



REALM[®]

Getting Started Guide for Clients

Version: February 2026









Welcome to REALM!

Congratulations! Your sales representative has invited you to join REALM! A powerful web app designed to connect you with them and provide essential tools to help you buy, rent, or sell your home. With REALM, you'll enjoy easy access to listings and features that make managing properties and communicating with your salesperson simple and seamless.

This guide will give you an overview of the platform and answer your questions:

- **Search for listings**  and explore detailed property information.
- **Found one you love?** Click the Like button .
- Your likes are saved in **My Lists**  for quick access.
- **Create custom lists** to organize your favorite properties.
- **Save your searches** to receive notifications when new results match your criteria.
- Your likes, saved searches, uploaded documents, and more are automatically shared with your salesperson.
- **Chat directly**  with your salesperson for quick updates and answers.

These are just a few of REALM's powerful features. To learn more, this guide will show you how to maximize your account, save time, and streamline your property search. Have fun exploring everything REALM has to offer!

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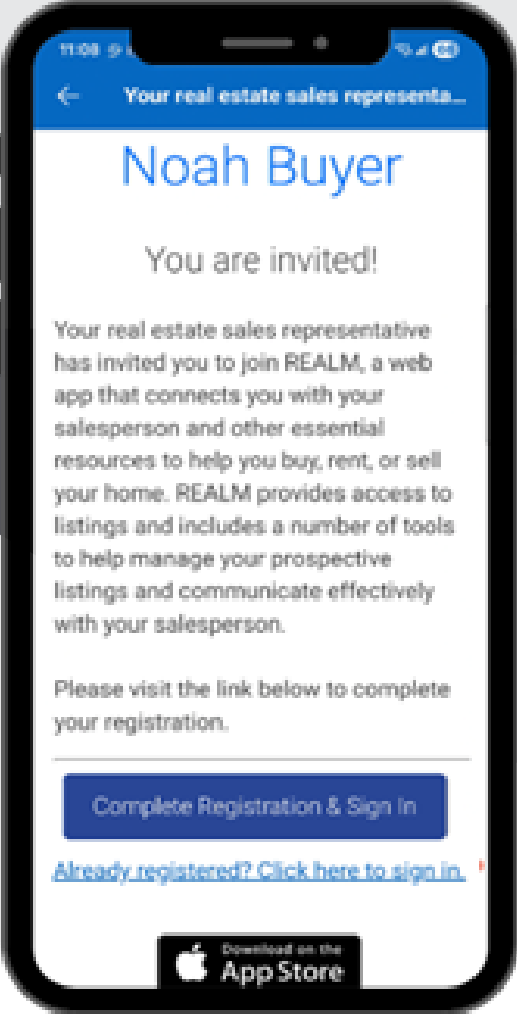


REALM Invitation & Account Set-up

How to set up your REALM Account from the email invitation:

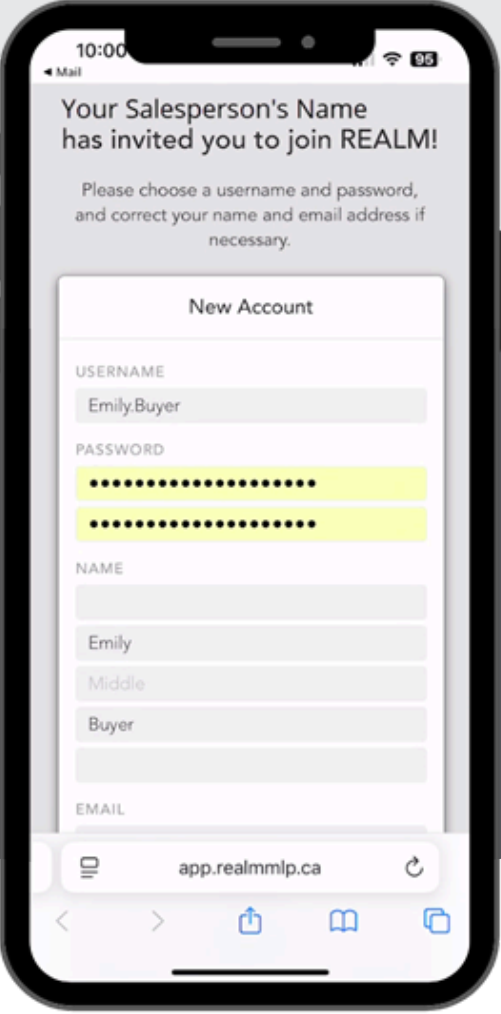
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Tap (or click on desktop)
Complete Registration & Sign in



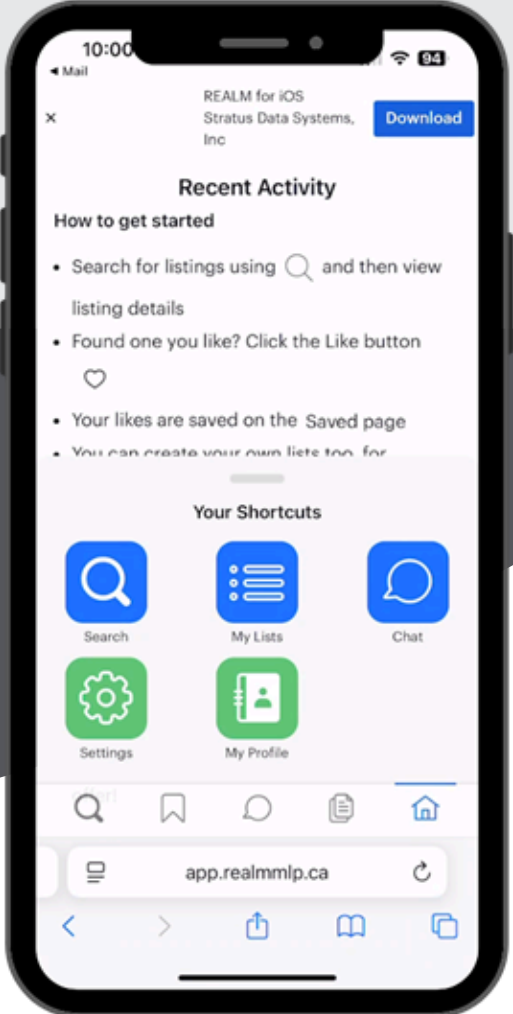
2

Enter a user id, password and complete all desired fields. At the bottom of the window tap (or click on desktop)
Create New Account



3

You will be logged into REALM using your default browser and presented an option to download the REALMmlp App if on mobile.



Accessing REALM

There are two ways to login to REALM:

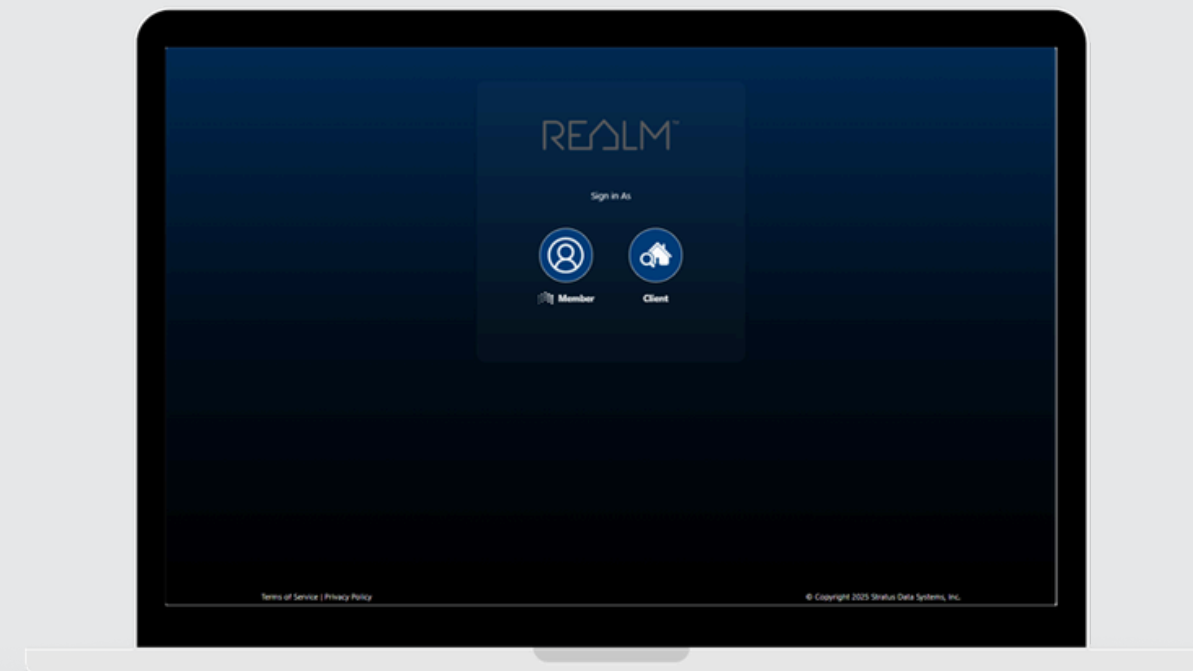
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Tap **Client** in the **REALMmpl App**



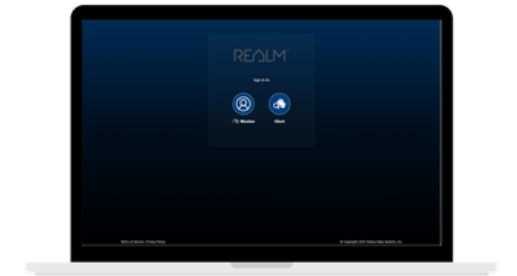
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In a browser go to **app.realmmlp.ca** and click **Client**



Accessing REALM with the mobile app

In a browser go to:
App.realmmlp.ca

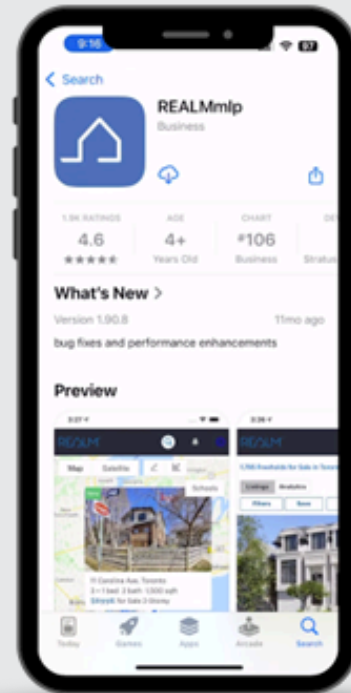


To download & install the REALMmlp App on your mobile device:

- 1 Tap the link for your mobile device's App store.



- 2 Search for REALMmlp and install on your mobile



- 3 Select Client



- 4 Login to REALMmlp using your user id and password








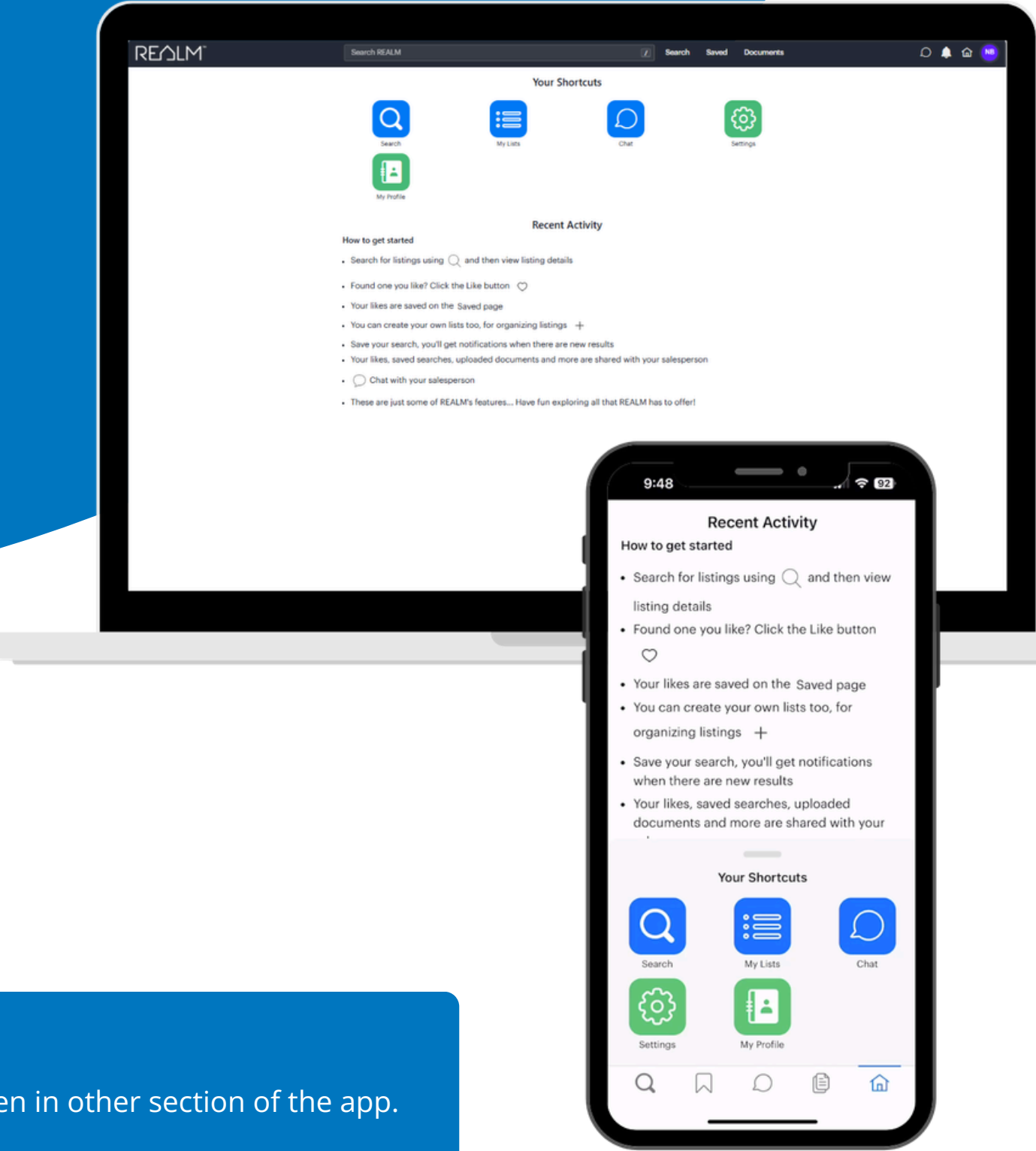
Tip: In REALM you can enable fingerprint login or face id on devices that support Biometrics.

