

ReNet App Guide

Table of Contents

SUMMARY	3
DOWNLOADING THE APP	4
FOR APPLE DEVICES	4
FOR ANDROID DEVICES	8
REMOVING PROFILES FROM YOUR APPLE DEVICE	10
SHARING LISTINGS AND CONTACTS	11
NAVIGATING THROUGH YOUR APP	11
ADDING ACTIVITY	13
SAVING INFORMATION	13
LISTINGS	14
NAVIGATING LISTINGS	14
NOTES	16
ENQUIRIES	17
INSPECTION BY APPOINTMENT	18
OFFERS	19
OPEN HOMES	20
FUTURE OPEN HOMES	20
VIEWING OPEN HOME HISTORY	21
ACCESSING APP DATA VIA RENET	23
THE TOUCHPOINTS MANAGER	23
FROM THE LISTING	24
THE LISTING CHRONOLOGICAL HISTORY	24
THE TOUCHPOINTS MANAGER	24
THE NOTES TAB	25
FROM THE CONTACT	25
THE CONTACT CHRONOLOGICAL HISTORY	25
THE TOUCHPOINTS MANAGER	25
THE INSPECTIONS TAB	26
THE OFFERS TAB	26
AUTOMATED ACTIVITY EMAILS	26

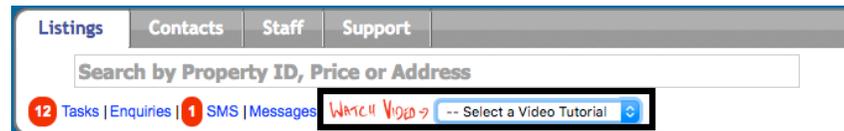
AUTOMATED BUYER REQUIREMENTS	27
CONTACTS	27
ACCESSING CONTACT INFORMATION VIA RENET	31
FROM THE PROFILE TAB	31
FROM THE CHRONOLOGICAL HISTORY	31
FROM THE TOUCHPOINTS MANAGER	31
THE NOTES TAB	32
DATA SYNCING WITH APPLE DEVICES	32
CALENDAR INFORMATION	32
CONTACT INFORMATION	33

Summary



This guide is a step by step look at our integrated ReNet App. This is a great tool when you are out on the road to get all of your information into ReNet and ready for your prospecting and reporting.

Learn about all of the synchronisation and activity that happens automatically as soon as you start accessing your listings and contacts.



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

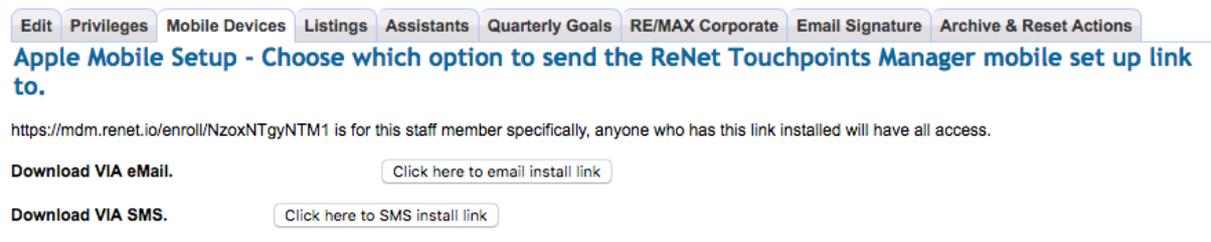
Downloading the App

[For Apple Devices](#)

To download the ReNet Touchpoints Manager app on your iPhone or iPad, log into the ReNet software and select the **ReNet APP** link in the top toolbar.



This will link you through to your staff profile and the **mobile devices** tab.



From here you will see the option to download or SMS the link directly through to your device.

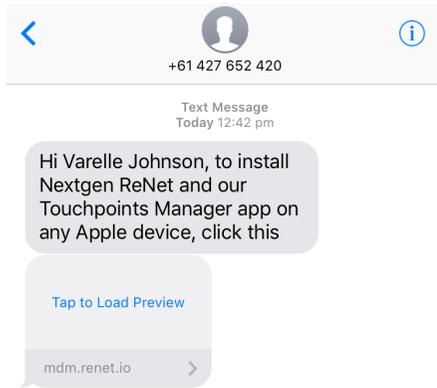
If you do not see these options, please ensure that you have an email and a phone number entered into the internal details fields in your ReNet staff profile. You are able to do this by selecting the **edit** tab on your staff profile.

Mobile (external)	<input type="text"/>
Mobile (internal)	<input type="text"/>
Phone (AH)	<input type="text"/>
Email (external) *	<input type="text"/>
Email (internal)	<input type="text"/>

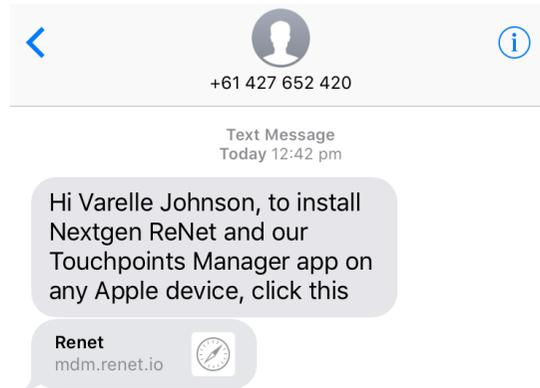
Once this has been sent you will see an install link on your device.

When this installs on your device, this will install a unique profile that will link through to your listings and contacts that you manage within the ReNet system.

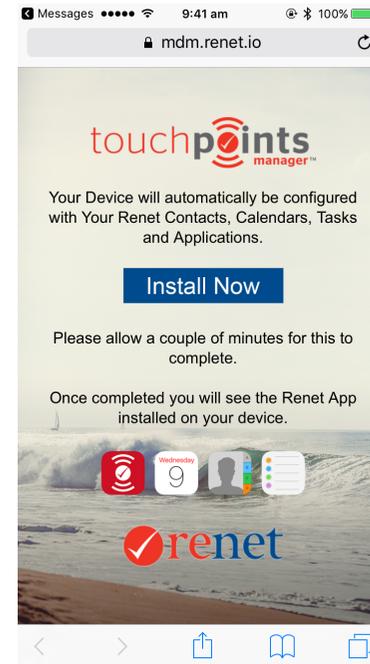
If you would like to share information, please look at the area for **sharing listings and contacts**.



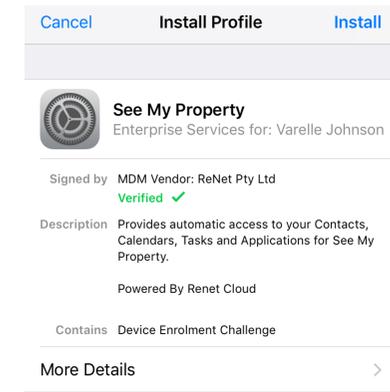
Open the email or SMS on your device and tap to load the preview and this will load to an icon for safari with the direct install link.



Select the link with the safari icon to open this into a browser. If you have emailed the install link, this will open directly in your default web browser on your device.

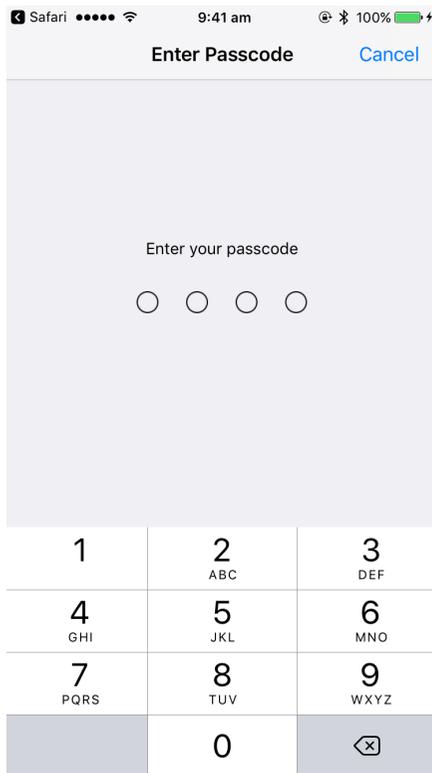


Select **Install Now**

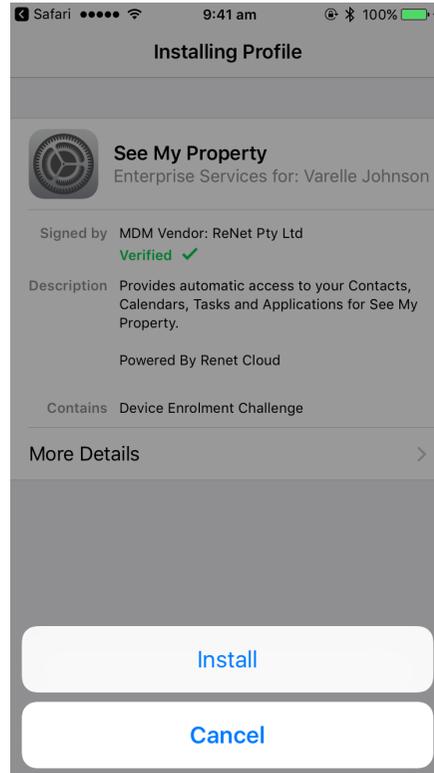


This will open up device management on your iPhone or iPad and request install your unique profile on your device.

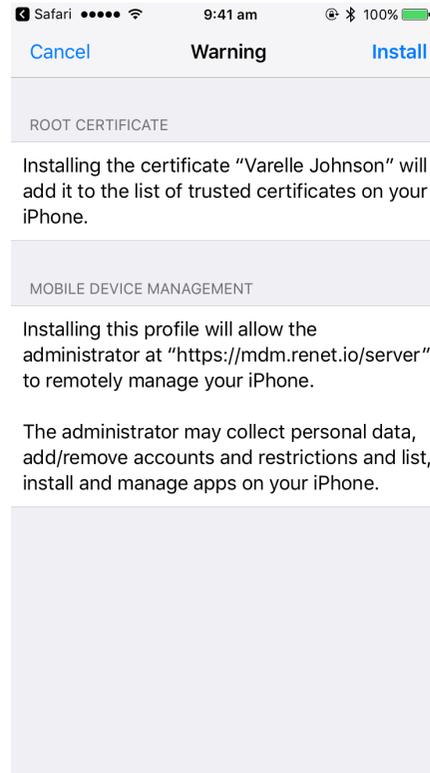
Select **Install** in the top right hand corner.



