save**.

## Deleting Properties

Search for your property via the smart search and then press enter twice on your keyboard to show the search results in a list view.

From the search view you will see the option to archive your listing.

The screenshot shows search results. At the top, it says 'Displaying results 1 to 10 of 20'. Below this is a pagination bar with 'Previous', '1', '2', and 'Next' buttons. The main listing card shows 'ID:17941825 - 27 Aquamarine Drive, TOORMINA' with 'Current' status, '-HOT', and 'POM!' tags. At the bottom right of the card, there are 'Go To', 'Archive', and 'Withdraw' buttons, with the 'Archive' button highlighted by a red box.

For a listing to be removed from ReNet it must be archived for 7 days. After 7 days you are able to remove this completely from the system. Any information that has been deleted from the system will be removed permanently.

## Marking a Listing as Under Contract

From any property select + **Contract**

Select +**Add New Contract**

This is the required information for a contract.

### [Contract Details](#)

Contract Details	
Contracted	19-06-2017  for \$ 469000 As an Owner Occupier  Contract ID 2845485
Contract Status	Written <input type="text" value="Contract status notes"/>
Exchanged/Signed Contracts	Exchanged d  Exchanged/Signed with -- Please Select --

Enter the **contracted date** and the **sold price**.

### [Selling Fees and Commission Splits](#)

Selling Fees and Commission Splits	
Agreed Selling Fee	\$ Total Selling Fee  Ex GST) <input type="checkbox"/> GST Receivable <input type="text" value="Selling Fee Description"/>
Commissions Sides and Expenses	\$0.00 Selling Fee
	\$0.00 Commission Pool After Selling Fee Expenses
Listing Side	\$0 <input type="text" value="60"/> %  Listing Agr  Varelle Johnson <input type="text" value="Split notes"/>
Selling Side	\$0 <input type="text" value="40"/> %  Selling Agr  Varelle Johnson <input type="text" value="Split notes"/>

Enter the **listing agent** and the **selling agent** from the drop down.

## SOLD and Settlement Details

SOLD and Settlement Details	
<b>Unconditionally SOLD</b>	<input type="checkbox"/> Mark as Unconditionally SOLD on the <input type="text" value="Unconditic"/>  <input type="button" value="Hide"/>  Data.
<b>Settlement</b>	<input type="text" value="Days"/> days or <input type="text" value="Settle Date"/> 
<b>Advertised Status</b>	<input type="text" value="Under Contract"/> 

Update the **Advertised Status** to be **Under Contract**.

Select **Save** at the bottom of the contract.

This will then send an Under Contract banner to the portals and your ReNet powered website until the time the property has been marked as sold. You will still see this property available in the For Sale section of the portals and your ReNet powered website. You will also continue to receive enquiries on the property.

## Marking a Listing as Sold

From any property select **+ Contract** 

Select **+Add New Contract**  or **edit** the current contract that has been added 

## Contract Details

Contract Details   Inserted by on 19-06-2017 and last updated by on 01-01-1970	
<b>Contracted</b>	<input type="text"/>  for \$ <input type="text"/> As an <input type="text" value="Owner Occupier"/>  Contract ID <input type="text" value="2845485"/>
<b>Contract Status</b>	<input type="text" value="Settled"/>  <input type="text" value="Contract status notes"/>
<b>Exchanged/Signed Contracts</b>	<input type="text" value="Exchanged d"/>  Exchanged/Signed with <input type="text" value="-- Please Select --"/> 

Enter the **contracted date** and the **sold price**.

## SOLD and Settlement Details

SOLD and Settlement Details	
<b>Unconditionally SOLD</b>	<input checked="" type="checkbox"/> Mark as Unconditionally SOLD on the <input type="text" value="Unconditic"/>  <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;"> <input checked="" type="checkbox"/> Hide  <input type="checkbox"/> Show         </div> Data.
<b>Settlement</b>	<input type="text" value="Days"/> days or <input type="text" value="Settle Date"/> 
<b>Advertised Status</b>	<input type="text" value="Sold"/> 

Select the box for **Mark as Unconditionally SOLD** and enter the **sold date**.

From the data drop down you have the option to show/hide the sold information online. If you choose to show the data, your listing will show at the top of the sold galleries on the portals and the sold information may be used by third parties.

If you choose to hide the data, your listing will appear below all of the properties displaying the sold information.

Update the **Advertised Status** to be **Sold**.

Select **Save** at the bottom of the contract.

*Please ensure when marking your property as sold, all information is correct. Once sold data is sent across to the portals, realestate.com.au will not allow you to change this.*

*Did you know that you can send listings to realestate.com.au without marking them as current first?*

*If you have sold a listing off the market and want to advertise this as sold, simply add the contract details and mark as sold before you set your listing live.*

*This will only work on realestate.com.au as domain.com.au requires listing to have a status of current before showing these in their sold gallery.*

## Adding Contacts

From the main screen of ReNet select **+ Contact**



From the top select a source.

**(Required) Source**

-- Please Select --



**+ Sources**

You are able to manage and add your own sources by using the **+ Sources** button.

Please add the information that you have for your contact.