To enable biometric authentication, simply turn on the toggle on the log in screen of the app. In order for this toggle to appear, you must ensure that your mobile device has Face/Fingerprint ID enabled for the Realm App.

Dashboard & Your Shortcuts

When you log in to REALM for the first time, you'll land on your dashboard. Here, you'll see all your account activity under Recent Activity and find quick links called Your Shortcuts that make it easy to jump to other modules in the app. Think of it as your control center for everything REALM.

-  Tap (or click on desktop) to access the search module
-  Tap (or click on desktop) to review your Lists, Searches, History and CMA documents
-  Tap (or click on desktop) to chat in app with your salesperson
-  Tap (or click on desktop) to customize your default settings.
-  Tap (or click on desktop) to update your profile details.




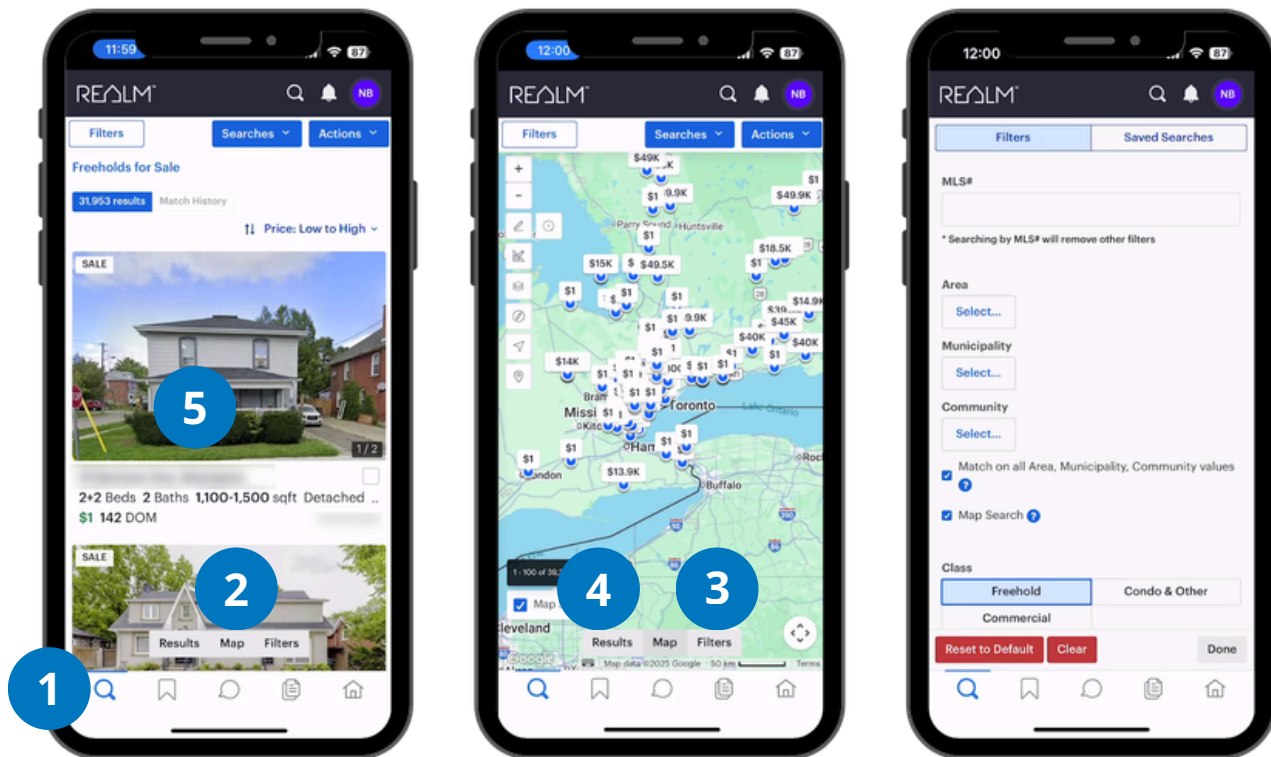
Tip: Tap  (or click  on desktop) to return to the Dashboard when in other section of the app.

Search

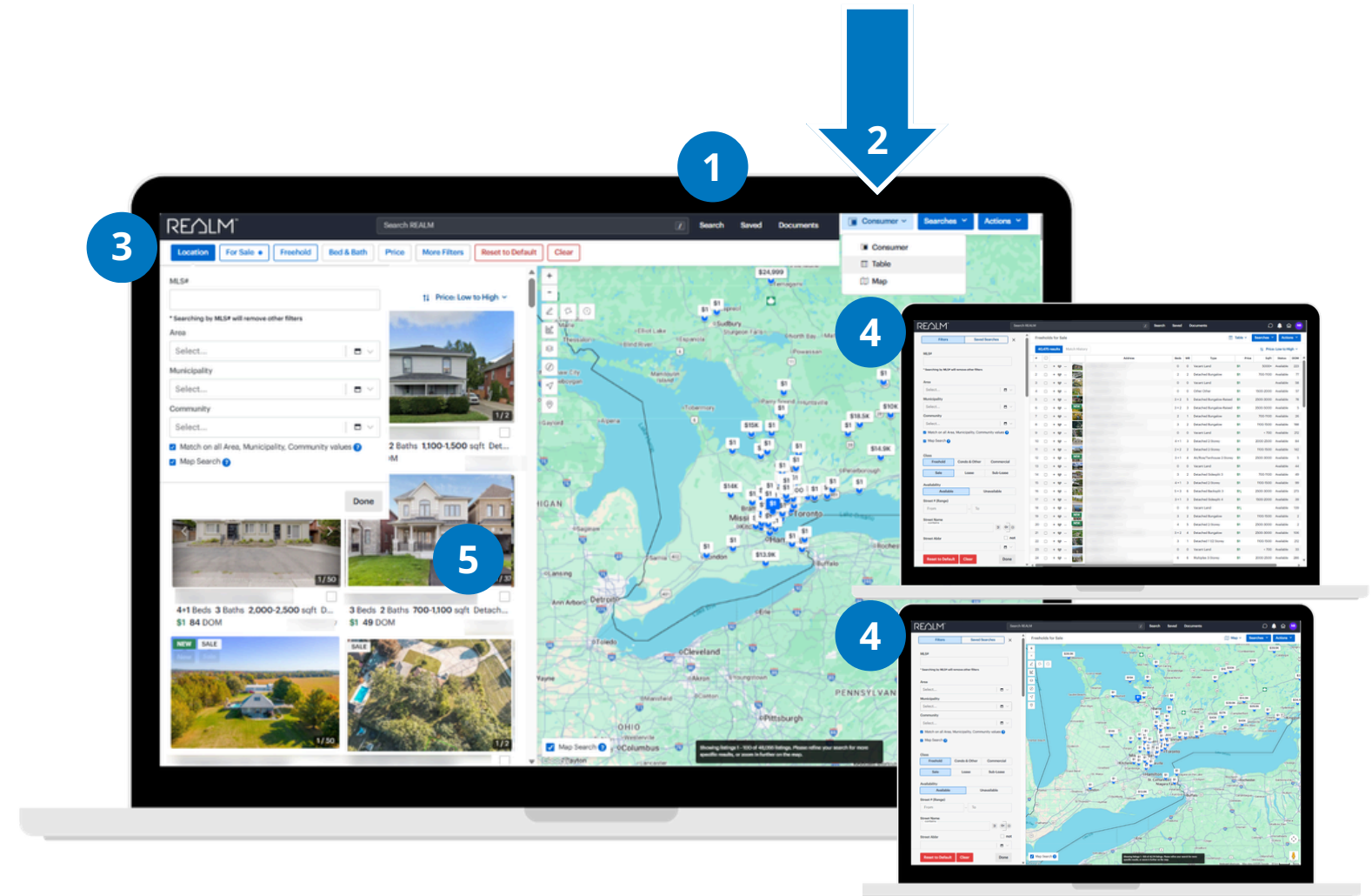
Searching for listings in REALM is easy and flexible! Use property features, map tools, and choose from multiple layout options to view results the way you prefer.

Mobile

- 1 Tap  to access the search module
- 2 Tap **Map** to access tools to help define the search
- 3 Tap **Filters** to select the features
- 4 Tap **Results** to review the list of properties
- 5 Tap a listing to view all detail



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Desktop

- 1 Click **Search** from the menu
- 2 Select **Consumer, Table** or **Map** layout
- 3 If in Consumer layout, click the **filter buttons** to select the features.
- 4 If in Table or Map layout, click **Filters** and select the features from the list.
- 5 Click a listing to view all details.

Filters: Search by property features

When a listing is added to the Multiple Listing Platform (MLP), its features and attributes (also known as filters) are captured to make it easy for interested parties to find the property. In REALM, you can use these filters to narrow your search to find the perfect property!