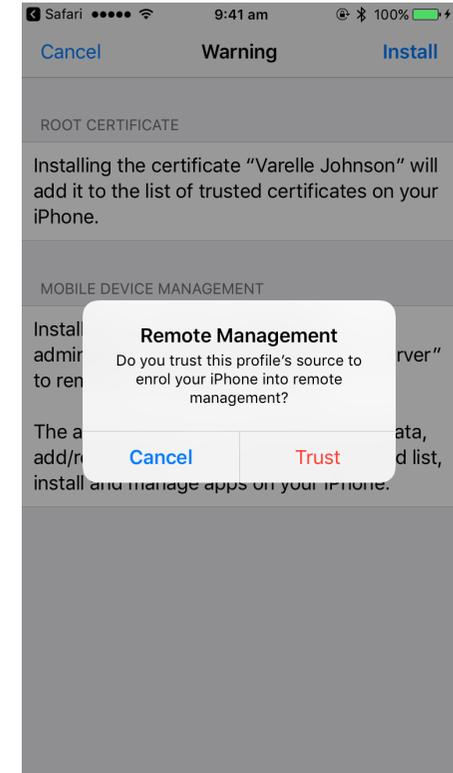
Enter your unique passcode for your device.



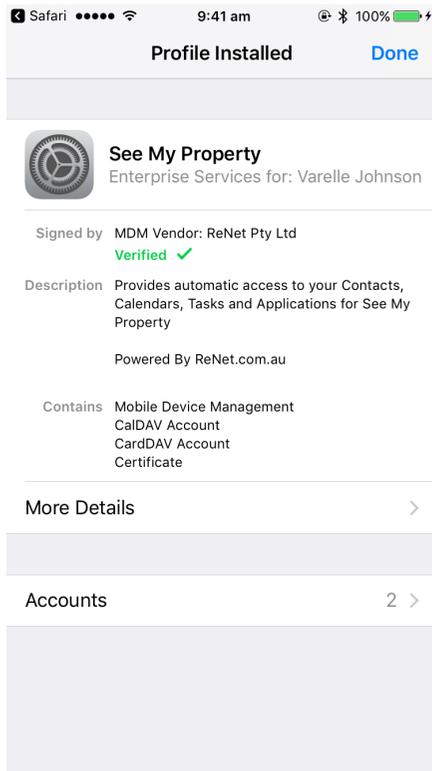
Please select **Install** from the bottom of the page.



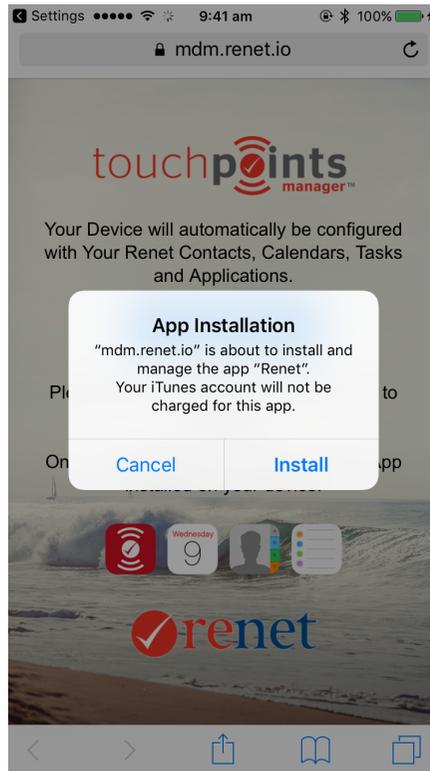
Select the option to **install** the device management in the top right hand corner.



Select the option to **trust** the remote management.



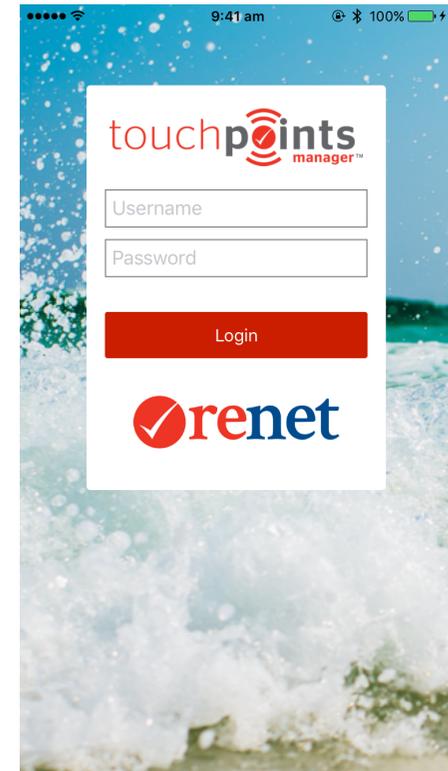
Once the profiles have been installed, select the **done** option in the top right hand corner.



This will then show a pop-up requesting to install the app. Select **Install**.



This will download the ReNet App onto your device.

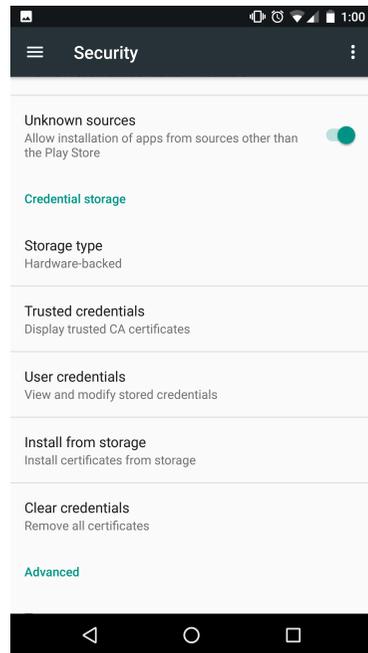


When selecting the App you will be prompted to log in. To log in use your ReNet username and password.

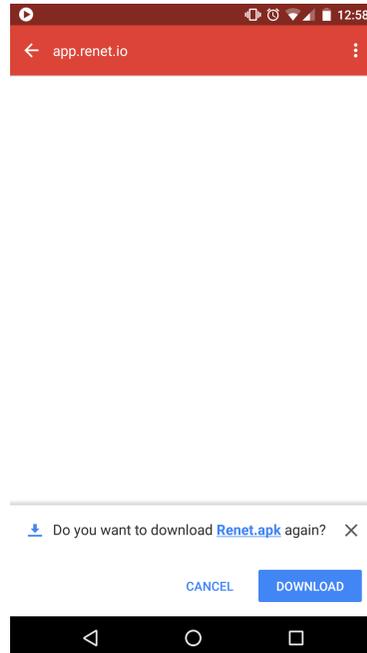
For Android Devices

To install the ReNet app use the below URL:

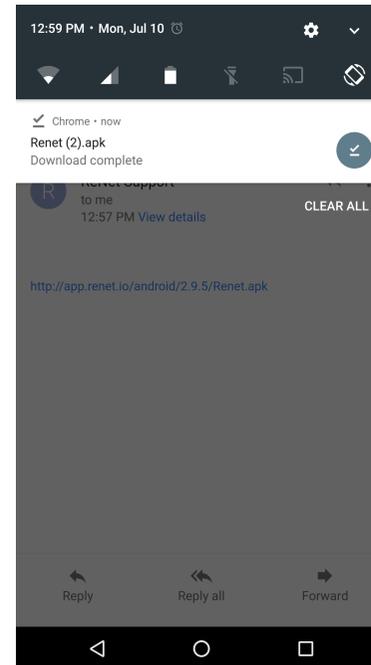
<http://app.renet.io/android/2.9.5/Retnet.apk>



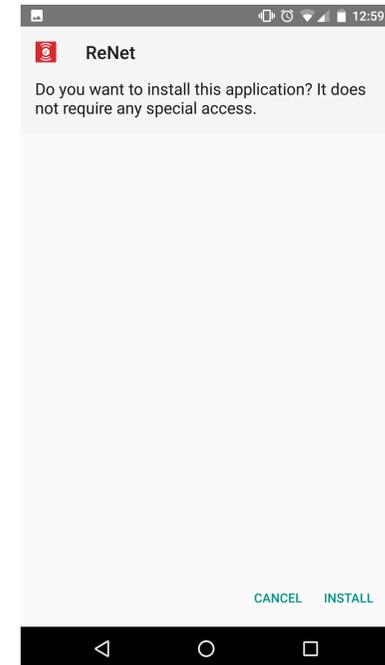
From your device to go settings and then to security. Select **Allow installation of apps from sources other than the Play Store.**



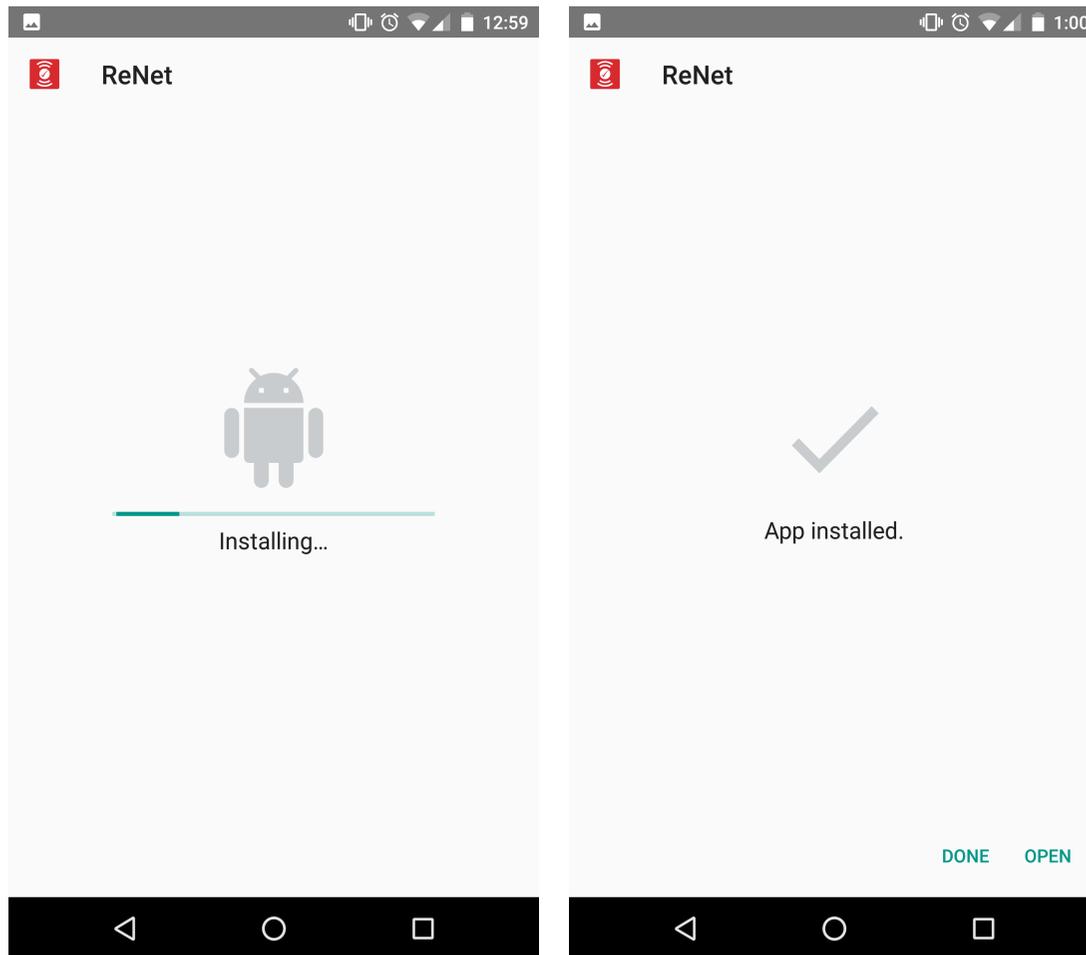
Email or SMS the install link through to your device and the select the install link to download.



