

Frequently Asked Questions about the Subscriber License & Access Agreement

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What is it?

The agreement that sets forth the terms & conditions for use of the Hawaii Information Service databases. Every user who accesses the database, including staff, will now be required to sign an agreement.

What are the highlights of the Agreement?

- Hawaii Information Service does not evaluate or edit the information contained in the databases and is, therefore, not responsible for its accuracy. Obviously, HIS works very hard to be sure the data is accurate, but the agreement limits your ability to sue the corporation if the data is inaccurate.
- Every user has a separate license to use the databases and agrees to abide by the rules.
- The agreement is between the Subscriber, the PB and HIS
- The agreement can be amended only by written agreement between PB and HIS
- Fees are non-refundable and are payable in advance

Additional Benefits

- More information in roster
- Fees may be paid by credit card
- Discounts for prepayment of fees (5% for 3 months; 7.5% for 6 months, 10% for one year)

Why should I indemnify the corporation?

The agreement asks only that you be responsible for your own data ... that you indemnify the corporation and, therefore, your fellow Subscribers from mistakes that you might make. Without this indemnification, the corporation, and therefore each Subscriber, shares liability with each of you for incorrect data you might input.

Why doesn't the corporation indemnify me?

Beause you use the data at your own risk. The cost to purchase insurance to provide this type of indemnification has been investigated and determined to be cost prohibitive. Fees would be substantially higher if insurance could be obtained.

May the public subscribe to HIS?

No. A license to sell real estate is still required to subscribe to the MLS database. However, the public can **currently** access some MLS information on the mlshawaii.com web site or Realtor.com or HomeAdvisor. There are **NO** plans to share the “private” comments from the “Remarks” section to the general public.

A new class of subscriber was created to allow HIS to share data with lending institutions, escrow companies, etc. who have need of the data for statistical & marketing purposes. These additional revenues would help subsidize your fees.

There are NO plans to offer subscriptions to the MLS data to the public.

How do I notify HIS of changes to my personal information?

1. Complete the “Change in Subscriber Information” form and send it to HIS.
2. If you are changing offices, both the former and the new Principal Broker must sign the “Change in Subscriber Information” form before you send it to HIS or you may send HIS a copy of the DCCA change form.
 - a) If you are changing offices, you must consult with your Principal Broker about whether you can take your listings with you.
 - b) If you are allowed to take your listings with you, you must complete the “Application to Transfer Listings” and attach a print-out of your listings; have both your former and your new Principal Brokers sign the transfer form and send the form to HIS. Only HIS can transfer the listings all at one time.
 - c) If an agent is signed off from an office and no notification is received to the contrary, the listing will be transferred to the Principal Broker.

Why do I have to complete the “Equipment Inventory Form”?

In order to better serve you, we need to know how you are accessing the system to determine if we are having problems with a specific type of equipment or a specific type of software or a specific type of communications device.

What do I do with the “Seller’s Authorization and Waiver for Photographic Services”?

This form is enclosed as a suggestion only. By signing the agreement, the seller provides written consent to put photographs of his/her property into the database and/or wherever Hawaii Information Service policy allows and releases you and Hawaii Information Service from any liability that may result. HIS strongly suggests that you get the seller’s written acknowledgment that information about his/her property will be distributed to Realtors® and non-Realtors® alike and that HIS does provide data to various real estate information sites on the Internet. The seller should be given the option of putting the information onto the Internet or not.

Do ***NOT*** send the form to HIS or to your Board office. If you choose to use this form, it should be kept in your listing file.

How do I get my listing data and photo into the database?

1. Board Load

Listing - You may choose to pay the staff of the local Board of Realtors® to input the listing and any changes to the listing (price changes, status changes, etc.). You will have to share your password with board staff in order for them to input your listing data.

Photo - The photo label must have an MLS#; so you cannot send your photos until you know what the MLS# is. Once the system has assigned the MLS#, and the Board has advised what the number is, you just enter the MLS# in the photo label and send your photos to HIS. (See “How do I send photos to Hawaii Information Service?”)

2. Broker Load

- 1) Check with your Principal Broker to determine what the office policy is on data entry. If your PB allows agents to load data themselves, you may take the Data Entry training and, with your Principal Broker’s consent, load the data into the system yourself. Data Entry training is offered once every six weeks.
- 2) Until you are trained to enter the data yourself, your Principal Broker will advise you how to get your data into the system. Perhaps the Principal

Broker has someone on staff who is responsible for entering new listings and all status changes; or perhaps your Principal Broker prefers that Kauai Board of Realtors® staff load all new listings and any changes to listings.

- 3) The photo label must have an MLS#. Once the system has assigned the MLS#, enter the MLS# in the photo label and send your photos to HIS. (See “How do I send photos to Hawaii Information Service?”)

How do I report status changes in my listing to the service?

1. Board Load

You may submit “Status Change Forms” to the board staff for entering into the system.

2. Broker Load

After completing Data Entry Training, and if you have data entry privileges, you may enter changes to your listing yourself.

Do I need a CD-ROM drive on my computer?

Yes. It is recommended because most software loads faster from a CD.

Will other real estate software, such as Top Producer, work with Research?

Yes, you will find a “top producer” custom download in the standard formats.

Can I use my Macintosh computer?

Your Mac will access REsearch, the text version, and it will access WebREsearch, the browser version, by the end of 1999.

Can I use my printer terminal?

Your printer terminal will access REsearch, the text version.

When will my subscription fees begin?

If you are a new agent, your fees are due calculated from the date of your real estate license. If the license is dated from the 1st to the 15th of the month, fees will be calculated from the first of the month following. If the license is dated from the 16th to the 31st of the month, fees will be calculated from the 15th of the month following.

July 1 – 15

August 1

July 16-31

August 15

If you are not a new agent, fees will be calculated from the date you receive access to the system.

What is the method of payment of fees?

Your Principal Broker will decide whether to pay HIS on a monthly basis or to have you billed individually for services since the PB is ultimately responsible for the payment of fees.

If your PB chooses to have the agents billed individually, the agent must provide authorization for HIS to debit a credit card, a bank account, or they must pay by check at least a quarter in advance.

How do I schedule training?

Training schedules are posted on a monthly basis. Agents may call the Customer Support Team at 1-800-628-3121 to schedule training or send an email to service@hawaiiinformation.com. Check the schedule at www.hawaiiinformation.com.

Can I register for training before I receive my pocket card?

No. A license to sell real estate is a prerequisite to subscribe to the service.

Can I walk into training classes?

No.

Can I take training more than once?

Yes. You may attend training classes as many times as needed.

I do not know Windows™ or how to use a mouse. Do I need to take a class before I learn WebREsearch?

Yes, WebResearch™ uses Microsoft's Internet Explorer™, and a basic understanding of both Windows™ and Internet Explorer™ makes understanding WebREsearch™ much easier. WebREsearch also takes advantage of the integration of Microsoft Office™ products; so a class in Office™ would be well worth your while.

How often can I contact the Customer Support Team?

As often as you need to, but we encourage your use of www.hawaiiinformation.com before you contact the Customer Support Team. Training

manuals and frequently asked questions are on line, and it may be faster for you to find the answer yourself.

What are the customer support hours?

Monday through Friday, 9 am until 4 pm.

What do I do with all these forms?

Fill them out and attach to the signed signature page of the License & Access Agreement along with a copy of your pocket card or real estate license. The forms may be fax'd or mailed to HIS.