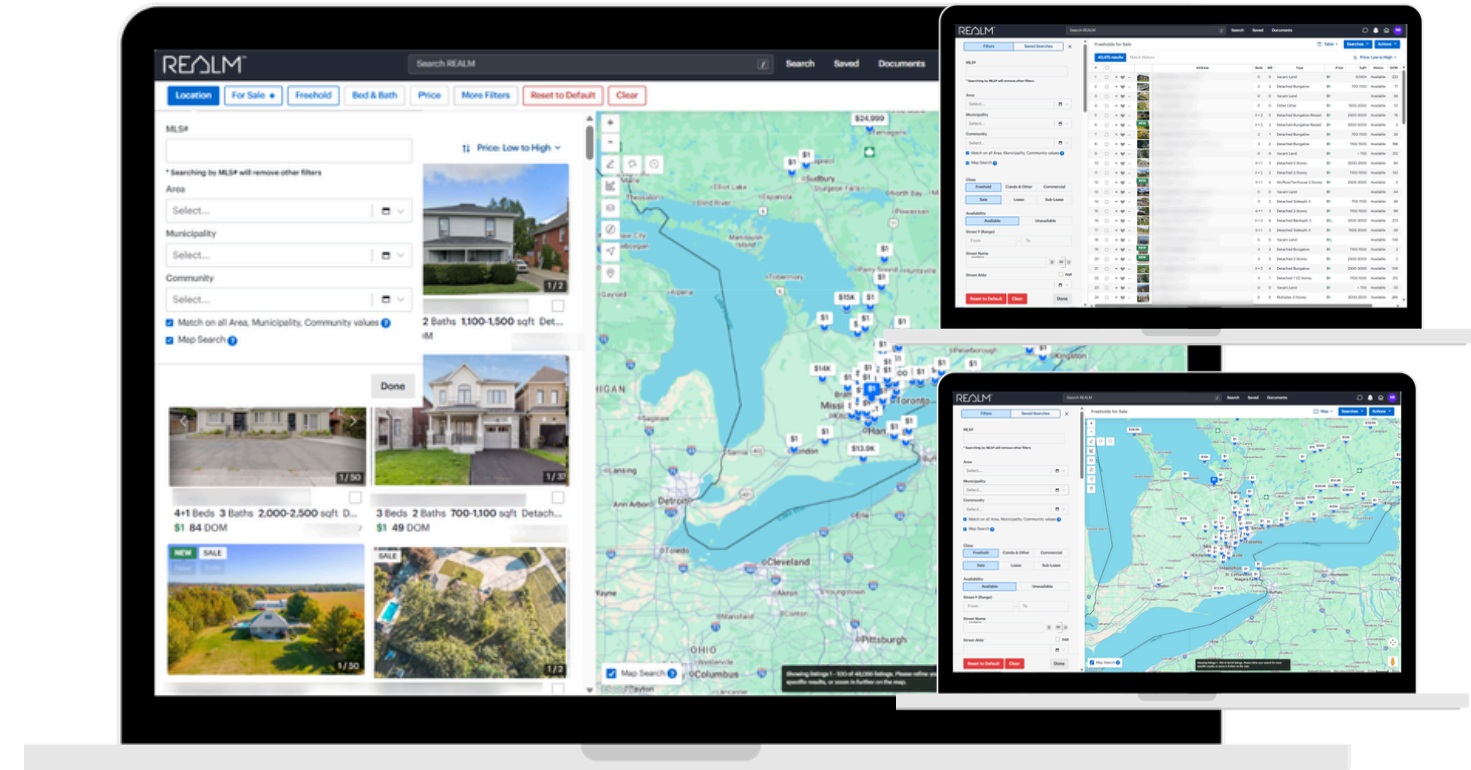
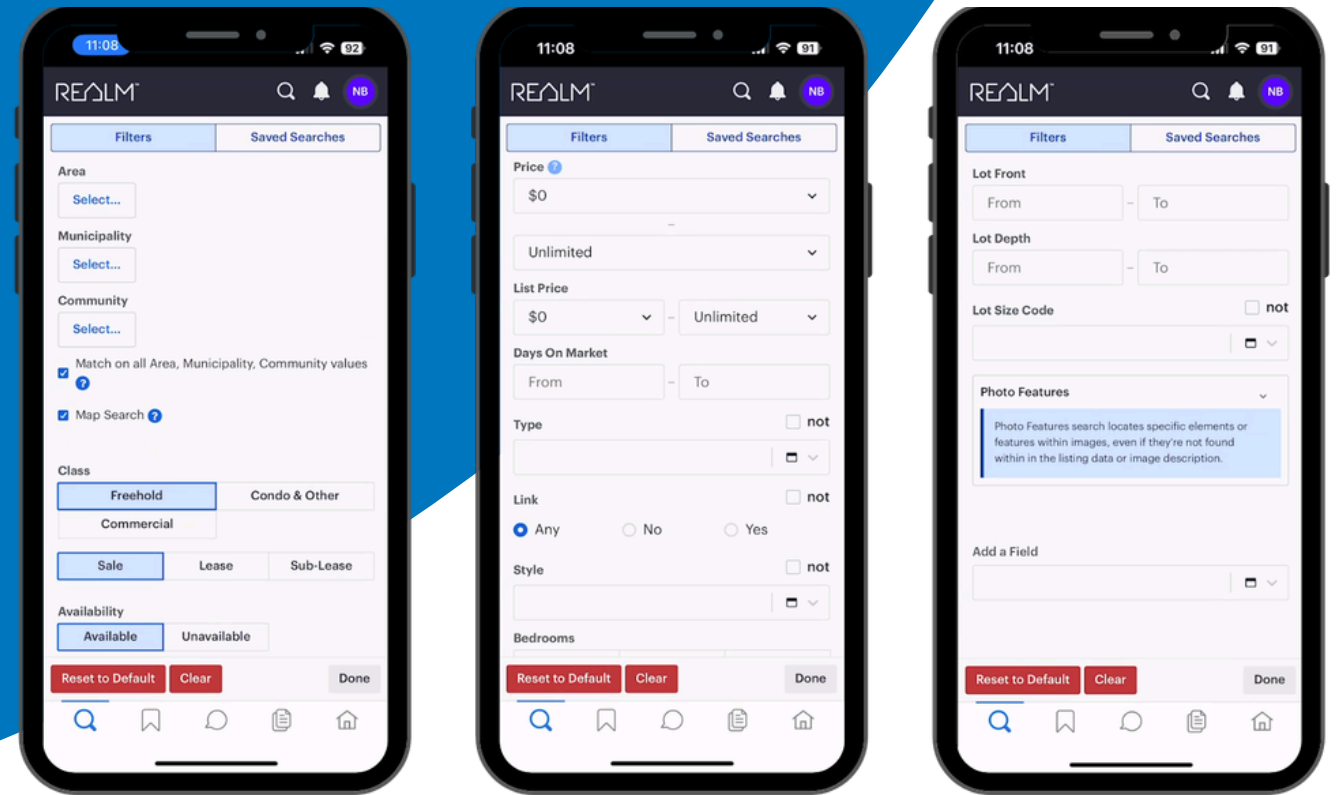
To choose filters:

- 1 On mobile tap **Filters**.
- 2 On desktop (consumer layout) click the filter buttons.
- 3 On desktop (table or map layout) click **Filters**.

As you navigate you will find a number of filters selection options. To choose these filters tap (or click on desktop):











- in the field to see a drop down or type
- the **down arrow** to see all options in one window
- to see all filter options
- to **place a check** to include
- not** to **place a check** to exclude
- to enter a date range
- | | | |
|---|---|----|
| 0 | 1 | 2 |
| 3 | 4 | 5+ |

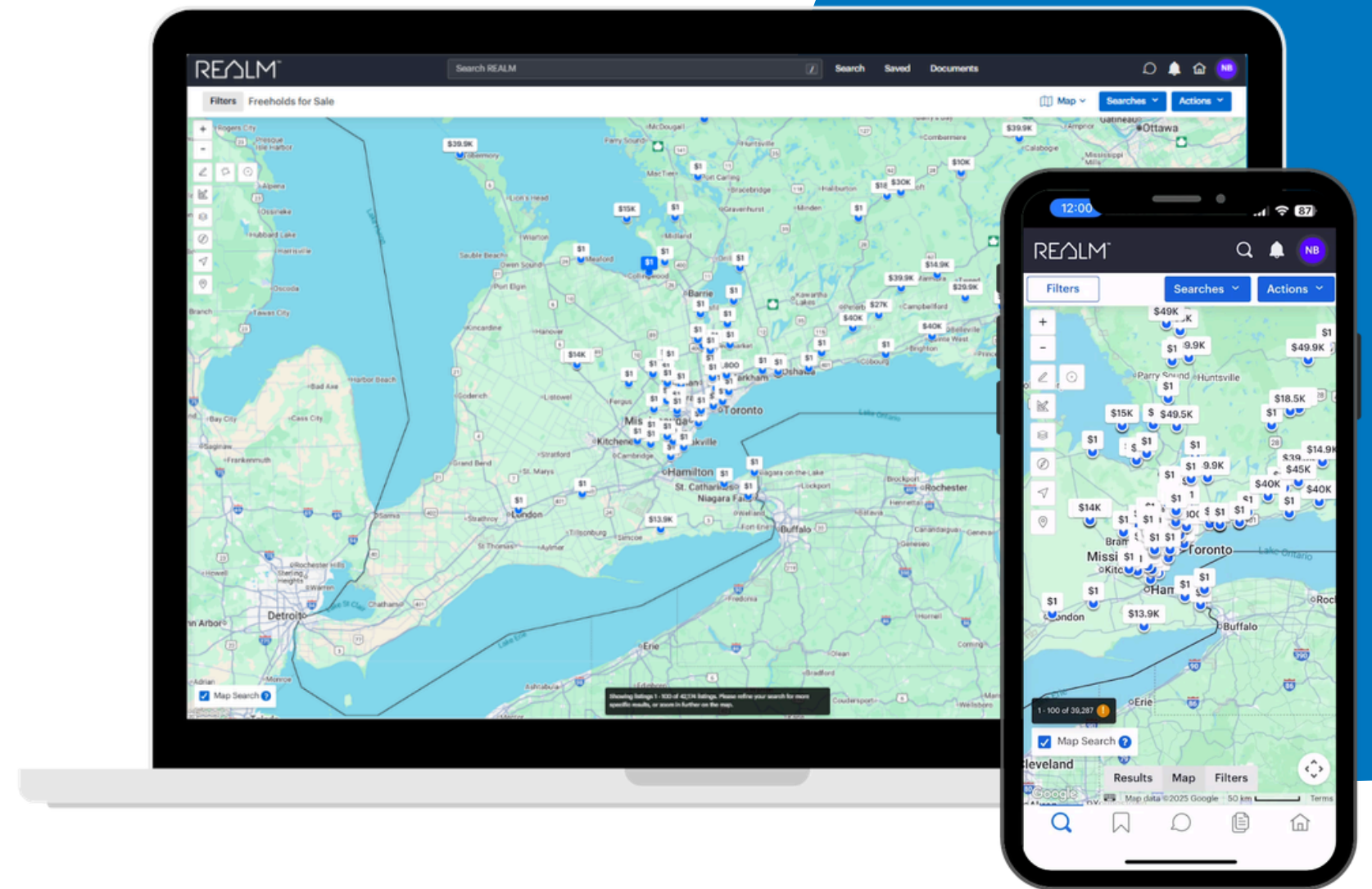
 to choose the exact number
- Any No Yes to **place a bullet** to select the option



Search using Map Tools

Finding the perfect home starts with location and REALM's map search makes it simple. You can explore properties visually on an interactive map, zoom into neighborhoods you love, and see what's nearby. Want to check school districts, parks, or other locations? REALM lets you filter by what matters most to you, so you can focus on homes that truly fit your lifestyle.




-  **Zoom in**
-  **Zoom out**
-  **Toggle draw mode:** Touch and trace an area
-  **Draw a polygon:** Tap (or click on desktop) each point to draw a boundary
-  **Draw a circle:** Tap (or click on desktop) to drag a circle around the area
-  **Toggle Measurement Mode:** Tap (or click on desktop) the start and end point to measure the distance
-  **Map layers:** Tap (or click on desktop) to enable a School Catchment layer
-  **Places of Interest:** Identify a place such as a grocery store, hospital or gym
-  **Show your current location:** Tap (or click on desktop) to view listing in the area
-  **Jump to a location:** Tap (or click on desktop) to search by an address, intersection or place.

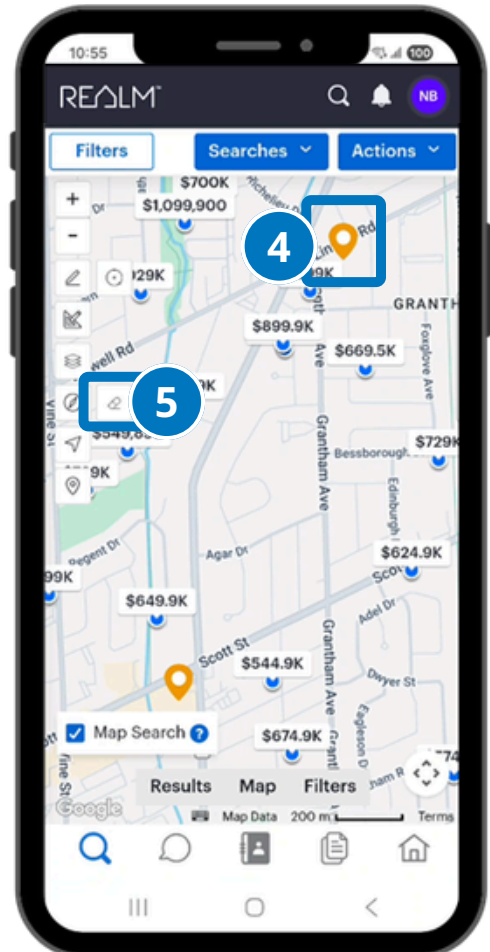
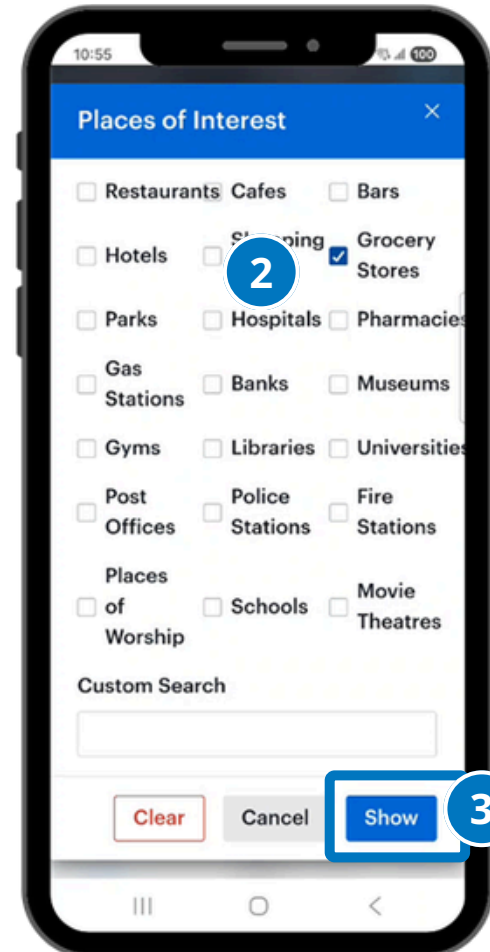
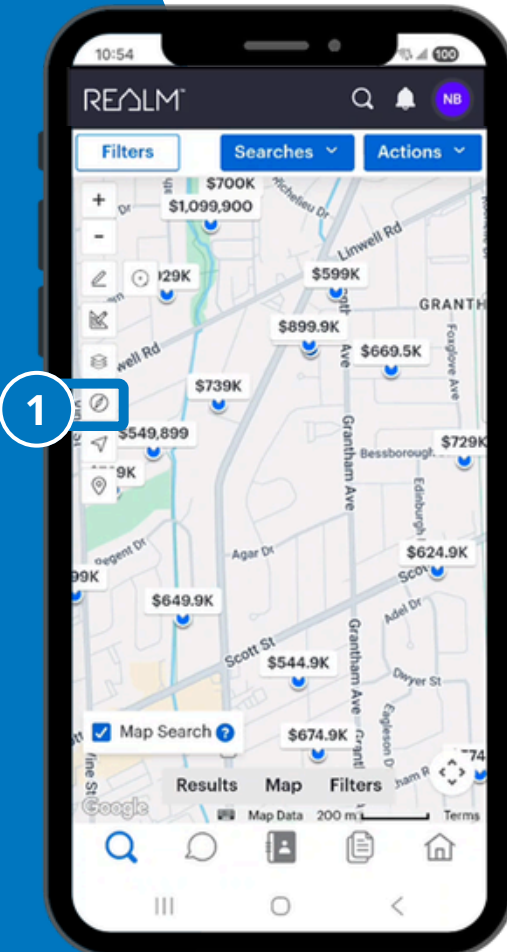


Tip: To review listings after refining the map with the tools tap **Filters** or change your layout to Consumer or Table on desktop.