Once the download is complete, locate the downloaded file and tap to open it.



Select **Install.**



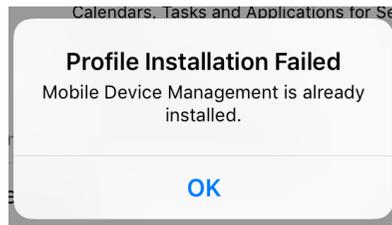
The app will now install

Once installed you will receive confirmation. Select **Open**.

You will see the login screen where you will login with your ReNet username and password.

Removing Profiles from your Apple Device

If you are having trouble installing the app on your apple device, it may be that you already have the device management profile installed. When trying to install you will receive a message like the below:



To remove the profile, you are able to do this from the settings.



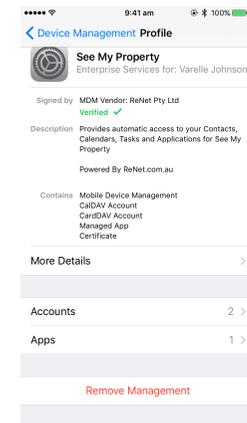
From your settings select **general**.



Select **device management**.



Select the mobile device management profile with your agency name.



Select **remove management** at the bottom of the screen.

This will remove the profile and you are then able to re-install the app.

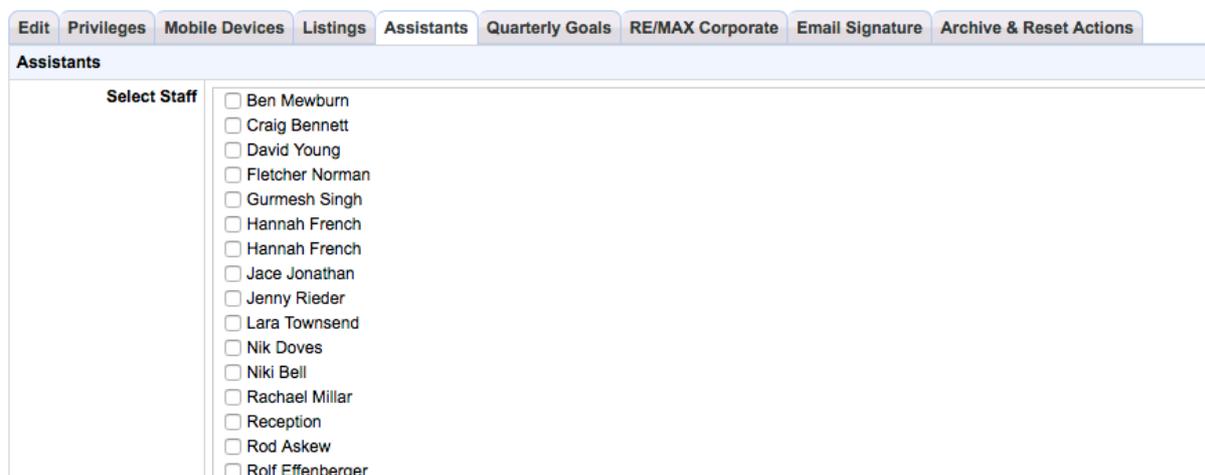
Sharing Listings and Contacts

Through the App, you have the ability to share your listings and contacts with other staff members.

To set this up you will need to attach the staff members you wish to share your data with as assistants in order to link the accounts together.

Example: Varelle will be sharing her listings and contact with Tegan.

From ReNet please select your name in the top left hand corner of the screen and then select the **assistants** tab.



From this area select the staff member that you would like to share the data with and then select save.

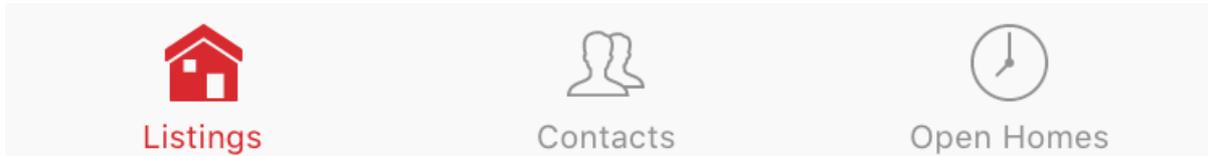
This will need to be done for both Varelle and Tegan to ensure that the accounts link together.

Navigating through your APP

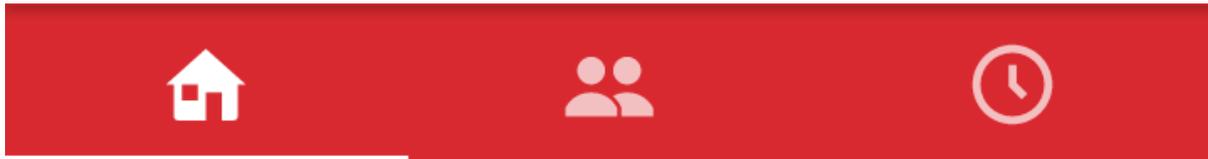
For your App there are three main navigation icons that you will use. They include:

- Listings
- Contacts
- Open Homes

On your Apple device you will see these at the bottom of your screen.



On your Android device you will see these at the top of your screen.



To search your listings and contacts you will also see a search option.

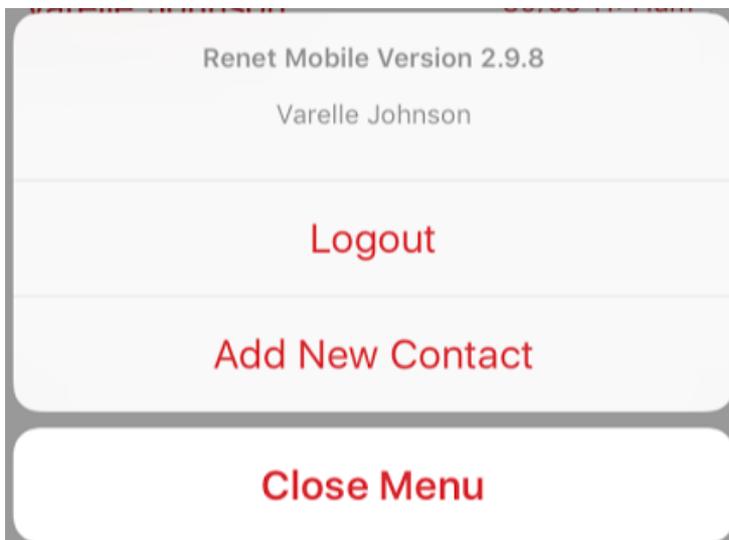
For your apple device this is in the top left corner



On your android device you will see this in the right hand corner.



Close to the search option you will also see a menu option (three full stops). This will allow the ability to add a contact to your database not in relation to a property.



[Adding Activity](#)

You will see the ability to add through any activity that you select throughout the App.

For Apple users this will be at the top of your activity screen.

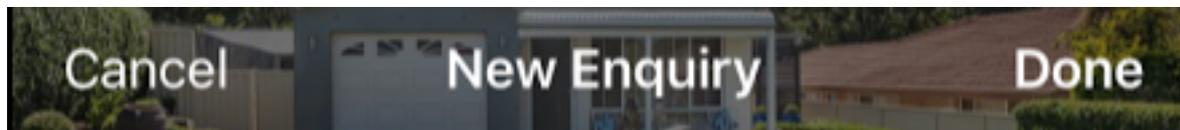


For Android users you will see a + button at the bottom right hand corner of your screen.



[Saving Information](#)

For apple users, to save information, you will see a **Done** button at the top right hand corner of your screen.

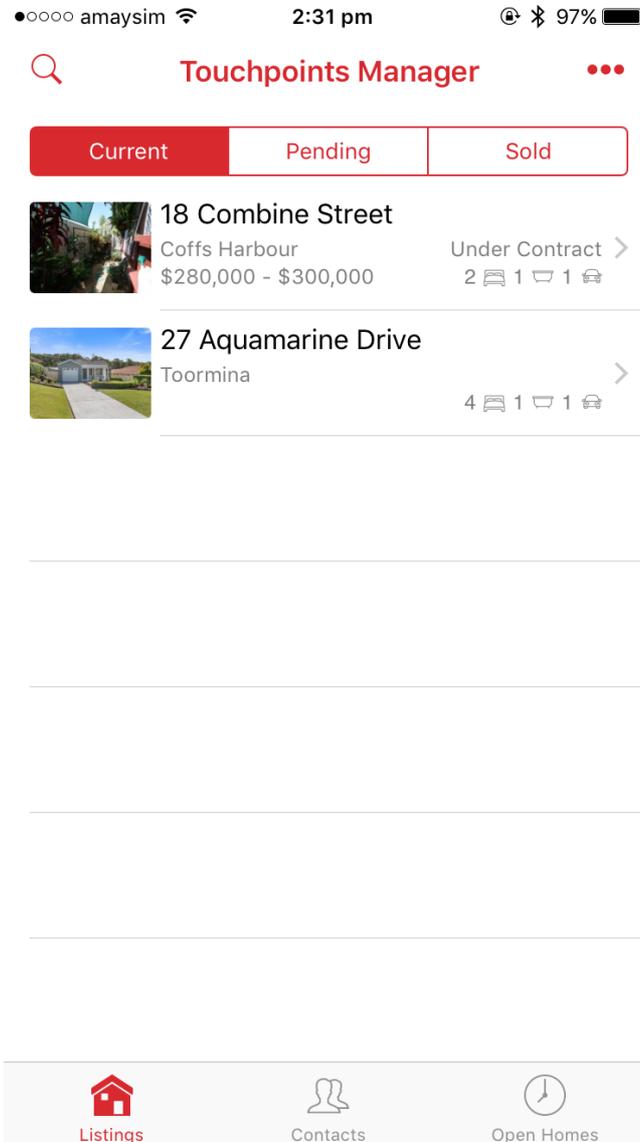


For Android users, simply use the back button on your mobile phone and this will automatically save.