### Contact Categories

Categories		+ Category Setup
<input type="checkbox"/> Bricky		<input type="checkbox"/> past sellers
<input type="checkbox"/> Builder		<input type="checkbox"/> Potential Buyer
<input type="checkbox"/> buyer		<input type="checkbox"/> Potential Tenant
<input type="checkbox"/> cmhp		<input type="checkbox"/> Potential Vendor
<input type="checkbox"/> Coaching 2017		<input type="checkbox"/> Previous Seller
<input type="checkbox"/> Commercial		<input type="checkbox"/> realcorp
<input type="checkbox"/> Developer		<input type="checkbox"/> receiver
<input type="checkbox"/> Developer		<input type="checkbox"/> relief managers
<input type="checkbox"/> Development		<input type="checkbox"/> Renovator
<input type="checkbox"/> First Home Buyer		<input type="checkbox"/> Renters
<input type="checkbox"/> IA Member		<input type="checkbox"/> scott ebrouchure
<input type="checkbox"/> Insurance		<input type="checkbox"/> Seller Enquiry
<input type="checkbox"/> Investor		<input type="checkbox"/> Solicitor
<input type="checkbox"/> Landlord		

This will show all of the categories throughout the office. You are able to select more than one category to assign to your contact.

If you would like to add additional categories use the **+ Category Setup** button

### Managing Staff

Managing Staff		
<input checked="" type="checkbox"/> Varelle Johnson	<input type="checkbox"/> Reception	
<input type="checkbox"/> Ben Mewburn	<input type="checkbox"/> Rod Askew	
<input type="checkbox"/> David Young	<input type="checkbox"/> Rolf Effenberger	
<input type="checkbox"/> Fletcher Norman	<input type="checkbox"/> scott schindler	
<input type="checkbox"/> Hannah French	<input type="checkbox"/> See My Office	
<input type="checkbox"/> Hannah French	<input type="checkbox"/> Tegan Owen 123	
<input type="checkbox"/> Jace 2	<input type="checkbox"/> tegan2	
<input type="checkbox"/> Jace Jonathan	<input type="checkbox"/> Test Team	
<input type="checkbox"/> Nik Doves	<input type="checkbox"/> Wesley Scrutton	
<input type="checkbox"/> Niki Bell	<input type="checkbox"/> William Murray	
<input type="checkbox"/> Rachael Millar	<input type="checkbox"/> ZZOlga	

You are able to assign more than one staff member to your contact. Any staff member who is assigned in this area is able to access this contact via a search.

## Contact Updates

### Searching for Contacts

The quickest way to search for contacts is by using the smart search at the top of ReNet.



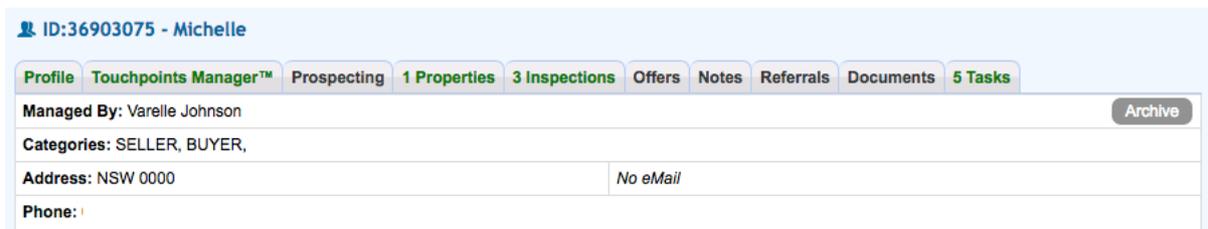
You are able to search by:

- Name
- Phone Number
- Email address
- Suburb where the contact lives

By selecting the contact name, this will open up into a new window.

By pressing enter on your keyboard in the search field twice, this will populate your contacts into a search result.

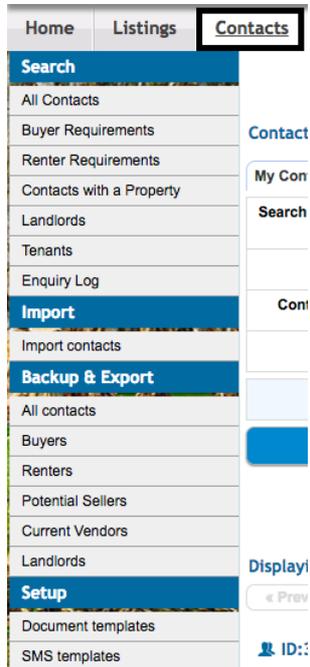
Displaying results 1 to 1 of 1



You are also able to access the contacts that you manage by using the My Contacts tab at the top of ReNet. This will also link through to additional tabs for the different types of contacts that you have in the system.



You are also able to access your contacts by using the contacts tab at the top of ReNet if you are logged in as administrator admin.

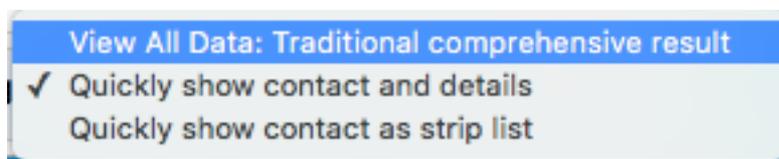


When completing your contact searches you are able to include filters such as:

- Contact Type – Buyer, Renters and Sellers
- Contact Temperature – Hot, Warm or Normal
- Contact Category
- Compatibility Options
- Archived Contacts
- Contacts with a property attached – Potential or Current Vendors

### [Contact Search Views](#)

At the bottom of every contact search. You have the ability to select how you would like the information to display.



