



REsides Direct

Frequently Asked Questions





Listing Input & Management

Q: Can a listing be started from the Transaction Desk input sheet?

A: Not at launch. Integration is in progress with no current ETA.

Q: May I add a listing in TransactionDesk?

A: Not at this time. Use the RESides Direct icon on the dashboard or the Input menu in Matrix.

Q: Will Matrix input still be an option?

A: No. Matrix input will be fully sunset at launch. RESides Direct will replace it for listing input. If you click on the Input menu option in Matrix, it will open in RESides Direct.

Q: Will RESides Direct replace Matrix or work alongside it?

A: RESides Direct is for listing input only. Matrix will still be used for other MLS functions.

Q: Is a Listing Input Sheet required?

A: Yes.

Q: Why are the Listing Input forms in a different order than what we see in RESides Direct?

A: Forms are being updated to match RESides Direct. A notification will be sent when they're ready.

Q: Can we save and return to a listing later?

A: Yes. Use the "Save Draft" button. You can find the listing under the 'Incompletes' tab.

Q: Is there a big difference in what's being entered with the new interface?

A: The interface is different, but the data is the same. The new platform streamlines the process and enhances usability.

Q: Once I add media (photos, etc.) or an Open House in RESides Direct, when will it show up in Matrix?

A: The feed updates approximately every three minutes.



Admin & Assistant Access

Q: Will admin accounts be able to access multiple agent listings?

A: Yes. Use the same function in Matrix as you always have to share identity for listing input and editing.

Q: Can I choose from multiple agents under one assistant login?

A: Yes, listings for all associated agents will be accessible.

Q: Will all of an admin's agent listings show in their tabs?

A: Yes.

Media & Photos

Q: What if our photographer isn't listed?

A: Select none, then manually enter their name/company.

Q: How do we mark enhanced or model photos?

A: Use the photo description field.

Q: Will photos still be available after a property is sold for comps?

A: Yes.

Q: Do photos appear in the order selected? Can I drag and drop or select multiple?

A: Yes, you can manage the order and use multi-select during upload.

Q: Why are the photographer fields required?

A: Photos used in MLS listings are protected under U.S. copyright law the moment they're created. By default, the photographer holds the copyright, not the agent, broker, or MLS. That's why proper attribution and usage rights aren't just best practices—they're legal requirements.

To ensure transparency and compliance, RESides requires photographer information to be entered when listing photos are uploaded.

- Legal Protection: Under the [U.S. Copyright Act \(Title 17, Sections 102 & 106\)](#).
- Clear Ownership Chain: RESides maintains agreements with photographers that transfer the rights to use listing photos. Identifying the original photographer helps document the source and ensures the photos are used in accordance with those agreements.
- Safeguard for All Parties



Q: Are photos ordered alphabetically or by upload order?

A: They appear in upload order and can be rearranged.

Q: Is there a minimum photo requirement?

A: Yes, at least 6 photos. Max is 100 images.

Forms & Documents

Q: Where do we upload documents like ETRS, input sheets, and floor plans?

A: Once a listing is Active or Delayed, click the blue circle menu and select 'Add Documents'.

Q: Can you add documents while a listing is still marked Incomplete?

A: No. The listing must be Active or Delayed (with an ML#) to upload documents.

Q: In the Rental section's Rental Documents Yes/No field, what kinds of documents does this refer to?

A: Typically, documentation for an investment property—things like projected rental income or historical earnings from short-term or long-term rentals. If there's an active lease that needs to be honored, just upload a copy and redact any tenant information.

Data & Auto-Population

Q: Will info auto-populate from Transaction Desk?

A: No, not at launch. Manual input is required.

Q: Is the legal number the same as the Tax ID?

A: No.

Q: Can you correct the owner info pulled from tax records?

A: Contact your account manager for corrections.

Q: Lot size and square footage no longer auto-populate—correct?

A: Correct—only if not available in tax records.

Q: Can you correct auto-populated fields like Owner Name?

A: Contact your account manager if this is incorrect.



Field Requirements & Functionality

Q: Is the ADU field required?

A: Yes.

Q: What is an ADU?

A: Accessory Dwelling Unit.

Q: What is the character limit for public remarks?

A: 2,500 characters.

Q: Is an Active Date required when listing as Delayed?

A: Yes, but it can be edited.

Dropdowns, Search & Filters

Q: Will there be a search feature in dropdowns (e.g., Amenities)?

A: Yes.

Q: Will POA/Transfer Fee dropdowns return?

A: Yes, the list is being finalized.

Q: Does the system recognize abbreviations/partial matches (e.g., “LN” for Lane)?

A: Yes, thanks to AI-enhanced search.

Q: Will dropdown search keys work in the property search program?

A: Yes.

Q: Can I use CTRL to select multiple dropdown options?

A: Not necessary—just click on the desired options.

Rules, Restrictions & Miscellaneous

Q: Are there restrictions on URLs in the listing?

A: Yes. Some sites are blocked. Same rules as before.