Places of Interest

You can find restaurants, shopping malls, places of worship and more with these steps:


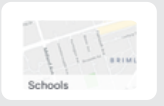


- 1 Tap (or click on desktop) the Places of Interest icon 
- 2 To choose a place tap (or click on desktop) the box beside the place
- 3 Tap (or click on desktop) **Show** to see where the places are located
- 4 For more details click (or tap on mobile) the PIN 
- 5 To remove the selected places, click (or tap on mobile) the Clear Places of Interest 

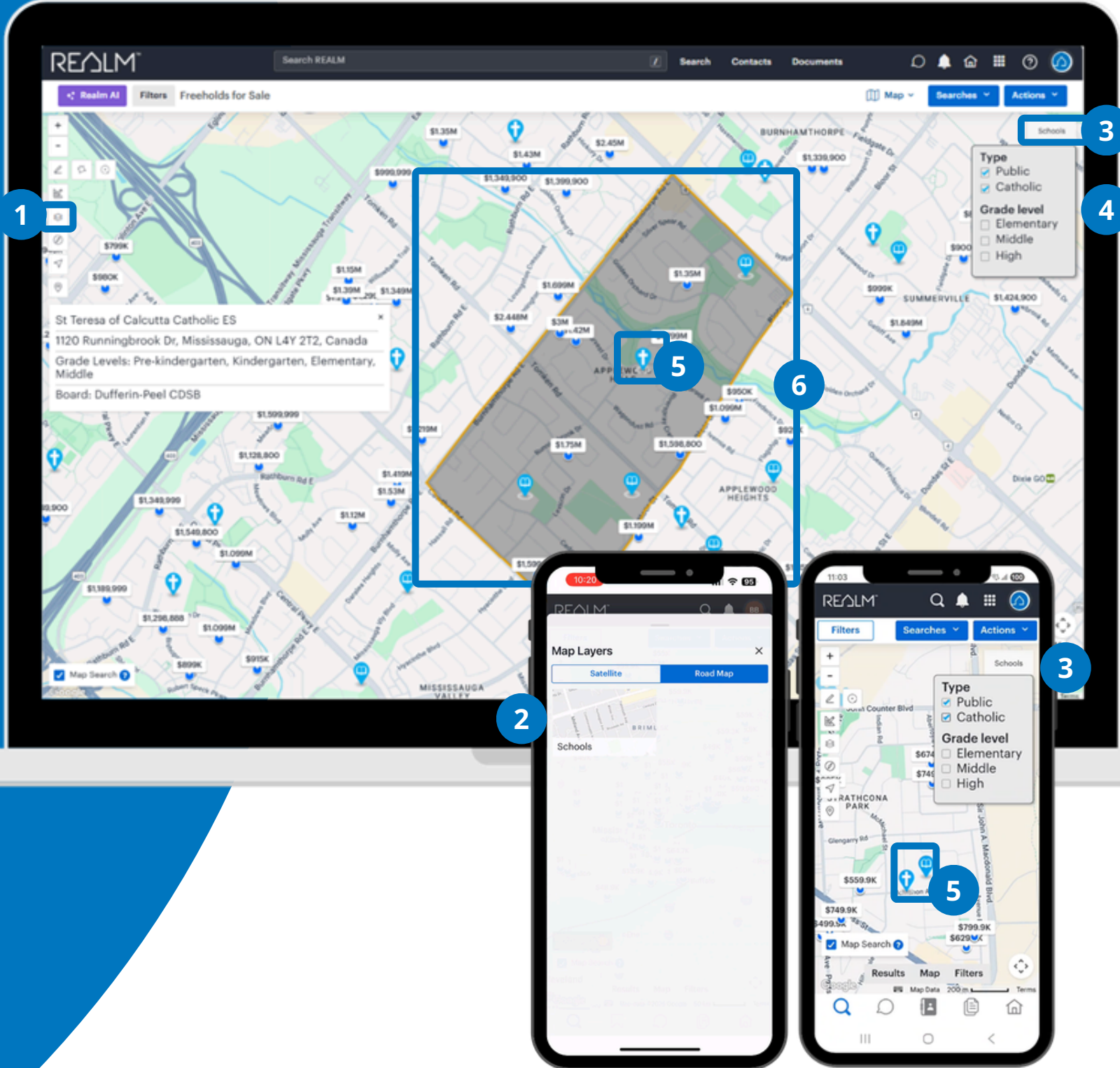
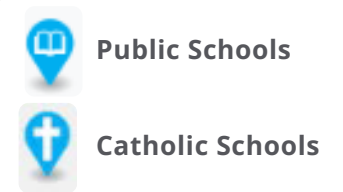


Schools Location & Catchment

When buying a home, knowing the school catchment area is essential. REALM makes this easy by helping you quickly identify visually which listings are located in the schools catchment so you can confidently choose a home that meets your family's educational needs.

To find a school and the catchment:

- 1 Tap (or click on desktop) the **map layers icon** 
- 2 Tap (or click on desktop) the **school layer** 
- 3 Tap (or click on desktop) **Schools**
- 4 Place a check beside the **Type** and **Grade level**
- 5 Tap (or click on desktop) the schools icon  
- 6 The school catchment will be shown on the map



Tip: In a listing you will find links to more information about neighbourhood details and schools. Tap (or click on desktop) [Neighbourhood Guide](#) or [Address Guide](#)

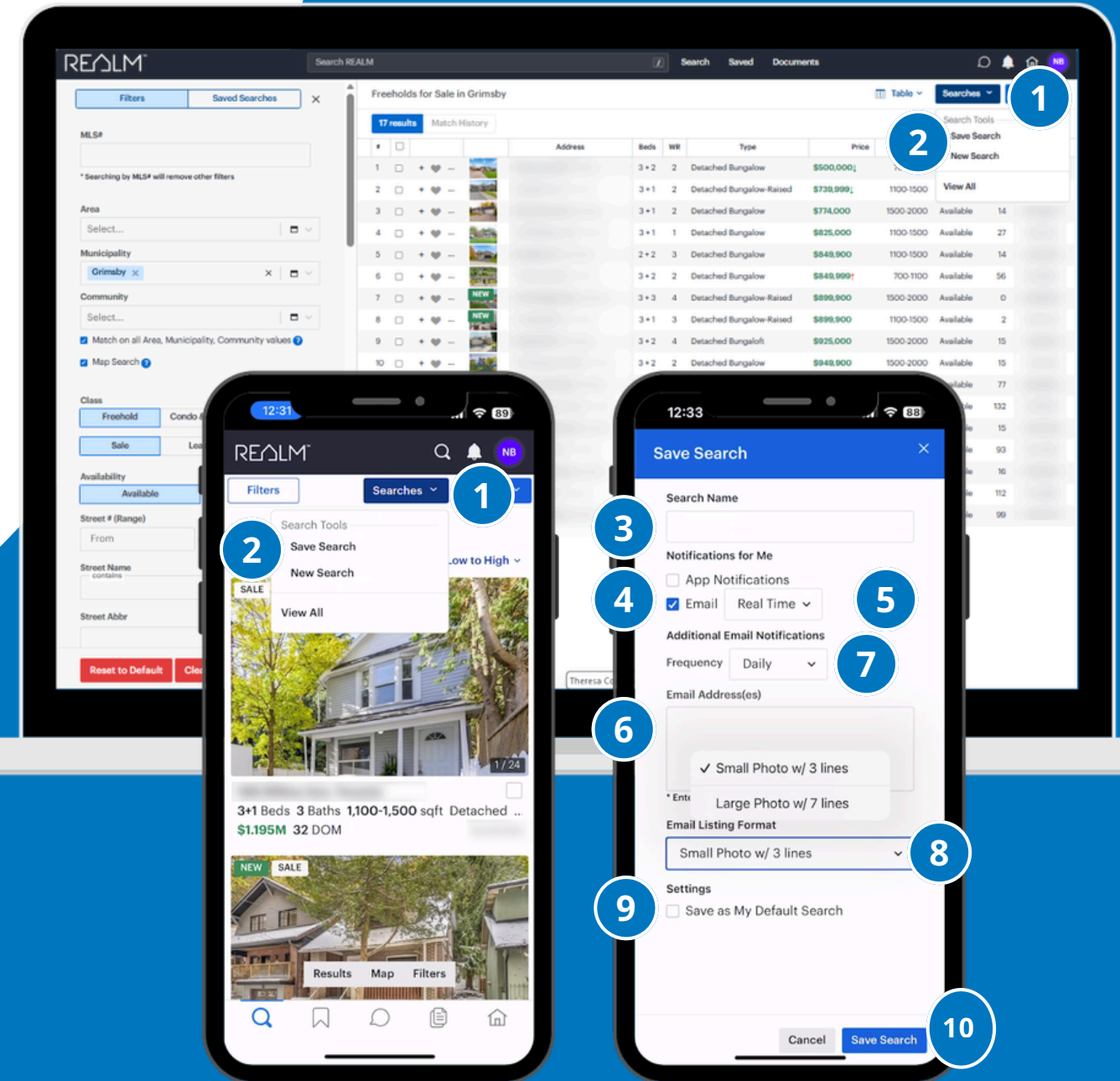
Saving a Search

Once you've set your search criteria in REALM, you can save it for easy access later. By saving your search, you'll receive notifications when new listings match your preferences, and you can quickly return to your saved area and filters anytime without starting over.











Tip: App notifications are for REALM users who use the REALMmlp app on their mobile device and allow notifications from REALM.

- 1 Tap (or click on desktop) **Searches** from the menu bar.
- 2 Select **Save Search** from the drop-down menu.
- 3 Enter a **Search Name** if desired.
- 4 Tap (or click on desktop) the **box icon** beside the notification type.
- 5 Select the email frequency using the **down arrow**.
- 6 Enter any additional email addresses to receive notifications.
- 7 Select the email frequency using the **down arrow**.
- 8 Select the photo size and format using the **down arrow**.
- 9 Place a check beside **My Default Search** to set a default search.
- 10 Tap (or click on desktop) **Save Search**.