View All Data: Traditional comprehensive result

ID:36954855 - Alex

PENDING LISTING 10 Aquamarine Drive, TOORMINA

<a href="#">Profile</a>	<a href="#">Touchpoints Manager™</a>	<a href="#">Prospecting</a>	<a href="#">1 Properties</a>	<a href="#">2 Inspections</a>	<a href="#">1 Offers</a>	<a href="#">Notes</a>	<a href="#">Referrals</a>	<a href="#">Documents</a>	<a href="#">1 Tasks</a>	<a href="#">Archive</a>
Managed By: Varelle Johnson										
Categories: BUYER,										
Address:					Email:					
Phone:  [Send with bulk SMS]										
No Image Available		10 Aquamarine Drive TOORMINA NSW 2452								
<b>BUYER:</b> <a href="#">Show matching properties for buying</a>										
Property Types: Any property										
Price Range: between \$0 and \$609,700 Bedrooms: Any										
Locations: Armidale Bellingen Ben Lomond Boambee Boambee East Bonnie Doon Bonville , Toor .....										

This will provide a full overview of your contact including:

- Listings that are on the market

- The ability to communicate to the contact via phone and email

- Any properties where they are the owner

- Buyer or renter requirements added

- Each tab will show a tally of activity that they have had with properties

By selecting the **Profile** tab of the contact this open into a new screen and will automatically load the full contact chronological history.

Quickly show contact and details

ID:36954855 - Alex

PENDING LISTING 10 Aquamarine Drive, TOORMINA

<a href="#">Profile</a>	<a href="#">Touchpoints Manager™</a>	<a href="#">Prospecting</a>	<a href="#">1 Properties</a>	<a href="#">2 Inspections</a>	<a href="#">1 Offers</a>	<a href="#">Notes</a>	<a href="#">Referrals</a>	<a href="#">Documents</a>	<a href="#">1 Tasks</a>	<a href="#">Archive</a>
Managed By: Varelle Johnson										
Categories: BUYER,										
Address:					Email:					
Phone:  [Send with bulk SMS]										

This will show any properties that are on the market, sold or pending to the contact and the main contact details.

By selecting the **Profile** tab this will show profile information only. To show the chronological history select **Load contact history**.

[Load contact history](#)

Quickly show contact as strip list

ID:36894875 - SMITH Aquamarine Drive, TOORMINA NSW 2452	No eMail		N/A	Archive
--	----------	--	-----	---------

This will show the contact name, address, email and phone number. If contact details are entered, you are able to communicate via email and SMS. By selecting the contact name, this will open their profile tab into a new screen.

*When using this area, your last selected search view will save for the next time you log into ReNet.*

## Updating Contacts

From the profile screen of your contact you will see quicklinks to update information.

Once the information has been updated please select **Save**.

## Deleting Contacts

Search for your contact via the smart search and then press enter twice on your keyboard to show this in a list view.

From the search view you will see the option to archive your contact.

Displaying results 1 to 1 of 1

For a contact to be removed from ReNet it must be archived for 7 days. After 7 days you are able to remove this completely from the system. Any information that has been deleted from the system will be removed permanently.

## Print Marketing

Through ReNet you have the ability to create various print marketing for your properties. This includes:

- Window Cards/Brochures
- DL Flyers
- Open Home Brochures
- Booklets
- Stocklists

### [ReNet Default Property Brochures](#)

#### PDF Brochure Options

- ReNet Default QR Code Generator
- ReNet Default Portrait Window Card
- ReNet Default Double Sided Portrait Window Card \*\* NEW! \*\*
- ReNet Default Landscape Window Card
- ReNet Default Double Sided Landscape Window Card \*\* NEW! \*\*
- ReNet Default DL Portrait Flyer
- ReNet Default DL Landscape Flyer
- ReNet Default Vendor Report
- ReNet Default Double Sided Flyer

You will see all of these options in your account. Option 1 will create an QR code only for external marketing. Option number 8 is a chronological history vendor report. For the default property brochures, these use the advertising description that has been entered for your listing.

Alternative & print text is a short version used for PDF's (brochures, booklets, etc)	
Advertising Heading	<input type="text" value="Our Brand New Home"/>
Advertising Description	<input type="text" value="Our Brand New Home"/>

If this area is left blank when you first enter the listing into ReNet, we will automatically copy the full internet description and paste into this area.

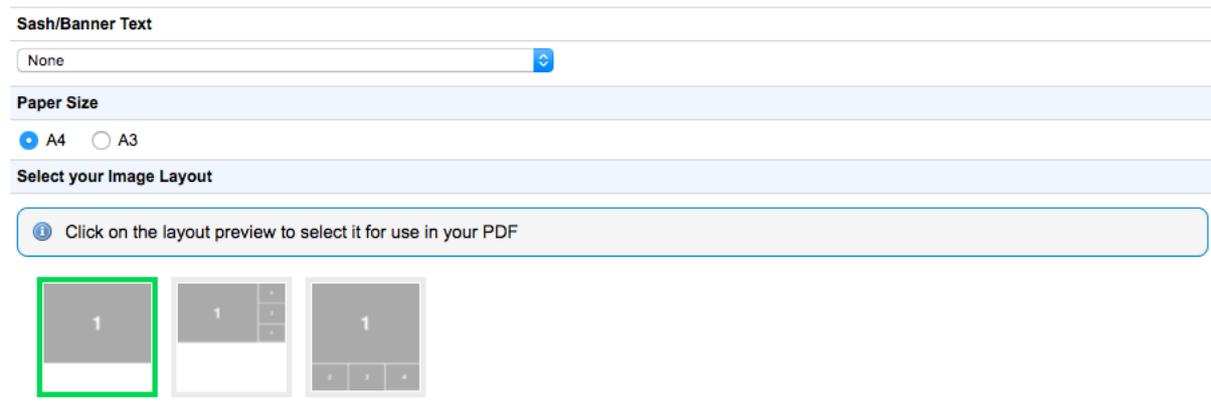
The text is designed to automatically resize dependent on the white space that is available.

