

# ePropertyWatch FAQ

## **My clients are getting their invites sent to spam. Is this typical?**

This can happen as with any email. We suggest that you make sure the client has added [alerts@epropertywatch.com](mailto:alerts@epropertywatch.com) to their Address Book, which should keep the messages from ePropertyWatch from going to their Spam/Junk folder. Also, send your initial invitations with a property address as this makes the email unique. Spam filters often base their decisions on the number of similar emails from the same email address. Keep your list clean. Sending emails to an old or abandoned email address can trigger a spam filter. It shows that you are more likely sending out blast email spam, rather than sending recipient-requested emails.

## **I am having issues finding an address in ePropertyWatch. What am I doing wrong?**

There can be several reasons why an address is not found. Here are a few common reasons: Road types like street, lane, and place should be abbreviated to ST, LN, and PL. Also, abbreviate directions like N or S unless they are a part of a street or city name such as North Las Vegas or Lakewood South St. Unit numbers should be entered with a leading #. E.g. 123 N Main St #228 Las Vegas, Nevada 99999. Use the potential matches to refine your entry and select the matching one from the list when you see it.

If the property is a new construction, it can take up to 6 months for an address to populate. If the property is a commercial building or a mobile home, in a mobile home park, the system may not have the property information as only residential parcels are supported. If you are still unable to locate the property, email the address to [epropertywatch@corelogic.com](mailto:epropertywatch@corelogic.com) for assistance.

## **I cannot upload an agent photo or logo? What is wrong?**

Try one thing at a time to narrow down what element is causing the problem. Typically, the issue is either the image is too big, or it is not an image at all (E.g. a PDF file). If you are still having problems, send a copy of the file you are trying to upload to [epropertywatch@corelogic.com](mailto:epropertywatch@corelogic.com) and we will investigate the issue.

## **Does the system recognize duplicate leads? I want to import more clients, but I do not want to spam those who I have already invited.**

Yes, ePropertyWatch recognizes duplicate leads by the client's email address. You can only invite an email address once. If an email address is imported with different property addresses, the multiple properties will be created under that single email account. Once the email is validated, the client will receive a report for each valid address.

## **Is it possible to re-invite those clients that did not subscribe?**

ePropertyWatch will send the invitation several times and if an address is provided it will send the actual report. However, after a week, if there is no response, ePropertyWatch will not send any more emails to that email address. The only way to re-invite pending clients is to wait several weeks and then use the delete tools to bulk delete clients who did not respond and re-import to send new invitations.

## **The mortgage is incorrect. Can I change this?**

Yes, you can change this. ePropertyWatch starts with the limited information your county keeps on your mortgage liens. However, if you made extra payments, added a HELOC, or paid it off early, then you may need to edit this information to make the ePropertyWatch calculations match your current situation.

Please note that the changes are visible only to the user that made these changes. A sponsor cannot go in and make changes expecting the changes to be visible to the client.

## **What do the Hearts on the Client List mean?**

The hearts are a way to visually show how engaged your clients are with ePropertyWatch. The hearts are color coded from red to blue. Red hearts indicate clients that have opened ePropertyWatch emails and clicked through to visit the website, more often than those with the blue hearts. These hearts are useful for grouping the list by engagement. The engagement score is calculated based on client activity over the past 6 months.

## **How do I access the Social Media Link and/or Widget?**

You can access the Social Media Link/Widget by purchasing the "Agent + Mktg Tools" upgrade as a single Agent or be sponsored by a Team/Broker/Office that has purchased this upgrade. Once you have upgraded you will have access to the marketing tools and instructions from the Settings tab.

## **What is the difference between the Social Media Link and Widget?**

The Website Widget is a HTML code that you can cut and paste into a website to provide an ePropertyWatch sign-up for the public. This is useful for brokers and teams with a web presence to entice homeowners (who have been thinking about selling and are visiting websites to learn about market prices) to identify themselves.

Most sponsors will not use the widget as they do not have a strong website presence. Instead, they will most likely utilize the social media landing page link instead. This link takes homeowners to your personalized ePropertyWatch landing page and signup form.

Please note that both tools allow homeowners to sign themselves up for your ePropertyWatch reports.

## **How do I use the Social Media link to generate new business leads?**

This landing page URL can be used in multiple ways.

You can post a message on Facebook about home valuations and encourage people to sign up for a free ePropertyWatch report. The final line in the post is the Social Media URL. Facebook will replace the URL with a small image ad that users can click opening your personalized version of the ePropertyWatch homeowner landing page. You will get leads from outside their sphere by paying Facebook to boast this post to a targeted demographic.

Other social media environments can be similarly used to reach potential sellers. For example, you might post on NextDoor or Tweet the landing page URL.

You can add this URL to your email signature along with a tag line. For example: *Click to receive a FREE home value report*. You can also feature it on your direct mail pieces sent to targeted markets.

You can write an article about the ePropertyWatch for various media outlets and include the link for new leads to sign up.

When new clients register for ePropertyWatch using the widget or social media URL, you will be sent an email notification. You can turn this feature off in Settings → Notifications.

### **How do I update my credit card information for my account?**

You can do this by going to your “Account” settings. From there press the “Change Card” button in the “Next Billing” section.

*For additional questions please email the support team at [epropertywatch@corelogic.com](mailto:epropertywatch@corelogic.com).*