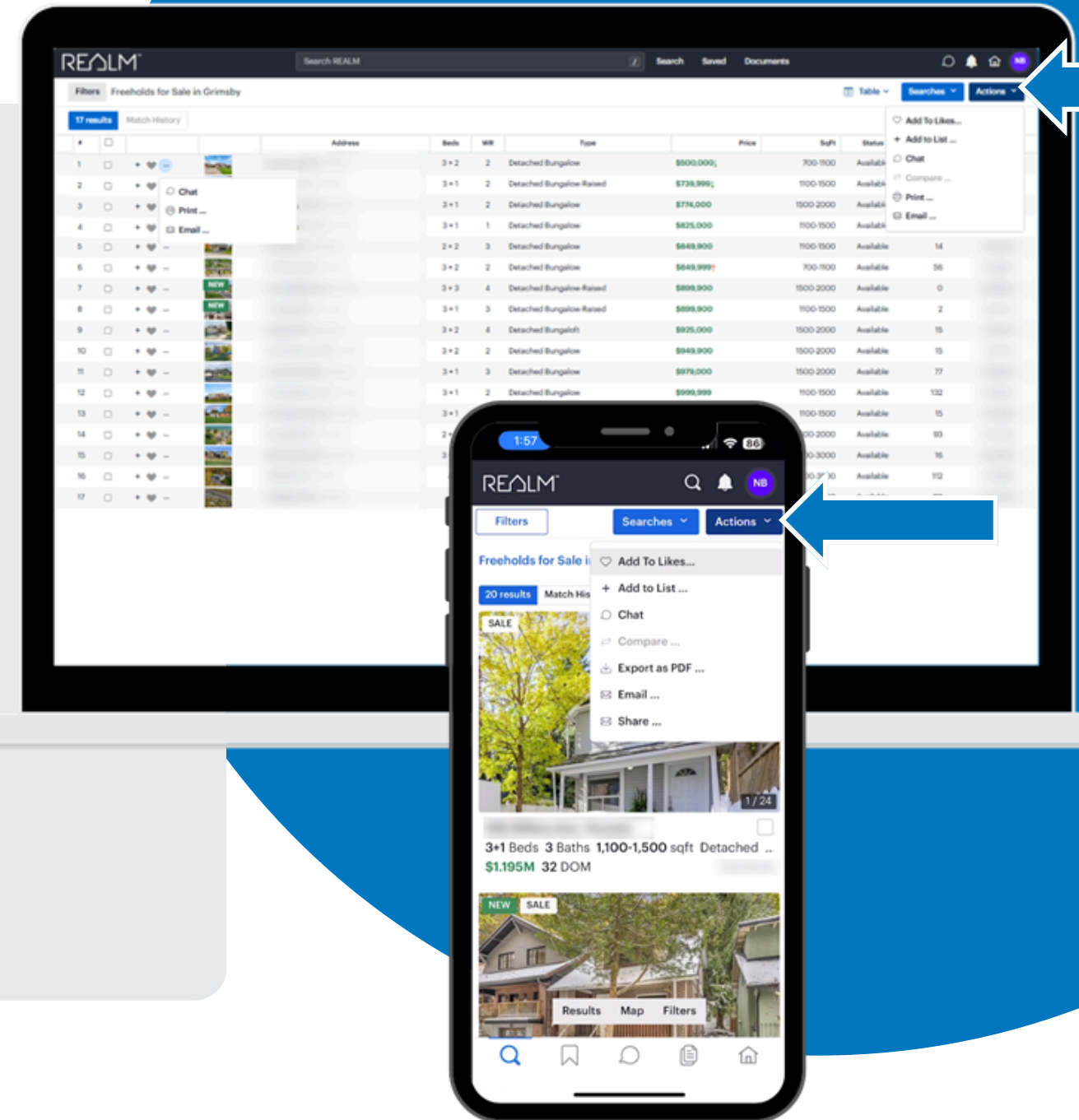
Search Actions Actions ▾

When reviewing your search results, you have several powerful tools to help you organize, share, and compare properties. Tap (or click on desktop) Actions ▾ :

-  **Add to Likes** to save a property to your personal likes list
-  **Add to List** to create a custom list to keep track of properties
-  **Chat** to send a message directly to your real estate salesperson
-  **Compare** to select multiple listings and compare them side by side to see differences in price, features, and location
-  **Export as PDF (mobile only)** to generate a PDF version of the selected listings
-  **Print** to print listings for offline review or to take to showings
-  **Email** to share selected listings via email with family or friends
-  **Share** (mobile only) to share listings through mobile apps like Messages, WhatsApp, or Messenger



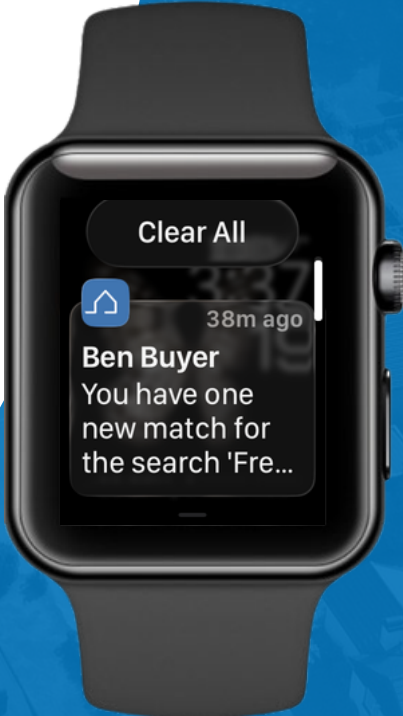
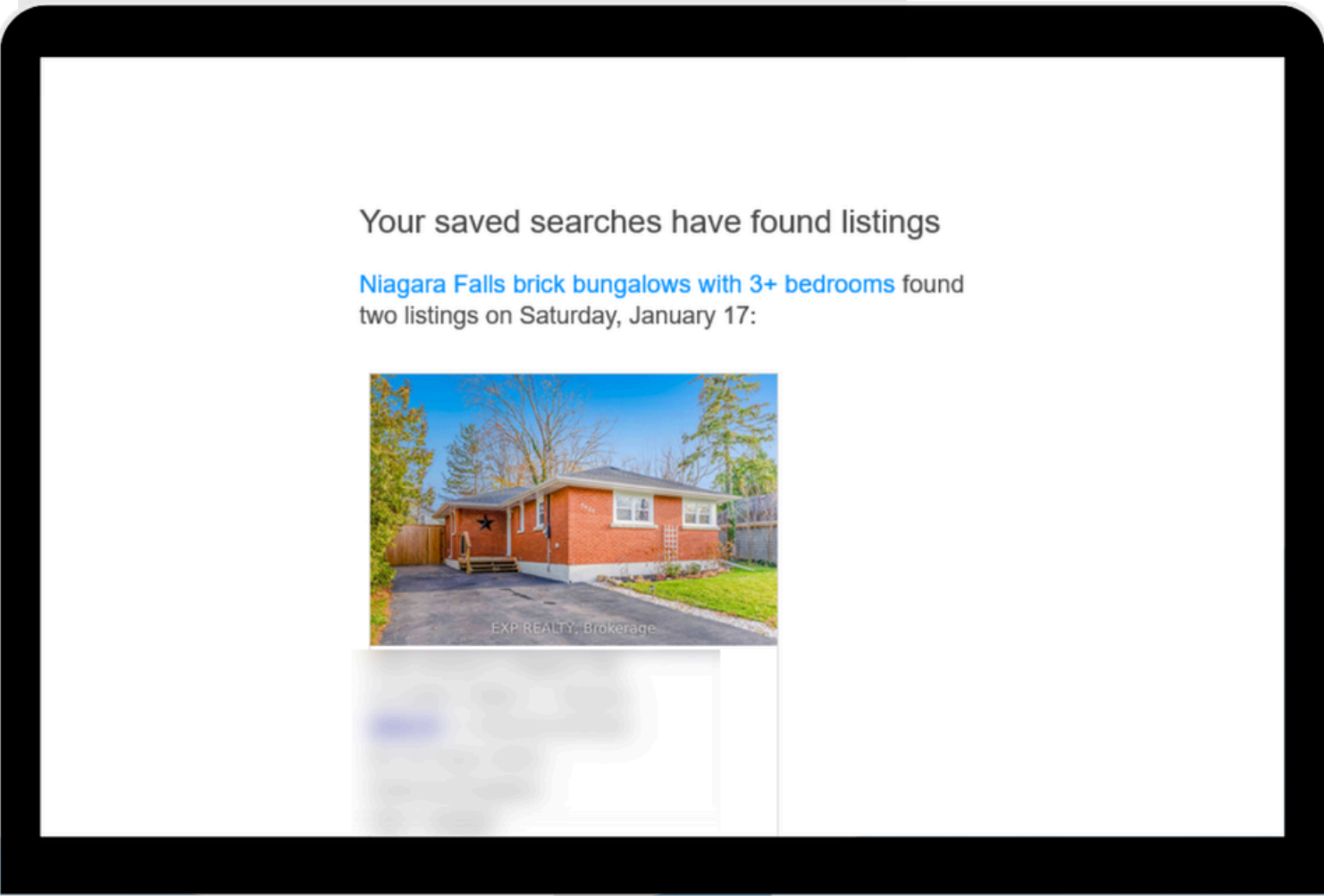
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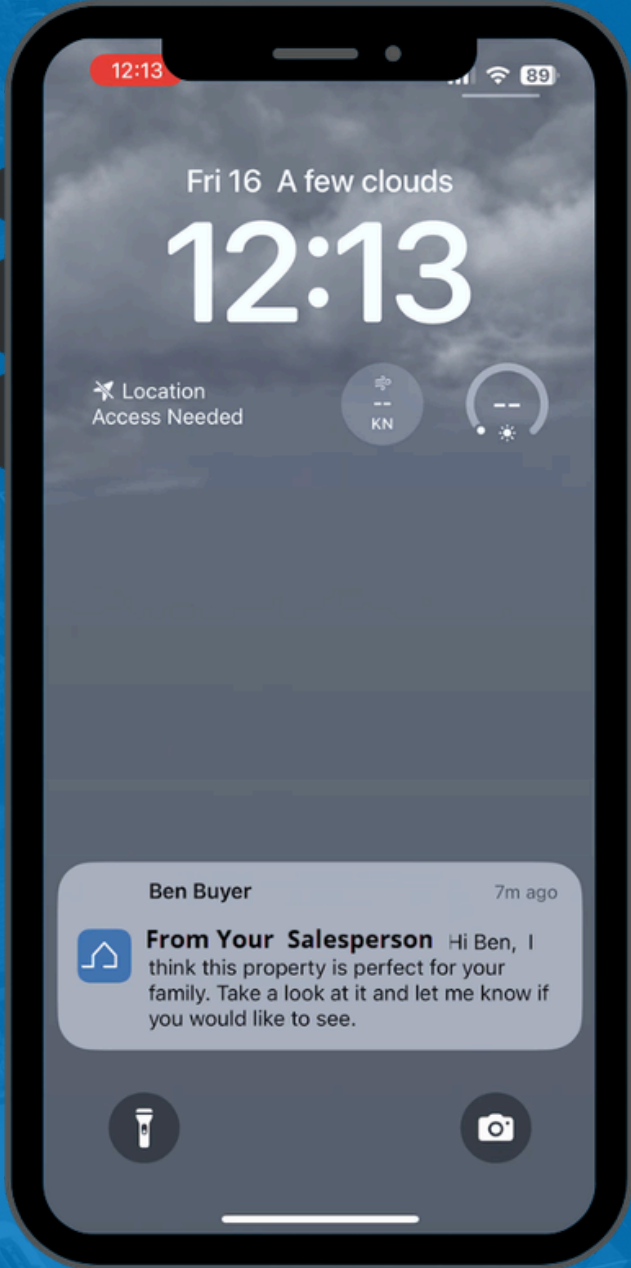
Notifications

Stay connected to the homes you care about with a daily summary email, or real-time listing alerts sent to your email mobile app, and smartwatch. These personalized notifications keep you informed so that you never miss the perfect opportunity.

Email to your desktop and/or mobile



App Notifications (Push) to mobile

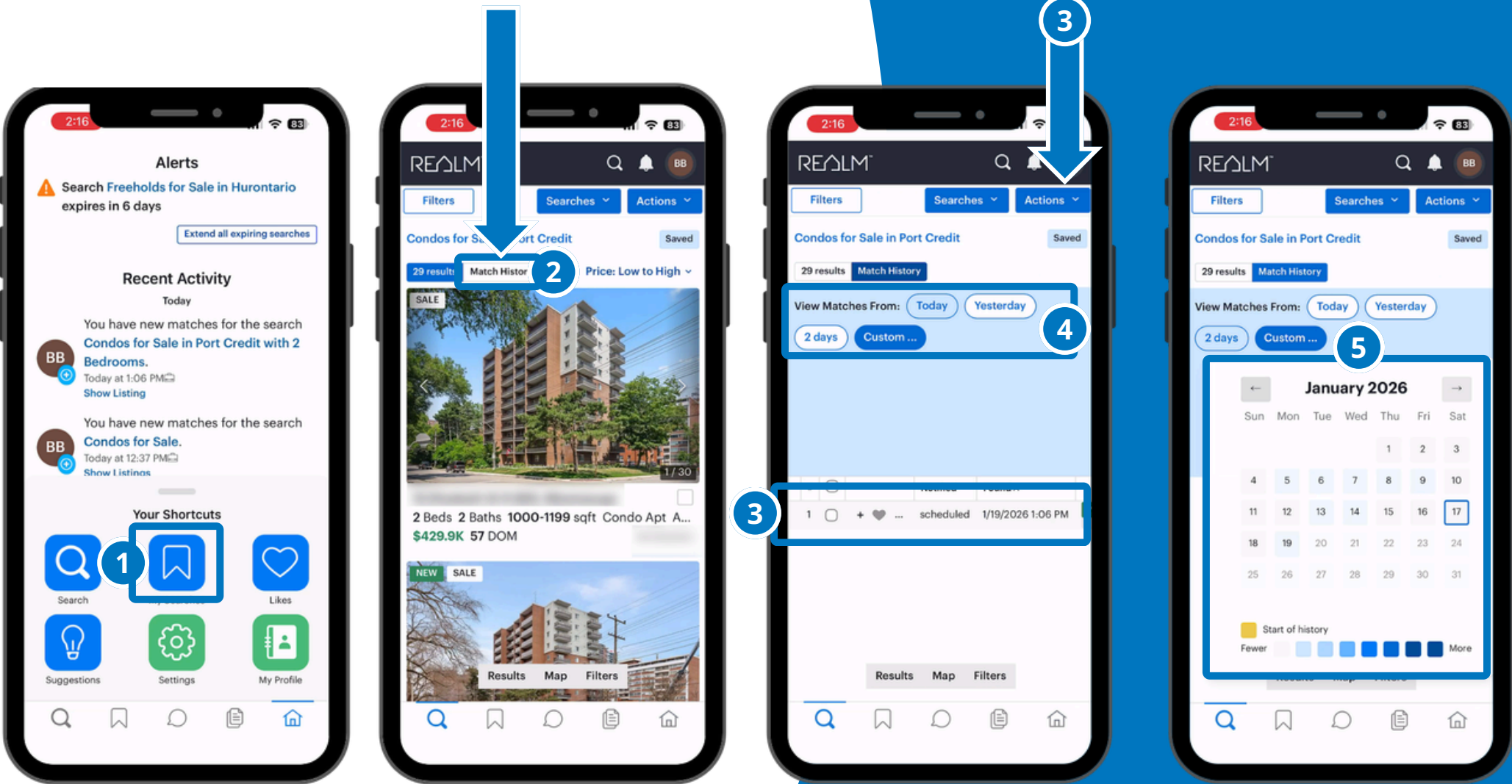


Match History in a Saved Search

The Match History tab gives you a clear, day-by-day view of how your saved search has evolved. It automatically tracks every result from the moment you save the search, making it easy to review new matches, past activity, and market changes.