## [Creating Property Brochures](#)

From any property select the **Brochure** tab.



Select the option that you would like to create. Then select **Next** at the bottom of the screen.



This will lead through to a form that will allow you to make adjustments to the PDF before this is created.

Each PDF form is different. This will show different options depending on the type of brochure you are creating, and the customisations that have been included.

This will not adjust the listing information online. This is only for the PDF that you create.

Once all of your form updates are correct select the **Create PDF** option at the bottom of the screen.

This will download a PDF file directly to your computer.

## [ReNet Default Property Booklets](#)

- ReNet Default A5 Booklet
- ReNet Default A4 Booklet

These booklets are designed to show all current properties in your office.

These booklets will use the advertising description that has been entered for your property.

Alternative & print text is a short version used for PDF's (brochures, booklets, etc)

Advertising Heading	<input type="text" value="Our Brand New Home"/>
Advertising Description	<input type="text" value="Our Brand New Home"/>

If this area is left blank when you first enter the listing into ReNet, we will automatically copy the full internet description and paste into this area.

The text is designed to automatically resize dependent on the white space that is available.

### [ReNet Default Stocklists](#)

- 3.  ReNet Default A4 Public Stock List
- 4.  ReNet Default A4 Internal Stock List

The ReNet default stock lists will use the introduction text that that has been entered for the property.

Introduction Text	<input type="text" value="Our Brand New Home"/>
-------------------	---

This field is limited to 250 characters. The first 250 characters of the internet description will be automatically copied into this field when the listing is first entered into ReNet. With the character limit the description may cut off mid word or mid-sentence. You are able to use a different description in this area ensuring that this stays within the 250 character limit.

### [Creating Property Booklets and Stocklists](#)

Select **My Reports** and then select the **PDF Reports** tab.

When creating marketing from this area, this is set to display your current listings for your office.



Select the option that you would like to create and then select **Next**.

**Cover Property**

Please note that the cover property will only work with a landscape main image - portrait images will show over the top of the text.

WAVELL HEIGHTS - 12 Sunny Avenue, \$1,000,000.

**Property Type**

sale

**Show Current Only**

Yes:  No:

**Select Suburbs**

This will lead you through to a form that will allow you to filter the types of properties that you would like to show.

Each PDF form is different. This will show different options depending on the type of brochure you are creating, and the customisations that have been included.

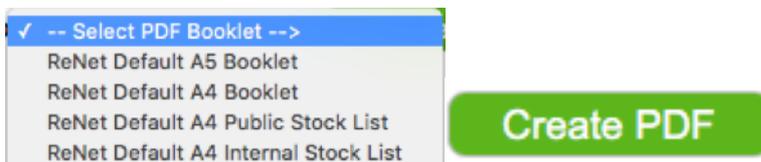
Once all form selections are complete, please select **Create PDF** at the bottom of the page.

This will download a PDF file directly to your computer.

### [Creating PDFs from a Listing Search](#)

When completing a listing search, you are also able to create your PDF booklets and stock lists and filter further the properties to include.

You will see the option to select the type of PDF and then create.



This will then take you to the same form options but include the ability to choose the properties to add to your booklet.

**Listings**

 10 Eridani Court Thornlands - Offers Over \$300,000

Once your properties are selected, use the **Create** option to download the PDF to your computer.

## Creating eBrochures

There are several areas where you are able to create an eBrochure from. These include:

- From a listing search
- From a contact search
- From the marketing area
- Directly from a contact card
- From the Touchpoints Manager

With all of the eBrochures that are sent from the system, by default they are sent from the primary contact manager. You are able to adjust where this eBrochure comes from for the manual eBrochures that you send from the system.

There is also an unsubscribe option on every eBrochure that we send from the system. If a contact selects to unsubscribe, this will automatically link back to their contact ID and unsubscribe them from receiving marketing. The primary contact manager will also receive an email advising that a contact has unsubscribed.

With all of the eBrochures that are sent, we also start to track this. If you have a contact that selects a property to view more than 3, or more than 5 times, the contact manager will receive an alert that they have a contact that is showing interest in their property.

### Manually Unsubscribing Contacts

When setting up your contacts they are subscribed to two main types of eBrochures:

Manual eBrochures – These are the eBrochures that you select **Send eBrochure** from within ReNet to send to your contacts.

Automatic Alerts – These include your new listing, price reduction, sold, auction and automatic activity eBrochures.

To unsubscribe contacts from manual eBrochures bring up your contact card and select **Emails** beside the contact email address.



Managed by Varelle Johnson  
Categories BUYER, BUYER  
Phones  
Emails  
Last Modified Fri 14th Jul 2017 @ 10:32 am  
Privacy Settings No MAIL Register Do N



Emails Primary email address  Receives General Marketing eBrochures

From the emails area untick **Receives General Marketing eBrochures**.

