

Hurdlr: Common Questions for Real Estate Agents

Quick resources for getting started:

- Setting up mileage tracking: [Mileage Tracking Basics](#)
- Resolving common mileage tracking issues: [Optimal settings for mileage detection](#)
- Setting up finance tracking: [Finance Tracking Basics](#)
- Tracking Listings and Buyers: [How do I track my listings and buyers in Hurdlr?](#)

How can I delete/edit data if I make a mistake?

- Answer: You can simply tap on the data you want to remove or update to view the details and make the necessary change.
 - Tap on any field to make updates, or tap Delete at the bottom of the details
- All deleted data will be stored under the archived tab on their respective screens, and can be recovered just in case you accidentally remove valuable business data.

How do I edit/change the status of a Listing of Buyer?

- If a listing/buyer goes under contract, is sold, or gone off market, you can update their status. To do this, from the Listings and Buyers dashboard, click or tap on an entry, then select Edit in the top right corner of the entry details.
 - To update the status, select the Status dropdown and choose the new status.

To view Listings with a specific status, tap the Type filter in the Listing and Buyers section to choose the status you want to view.

If a user no longer has data they need to tag to a listing or buyer, that can archive them. Archived listings/buyers no longer appear in the options of listings/buyers to tag for mileage, expenses, and income. To archive a listing or buyer:

1. Tap 3 dots in top left corner of the mobile app and selecting Listings & Buyers or in the web app, click the Listings & Buyers button on the left side of the screen
2. Tap the listing/buyer you want to archive
3. Tap Edit in the top right corner
4. Tap the Archive button at the bottom

If they ever need to unarchive a listing, in order to tag some other data to it for example, they can do so by following the steps in [this article](#).

How do I add new Businesses/How can I track multiple Businesses?

- In Hurdlr, earnings, expenses and mileage can all be tagged and tracked to a different Business. By doing this, users can easily see profitability at the business level and generate a custom report per business. To add new businesses:
 1. On the mobile app, tap 3 dots top left corner or on the web app, tap the gear icon in the top right corner
 2. Select Businesses

3. Tap plus button in top right corner
- When tagging new transactions or mileage, users will be prompted to select the relevant business, and subsequently, the relevant client, listing or buyer if applicable.

Hurdlr only pulled in the last 30 days of transactions from my linked bank, can I track older expenses?

- Yes! When you link your bank with Hurdlr, the app initially pulls your past 30 days of transactions. However, it may be possible to go farther back than 30 days, depending on how far back your bank shares transaction data. To easily pull in older income and expenses from a linked bank:
 1. Tap 3 dots in the top left corner on the mobile app, or click the gear icon in the top right corner on the web app
 2. Tap Banks & Integration
 3. Historical Transactions
 4. Select the date you'd like to pull back to.

Important note about duplicating data: If a user removes an account entirely, then adds it again later, they must choose a date after the period they already tracked when pulling historic transactions or they will pull in duplicates. E.g. A user unlinks a bank on February 1, and later links it again in June. If they pull in transactions back to January 1 they will duplicate the transactions that pulled in from that account between January and February.

- Hurdlr will pull in all available transactions, but it's possible a bank may not allow Hurdlr to pull transactions as far back as a user would like. If they need to add historic transactions that the bank did not send over, they can import them from a CSV file, or manually add them.

How can I link another Bank/account?

- You can link to as many different banks that you need in Hurdlr, the only limitation is you cannot link multiple logins at the same financial institution.
- To link an account at anytime:
 1. On the mobile app, tap the 3 dots in the top left corner or on the web app, click the gear icon in the top right corner
 2. Tap Banks & Integrations
 3. Tap Add Account
- When you get a new card or open a new account for a bank that's already linked, you can go through the Re-linking process to connect that account. **Please note that users should not unlink an account in order to add new sub accounts. The steps to Re-link to manage the available accounts are:**

1. Tap the 3 dots in top left corner in the mobile app or click the gear icon in the top right corner in the web app
2. Select Banks & Integrations
3. Select Add Account
4. Select your bank from the list of popular integrations or search for your bank and enter your online banking credentials
5. If prompted, follow the prompts to enter your credentials
6. Select the additional accounts you want linked

I see that I have tracked data in the app, but my reports are blank!

- In general, users must tag data to a Business for the data to appear in their reports.
- Untagged data will not populate in most reports, and will also not be counted in the Home Page summary or in their Tax Estimates.
- Only data that is tagged to a Business will be accounted for in the Tax Estimates.

I already have an existing Hurdlr account, can I take advantage of this benefit?

- Yes! For agents with existing Hurdlr accounts, they can activate the Hurdlr Premium benefit from Stellar through Stellar MLS.
- First, agents should cancel any existing subscriptions they are paying for. They can follow the steps [here](#) to cancel their subscription based on where they purchased it. Canceling a subscription does not alter or remove any data they have tracked previously.
- Next, agents should ensure that the email address they are using in Hurdlr matches the email they use for their Stellar MLS login. They need to do this first, or going through Stellar will create a different account for them.
- After ensuring that they are using the same email in both places, they can access Hurdlr through Stellar's site to activate the benefit in their existing account.

I want to update my contact email for Stellar, will this affect my Hurdlr account?

- If an agent updates their contact email in Stellar MLS, they should update their email address in Hurdlr to match.

Is there a free version of Hurdlr?

- While there is a free version of Hurdlr, it is much more limited than the service that Stellar is providing. The Premium version is suited for people who are serious about their business. You can see a comparison of both in our help center [here](#).