

CirclePix Frequently Asked Questions

General Information

- Q. Can I see a sample tour?**
A. Yes, <http://tour.circlepix.com/home/AM4X8Y>
- Q. How will I access CirclePix and when will I have an account?**
A. There will be a new button in your NRT Gateway account to access CirclePix on October 1.
- Q. How long will it take my virtual tour to automatically show up on all of the most popular real estate websites?**
A. 12-36 hours from the time of entering the listing into MLS
- Q. Can I edit my virtual tour once it is automatically created?**
A. Absolutely, you can rearrange photos, add or change verbiage and add or rearrange videos.
- Q. Do the agents still have the option to create their own tour, or does it have to be automated?**
A. All tours are automated unless the agent opts-out of having all of their tours automatically created. Agents are able to create additional video tours and load those on their CirclePix account. Those live video tours can be added to your virtual tour.
- Q. Is it possible to still create your own tour?**
A. Your tours will be automatically created for you; however you may change them at any time after they are created.
- Q. Will past listing tours be automatically uploaded to MLS?**
A. No, however the One Stop Drop staff will be uploading the new CirclePix links within the next few weeks. You are able to upload your tours sooner if you would like. Please email onestopdrop@cbws.com if you choose to upload your own tours.
- Q. How will I know a tour had been created for my listing?**
A. You will receive the same email from the One Stop Drop marketing team informing you that your marketing requests have been completed.
- Q. Will current ProRealTour virtual tours be replaced by Circle Pix tours?**
A. Your current ProRealTour links will be replaced by your CirclePix tours on October 1. The tours will be created from the photos you have in kingthompson.com. If you would like to modify the tour, you can access your account at <http://nrtgateway.com>.
- Q. Will the Listing Presentation be updated in include CirclePix?**
A. We are in the process of updating all pertinent promotional materials. If by chance you find an outdated form please forward it to Tracie Bober (tracie.bober@cboki.com) for corrections.

Photos

- Q. Do I have to have a certain number of photos for a tour to be automatically created?**
A. Yes, you must have at least 7 photos entered in MLS, CBWS.com or KingThompson.com.
- Q. How many photos can I load on to CirclePix?**
A. 25 will be fed from MLS. You can add additional photos after the feed is complete.
- Q. Does Circle Pix allow agents to add photo descriptions?**
A. Yes

What happens when the tour is automatically created?

- Q. Which sites does CirclePix feed to that ProRealTour does not, and vice versa?**
A. Through our IDX feed your listing will be seen on all of the same high traffic real estate websites sites.
- Q. Is there an MLS friendly non-branded tour?**
A. Yes.
- Q. Which tour links will I be able to access?**
A. Virtual Tour Link (Branded Link)
MLS-Compliant Link (Unbranded Link)
YouTube Link
Video Download Link in AVI or MP4 format
Embed Code (Branded)
Embed Code (Unbranded)
- Q. Will the virtual tour property website be automatically linked to the property listing page on cbws.com or only to the other sites listed (Trulia, Zillow, etc.)?**
A. The virtual tour pages will link back to your listing page on cbws.com and then feed out to all other websites.
- Q. Will my virtual tour automatically be fed to my social media channels?**
A. Yes, after you provide the information in your profile on CirclePix.
- Q. What if my name is mispronounced on the automated voice over?**
A. Send an email or call CirclePix customer support.

Tour Changes

- Q. Will my price reductions feed from MLS automatically?**
A. Yes.
- Q. If a price changes, will the virtual tour be automatically updated and the information below the YouTube video be updated?**
A. Yes, automatically.
- Q. If photos are added initially and the tour is created and distributed, but then a month later the home is staged and new photos are taken and uploaded to MLS, will CirclePix automatically feed the new pictures and revise the tour accordingly?**
A. Yes

Video

- Q. If an agent has a video tour that they have filmed themselves and they upload it to CirclePix, will it/can it override the virtual tour that was created?**
A. It will not override the CirclePix tour that was automatically created for you. It will add to it. The regular virtual tour will play and then the actual video of the listing will play.
- Q. Will my videos automatically feed to Facebook and social media or can I manage the timing of the feeds?**
A. Yes, we recommend only one listing feed per week. You can manage the feeds on your agent dashboard.

Opting Out

Q. Can I opt out of having CirclePix tours automatically created for my listings?

A. Yes, you can opt out of having CirclePix tours automatically created for your listings by sending an email to Olivia.French@CBWS.com by Friday, September 20th.

Q. If I opt-in to have CirclePix tours automatically created for my listings, can I opt out of feeds to particular websites?

A. No, however, you must send an additional link to Craigslist to advertise there. Craigslist is not an automatic feed.

Q. Are there opt out options after October 1st?

A. Yes, you need to inform your eMarketing Coordinator that you wish to opt out of all future virtual tours.

Sign Riders

Q. I have ProRealTour sign riders on my listings currently; will I receive replacements for my existing listings?

A. Yes, only for your existing listing prior to October 1. Home buyers are looking for quick information via apps on their smart phones and no longer have the need to text. Potential buyers who are interested in your listing can easily request more information. To order sign riders for existing ProRealTour tours please send an email to Olivia.French@cbws.com by Friday, September 20th.

Q. If I choose to continue adding sign riders to my yards signs how do I accomplish this?

A. Agents who would like to continue to use sign riders have the ability to purchase the sign rider from CirclePix.

Q. If I choose to use sign riders on my yards signs, what message will the buyer hear?

A. Potential buyers are given the option of hearing a recorded voice message about the home or they can choose to receive a text with a link to the virtual tour. Agents will be notified by text if a potential buyer has requested information.

Q. What do the sign riders look like?



All other questions can be answered by the CirclePix customer service staff. They are available via phone, e-mail and chat from 8am to 7pm Central time. The phone number is: 877-390-6630. Email: support@circlepix.com, and the chat feature is available on our home page and in the CirclePix website on the NRT Gateway.