To unsubscribe from Automatic alerts, from the contact profile tab, in the buyer requirements section select **Search for matching properties** and then select **Edit BUYER Requirements** or **Edit RENTER Requirements**.

<b>+ Buyer Requirements</b>		<a href="#">Learn About Buyers</a>
Buyer Spending Range	Between \$0 and \$609,700, ASAP	
Buyer Locations	ARMIDALE BELLINGEN BEN LOMOND BOAMBEE BOAMBEE EAST BONNIE DOON BONVILLE , TOORMINA	
Buyer Property Types	Any property type	
Matching Properties	<a href="#">Search for matching properties</a>	

Touchpoints Manager™		Buyer Requirements	Renter Requirements	Unfollowed	<a href="#">Edit BUYER Requirements</a>	<a href="#">Delete BUYER Requirements</a>
Spending Range	<input checked="" type="checkbox"/> Minimum Price	<input type="text" value="0"/>	Maximum Price	<input type="text" value="609700"/>		
Locations	<input checked="" type="checkbox"/>	ARMIDALE , BELLINGEN , BEN LOMOND , BOAMBEE , BOAMBEE EAST , BONNIE DOON , BONVILLE , , TOORMINA				

**BUYER Type**     Receive buyer Match Email Alerts

From this area untick the option to **Receive buyer Match Email Alerts**.

If your contact selects the unsubscribe option from an eBrochure that they have received, they will automatically be unsubscribed from both manual and automatic listing alerts.

### Subscribers

If you are sending from a listing search, or from the marketing area you have the ability to select the subscribers to send to.

<b>Subscribers (Note, ReNet will prevent duplicate emails, emails will be merged once you press send)</b>		<a href="#">Learn About Ebrochure</a>
Create eBrochure For <input type="text" value="Varelle Johnson"/>		
Staff Members Contacts	<input type="text" value="-- All Staff --"/>	Recipients
Contacts	<input checked="" type="radio"/> None <input type="radio"/> Buyers <input type="radio"/> Renters <input type="radio"/> All	0
Mail List Subscribers	<input checked="" type="radio"/> None <input type="radio"/> Buyers <input type="radio"/> Renters <input type="radio"/> All	0
ReNet Subscribers	<input checked="" type="radio"/> None <input type="radio"/> Buyers <input type="radio"/> Renters	0
ReNet Mail Subscribers	<input checked="" type="radio"/> None <input type="radio"/> Buyers <input type="radio"/> Renters	0
Optional	<input type="text" value="Enter any extra email addresses here"/>	
		<b>Contact Categories</b> BRICKY BUILDER BUYER CMHP COACHING 2017 COMMERCIAL DEVELOPER DEVELOPER DEVELOPMENT FIRST HOME BUYER IA MEMBER INSURANCE <input type="button" value="Show Numbers"/>

**Contacts:** These are the contacts that have been added to your ReNet database.

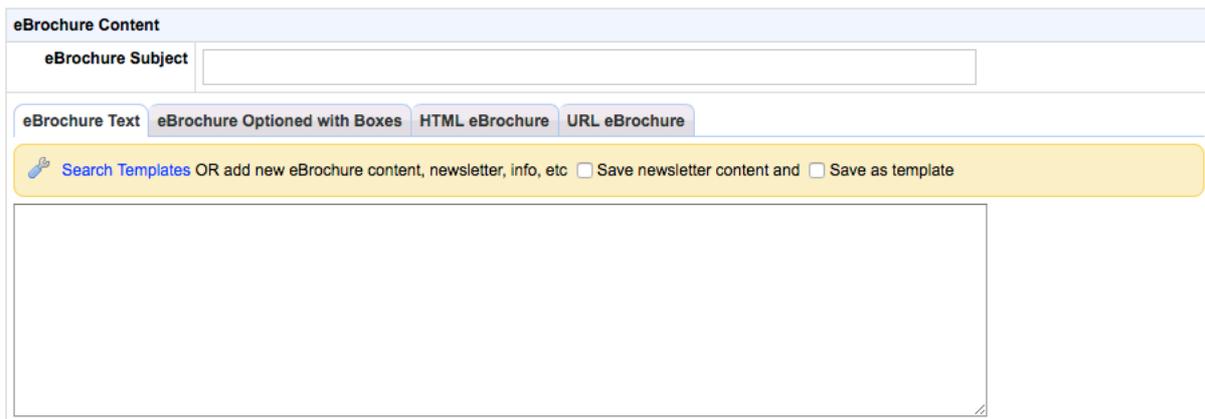
**Mail List Subscribers:** These are stored in a separate area of ReNet. This area stores only email addresses and they will not receive any automatic communication from your system.

**ReNet Subscribers:** These contacts have signed up through our real-estate-australia portals.

**ReNet Mail Subscribers:** These contact have signed up through our real-estate-australia portals.

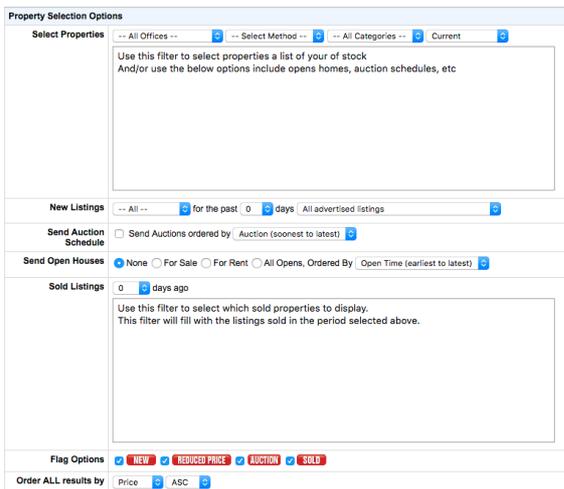
**Contact Categories:** These are the categories that you have in your ReNet system. You are able to select the category and then select **Show Numbers** to populate who this will send to.

