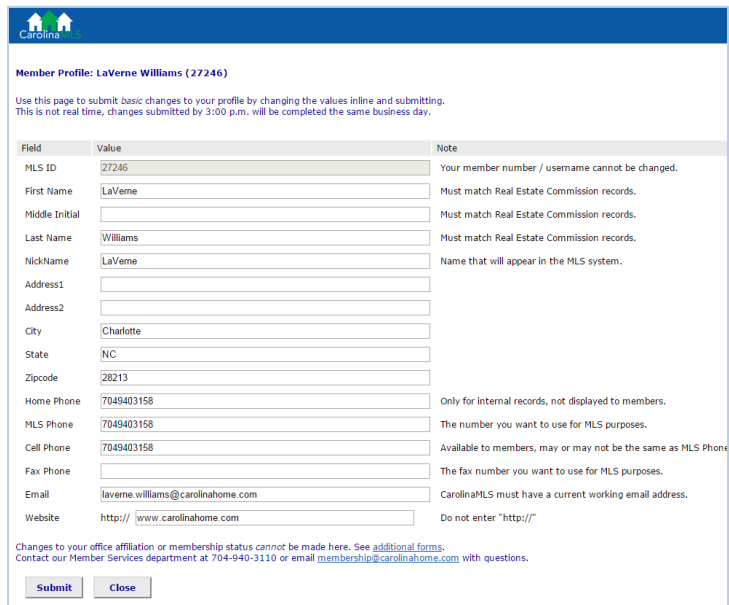


Checklist for updating your MLS contact information (phone number, email address, etc.).

Matrix Contact Information


Verify and update your contact information by going to the **“Resources”** menu option and clicking **“Member Profile.”** The **“Member Profile”** page will allow you to enter updated information. Click **“Submit”** when finished. **Submitting will not immediately update your information**

You can verify your contact information has been updated under the agent search. (Verify by going to the **“Search”** tab, click **“Agent,”** click **“Detailed,”** type in your agent id/MLS username, click **“Results,”** click the agent id to display your agent information)



Field	Value	Note
MLS ID	27246	Your member number / username cannot be changed.
First Name	LaVerne	Must match Real Estate Commission records.
Middle Initial		Must match Real Estate Commission records.
Last Name	Williams	Must match Real Estate Commission records.
NickName	LaVerne	Name that will appear in the MLS system.
Address1		
Address2		
City	Charlotte	
State	NC	
Zipcode	28213	
Home Phone	7049403158	Only for internal records, not displayed to members.
MLS Phone	7049403158	The number you want to use for MLS purposes.
Cell Phone	7049403158	Available to members, may or may not be the same as MLS Phone
Fax Phone		The fax number you want to use for MLS purposes.
Email	laverne.williams@carolinahome.com	CarolinaMLS must have a current working email address.
Website	http:// www.carolinahome.com	Do not enter "http://"

Changes to your office affiliation or membership status cannot be made here. See [additional forms](#).
Contact our Member Services department at 704-940-3110 or email membership@carolinahome.com with questions.



Information Header & Footer Mobile Header CMA Cover Sheet Portal Information Email Signature

This page allows you to set your email signature, which is added to the bottom of emails you send from Matrix. Only simple text is supported. Do not insert HTML tags for text formatting, colors, or graphic insertions

LaVerne Williams
CarolinaMLS
704-940-3158
www.carolinahome.com

Check Spelling [English](#)

Matrix Email Signature

Verify and update your email signature by going to the menu option **“My Matrix,”** clicking **“My Information,”** and clicking the tab **“Email Signature.”** Click **“Save”** after entering the updated information.

Update the Agent Phone Number on Your Listing(s)

If your phone number has been updated on the agent roster (Verify by going to the **“Search”** tab, click **“Agent,”** click **“Detailed,”** type in your agent id/MLS username, click **“Results,”** click the agent id to display your agent information), **you will need to go into each individual listing to update/refresh your agent information (phone number).**