Desktop & Mobile

- 1 Open a saved search from **My Searches**.
- 2 Tap (or click on desktop) **Match History** from the search menu.
- 3 The window will open on today's date and display any results. Tap (or click on desktop) the **actions button icon** to select an action to take with the result(s) in the match history as needed.
- 4 Tap (or click on desktop) **Yesterday, 2 days** or **Custom** for earlier dates.
- 5 When **Custom** is selected, a calendar will appear. Tap (or click on desktop) the **back arrow** to navigate to the desired date.

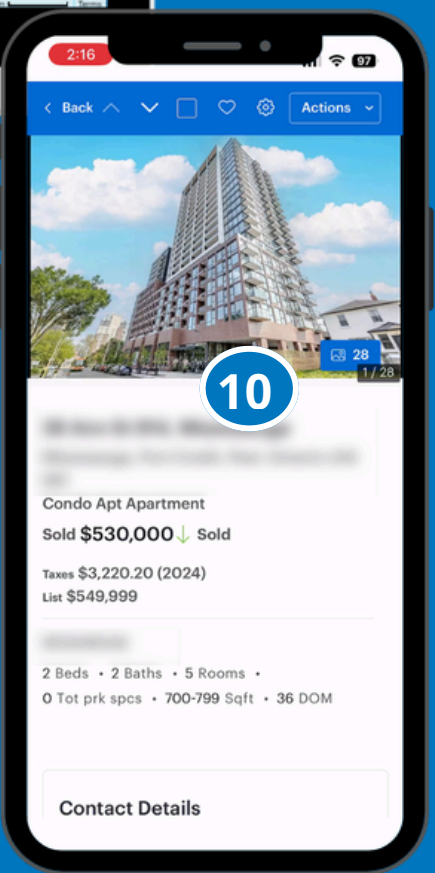
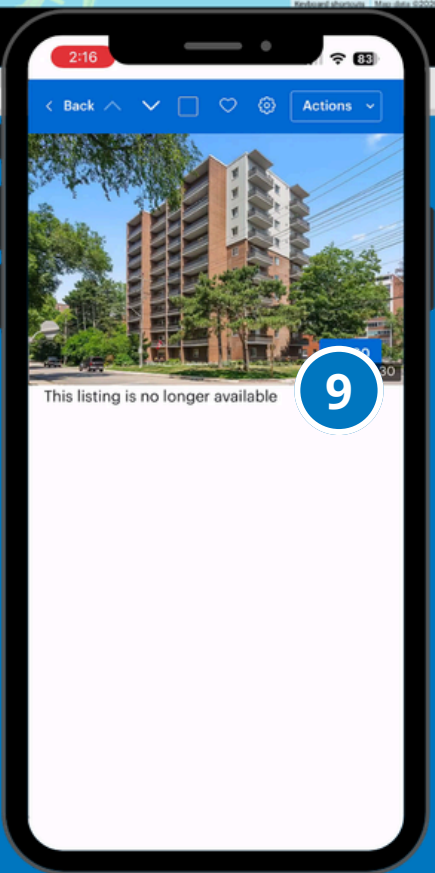
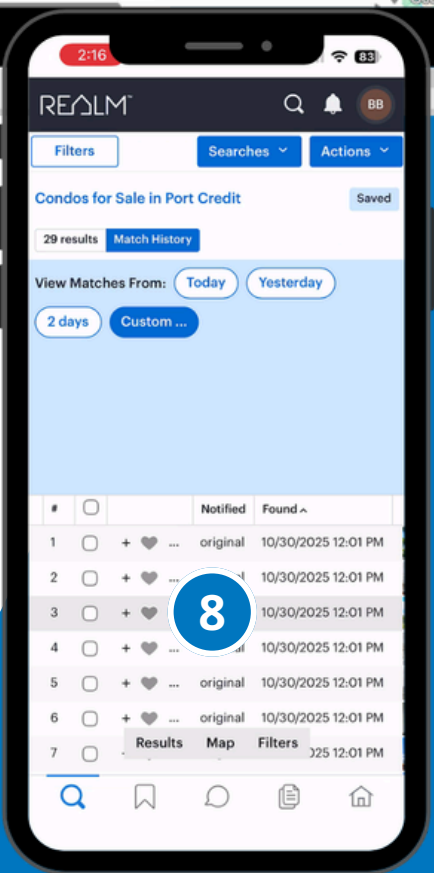
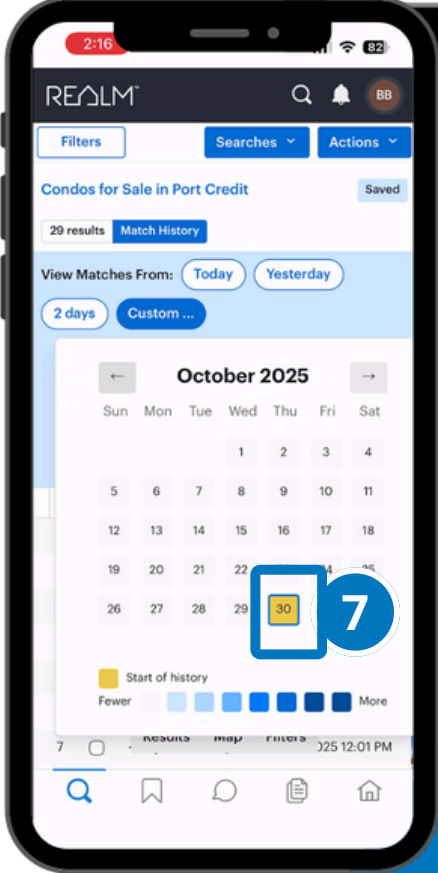
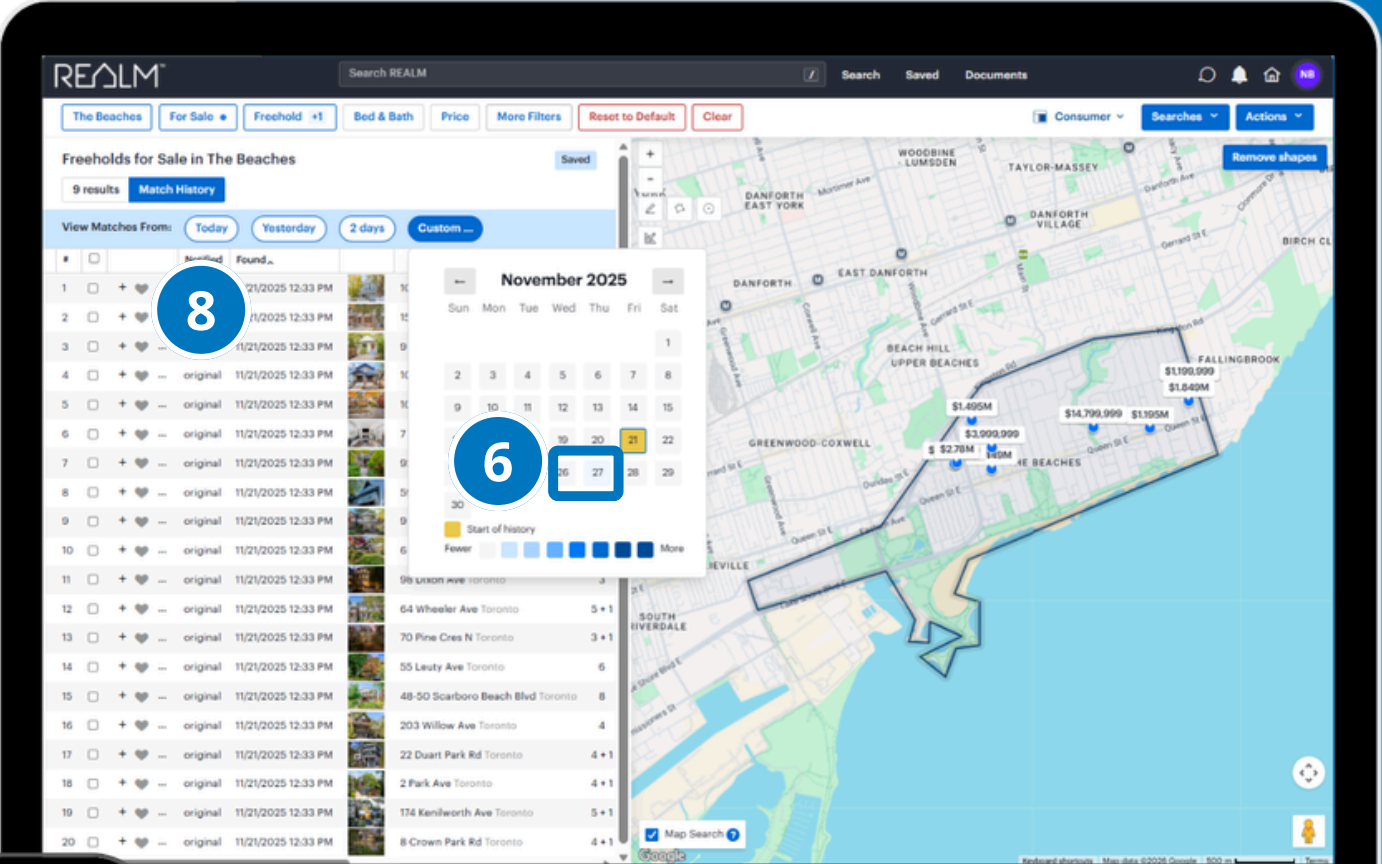


Tip: Notified Statuses

- **Scheduled** - listing will be sent in the daily email
- **None** - no email will be sent based on the search settings
- **Sent** - the listing was emailed based on the saved search settings

Match History Continued











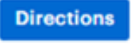



- 6 Days highlighted with blue have matches. Tap (or click on desktop) the day to view the results.
- 7 The day highlighted in yellow is the start of history. Tap (or click on desktop) to see the listings in the original search.
- 8 To view a listing in the original search tap (or click on desktop) the listing.
- 9 If the listing is no longer available for sale and did not sell, you will receive a message that it is no longer available.
- 10 If the listing is available or sold, the listing details will appear on the screen.