Listings

[Navigating Listings](#)



From the homescreen of your ReNet App you have the ability to view your listings via three main statuses:

Current – Listings that are on the market at the moment.

Pending – Listings that are archived that have a current agency agreement.

Sold – Listings that are displaying in the sold gallery on the portals and your website.

By selecting any property, this will link through the activities for this listing only.

You will have the owner details show in the top right hand corner and selecting this will bring up their details.

You will also see any high priority notes added for this listing on the front page.



Add Note

Varelle

14
Enquiries

9
Open Homes

7
Inspections

4
Notes

2
Offers

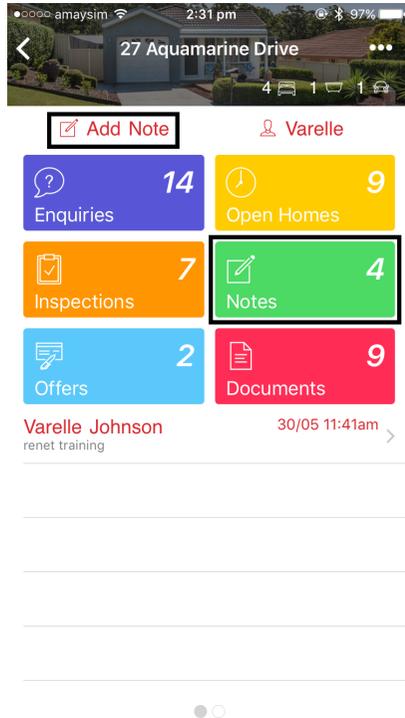
9
Documents

Varelle Johnson
renet training

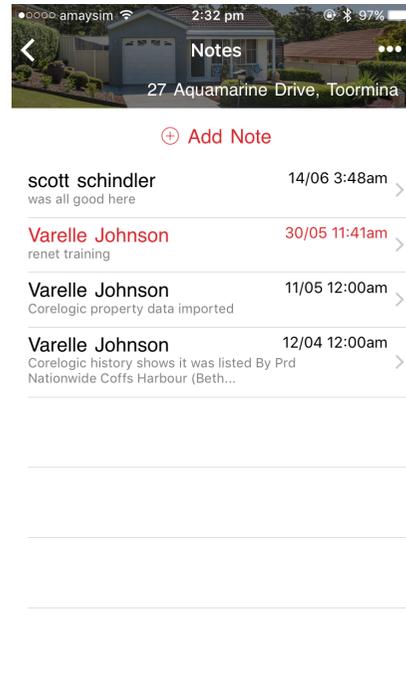
30/05 11:41am >



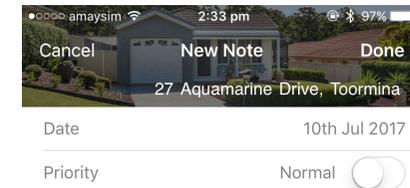
Notes



There are two main ways to add notes via the app. By selecting the **Add Note** option at the top of the listing screen, or by selecting the Note activity and then **+ Add Note** on your apple device or the **+** button in the bottom right hand corner of your android device.

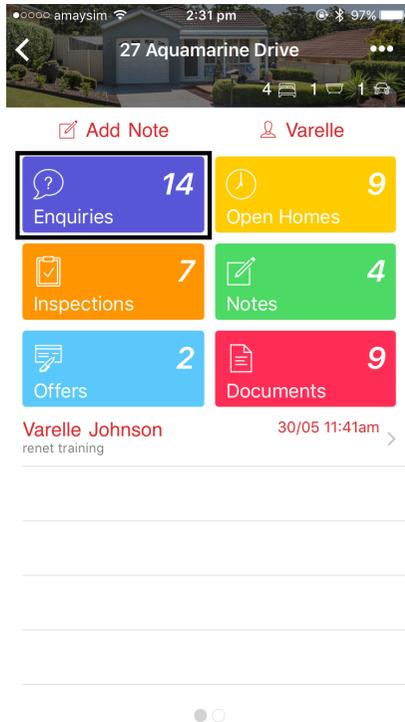


By selecting the green note activity this will show a history of all notes added for this property. Any notes that are showing as red have been marked as high priority.

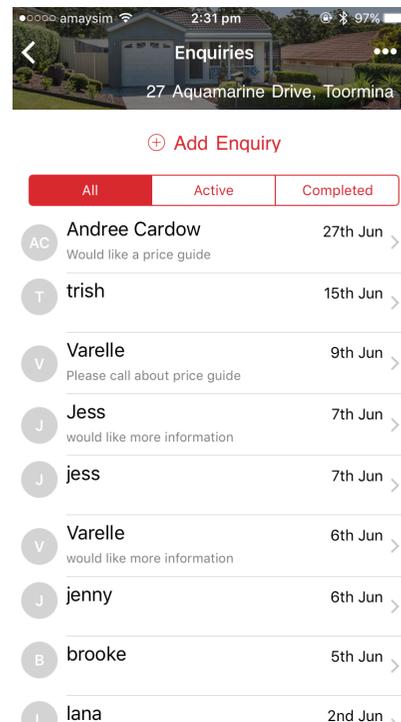


By using the add note option, you are able to add notes directly to this property. To mark your note as high priority swipe the normal option to the right. This will then change to high and show in red.

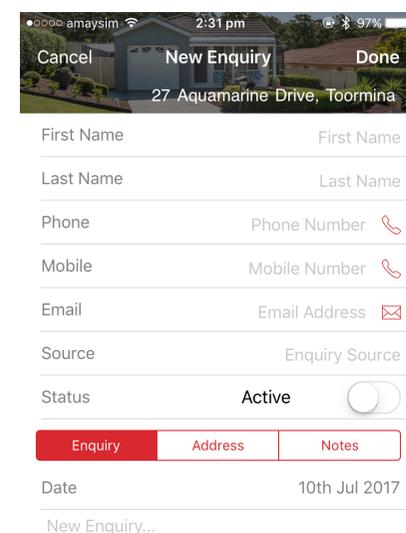
Enquiries



To add new enquiries, select the enquiry activity button from the home screen of your listing.

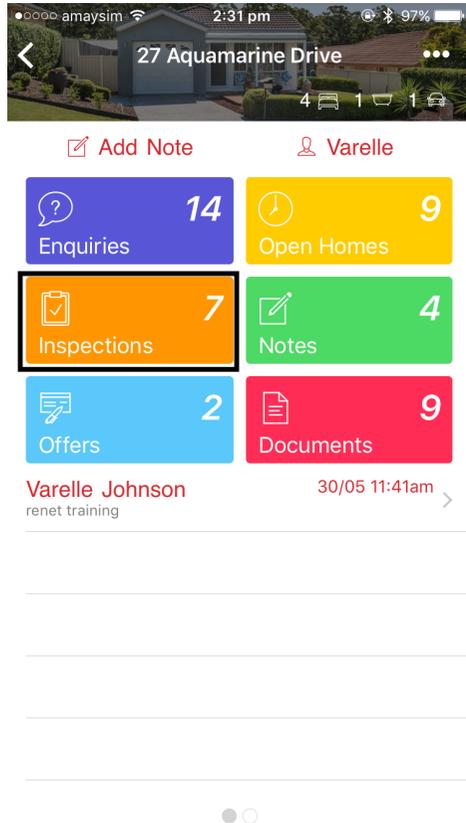


This will show all of the enquiries that have been added to your property. You have the ability to filter these by all, active and completed. To add a new enquiry select **+ Add Enquiry** from your apple device or the **+ button** in the bottom right hand corner of your android device.

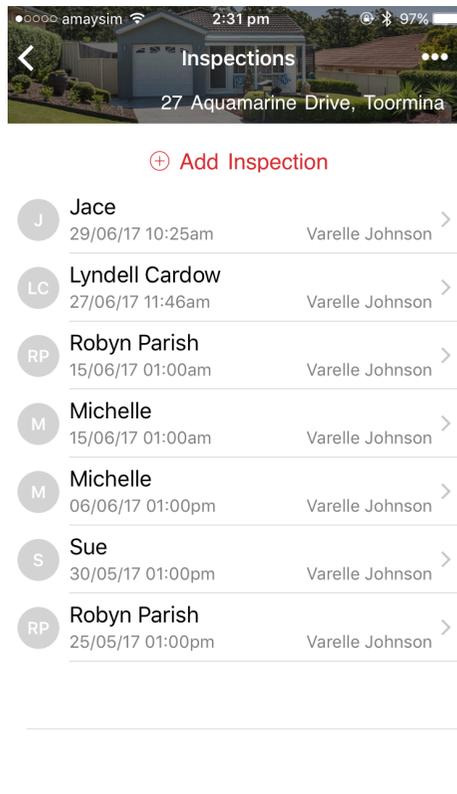


This will show the form to enter your enquiry information. Once the information has been entered select **Done**.

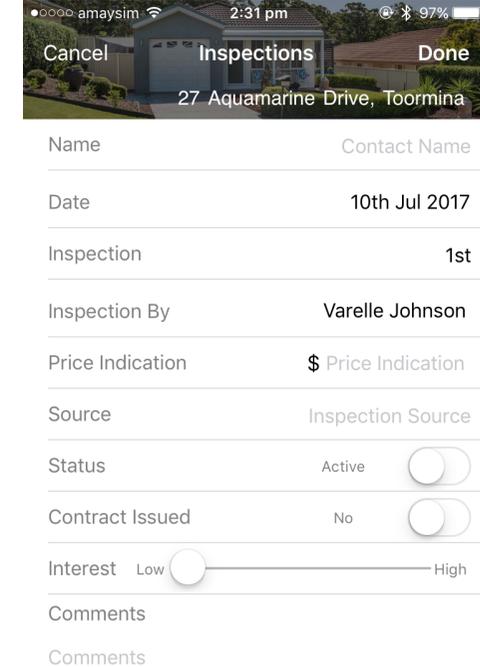
Inspection by Appointment



To add an inspection by appointment, select the inspections activity button from the homescreen of your listing.

