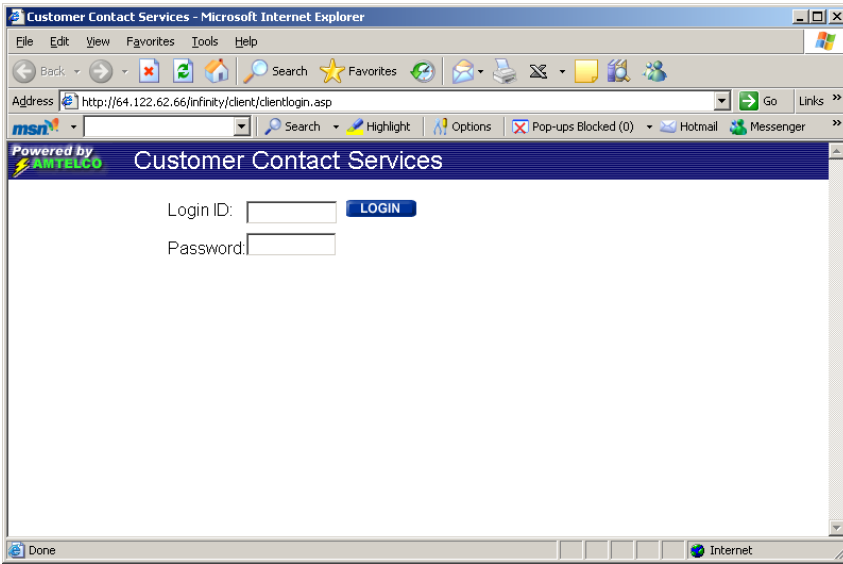


Web-Enabled Real Estate Listing Directory Maintenance

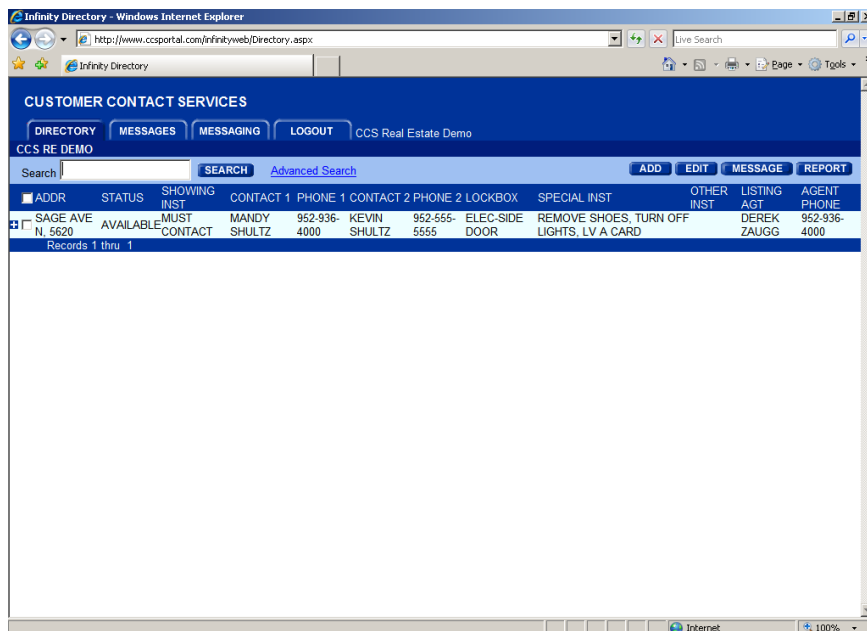
Web-enabled maintenance allows the client to update directory listings. The following notes are intended to introduce the functions.

Logging in to the Account

- To begin, direct your browser to www.ccsportal.com and click on the “Client Login” link. You will be prompted for your Login ID and password.



- This ID and password identifies your corporate account and will permit you to view current settings. To make changes, you will need to further identify yourself as a specific operator by entering in another Login ID and a Password. This permits you to allow others to log in and VIEW ONLY what is listed but not make changes.
- The next screen lists your choices – typically Directory, Messages, Help, and Logout. It is important to remember that you need to log out (not just exit the browser) when you are finished. Web-enabled sessions that are not logged out are kept active for up to 20 minutes and may block other users.

