

Homesnap Pro is now Homes Pro

FREQUENTLY ASKED QUESTIONS

What is Homes Pro?

Homes Pro is the fastest-growing, agent-friendly home search platform in the industry that always maintains our promise: Your Listing. Your Lead. It allows you to manage everything in one central location, giving you the ability to collaborate with clients in a whole new way and provide unparalleled service.

How is Homes Pro different from Homesnap Pro?

Homes Pro is the new upgrade to Homesnap Pro with an improved user experience and with redefined features that will make it easier for you to collaborate with consumers and brand your business on the fastest growing home search site in the industry.

What's new on Homes Pro?

We've upgraded Homesnap Pro to bring you upgraded features to collaborate with consumers and clients which to include, saved searches, sending recommendations and the ability to receive feedback in a collaborative environment.

Why is Homes Pro better than Homesnap Pro?

Homes Pro includes the functionality you love from Homesnap Pro, with an improved and upgraded user experience, and more opportunities for agents to collaborate with their buyers and sellers. Homes.com has already surpassed Homesnap's popularity - that Homes.com is the preferred destination for homebuyers and their agents. Over 34 million consumers are visiting Homes.com each month, in turn generating millions of free leads for agents.

What does "Your Listing. Your Lead." mean?

Our promise of Your Listing. Your Lead means that we will never allow other agents to advertise their business on your listings.

When will Homes Pro be available?

Homes Pro is available now for you to start getting acquainted with its features and connecting with your clients. If you were a prior Homesnap Pro user, all your client connections have been transferred over to Homes Pro already. We will continue to add new features weekly for you to familiarize yourself with.

How do I login to Homes Pro?

You can use your existing Homesnap email and password to login. Go to Homes.com, click the Login link in the top right.

Does Homes Pro have a mobile app?

Yes, Homes Pro has a mobile app upgrade to the Homesnap Pro app. Simply download the Homes.com app and login with your Homesnap email and password.

How will my other Homesnap products (Pro+ and Concierge) be affected?

At this time, there will be no interruption to your Homesnap Pro+ or Homesnap Concierge products.

Will Listing Ads be affected?

At this time Listing Ads will function just as they did on Homesnap. We are working behind the scenes to create an even better experience for Listing Ad users on Homes Pro in the near future.

What happens to my connections, messages, and data from Homesnap Pro?

Your data has already been migrated over to Homes Pro for you to make this transition as seamless as possible. Once you login you will notice your saved contacts, invited client connections, favorite listings and saved searches are all right there at your fingertips.

What happens with the clients I was working with in Homesnap Pro?

Your saved contacts and invited client connections have been migrated to Homes Pro, and your clients can now use the upgraded Homes.com experience to search for listings and collaborate with you. Stay on top of your clients' needs by making recommendations, exchanging feedback, sending messages, and tracking their activity and favorites. These valuable insights will help you provide exceptional service as you guide your clients towards finding their perfect home.

What should you do when you first login to Homes Pro?

While most of your data from your Homesnap Pro Profile has already been moved over, you should check out your Agent Profile to make sure everything looks good and is up-to-date. Homes Pro agent profiles now allow you to include a comprehensive bio, add additional pictures and video too!

From here, you can:

- Update your headshot and bio.
- Showcase your awards, designations and accomplishments.
- Share videos and social media profile to deepen your connections.

Why does one individual in my office, who is a part of another MLS, have different access to features than I do?

Most MLS's make Homes Pro available to their subscribers, providing a full MLS data feed to power certain Homes Pro agent features, like off market listings and other agent only fields. However, some MLSs do not yet provide a full data feed, and certain agent only fields and status types may not be accessible in Homes Pro. Regardless of your MLS affiliation, you can still claim your Homes Pro account and Homes.com profile at <https://www.homes.com/agents>.

Once you claim your profile, you will have access to the same features as other agents in Homes Pro - for free!

**Still Have Questions?
Support is always available.**

IMPORTANT INFORMATION

For users who would like to learn more, have questions, or need assistance with their logins, Homes.com will be hosting weekly webinars to educate on different and new features of Homes Pro.

Agents can register at:
homes.com/agents

Additionally, the Homes.com support team is ready and on standby for assistance at support@homes.com or (800) 431-5509.