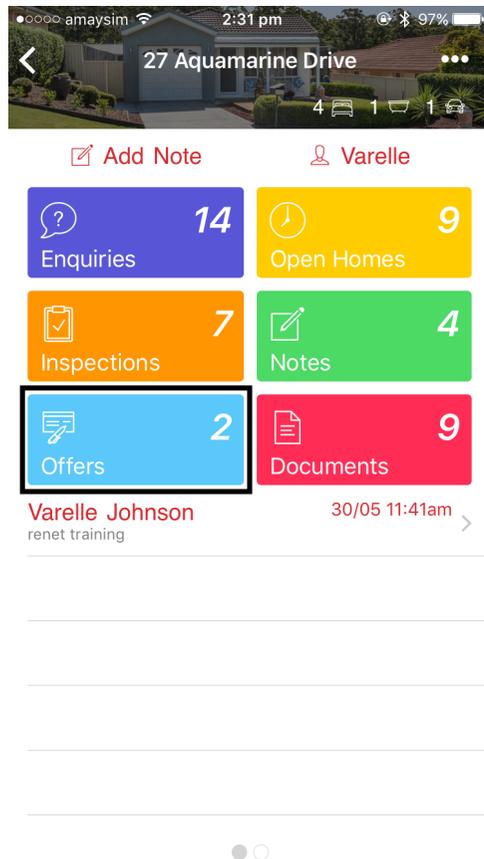


This will show all inspection by appointment history. To add an inspection select **+ Add Inspection** from your apple device or the **+** button in the bottom right hand corner of your android device.

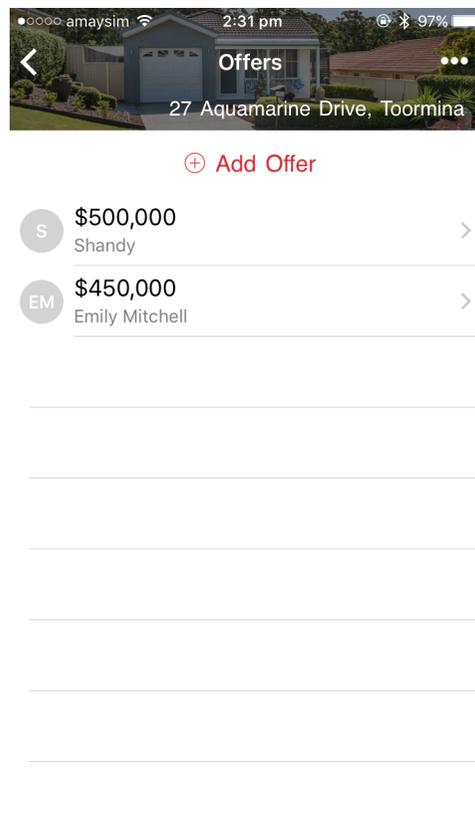


This will show the form to enter your inspection information. Once the information has been entered select **Done**.

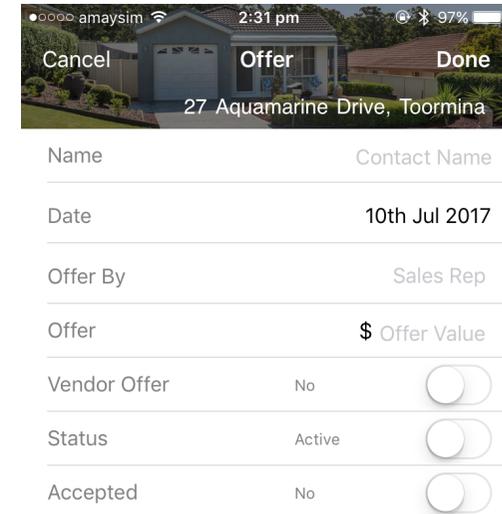
Offers



To add a property offer, select the offer icon on the front page of your property screen.



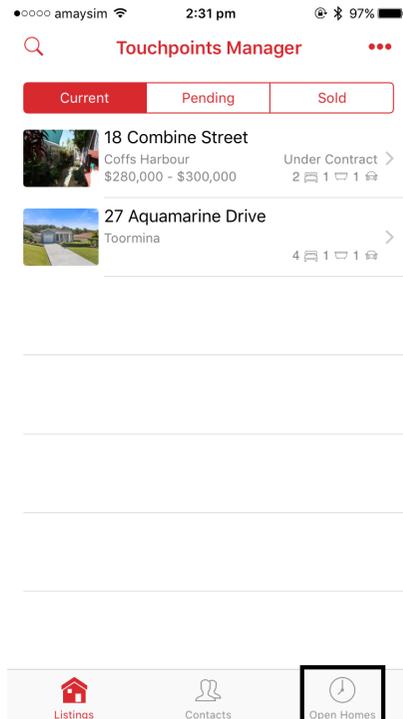
This will show all offer activity. From your apple device select **+ Add Offer** or from your android device select the **+** icon in the bottom right hand side screen.



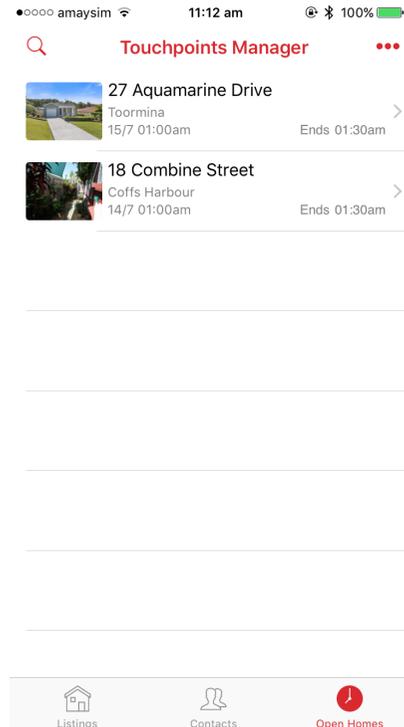
This will bring you through to the form. Once all of the offer details have been entered select **Done**.

Open Homes

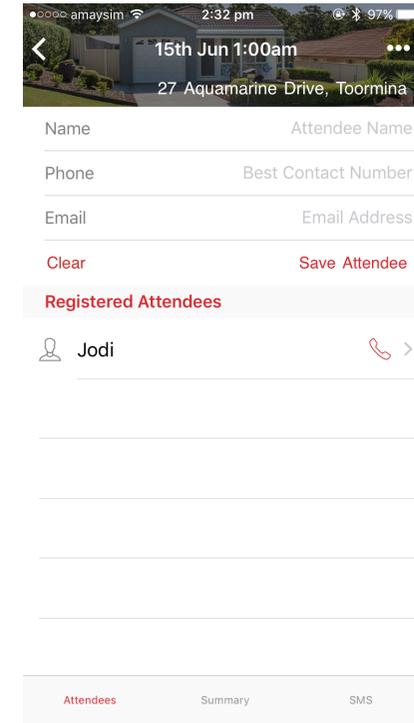
[Future Open Homes](#)



To view all future home homes. Select the open home icon. For apple users this is in the bottom right hand corner of your app. For android users this is in the top right hand corner of your app.

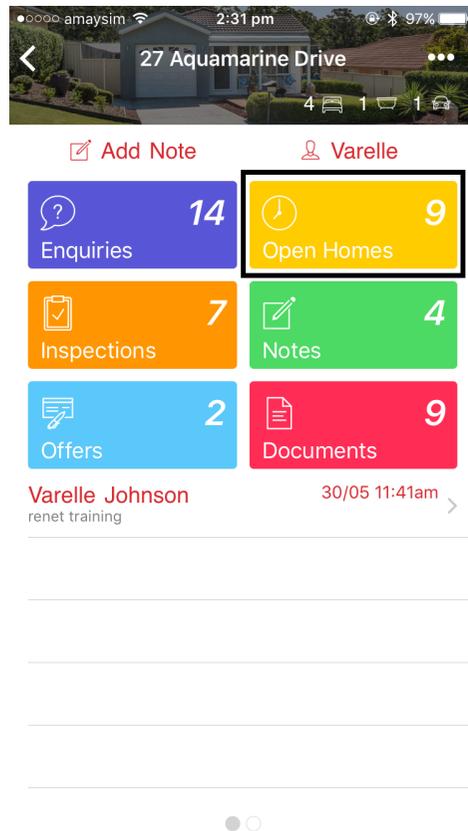


The will show the future open home times for all of your listings. To add attendees to these open homes select the property.

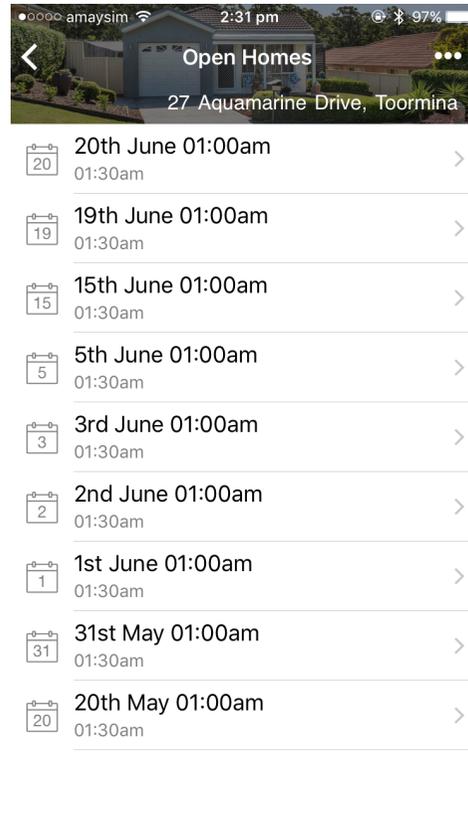


This will then link through to a form where you are able to add attendees. When adding attendees, we will check to see if your contact already exists in the database.