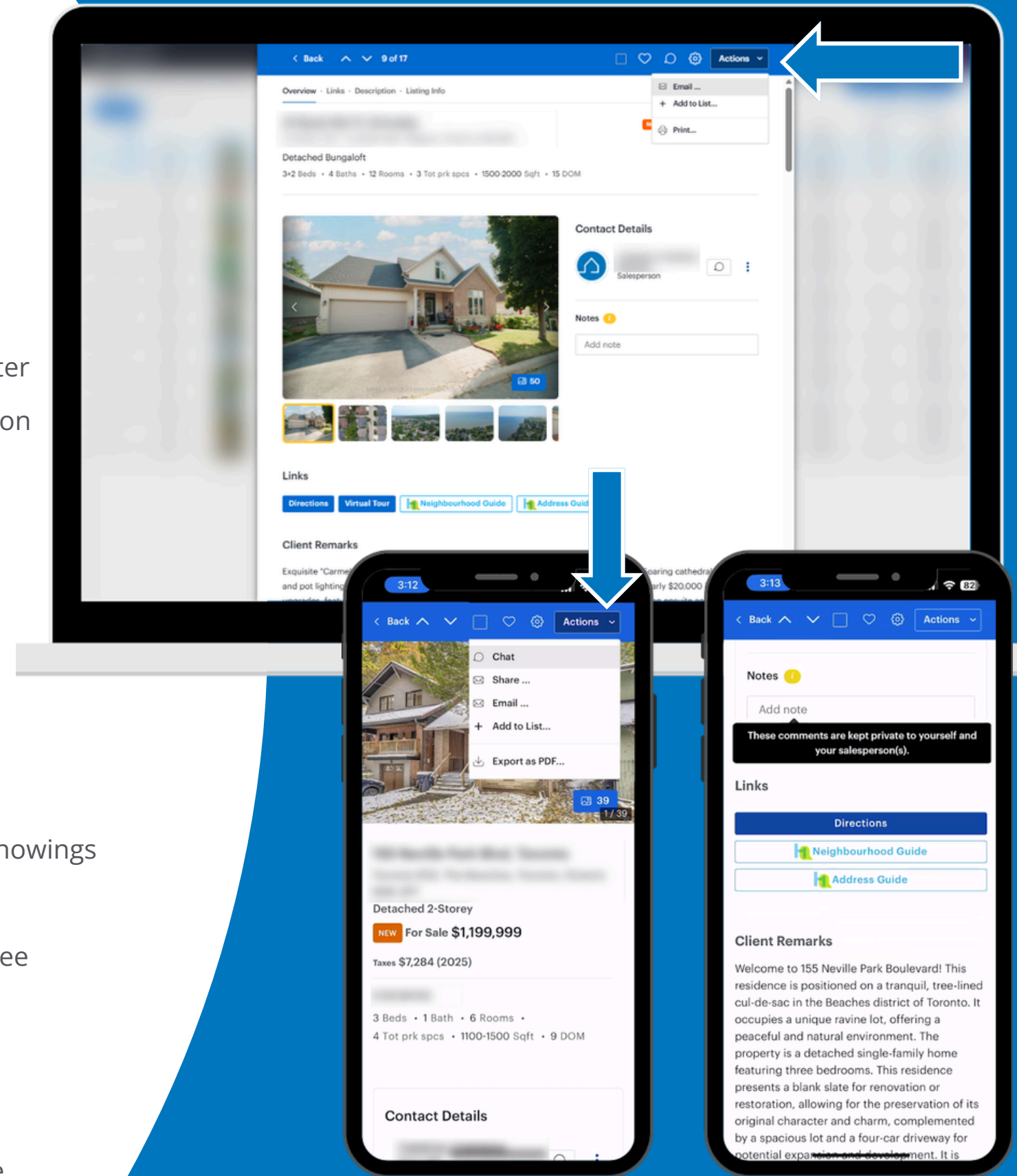


Listing Actions

REALM gives you helpful tools within each listing to stay organized, collaborate, and gain deeper insights, helping you make confident decisions as you search for the right home.

Select **Actions** and choose from:

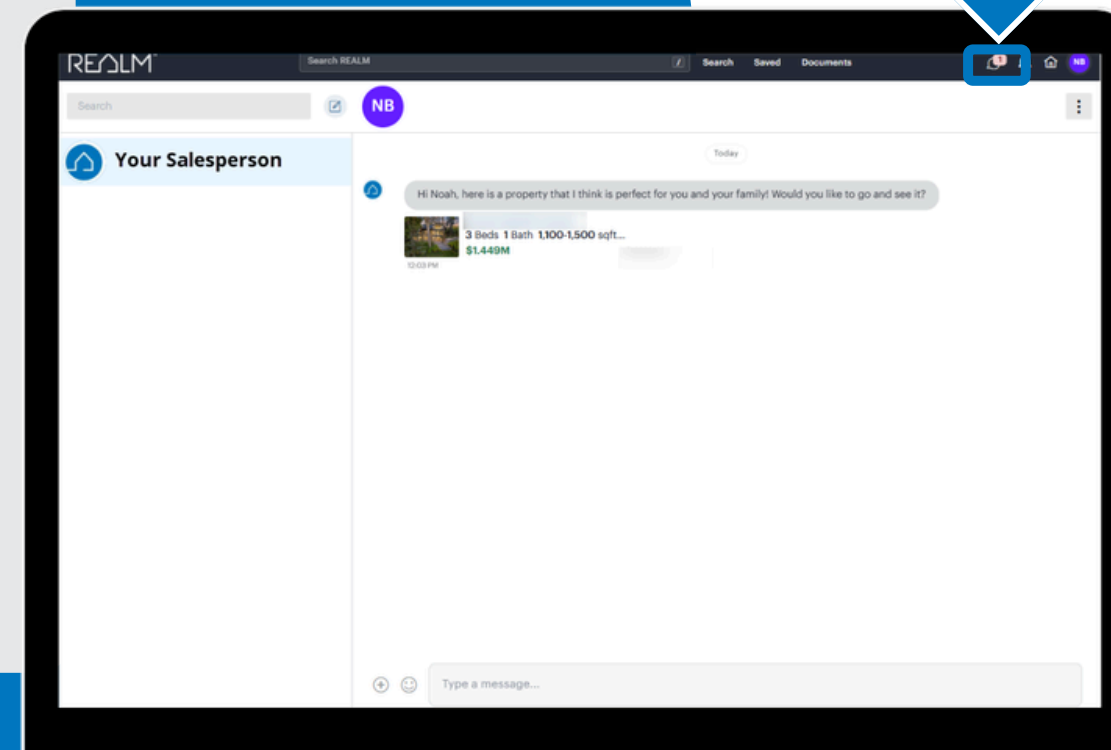
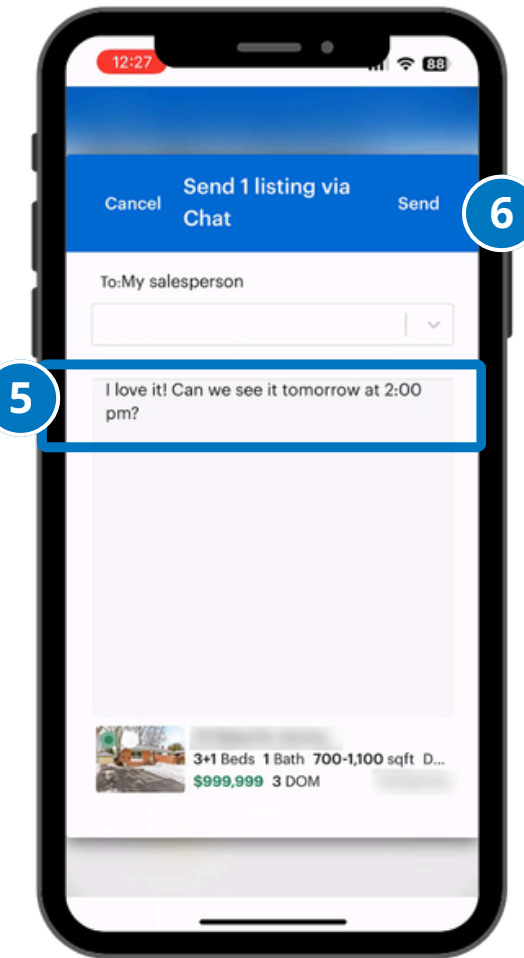
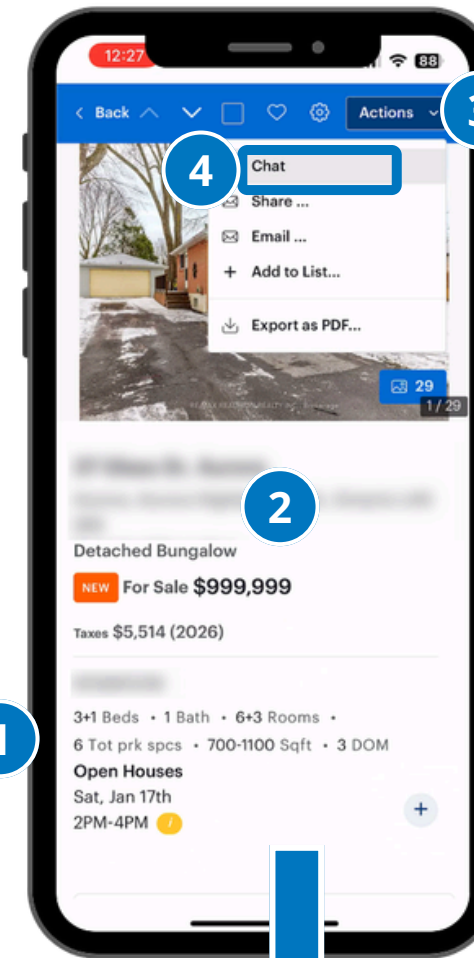
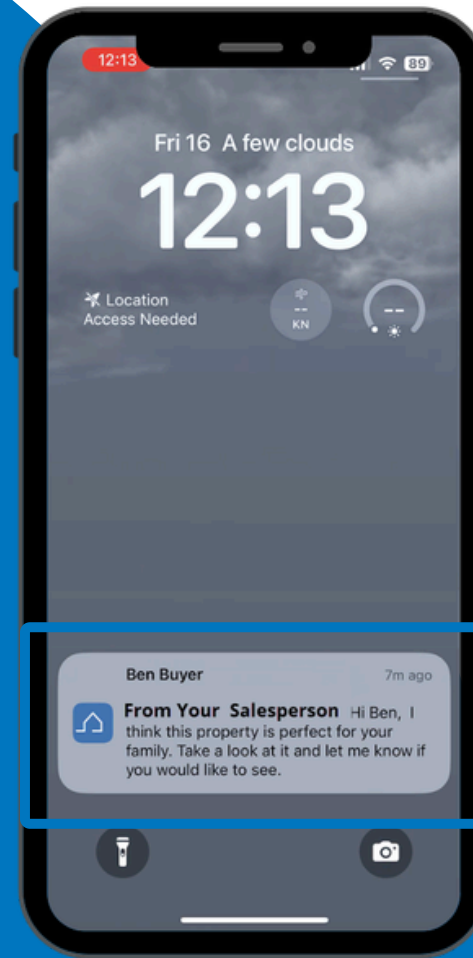
-  **Like** to save a property to your personal likes list for quick access later
-  **Chat** to send an in-app message to your salesperson to ask a question
-  **Detail View Settings** to change the format of the listing
-  **Share** (mobile only) to choose an app (Messages, WhatsApp, or Messenger) to share selected listings with family or friends
-  **Email** to share selected listings via email with family or friends
-  **Add to List** to create a custom list to keep track of properties
-  **Export** (mobile only) to download selected listings as a PDF for easy reference or sharing
-  **Print** (desktop only) to print listings for offline review or to take to showings
-  **Contact Menu** to find your salesperson contact information
-  **Notes** to type a comment than only you and your salesperson can see
-  **Directions** to map out directions to the property
-  **Virtual Tour** to view more information about the property
-  **Neighbourhood Guide** to find out more about the neighbourhood
-  **Address Guide** to generate a report about schools, parks, and more



In-App Chat Messages

Stay connected and in control of your home search with REALM's in-app messaging. Instantly send and receive updates, ask questions, and share feedback in one secure place.

- 1 Tap on the **app notification** and you will be directed to the property in the message when you login to REALM
- 2 Review the listing from the chat message
- 3 Tap the **Actions** icon
- 4 Select **Chat** from the menu
- 5 Type a response to the message
- 6 Tap **Send** and the message will be sent to your salesperson










Tip: On desktop, you will find your messages in the Chat section.