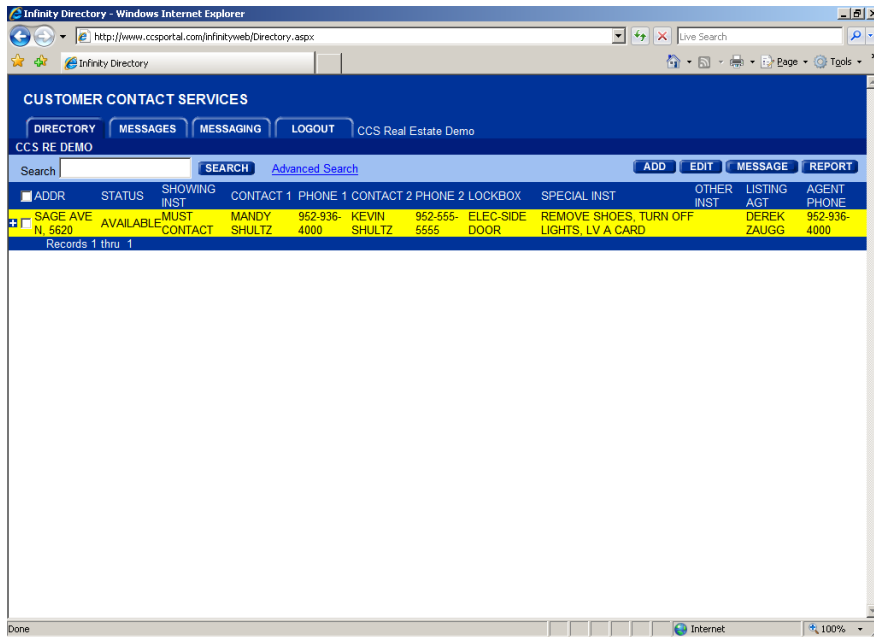


Viewing the Directory

- To view the current Directory Listings, select the Directory link at the top of the screen. The system will display the list of directory entries. The entries can be searched by address.

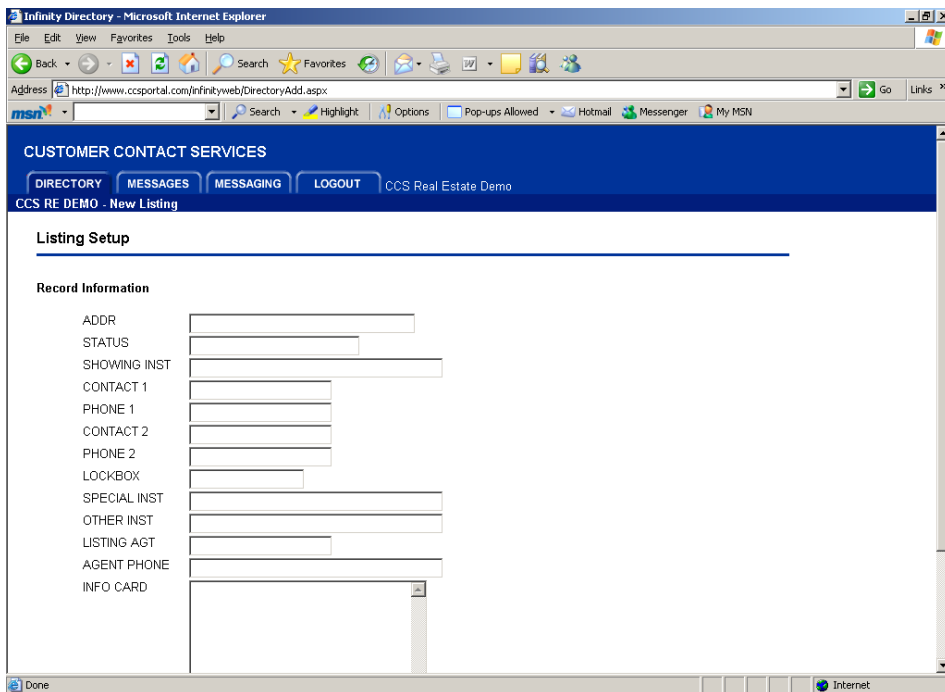
Adding a new Directory Entry

- Press the “Add” button at the top bottom of the screen.