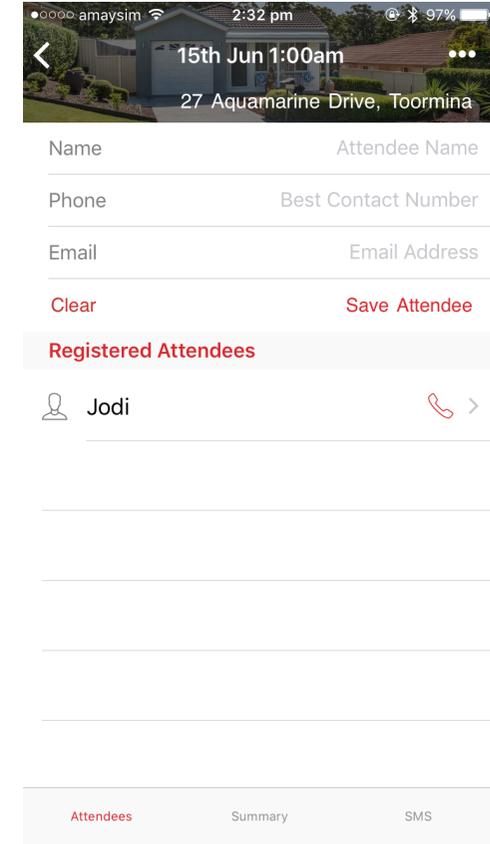
Viewing Open Home History



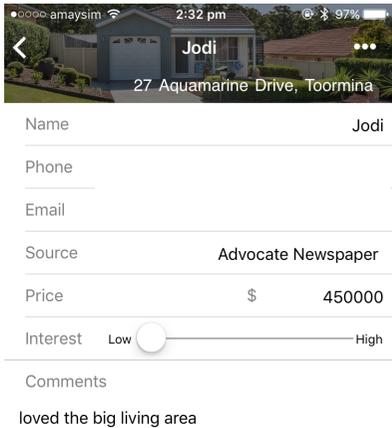
To view Open Home history for your property, select the Open Home activity icon from your property.



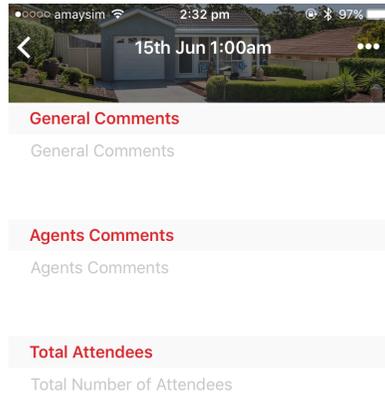
This will show a history of all the open homes for your listing. To view attendee information for the open home, select the open home date and time.



This will open into your attendee screen that will allow you to add additional attendees, or edit any attendee comments. To edit the attendee comments, select the contact icon on the left hand side of the attendee name.



This will open into an area where you can add additional attendee comments, sources and price indicators.

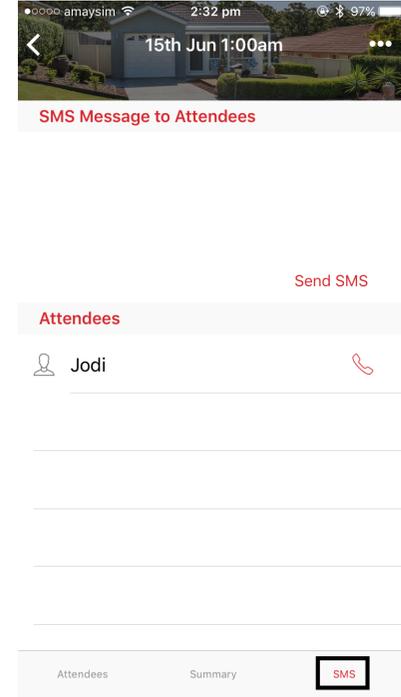


By selecting the summary heading at the bottom of the open home, you are able to add open home comments.

General Comments: General attendee comments.

Agent Comments: Your comments on the day.

Total Attendees: The total attendees for the open home.



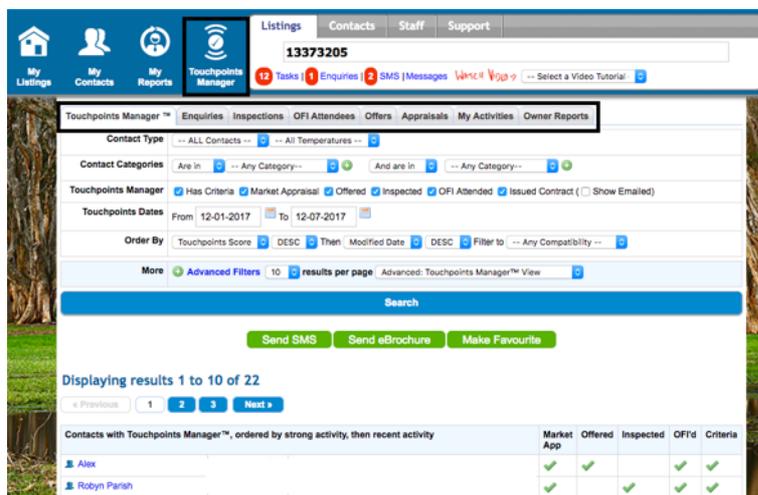
By selecting the SMS heading at the bottom of the open home, you are able to send a bulk SMS to the attendees. This will be sent from your mobile number and the costs will be dependent on your mobile phone plan.

Accessing App Data via ReNet

For all of the information that you add via the ReNet App, this will automatically transfer to your ReNet software into several different areas.

The Touchpoints Manager

From the **Touchpoints Manager** icon at the top of ReNet, this will show all of the activity that you have added for your properties. This will also include the data that you have added via the app.



Starting with the Touchpoints Manager tab, this will show a snap shot view off all of the contacts and the various activities that they have had with all properties throughout your database.

By using the additional tabs you are able to view this by property activity.

When viewing the property activity, you are able to filter this a number of ways:

Date Range: Select the date range for the data you would like to display.

Listing: Only show activity for a particular listing.

Status: Filter via the status of active, completed or all.

For your Market Appraisals you can also search by:

Suburb for Appraisals: To look for suburbs in a certain area.

Reason for Selling: To prospect to a certain category.

From The Listing

Directly from the listing you will see the data show in several different areas.

The Listing Chronological History

From the **profile** tab on your listing you are able to see all property chronological history.

20-06-2017	OFI: Varelle Johnson @ 01:00 - 1:30 am
20-06-2017	OFI ATTENDEE: Lana: lana loved the deck in the backyard : ACTIVE
19-06-2017	OFI: Varelle Johnson @ 01:00 - 1:30 am
15-06-2017	OFI: Varelle Johnson @ 01:00 - 1:30 am
15-06-2017	OFI ATTENDEE: Jodi: loved the big living area PI: \$450,000
15-06-2017	INSPECTION: Robyn Parish: 01:00 am: (Active)
15-06-2017	INSPECTION: Michelle: 01:00 am: (Active)
15-06-2017	ENQUIRY: trish: (Source: advert # 1)

This is any activity that has been added to the property and will also include all eBrochures that have been sent for the listing, including clicks and opens.

The Touchpoints Manager

The screenshot shows the Touchpoints Manager interface with the following elements:

- Navigation tabs: Profile, 34 Touchpoints Manager™, 11 Notes, Prospecting, 3 Campaign Manager, Brochure, Owner Reporting, 1 Sales Process, Tasks.
- Sub-tabs: Touchpoints Manager™, 7 Inspections, 10 Open Homes, 2 Offers, 16 Enquiries.
- Filters:
 - Contact Categories: Are in (dropdown), And are in (dropdown).
 - Touchpoints Manager: Has Buyer Criteria (checked), Offered (checked), Inspected (checked), OFI Attended (checked), Issued Contract (checkbox), Show Emailed (checkbox).
 - Touchpoints Dates: From 08-04-2017, To 12-07-2017.
 - Matching location: TOORMINA, 2452. Specifically TOORMINA (not "Any" location) (checkbox).
 - Bedroom requirements: All/Any bedrooms requirements (dropdown).
 - Show/Suppress: Show Contacts Full Details (dropdown).
 - More: 10 results per page, Advanced: Touchpoints Manager™ View (dropdown).
- Search button: Search.
- Action buttons: Send SMS, Send eBrochure, EMAIL the owners report.
- Displaying results 1 to 10 of 199.
- Navigation: Previous, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, Next.
- Table of results:

Contacts with Touchpoints Manager™, ordered by strong activity, then recent activity	Offered	Inspected	OFI'd	Criteria
Emily Mitchell	✓			✓
Shandy	✓			✓

From the **Touchpoints Manager** tab on a listing, you are able to filter by activity for your particular property.

This area will show all of your matching contacts, and the activity that they have had with this property. We will weight this based on property activity to reveal who the hot buyers are for this property.

By using the additional tabs you are able to filter by a particular property activity. This will then show all history, based on a date range for the activity that you have chosen.

The Notes Tab

Profile **34 Touchpoints Manager™** **11 Notes** Prospecting 3 Campaign Manager Brochure Owner Reporting 1 Sales Process Tasks

Dates From 08-04-2017 To 06-09-2017 -- Select Date Range --

Search

[+ Add Note](#) [Learn About Notes](#)

#	Date	Staff	Activity	Note	
1	30-05-2017 11:41 am	Varelle Johnson	General Note	Varelle Johnson : renet training	Edit X
2	04-07-2017 09:40 am	Varelle Johnson	General Note	Varelle Johnson : (Vendor added note) Exported and Mail Merged	Edit X

The notes tab will show any listing notes and also notes that have been added via the contact that is attached as the owner. The owner notes will display as (Vendor added note).

[From The Contact](#)

The Contact Chronological History

Chronological History Ebrochure history is found under the Prospecting Tab	
04-07-2017	NOTE: Varelle Johnson : Exported and Mail Merged
04-07-2017	NOTE: Varelle Johnson : Exported and Mail Merged
04-07-2017	NOTE: Varelle Johnson : Exported and Mail Merged
29-06-2017	INSPECTION: 27 Aquamarine Drive TOORMINA: 10:25 am: (Active)
23-02-2017	ENQUIRY: 20 First Avenue COFFS HARBOUR: jace: (Source: advert # 1)

From the profile tab on your contact, the chronological history will show all activity that they have completed.

The Touchpoints Manager

Profile **Touchpoints Manager™** Prospecting Properties **1 Inspections** Offers **3 Notes** Referrals Documents Tasks

Touchpoints Manager™ **Buyer Requirements** Renter Requirements Unfollowed

[Mark All Activities as Completed](#)

	Offered	Inspected	OFI'd	Emailed
18 Combine Street, COFFS HARBOUR	✓			
27 Aquamarine Drive, TOORMINA		✓		

This area will show each property that your contact has had activity with. We will weight this based on activity to show the property that they have the most interest with.

