OneHome FAQs

The Matrix Client Portal is different. My client is now seeing OneHome. What is OneHome?

On February 22, 2022, we turned on the OneHome tool by CoreLogic. As CoreLogic puts it, with this new technology, Matrix is designed for the agent and the new OneHome tool is designed for the client. In addition to FMLS using this new technology, Matrix accounts all over the country are using OneHome!

My Matrix client is calling me right now and asking me about OneHome. What do I tell them?

As an agent, tell your client that OneHome is the new upgraded technology from CoreLogic. In OneHome, your client can view Live FMLS Listing Data, Public Record Data, Map Boundaries, Points of Interest, Google Street View, Market Insights, Breakdown of Monthly Costs, Upcoming Open Houses, Walk/Bike/Transit Scores. They also get to use the Compare feature, Search for Matrix Listings and much more, all while remaining connected to you! Additionally, if the client chooses to Activate an Account, they get access to even more OneHome features that include Property Fit, Planner, request a tour, leave notes, Favorites and Discards, Agent and client Saved Searches and more.

What will happen to my existing auto-emails that I have set up for my clients?

Good news! All existing auto-emails that you have set up for clients are automatically converted. When a client opens an email and clicks on View All Listings, they are brought into OneHome to view the listings. At that point, the client can view listings in OneHome and can choose to Activate an account in OneHome to receive even more functionality.

Is my client required to Activate a OneHome account to view the listings I send them?

No; however, clients will love it when they decide to activate an account because they gain even more technology to aid them in selecting properties.

What does the client need to do to Activate an account?

As an agent, simply send your client an email of listings from Matrix. When the client opens the email and clicks on the link to view the listings, tell them to look for the "Activate Account" option. The client then enters first name, last name and password and immediately the client is activated!

What will happen to Favorites, Possibilities, Discards and Notes?

Great question. You will continue to see the client favorites, dislikes and notes in Matrix under My Matrix, Contacts, inside your Contact file, just as you would expect. All listings that were previously marked as a possibility move into the favorites category. If the client chooses to activate an account in OneHome, they will see their Favorites, Dislikes and Notes as well. In an activated account, a client can continue to Favorite, Dislike, Add Notes, send a Request to Show to you, and more on important properties they view in OneHome.

What will happen to listings marked as Possibilities?

Existing listings marked as 'Possibilities' will be merged into 'Favorites' on OneHome.

Now that we have OneHome, what will happen when I send Matrix emails out to the client?

All emails will go out to the client as expected. Any Matrix emails from you that contain listings (auto-emails, emails with listings) or Matrix Public Records will be now viewed by the client in OneHome. All other emails from Matrix that you send clients (i.e., Matrix CMAs, Matrix Driving Directions, Matrix Statistics) etc., will be viewed by the client as a regular email from you.

Does the client need to be a contact (First Name, Last Name, Email Address) in Matrix to get into OneHome?

The client will still be able to view the listings you sent, but if they want to do more in OneHome, you will need to add them as a contact in Matrix. After you add them as a contact in Matrix, they will be able to Activate an account.

Can I add more than one email address for a client that is a group?

Yes, and each person will be able to Activate a personal OneHome account.

How can I view the Matrix emails I send out to the client?

The biggest thing to remember is OneHome is for the client and Matrix is for you, the agent. Here are four options for viewing emails you send to clients:

1. Log into Matrix, hover over My Matrix, click Contacts, open the contact, click on the Sent Email Tab, click on Contents to review what you sent.
2. Log into Matrix, hover over My Matrix, Click Sent Email, click on the Contents of the email.
3. BCC yourself on the email. When you open your BCC email you view exactly what you sent the client and how the listings appear in OneHome. OneHome automatically places you in "Agent Preview" mode, that allows you to view the listings you sent to the client. You will be able to

see them on the map, use the compare feature etc., Because you are in "Agent Preview" mode, you won't be doing any work for the client like favoriting property, writing notes etc.
4. Log into Matrix, Hover over My Matrix, Click Auto Email, select the Auto Email for your client, On the "Settings" tab, select the "Sent Email" option.

What if I want to be notified if my client favorites or writes notes on a property?