Logging in – Again

- If this is the first change you've made during this session, you will be asked to supply another login. This login identifies you as an authorized operator, will use a different ID, and allows you to make changes. Once you have identified yourself, you can continue with your changes or additions.



Entry Instructions

| | |
|-----------------------------|---|
| Address | Must enter street name first, then house number. (Example- Girard Ave N, 5620) |
| Status | Must enter one of the following- Active, Off Market, Sold Pend-No Showings, Sold Pend-Ok to Show |
| Showing Instructions | <p>Enter one of the following-</p> <p>Must contact seller- Showing will be declined if unable to speak with the seller/contact.</p> <p>No need to contact- Showing will be immediately confirmed. (Usually used for vacancies)</p> <p>Leave message & set all- Message will be left on voicemail & showing confirmed.</p> <p>Try to contact seller- We will repeatedly try to reach seller/contact until one hour before showing, at which time the showing will be confirmed.</p> <p>NOTE-If for any reason, we are unable to leave a voicemail on #'s provided; we will contact the listing agent.</p> |
| Contact 1 | Enter the first contacts name (If it applies). It may be the homeowner or the listing agent. |
| Phone 1 | Enter the first contacts phone number where they can be reached or a voicemail can be left. |
| Contact 2 | Enter the second contacts name (If it applies). It may be the homeowner or the listing agent. |
| Phone 2 | Enter the second contacts phone number where they can be reached or a voicemail can be left. |
| Lockbox | Enter lockbox code or if it's electronic. If it fits, you may enter the location. (Example- Elec-Front door) |
| Special Instructions | This field is for any information we must give the showing agent. (Example- Remove shoes, leave a card) |
| Other Instructions | This field is for any other instructions that we may need in order to set up the showing. |
| Listing Agent | Enter listing agents name. The listing agents name will be copied to the message form for documentation. |
| Agent Phone | Enter listing agents phone number in case they need to be contacted. |

- **NOTE:** Please do not use the info card box at the bottom of the above fields.
- When you've completed the information, press the "Save" button at the bottom. If you've made a mistake, press "Cancel" to get back to the main directory screen.

Editing and Deleting Directory Entries

- Changing or removing existing directory entries is simple. Just find the entry in the main directory screen, select the listing by clicking in the box on the left hand side of the listing, and then select “Edit”. You can change the details or status and click “Accept” or click “Delete” to get rid of the entry altogether. Remember that you may need to log in a second time if this is your first change in this session. If you get to the edit screen in error, simply click “Cancel” to get back to the directory.

The screenshot shows a web browser window titled "Infinity Directory - Windows Internet Explorer" with the URL "http://www.ccsportal.com/Infinityweb/DirectoryEdit.aspx". The page has a blue header with "CUSTOMER CONTACT SERVICES" and navigation tabs for "DIRECTORY", "MESSAGES", "MESSAGING", and "LOGOUT". Below the header is a "Listing Setup" form with the following fields:

| | |
|--------------------|-------------------------------------|
| Record Information | |
| ADDR | SAGE AVE N, 5620 |
| STATUS | AVAILABLE |
| SHOWING INST | MUST CONTACT |
| CONTACT 1 | MANDY SHULTZ |
| PHONE 1 | 952-936-4000 |
| CONTACT 2 | KEVIN SHULTZ |
| PHONE 2 | 952-555-5555 |
| LOCKBOX | ELEC-SIDE DOOR |
| SPECIAL INST | REMOVE SHOES, TURN OFF LIGHTS, LV A |
| OTHER INST | |
| LISTING AGT | DEREK ZAUGG |
| AGENT PHONE | 952-936-4000 |
| INFO CARD | Please do not use this box. |

Viewing Showing Requests

- You may view all saved showing requests in your account by clicking on the “Messages” tab at the top of the screen.

When You're Done....

- Remember to logout by clicking on the “Logout” tab.