



FAQ's

Q: Where can I access my HomeHub Concierge Dashboard?

A: You can access your Agent Dashboard by using the login credentials sent to you. If you missed that initial email, your ASC can resend it to you. Once you are active in the dashboard, you will receive an app invitation with a separate password to accompany your username.

Q: What information is required to put my client into the program?

A: Providing your client's name, email address, phone number, previous address, and the exact closing date in DASH will be critical. The invitation will be triggered based on that information. For other people you invite to use your HomeHub program (such as past clients and your sphere of influence), make sure to include the email address and phone number. If you just have that client that you have to hold close to your vest, this is private and agents can manually add their client's contact information themselves or have your ASC add this for them to ensure their clients privacy.

Q: Who will the email come from?

A: The email to your client will come from you as the agent from your branded page. If there are several agents on a transaction (such as a team or co-lister), the communication will come from the primary agent listed in the closing details.

Q: How is my client invited to HomeHub Concierge?

A: For current buyer and seller clients, when a property is entered as pending in DASH, the process of inviting your client to your branded HomeHub Concierge starts. You will receive an email congratulating you on your recent transaction. If you do nothing, the client is invited in 48 hours. If you do not wish to invite that client, click on "disable invitation" and we do not reach out to your client in any way.

Q: What if I do not want any of my clients to be contacted?

A: Once your transaction goes pending in DASH, you will receive an email congratulating you. Within that email is a "disable invitation" link. Simply click on "disable invitation" and we do not reach out to your client in any way. We respect the fact if you don't want to use this program or prefer to use it on demand on a per client basis to best fit their needs. We simply ask that you truly make an effort to fully understand the value this offers, along with its amazing features and capabilities for both you and your clients. Here is how you opt out of having all automated client invitations and of course you have the ability to turn this back on at any time in the future and send them out on demand.

Login to your HomeHub online account. In your agent dashboard, find the left hand side menu, select the 4th icon named "account," find and select the "account setting square," scroll down to the bottom and find the "automated client invitations" button and toggle this off. Again, you have the ability to send invitations to clients and much more - on demand, if you prefer.

**If you need any assistance with the options above, please contact your ASC or Danielle Ottimer at 231.838.3888 or Danielle@SchmidtHQ.com.*

Q: How do I add my preferred service providers/vendors?

A: Invite your trusted service providers that YOU recommend and work with everyday to take advantage of this fabulous connection opportunity by being a part of this program. Agents can add their vendors directly to their HomeHub online platform themselves or your ASC can help you do this. Vendors are represented and present in the HomeHub program complimentary at no charge. Help us build our program by recommending and inviting your trusted service providers to join HomeHub.

Q: How can I find the concierge assigned to my client?

A: Your client is assigned their concierge within 24 hours of them receiving their invitation. In your HomeHub online account, on the left side, select your "Dashboard." Your client's concierge name and contact information can be viewed here. You can share the concierge contact information with your client and can reach out to your client's concierge to work collaboratively with them to assist your client.

Q: Can I invite a client to HomeHub earlier in the process?

A: We recommend talking about this program early and often to your clients and everyone. You can manually invite a client to HomeHub at anytime via your HomeHub online account from your Agent Dashboard including Buyers, Sellers and your Sphere of Influence. They will receive the invitation from you immediately and be assigned their concierge within 24 hours. For current clients, we will not invite the client again when the property goes under contract (as long as the emails match) – it's recorded within HomeHub that you have already invited them. If needed, you can resend their invitation from your dashboard or request their concierge contact them.

Q: Can I invite past clients and my sphere of influence?

A: Yes. When you login to your online HomeHub account, in your Agent Dashboard, you will find where to invite your past clients and sphere of influence, fill out the person's information and even customize the email messaging, then press "Send Email" button to manually invite them to the app.

Q: What do you do if your client's closing date changes, but they haven't set up anything yet?

A: Direct them to change it in the online instance and to let their concierge know. They can adjust their next reach out based on that information. Agents can also contact the concierge to help with this.

Q: What does my client do if the closing date changes and their concierge already helped set up utilities, internet/cable, etc?

A: You'll want them to reach out directly to the company to change those dates. HomeHub Concierge does not store any data, so they are unable to make those changes on the client's behalf. They can always call their concierge and they will be more than happy to walk them through the next steps.

Q: Who do I contact with questions?

A: If you have questions, please reach out to our support team: Help@MoveEasy.com Your clients can also reach out to their support team: CustomerService@MoveEasy.com or 614-665-6726.