You may set up Client Notification Settings. In Matrix, click on your name in the top right hand corner, select Settings and then select Portal Notification Settings (or go to My Matrix, Summary, Settings, Portal Notification Settings). When you are in Portal Notification Settings, choose how and when you would like to be notified regarding client activity and then press Save to lock in those settings.

Is there anything else I can view in Matrix to see when a client is favoriting property or writing notes or completing the planner etc.?

Absolutely! When you log into Matrix, view the "Recent OneHome Visitors" widget on the Matrix Dashboard. You can also go to My Matrix, Contacts, open the Contacts file and view just about everything your client is doing in OneHome including (Recent activity, Discover Planner, Property Fit, OneHome Searches). That is why an Activated account in OneHome is so helpful! It helps you, the agent, see what the client is doing, always trying to get you closer to finding the perfect property and facilitate the transaction.

What happens when I delete a contact in Matrix, and that client has an Activated account in OneHome?

The client will no longer be able to get into OneHome

What happens when I make a contact inactive in Matrix and that client has an Activated account in OneHome?

The Client will still be able to get into OneHome, but their Auto emails will be disabled. If the Client does work in OneHome, you will still be notified of that work if you have your notification settings turned on.

When emailing Matrix Listings out to clients how long are the emails good for?

Matrix emails are good for 30 Days

If a client doesn't access an auto-email for 60 days what will happen?

The Auto-Email will disable if a client doesn't access it for 60 days.

Will an Activated OneHome account ever expire if the client doesn't go into it for a while?

A OneHome account remains active until you delete the client in Matrix.

When setting up an Auto-email for a client, If I choose Daily, what times do the emails go out— AM/PM?

Auto-emails on the daily setting go out at 7AM and 6 PM.

How can I allow a client to Opt-In to receive listings via Text Messaging?

Send the client a Request to Opt-In to receive Listings via Text Message. To send the request, go to My Matrix, Contacts, open the Contact of Choice and click the "Request to Opt In" button. If a client wants to Opt-Out of text messaging they will be able to type Stop.

I am seeing that an Activated client has the Property Fit feature in OneHome. Is it an all or nothing thing, meaning it is on all the properties or none of the properties?

Yes, the property fit applies to all listings sent to the client. Let your clients know that they can always change their Property Fit choices by going into their OneHome account, selecting their Avatar in the top right corner and select Property Fit Preferences.

What is the Agent Preview Mode?

If you BCC yourself on an email of listings out to a client, and you click into your BCC email to view listings, you are always in Agent Preview Mode in OneHome. Agent Preview mode allows you to View the listings you sent to the client as the client would see them in OneHome.

If I use two email addresses for the same contact (separated by a comma), say a husband and wife, and each contact registers their email to save favorites and to property fit score and the like... how will an agent be able to see each registered account's Property Fit and Favorites?

Recent Activity will be comingled. The Planner Activity will be comingled. The Property Fit answers will be separated choices so you will be able to toggle back and forth for each email address.

Will Coming Soon or Registered Listings appear in OneHome searches?

No, these items do not appear in OneHome results sent to a client nor can the client search for them.

Once a client has a OneHome account, can they bookmark it?

Yes, clients can Add OneHome to Favorites, Bookmarks or their Home Screen to come back quickly when needed.

Is there anything else I should do to feel comfortable with the new OneHome Functionality?

Yes! Be proactive and call your clients to let them know about OneHome and how it works. In addition, you can go to Matrix, My Matrix, Summary, Settings and click on My Information. It will be best if you review, update and save all your information, your email signature, and your OneHome info.

What about my clients who Activate a OneHome account, what does CoreLogic do with that information?

At FMLS, we want you to know that your Client's Privacy is protected. We have language in our agreement with CoreLogic that protects our members' data from being sold or used in any way outside of Matrix.

Will FMLS offer a CE class on OneHome?

Beginning March 2022, we will offer the Matrix OneHome 3 hr CE class to our members as well as 1 ½ hr OneHome Overview Sessions. To Register, log into to firstmls.com, select Training, select Find a Class and look for the Matrix OneHome Class and a convenient time for you!