

Permission Level Descriptions and Access

Employee Access (MLS and Non-MLS)

Description: Non-producing employees who would not need an agent account with a third-party vendor. Allows standard access levels within all available products but no listings should be displayed unless creating one for demo/training purposes. Commonly assigned to staff or trainers.

Grants Access to:

- Engage - Access to product and Agent Dashboard
- Impress – Access to product
- Present - Access to product
- Promote – Access to product
- Roster - Access to product
- Websites – Access to product

User Access (MLS and Non-MLS)

Description: Allows standard access levels within all available products. Commonly assigned to Agents and Agent Assistants

Grants Access to:

- Engage - Access to product and Agent Dashboard
- Impress – Access to product
- Present - Access to product
- Promote – Access to product
- Roster - Access to product
- Websites – Access to product

Office Admin Access

Desc: Elevated access to support all agents within all associated offices. Commonly assigned to Office Admins, Office Marketers, and Office HR

Grants access to:

- Present - Access to product and all office-level content admin administration, including presentation admin
- Engage – Access to product and campaign content admin
- Impress – Access to product
- Promote – Access to product
- Roster – Access to product, view-only access to users and listings in associated offices

- Reports - Access to all office-level report types (User/Activity/Monthly/Roster Count)
- Websites – Access to product

Office Manager Access

Desc: Elevated access to manage every facet of all associated office activity. Commonly assigned to Office Owners, Office Co-Owners, and Office Managers. Commonly given Talent access.

Grants access to:

- Engage – Access to product, agent and manager dashboards, and campaign content admin
- Impress – Access to product
- Present - Access to product and all office-level content admin administration, including presentation admin
- Promote – Access to product
- Reports - Access to all office-level report types (User/Activity/Monthly/Roster Count)
- Roster – Access to product, view-only access to users and listings in associated offices
- Websites – Access to product, commonly designated as an office website admin

Company Access

Desc: Appropriate for modifying company structure, users, and content. Highest level of access in all products.

Grants access to:

- Engage - Access to product and Agent and Manager Dashboards for associated offices
- Impress – Access to product
- Present – Access to product and presentation admin, with ability to create marketing materials
- Promote – Access to product
- Reports - Access to all company level reports types (User/Activity/Monthly/Roster Count)
- Roster – Access to product with view-only access to users within their company (Functionality to create, update, and delete users with their company is blocked by MDM data feed)
- Websites – Access to product, commonly designated as a brokerage website admin

Company Marketing Access

Desc: Appropriate for creating and managing company content and sites.

Grants access to:

- Engage - Access to product and Agent and Manager Dashboards for associated offices

- Impress – Access to product
- Present – Access to product and presentation admin, with ability to create marketing materials
- Promote – Access to product
- Reports – No report access
- Roster – Access to product with view-only access to users within their company.
- Websites – Access to product, commonly designated as a brokerage website admin

Office Group Admin

Desc: Elevated access to support all agents and offices within an office group. Office groups are used for a collection of offices that would like to display and represent their listings together.

Ex: Single company with multiple DBAs. This role is commonly assigned to Office Admins, Office Marketers, and Office HR.

Grants access to:

- Engage – Access to product and campaign content admin
- Impress – Access to product
- Present - Access to product and all office-level content admin administration, including presentation admin
- Promote – Access to product
- Reports - Access to all office-level report types (User/Activity/Monthly/Roster Count)
- Roster – Access to product, ability to add additional Office Group Admins and to add specified emails to the cc line of Lead Notification emails within their office group. View-only access to users and listings in associated office group
- Websites – Access to product, commonly designated as an office group website admin