



## Did You Know?

Our members call our technical support line at 800-925-1525 for help, and often ask the same questions. The following are the most frequently asked questions for the month of January.

**Q. How do I get turn-by-turn driving directions for listings that I have selected?**

A. Driving Directions can be generated from a search results page. Select up to 20 listings and click [Map](#) at the bottom of the screen. Click [Get Directions](#) to get turn-turn directions.

**Q. I cannot find the Property History, Open House, or Caravan search links, where did they go?**

A. Property History, Open House, and Caravans can be found under the [Search](#) tab.

\*Note: Matrix uses "Smart Search Menu", also known as Favorites. Matrix will automatically hide any unused search field choices and property types. If you are unable to see the Property History, Open House, or Caravan search links, Matrix may have hid them from your view. Click on [Show more categories](#) to view any hidden links.

**Q. How can I modify my email address or phone number within Matrix?**

A. Follow these steps to change your contact information:


1. To change your contact information click on the [Add/Edit](#) tab.
2. Under roster, type your User ID in the Quick Modify [Quick Modify: -- Roster ID · Modify](#) and click Modify.
3. Click the **Change Contact Information** link to modify your contact information.
4. After changing your contact information, click [Submit Agent](#) to save your changes.

**Q. What is the Customer Interactive Portal (CIP) and how does it affect me?**

A. CIP changes the look and feel of how your clients receive Automail and Direct email. The portal allows your clients to select listings as their Favorites and Possibilities and will Discard any unwanted listings. The portal bridges the communication gap between you and your clients. To view your client's favorite listings go to the Saved/Automatic Searches link under My Matrix and click Open Portal.

**Q. The listing information gets cutoff on the right hand side when I print. How do I fix this?**

A. To prevent information from being cutoff, follow these steps:

1. Choose Print Report. [Print Report](#)
2. Select a report from the Print Options. To select more than one report, hold down the "ctrl key" and click any additional reports.
3. Click [Print/View](#) to generate the report and  to print.