### eBrochure Content



Here you will enter your **eBrochure Subject** and also any additional text content for your mail out. Anything that is entered into the **eBrochure text** area will show above the listings that you have selected to send out.

### Property Selection Options



**Select Properties:** By using the filters, select the properties to include in your brochures. Use the ctrl key on your keyboard to select more than one listing.

**New Listings:** Automatically populate your new listings into an eBrochure. Based on the day the listing was set live.

**Auction Schedule:** Send your Auction schedule before the weekend.

**Send Open Houses:** Have the ability to populate all of your open home listings automatically.

**Sold Listings:** Select your sold listings to send.

**Flag Options:** These will appear automatically if the property has been updated/set live in the last 7 days.

**Order All results by:** Choose how you would like your listings to display

### Sender Options

Sender Options	
<b>This eBrochure From</b>	The Office <input type="button" value="v"/> and <input checked="" type="checkbox"/> send each email from the primary contact manager
<b>Select Office</b>	See My Property <input type="button" value="v"/> select an office for the from contact details
<b>Reply-to email</b>	Staff External Email <input type="button" value="v"/> of contact manager used for the reply-to email
<b>Salutation Format</b>	Hi <input type="button" value="v"/> First Name (First) <input type="button" value="v"/> <input type="checkbox"/> Use Custom Placed Salutation
<b>CC Options</b>	<input type="text" value=""/> and <input checked="" type="checkbox"/> The office (support@renet.com.au)
<input checked="" type="checkbox"/> <b>TEST VIEW, this option will not send but produce a proof of your ebrochure</b>	

**This eBrochure From:** Select who you would like the email to come from.

**Select Office:** For the agencies with multi-office support, select which office details display on the eBrochure.

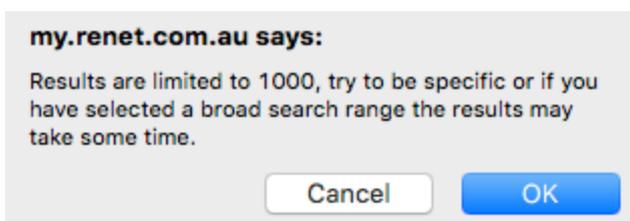
**Reply-to-email:** Where you would like all email replies to be sent back to.

**Salutation format:** What you would like the greeting to be to your contacts.

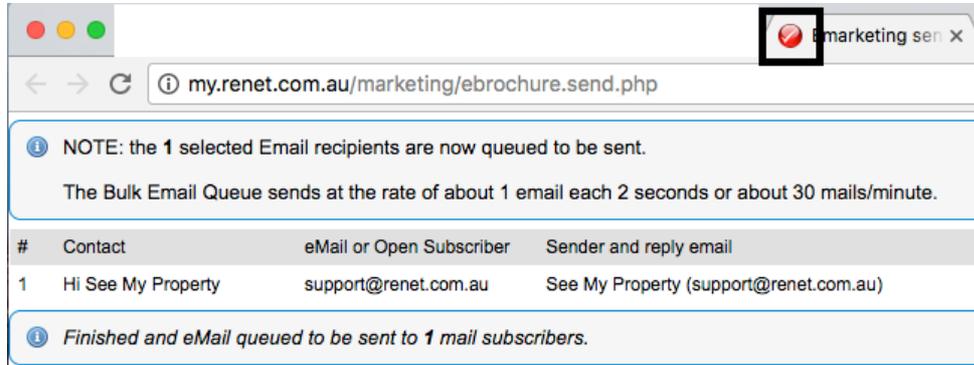
**CC Options:** This is to send yourself a copy of the eBrochure.

By default the TEST VIEW option will be selected, so you are able to see how this will look before it is sent.

When you are ready to send your eBrochure untick the test view and then select **Send eBrochure**.



This will come up with a pop up. When you select **OK** this will queue your eBrochure to send to your contacts. You will see this open into a new tab and the icon at the left of this tab will circle while the eBrochure loads.



Once you see the ReNet tick in the left hand side corner of the tab, your eBrochure has been queued. You can now close the tab.

### [Viewing eBrochure History](#)

You are able to view eBrochure history from any property or contact.

#### From a Property

From the property chronological history select **View Clicks & Openings** link on any eBrochure.

14-06-2017	<b>EBROCHURE:</b> Sent @ 10:36 am by Varelle Johnson. Subject: Thank you for attending the open home. Recipients: 1 - Openings: 1 <a href="#">View Clicks &amp; Openings.</a>
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#### From a Contact

From a contact select the **Prospecting** tab and this will show all history.

Profile Touchpoints Manager™ **Prospecting** 1 Properties 2 Inspections 1 Offers Notes Referrals Documents 1 Tasks

Emails Emailed Properties

eBrochure [Learn About Ebrochure](#)

#	Date	Subject	Sender	Opens	Clicks	Clicked URL
1	08-06-2017 10:17 am	Thank you for attending the open home. Openings: 2	Varelle Johnson	2		

### [Sending from a Listing Search](#)

When searching for your properties you will see an option with the ability to send an eBrochure.