Saved Records

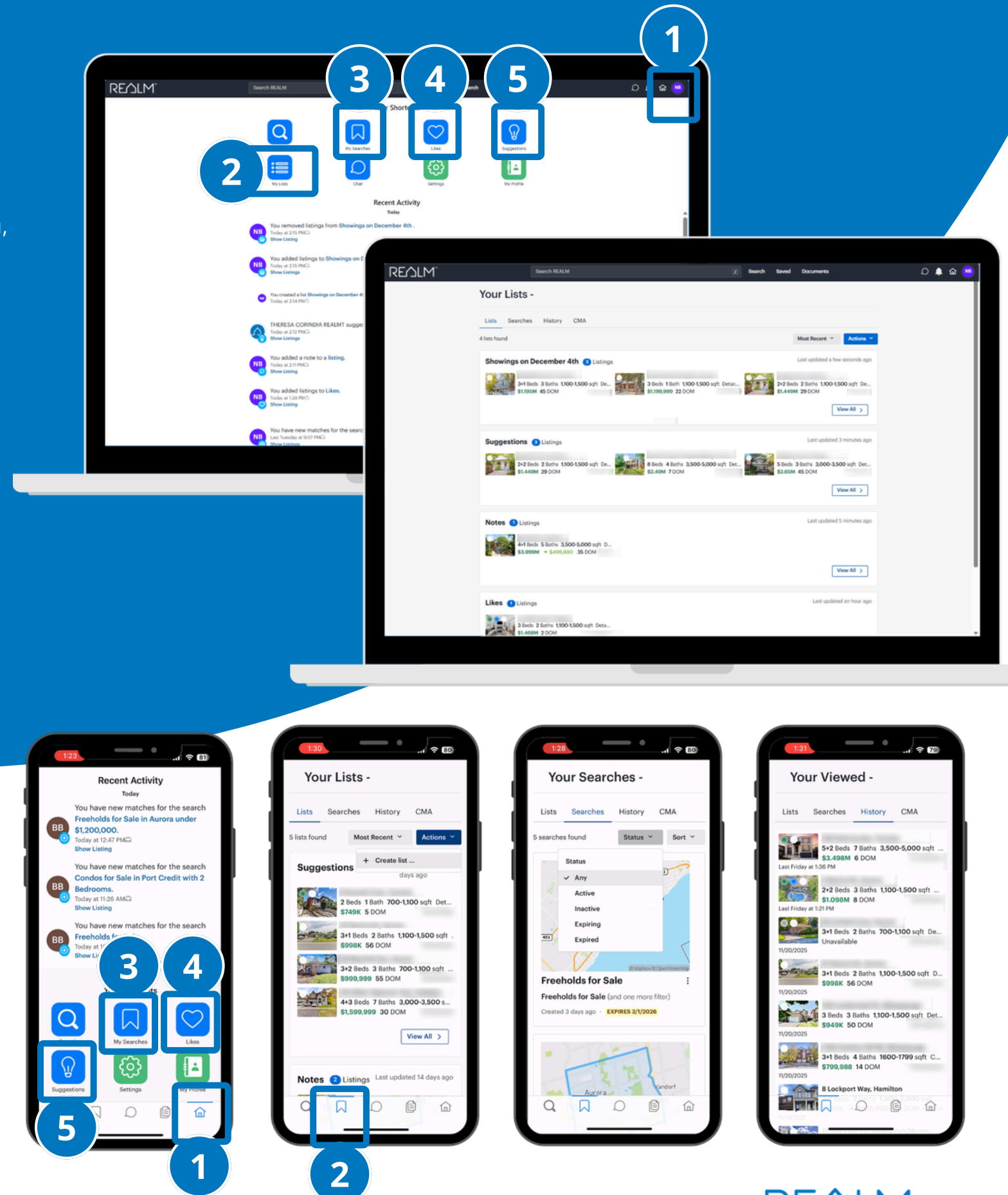
REALM helps you keep everything organized in one convenient place—your saved lists, searches, likes, and personalized suggestions are always easy to find. No more digging through emails or screenshots. With instant access to the records that matter most to you, staying on top of your home search becomes simpler, faster, and far more enjoyable.

To view your records:

- 1 Tap  (or click  on desktop) to return to the Dashboard
- 2 Tap  (or click  on desktop) to review lists
- 3 Tap  (or click on desktop) to review your Searches
- 4 Tap  (or click on desktop) to view Likes
- 5 Tap  (or click on desktop) to view suggestions



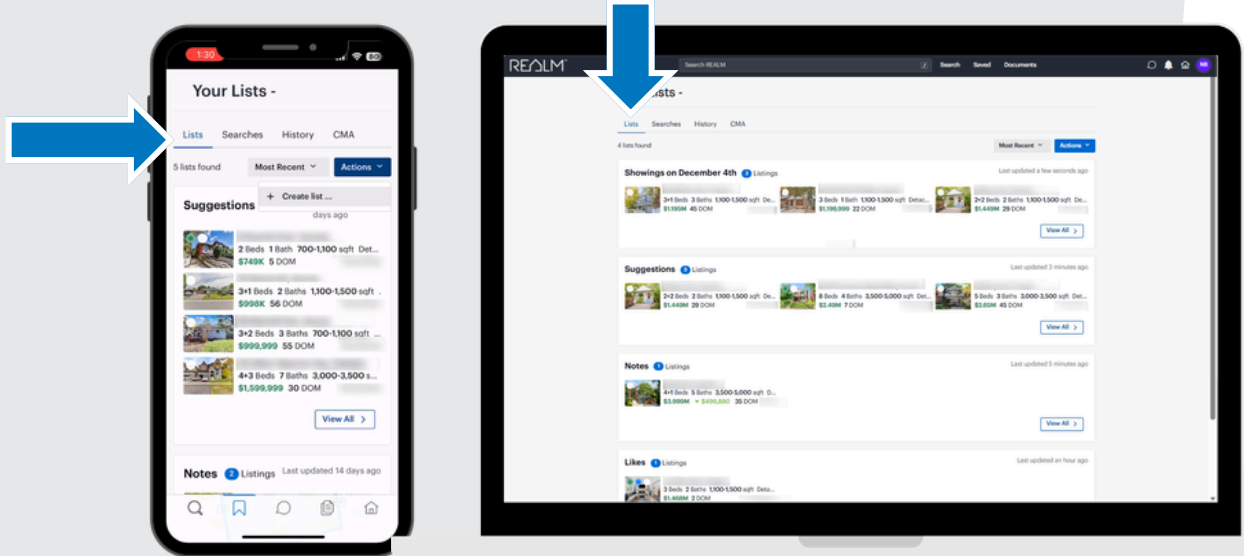
Tip: In **My Lists** you will find a tab for **History** (properties viewed) and **CMA** (a report) shared by your salesperson.



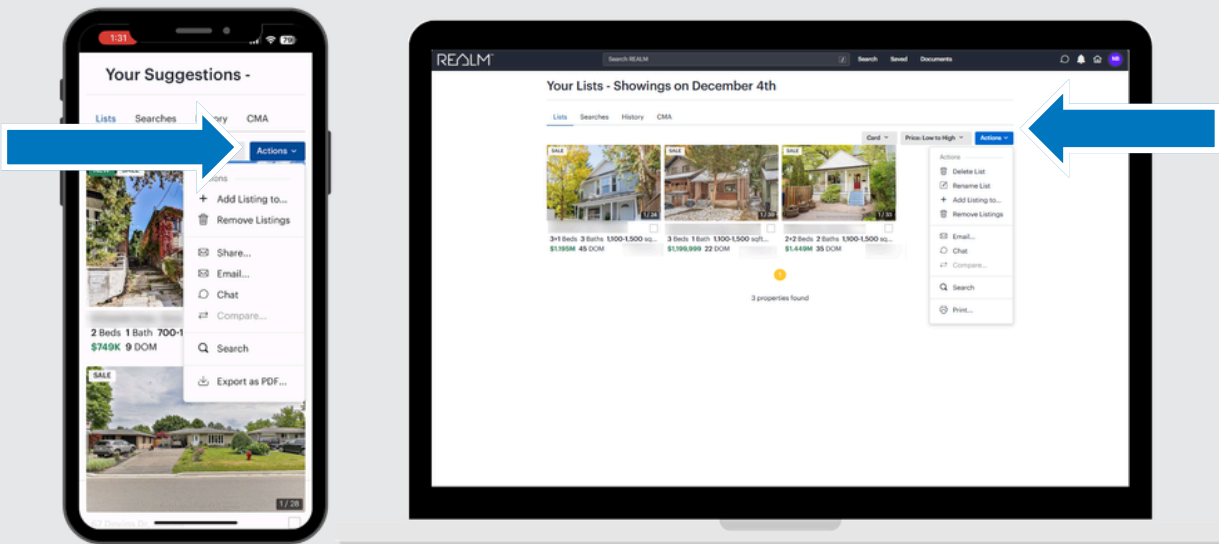
List Actions

REALM gives you intuitive tools to keep all your favourite properties perfectly organized. Easily rename your lists, compare homes side-by-side, print details, and more.












1 Tap (or click on desktop) **Lists** to see all of your lists



2 Tap (or click on desktop) the list you would like to review




3 Tap (or click on desktop) **Actions** and select from:

-  **Delete List** to delete the list
-  **Rename List** to change the name of the list
-  **Add Listings to** add listings to a different list
-  **Remove Listings** to delete the selected listing
-  **Share** (mobile only) to share listings through mobile apps like Messages, WhatsApp, or Messenger
-  **Email** to share the listing via email with family or friends
-  **Chat** to send a message directly to your real estate salesperson
-  **Compare to** select multiple listings and view them side by side to see differences in price, features, and location
-  **Search** to view the listings in the list in the Search module
-  **Export** (mobile only) to download as a PDF for easy reference or sharing
-  **Print** to print the listing for offline review or to take to showings


My Profile & Settings

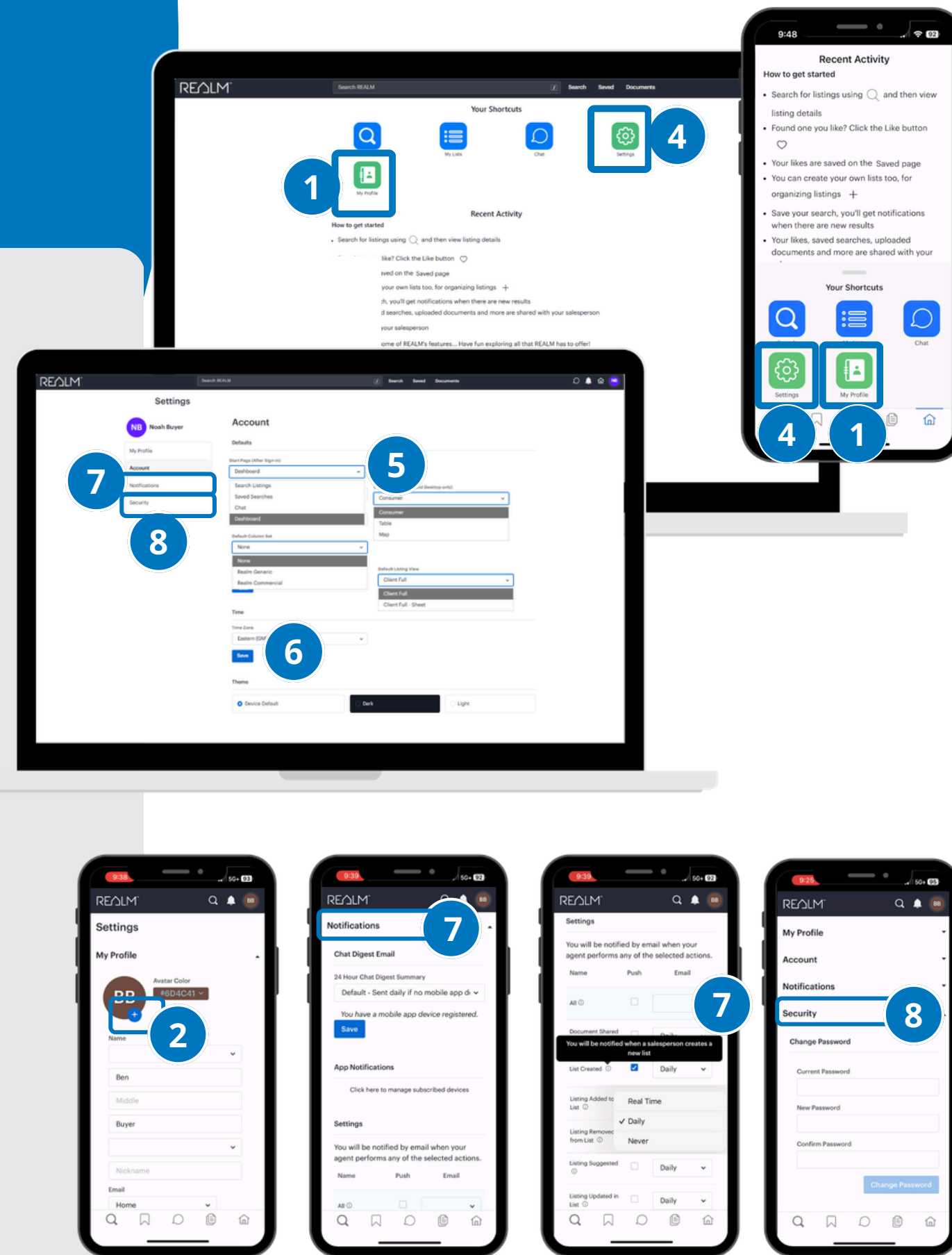
Easily customize your settings with your preferences in you profile avatar.

My Profile

- 1 On your dashboard, tap (or click  on desktop).
- 2 To update your profile avatar, tap (or click on desktop) the **+** icon at the bottom of your avatar and choose a photo, take a photo or choose a file from your device.
- 3 Update the other details and tap **Save**.

Settings

- 4 On your dashboard, tap (or click  on desktop).
- 5 To update your defaults, tap (or click on desktop) the **arrow** in the drop-down and choose a default *start page*, *search view*, *search*, *column set*, and *listing view*.
- 6 Tap (or click on desktop) **Save**.
- 7 To update notifications, tap (or click on desktop) **Notifications** and adjust the type (push or email) and frequency (Daily, Real Time or Never) of notifications by activity. Tap (or click on desktop) **Save**.
- 8 To change your password, tap (or click on desktop) **Security**.





For assistance with REALM, as a home buyer or seller, please connect with your Real Estate Sales Representative.



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