Welcome to the ShowingTime Appointment Center provided by the Carolina Multiple Listing Services, Inc., which is now live! We are excited to be working with you and are dedicated to providing you with the best service possible. This document outlines some of the important items to note about your account and working with the ShowingTime Appointment Center.

Important Information Regarding Listing Instructions: ShowingTime has migrated all available listing instructions from CSS. If you were previously utilizing CSS, your instructions are now available in ShowingTime. Please follow the steps below to review these instructions.

1. Log into Matrix and select the ShowingTime link your Realtor® Tools widget
2. Watch the training videos in the "Help and Training" section.
3. Enter and/or review your listings' showing instructions as soon as possible. *If you were previously using CSS, you will want to review the instructions that have been migrated, including your seller's contact details and their notification preferences.*

Information For Sellers: If you were using CSS, ShowingTime has migrated your seller's contact details and notifications preferences into ShowingTime. Your sellers will receive the same type of notifications they received from CSS, however these will now come from ShowingTime.

We recommend sharing the Seller's Guide to ShowingTime with your sellers. This document will introduce your sellers to their new service and how it will be beneficial to them. The guide is always available as a PDF File in the "Help and Training" section of the ShowingTime system or by clicking the link above.

How to Schedule Showing Appointments: Call **800-746-9464,** by using the ShowingTime Mobile App, or directly within Matrix.

Appointment Center Hours:
- Open 24/7, 365 days a year - open every day including Christmas & Thanksgiving.
- Owners/Occupants will not be contacted by phone after 9 p.m. ET. They are welcome to call ShowingTime any time.

For Technical Support:
- Email: Support@showingtime.com
- Call **800-379-0057**
Thanks again and welcome to the ShowingTime Appointment Center!