**Send eBrochure**

When selecting this option, this will populate the properties that appear in the search result into a list where you can then select the properties to be included.

Property Selection Options	
Select Properties	[17941825] : 27 Aquamarine Drive, TOORMINA - CURRENT [17102445] \$500,000 : 16 First Avenue, BIRDSVILLE - CURRENT [14862405] \$1,000,000 : 12 Sunny Avenue, WAVELL HEIGHTS - CURRENT [14481495] 1 mil : 60 Vader Rd, SAWTELL - CURRENT [13294455] : 430 Crossmaglen Rd, BONVILLE - CURRENT [14860325] \$1,650,000 : 84 Kitchener Road, ASCOT - CURRENT [14860855] \$1,850,000 : 27-29 Greenwood Close, BUDERIM - CURRENT [17379985] offers above 2M : 32 fors street , BELLINGEN - CURRENT [14860625] \$2,500,000 : 60 Royal Albert Cres, SOVEREIGN ISLAND - CURRENT [17121005] \$5,396,352 : 19 Chaucer Avenue, MALVERN EAST - CURRENT [16100315] \$30,000,000 : 2 Clarendon Street, SOUTH MELBOURNE - CURRENT

By using the CTRL key on your keyboard you are able to select and deselect multiple properties.

Use the **Subscribers** option at the top to select who you wish to send to.

[Sending from a Contact Search](#)

When sending from a contact search, first use the filters to select who you wish to send to. Once the search results have populated you will see the option to send your eBrochure.

**Send eBrochure**

Once selected, this will populate your contacts into a list view, with the ability to select who you want to send to.

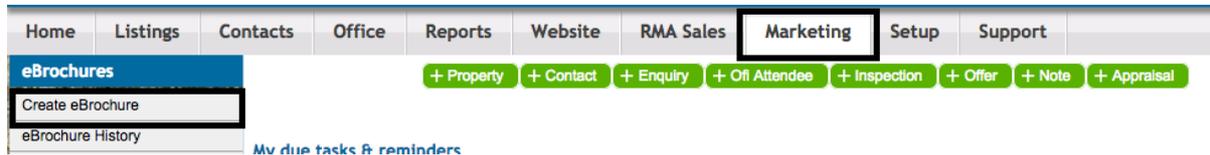
Select All or None Contacts selected for a bulk eBrochure. Please confirm.		
1	<input checked="" type="checkbox"/> Varelle	Exclusive
2	<input checked="" type="checkbox"/> Jodi	Exclusive
3	<input checked="" type="checkbox"/> Robyn Parish	Exclusive
4	<input checked="" type="checkbox"/> Alex	Exclusive
5	<input checked="" type="checkbox"/> Varelle	Exclusive
6	<input checked="" type="checkbox"/> David	Exclusive
7	<input type="checkbox"/> Mark Stephens	Exclusive
8	<input checked="" type="checkbox"/> Tom	Exclusive
9	<input checked="" type="checkbox"/> Emily Mitchell	Exclusive
10	<input checked="" type="checkbox"/> Helen	Exclusive

Under the contacts, you have the option to select which properties you would like to send.

### [Sending from the Marketing Area](#)

To send from the Marketing area you must be signed in via administrator admin.

Select the Marketing Tab and then Create eBrochure on the left hand side

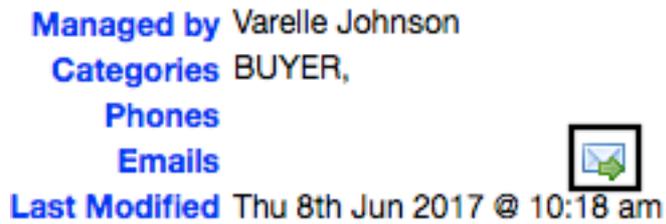


Here you will see all eBrochure options available.

Once all of your selections have been made, select TEST VIEW to view the eBrochure before this is sent.

### [Sending from a Contact Card](#)

From the contact information at the top, you will see the ability to send an eBrochure from the **emails** area.



By selecting this symbol once, this will lead through to your default eBrochure design.

By selecting the email address a second time this will send via the default mail program installed on your computer.

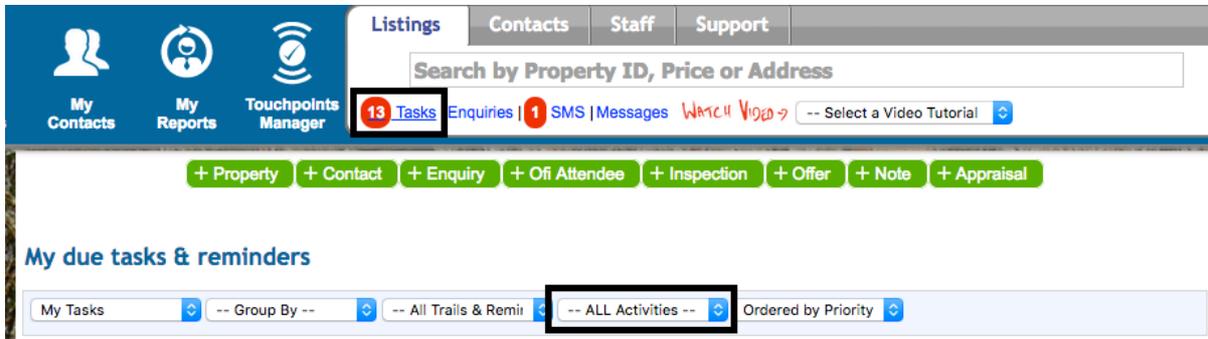
### [Send an email/ebrochure](#)

Or click here to send regular email:



## [Sending from the Task Manager](#)

Through our task manager you also have the ability to bulk communicate. From the smart search in ReNet select the **Tasks** link and you will see some filters appear for you.



