

realtyreport™

Mailing Services - Frequently Asked Questions

Q What is the website address for my mailing list?

A Website:
<http://www.marketconnections.com/maillinglist/>

Q How do I get my login and password?

A Both will be emailed to you once your order has been processed.

Q What if I lose my login and password?

A Call us and let us know. It will be recovered.

Q What do I do once I receive my email?

A Log in and review the list to ensure that it is accurate. You can add, delete or edit at this time. Once your list has been finalized and appears to your satisfaction, please click the "Approve" button.

Q How do I add names?

A Click the "New Record" button and type in a name and address. Then click the "Save" button at the bottom of the data entry form. **You must remember to save after each name entered.**

Q How do I delete names?

A Search for the mailee name and click on the name. The mailee's information will appear on the right side. Click on the "Delete Record" button to remove. All changes are immediate. Once you've deleted a name, you cannot "undelete" it. Please be careful. If you have several names to delete, you can do so by first clicking the check box next to each name and then selecting the "Delete Marked" button.

NOTE: You can only delete names page by page (they appear 20 at a time). Again, all changes are immediate. You will not be able to retrieve any accidental deletions.

Q Can I use the browser's back button to undo a deletion?

A No, the browser's back button won't undo a deletion. Please use "Add New Record".

Q How do I edit an address?

A Simply click on the mailee name on the left-hand side, and the information will appear on the right-hand side. Make the necessary changes and click the "Save" button. After a moment, the message "Record Successfully Updated" indicates that edits have been successfully uploaded.

Q Why can't I see my entire mailing list? How do I view the rest of it?

A The names on your mailing list only appear 20 at a time. You will need to click the purple "Next" arrow to access the next group of names.

Q How do I edit the newsletter versions?

A To change the version for your entire mailing list, select the "Bulk Edit" button and then click the "Mark All Records" button. From the pop-up menu, select the version you wish your clients to receive. Click the "Change Version of Marked Records" button.

You can also select different versions for individual mailees. In Normal Edit mode:

- Click on the client name
- Select the version from the pop-up menu
- Click on the "Save Changes" button
- Click on the "Refresh" button to update your list

NOTE: You can only make changes one page at a time.

Mailing Services - Frequently Asked Questions (cont'd)

Q Can I add phone numbers to my mailing list? Can you import phone numbers into my list?

A No, the information you enter into the mailing list is what appears on the envelope. Please do not add any extra information, as it will be printed.

Q What do I do if my list doesn't have any changes?

A Please click the "Approve" button. Approval of your mailing list is only required for the first issue.

Q What if newsletters are sent to the wrong address?

A Newsletters are sent to the addresses included in an approved list. Once you have approved your list, Market Connections™ Inc. does not accept responsibility for any incorrect or missing information on your mailing list.

Q Do I have to approve every time I make a change to my list?

A No. The approval notification only applies for your first issue. Subsequent changes need to be made prior to each cut-off date in order to be applied for that issue.

Q Do you contact me each issue to ask me to update my list?

A No. It is your responsibility to maintain the list and to ensure changes are done prior to each issue's deadline. (Refer to Activity Schedule for deadlines.)

Q How do I search for mailees?

A Enter all or any portion of the name in the box to the left of the "Search" button, click the "Search" button and all matching names will appear.

Q Can I print my entire mailing list?

A To print your list, click on the red "Print" button. This will open another window in your browser containing your entire mailing list. You can sort the mailing list before printing by clicking on any of the blue underlined fields (Name, Company, Address, etc.).

Q What's the "Export" button for?

A Should you wish to export your mailing list to your personal computer, you can do so by clicking the red "Export" button and following the instructions. This will create a spreadsheet that you will be able to open in Excel.

Q What happens if I cancel my subscription?

A Your access to the mailing list editor will be removed.

Q How do I print labels?

A Unfortunately, this site will not print labels. Consult your IT department, your software Help or manuals for further information.

Still have questions?

Please contact us by calling 1-800-387-6058

or email rrinquiries@marketconnections.com