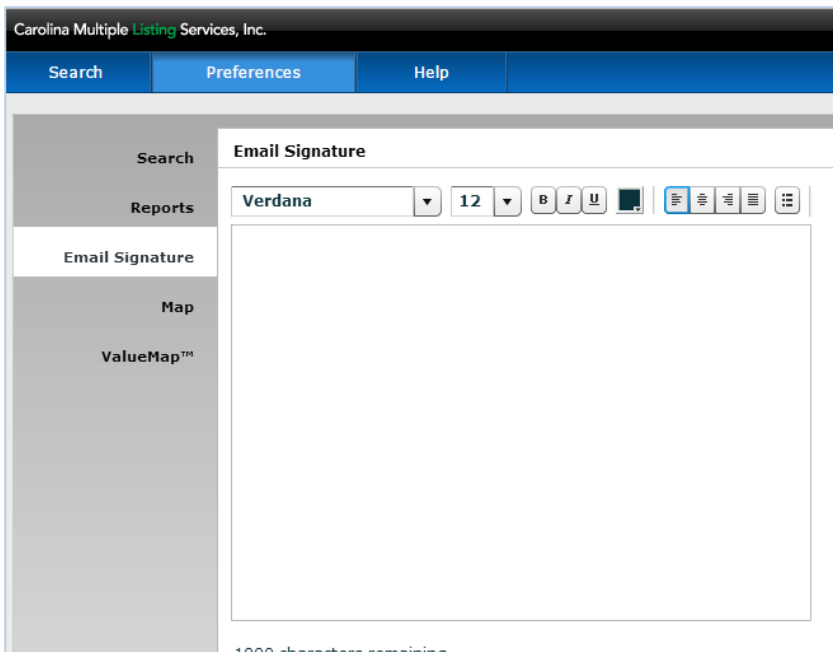
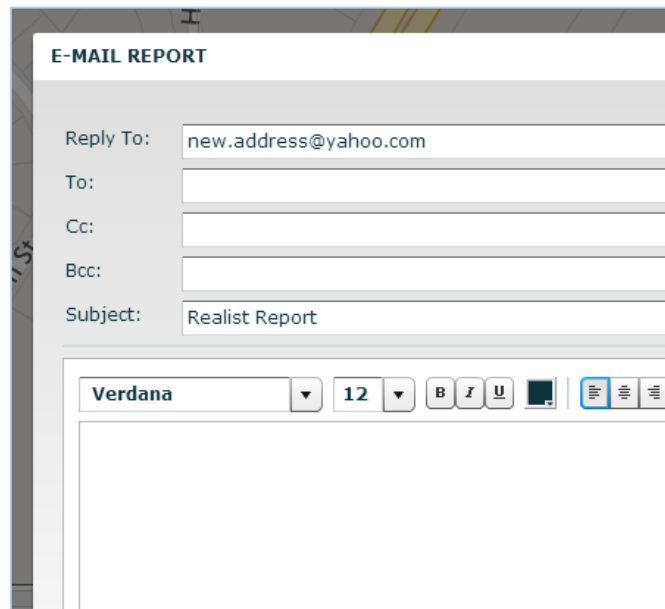
“Add/Edit” tab, Select (or enter) your listing, click on the **“Propertytype Add/Edit”** link (ex: **Single Family Add/Edit**), once you’re in the listing click **“Listing Agent and Listing Office”** bar and next to your MLS username in the box click the **“Refresh”** link, your agent phone number will change, then click **“Submit Listing.”**

Matrix Header & Footer Update (optional and needed in some cases)

The Matrix head and footer does not automatically update for some areas of Matrix (CMA Header), to refresh the header with your new information start by going to the menu option “**My Matrix,**” clicking “**My Information,**” and clicking the tab “**Header & Footer,**” at the bottom click “**Select a different package,**” choose the first option “**I choose not use a header...,**” then “**Save.**” Now go right back into Header & Footer and re-select the header you had before “**Preview,**” then “**Save.**” Unfortunately the system at this time does not automatically update this area.

Realist Email Address

Open Realist from Matrix by going to the menu option “**Public Records**” then “**Realist Tax Search.**” To update your email address in Realist all you have to do is **change the “Reply To:”** email address when sending an email. Once you change the email address, the next time you send an email will automatically save the updated email address.



Realist Email Signature

Open Realist from Matrix by going to the menu option “Public Records” and clicking “Realist Tax Search.” Click “Preferences” at the top of the page then click “Email Signature.” The Email Signature option will allow you to update your signature. Click “Submit” after entering the updated information.

There are other Realtor® tools (ShowingTime, etc.) provided by CarolinaMLS and NCMMLS that may update from the MLS or you may have to update within each application directly.