From the ALL Activities area select the activity of brochure or SMS. This will then populate the list of people who have this type of activity to be completed.

From here select Send Bulk SMS or Send Bulk eMail to populate your contacts into a list.

Select the people you would like to send to, and then send your correspondence.

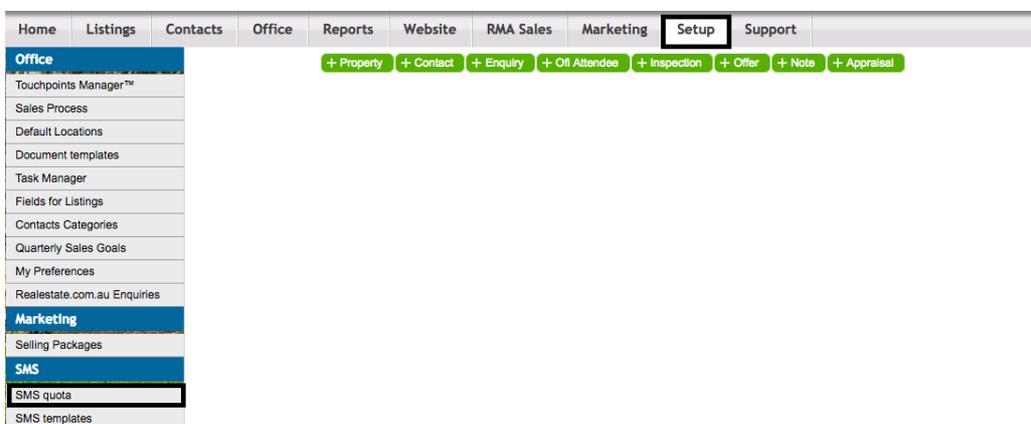
Once this has been sent, all of the tasks will be automatically marked as done.

## Using SMS Features

To send SMS from ReNet you are required to purchase SMS credits. To purchase these you must be logged in as administrator admin.

## [Purchase SMS](#)

To purchase SMS go to **Setup** and then select **SMS Quota**.



Then select **+ Purchase more SMS's**.

[+ Purchase more SMS's](#)

When purchased these will automatically show in your account and you will be automatically invoiced. The invoice will show in your ReNet software.

### [SMS Sending](#)

When sending SMS from ReNet the **Send SMS** area will show.

Send SMS	
<b>Mobile number</b>	Send bulk SMS to 21 people!   Optional: add another Mobile Number <input type="text"/>
<b>Send From</b>	Varelle Johnson <input type="button" value="v"/> SMS Gateway De <input type="button" value="v"/> <input type="checkbox"/> Send from the primary contact manager where possible
<b>Message</b> <a href="#">View placeholders</a>	-- Select a template to use -- <input type="button" value="+ Setup Sms Templates"/> <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
<input type="button" value="Send"/>	

**Mobile Number:** This will show the number contacts you are sending to, or the mobile number of the single contact. You also have the ability to add 1 additional phone number to send to.

**Send From:** This will show where you are sending the message from. You also have two options from which number the SMS will send from.

**SMS Gateway Default:** When sending via the Gateway Default phone number, this is a number that the contact will not recognise. Any replies to the SMS will be automatically logged back into ReNet

**Your Mobile Number:** When sending via your mobile number, if this is saved by the contact it will display as being sent by you. Any replies will be sent directly back to your mobile phone.

The standard size of an SMS is 160 characters. If you go over 160 characters you will use more SMS credits.

If you would like to setup your own templates, select the **+ Setup SMS Templates button**.

[+ Setup Sms Templates](#)

[Sending from a contact search](#)

From any contact search you have the ability to send an SMS.



When selecting Send SMS you will see this will populate your contact into a list view.

Select All or None Contacts selected for a bulk eBrochure. Please confirm.		
1	<input checked="" type="checkbox"/> Varelle	Exclusive
2	<input checked="" type="checkbox"/> Jodi	Exclusive
3	<input checked="" type="checkbox"/> Robyn Parish	Exclusive
4	<input checked="" type="checkbox"/> Alex	Exclusive
5	<input checked="" type="checkbox"/> Varelle	Exclusive
6	<input checked="" type="checkbox"/> David	Exclusive
7	<input type="checkbox"/> Mark Stephens	Exclusive
8	<input checked="" type="checkbox"/> Tom	Exclusive
9	<input checked="" type="checkbox"/> Emily Mitchell	Exclusive
10	<input checked="" type="checkbox"/> Helen	Exclusive

From the bottom of this area select **Build SMS to send**.

Enter you SMS into the **message** field.

When ready select **Send**.

[Sending from a Contact Card](#)

From the contact information at the top, you will see the ability to send an SMS from the phones area.

**Managed by** Varelle Johnson  
**Categories** BUYER,  
**Phones**   
**Emails**  
**Last Modified** Thu 8th Jun 2017 @ 10:18 am

You will then see the send SMS Screen.

Enter you SMS into the **message** field.

When ready select **Send**.