The Inspections Tab

Profile	Touchpoints Manager™	Prospecting	Properties	1 Inspections	Offers	3 Notes	Referrals	Documents	Tasks
1 Property Inspections									
Open For Inspections									
Appointments									
+ Add Inspection									
Learn About Inspections									
#	Date	Property	Inspecting Rep	Comments					
1	29-06-2017 10:25 am	27 Aquamarine Drive TOORMINA	Varelle Johnson	inspection Interest Levels: IL:0 Comments: -	Active Edit X				

From the inspections tab, you are able to filter via inspection by appointment and properties where the contact has attended an open home.

The Offers Tab

Profile	Touchpoints Manager™	Prospecting	Properties	1 Inspections	Offers	3 Notes	Referrals	Documents	Tasks
+ Add Offer									
Learn About Offers									
#	Date	Property	Taken By	Value	Vendor Offer	Accepted			
1	12-07-2017	18 Combine Street COFFS HARBOUR	Varelle Johnson	\$0.00		WIP	Active Edit X		

This tab will show all of the properties where the contact has submitted an offer.

Automated Activity Emails

With all of the activity that is added via the app, we will automatically send an eBrochure to the contact with the property that they have shown interest in. This is based on the below activity:

- Enquiries
- Open Home Attendees
- Inspection by Appointment
- Offer

With this email we will automatically start to track the eBrochure and record the clicks and opening of the eBrochure.

Automated Buyer Requirements

Once you start adding contact activity to your listings, if the contact does not have buyer requirements, we will automatically enter these and subscribe the contact to receive automatic alerts.

The buyer requirements are based around the property that they have viewed. The requirements will automatically update if the contact has had activity with multiple properties.

The listing alerts that will be sent to your contact include:

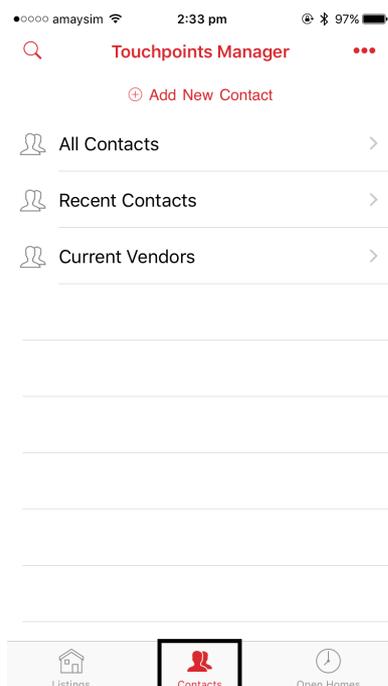
- New Listing alerts
- Price reductions
- Sold alerts
- Auction alerts

We will also send these out for your rental properties.

You are able to customise your alerts and buyer requirement criteria through the setup area in ReNet.

Contacts

To access the contacts that you manage within ReNet, select the contacts icon. For apple devices this is at the bottom of your app. For android this is at the top of your app.



You will be taken through to a screen that will allow you to filter by:

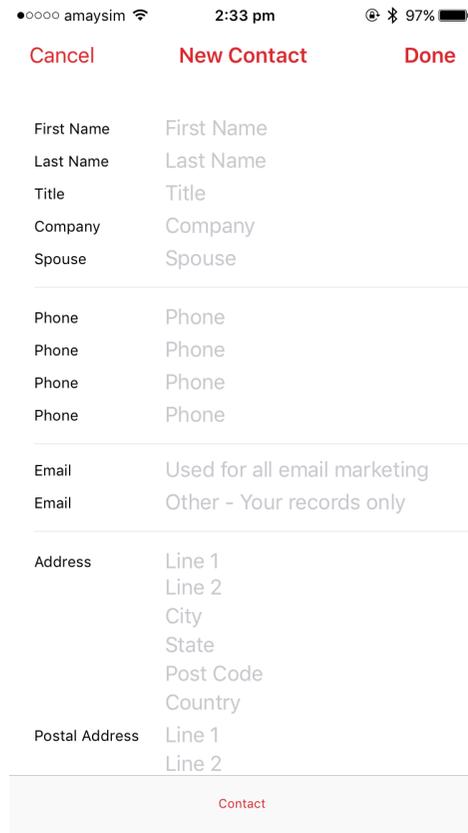
All Contacts: These are all the contacts that you manage within the database.

Recent Contacts: Contacts that have been added or modified within the last 14 days.

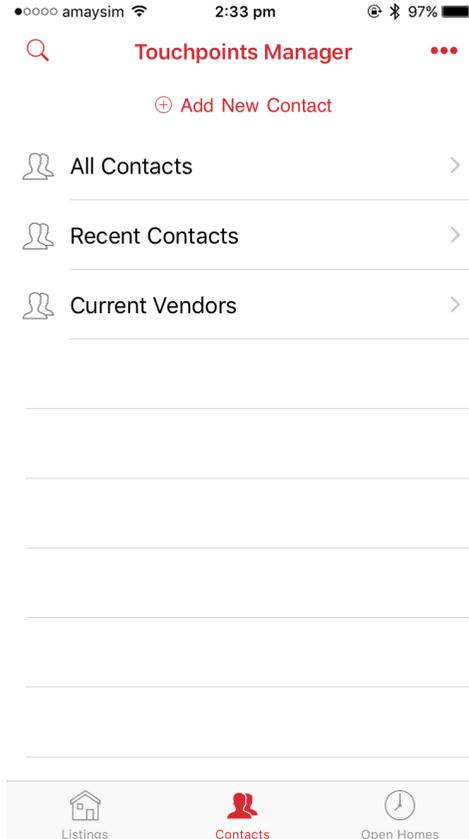
Current Vendors: Contacts that have a property attached that has a status of current.

To add a new contact on apple devices select + **Add New Contact.**

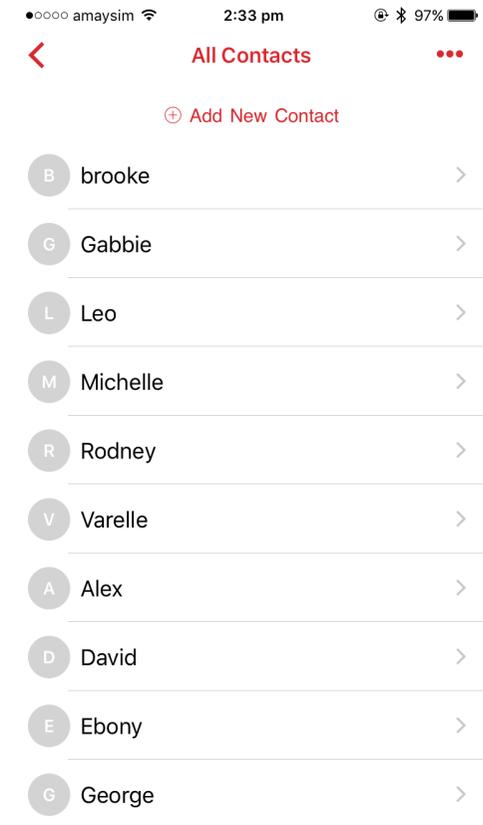
For Android devices select the + button in the bottom right hand corner of your screen.



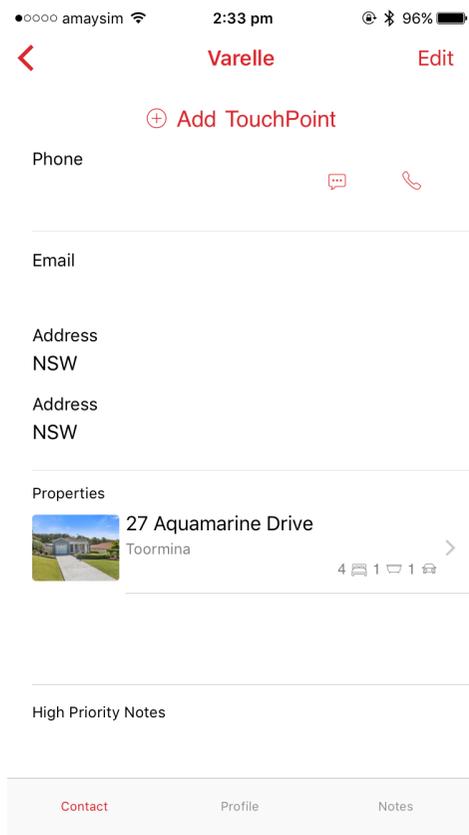
This will take you through to a contact add screen. After entering all of the details for your contact select **Done.**



To view contacts that are already in ReNet, from your contacts icon select one of the options to filter. You can also search for your contact by using the magnifying glass at the top of your app.

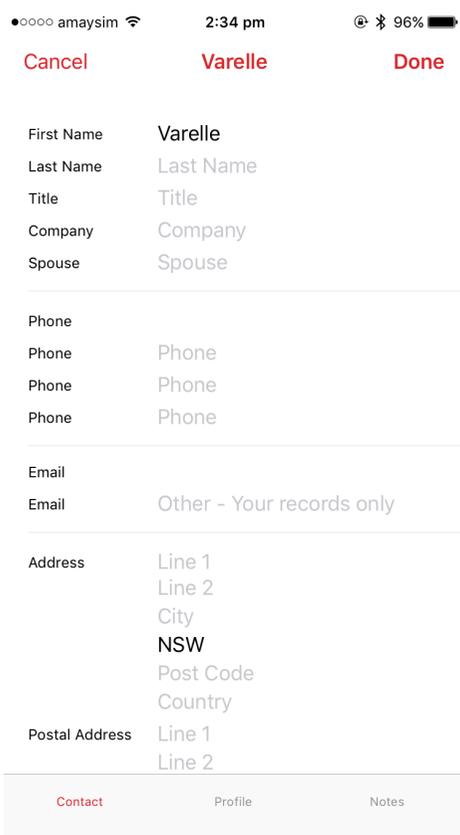


This will then bring up the list of your contacts. This will display by First name only first – in alphabetical order First name and surname – alphabetical by surname. To edit your contact select the contact name.



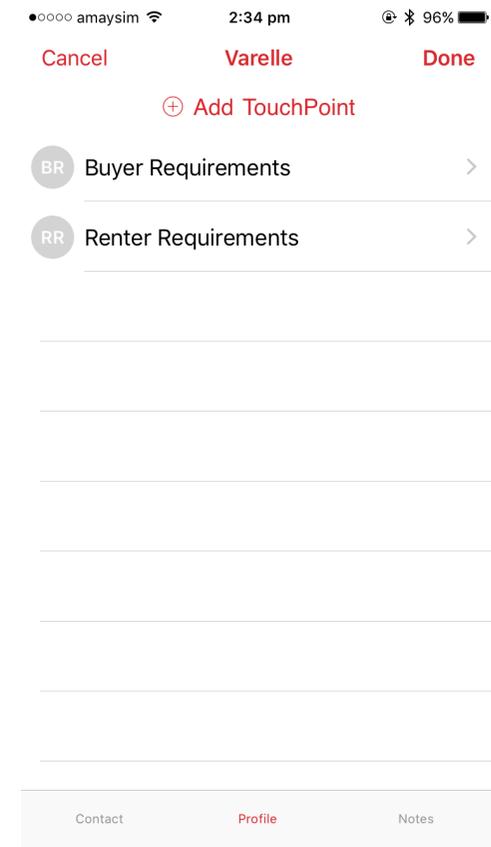
This will show contact details and important information on the front including properties that they own and any high priority notes.

You have the ability to SMS and call the contact using the contact buttons beside the phone number. To edit the contact select the **Edit** button in the top right hand corner.

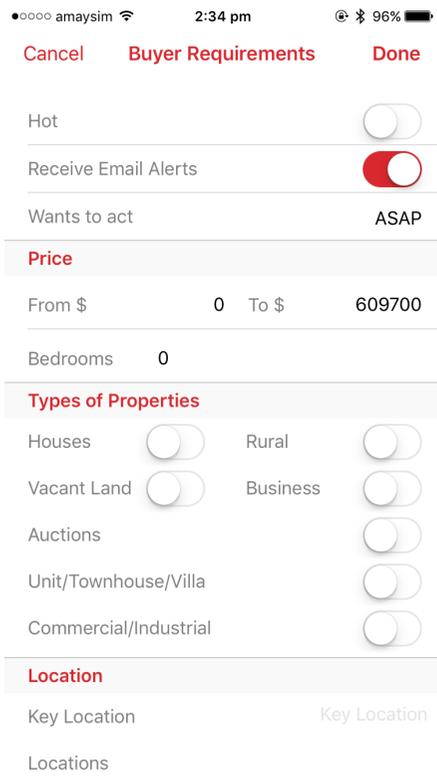


This will link you through to the contact form to be able to update any details. Once everything has been updated select **Done**

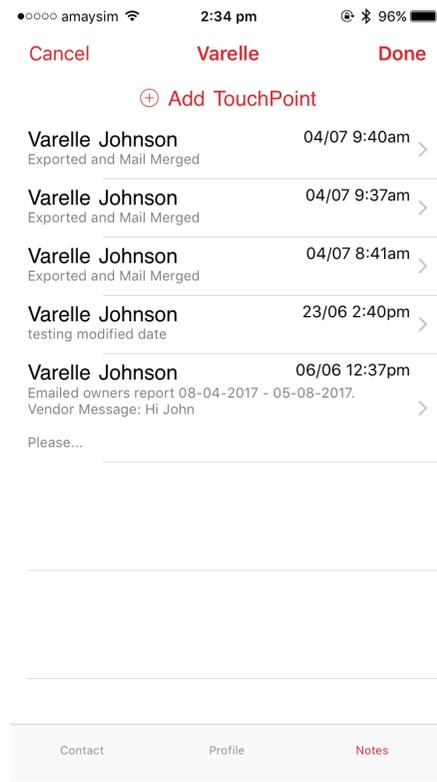
To view buyer or renter requirements select the profile option from your contact area at the bottom of the screen.



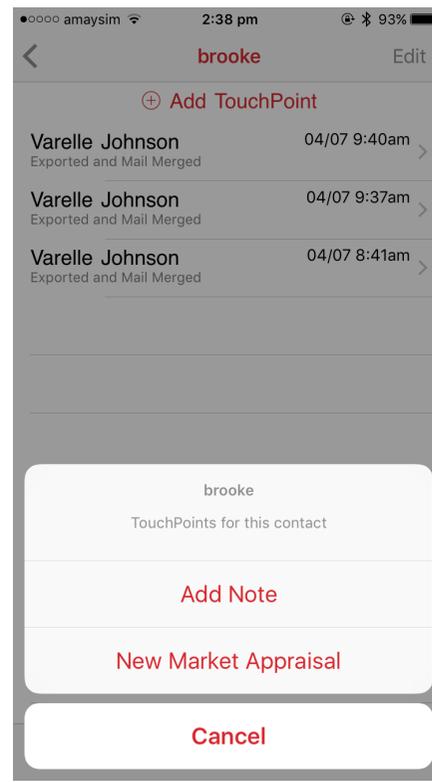
This will bring you through to a list with the ability to edit or add the buyer/renter requirements that have been added to your contacts. Select the requirements to edit/add.



Once all of your buyer/renter requirement have been updated select **Done**.



To view the notes for your contact select the **Notes** option at the bottom of your app. This will show all of the note history. To add a new note select the + **Add TouchPoint** option.



This will come up with the option to add a new note.



This will then link through to a screen to add the note details. Any note marked as high priority will show on the front page of the contact screen.

Accessing Contact Information via ReNet

All of the contact information that has been added/modified via the App is also accessible directly from the contact card in ReNet.

From the Profile Tab

You are able to see any buyer requirements that have been entered for the contact from the homescreen by selecting **Search for matching properties** will take you through to the buyer match area.

+ Buyer Requirements		Learn About Buyers
Buyer Spending Range	Between \$0 and \$500,000, ASAP	
Buyer Locations	Any location	
Buyer Property Types	Any property type	
Matching Properties	Search for matching properties	

From the Chronological History

You are able to see any notes entered for your contact from the profile chronological history.

Chronological History Ebrochure history is found under the Prospecting Tab	
12-07-2017	NOTE: Varelle Johnson : Varelle testing from app
04-07-2017	NOTE: Varelle Johnson : Exported and Mail Merged
04-07-2017	NOTE: Varelle Johnson : Exported and Mail Merged
04-07-2017	NOTE: Varelle Johnson : Exported and Mail Merged
05-06-2017	ENQUIRY: 27 Aquamarine Drive TOORMINA: brooke: (Source:)

From the Touchpoints Manager

Profile Touchpoints Manager™ Prospecting Properties Inspections Offers 4 Notes Referrals Documents Tasks

Touchpoints Manager™ Buyer Requirements Renter Requirements Unfollowed

[Edit BUYER Requirements](#) [Delete BUYER Requirements](#)

Spending Range Minimum Price 0 Maximum Price 500000

Locations Any location

Property Types Any property type

Archived Listings Match against archived listings (not live)

Pending Listings Match against pending listings (has agency agreement but not live)

Pipeline Listings Match against market appraisal pipeline listings with forecast listing dates

Results 50 matching properties will show

[Find Properties](#)

There are 3 properties in your database matching the above.

3 1

From the Touchpoints Manager you are able to see all matching properties for a contact with the ability to search for additional properties and also send marketing.

The Notes Tab

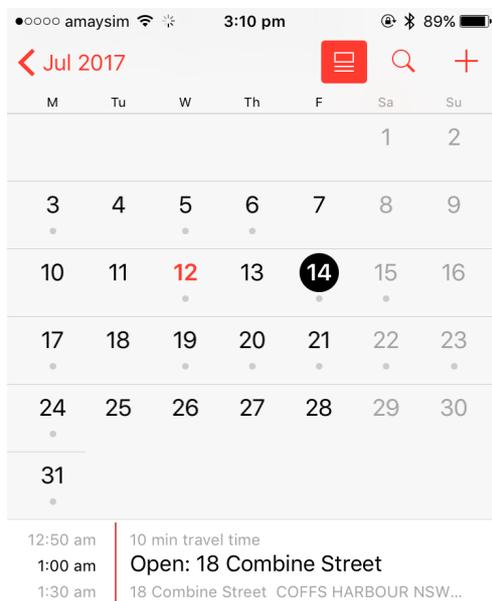
#	Date	Staff	Activity	Note	
1	12-07-2017 02:32 pm	Varelle Johnson	General Note	Varelle Johnson : Varelle testing from app	Edit X
2	04-07-2017 09:40 am	Varelle Johnson	General Note	Varelle Johnson : Exported and Mail Merged	Edit X
3	04-07-2017 09:37 am	Varelle Johnson	General Note	Varelle Johnson : Exported and Mail Merged	Edit X
4	04-07-2017 08:41 am	Varelle Johnson	General Note	Varelle Johnson : Exported and Mail Merged	Edit X

From the notes tab you are able to see just the notes that have been added for this contact. Any note that is marked as high priority will show at the top of the list.

Data Syncing with Apple Devices

With your apple devices, you will see that we will sync your open home information through to your calendar and your contacts through to your phone contacts.

Calendar Information



M	Tu	W	Th	F	Sa	Su
					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	29	30
31						

12:50 am | 10 min travel time
 1:00 am | Open: 18 Combine Street
 1:30 am | 18 Combine Street COFFS HARBOUR NSW...

With each open home that is entered in for your property, this will automatically display in your inbuilt apple calendar. You are then able to use this to google map to reach the location and we will also provide estimated time of arrival based on traffic conditions.

Contact Information

ID:37301915 - Andree Cardow

Edit

Salutation	Andree Cardow					
Related Contacts	No related contacts					
Postal Address:	-					
Source:	Domain.com.au					
High Priority Notes:	No high priority notes					
Categories:	BUYER, BUYER					
Email Subscriptions:	<input checked="" type="checkbox"/> General eBrochures <input checked="" type="checkbox"/> Buyer eBrochures & Alerts					
touchpoints manager	Market Appraisal	Offered	Inspected	Attended OFI	Wanted Criteria	Emailed
					<input checked="" type="checkbox"/>	
+ Property Portfolio Learn About Owners						
+ Buyer Requirements Learn About Buyers						
Buyer Spending Range	Between \$328,300 and \$609,700,					
Buyer Locations	TOORMINA					
Buyer Property Types	Houses					
Buyer Comments	Thank you for attending the open home, we have set you up for alerts for similar properties					
Matching Properties	Search for matching properties					



Notes

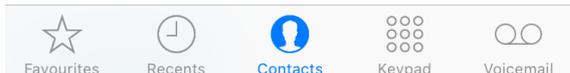
---- ReNet CRM Data ----
 Locations: TOORMINA
 Minimum Price: 328300
 Maximum Price: 609700
 Interested In: Houses
 Contact Source: Domain.com.au
 Inserted From: Varelle Johnson
 ---- End of ReNet CRM Data ----

[Send Message](#)

[Share Contact](#)

[Add to Favourites](#)

[Share My Location](#)



With contacts that you have modified or communicated with, these will start to sync through to your apple phone contacts. We will show all contact information that you can use to call or SMS and through the notes area we will show any buyer requirements and any important information that has been entered via ReNet or your App.