

## BrokerBay Frequently Asked Questions

### **What is BrokerBay?**

[BrokerBay](#) is an advanced showing management ecosystem that helps brokerages, salespeople, and teams streamline showings of their listings. As part of TRREB's newly announced partnership with BrokerBay, Members and brokerages will have access to the full BrokerBay system with all of its features.

### **How much will BrokerBay cost?**

BrokerBay's full ecosystem will be included as one of the services you receive through your membership dues starting this fall. Support and training will also be provided at no additional cost.

Note: after-hours answering services are a separate, brokerage-specific cost and are not included at this time.

### **What if my brokerage already uses BrokerBay?**

Brokerages can contact BrokerBay to discuss transition details. This is an opt-in service if your brokerage prefers to take advantage of the service, which will now be included as part of your membership dues starting this fall.

### **When can I start using BrokerBay?**

If your brokerage is not already a subscriber of BrokerBay, the system will be made available to all brokerages this fall on an opt-in basis. TRREB will be working with BrokerBay and our MLS® System providers to implement the BrokerBay platform as quickly as possible. More information will be communicated to Members throughout the summer.

### **As a TRREB Member, what can I do with BrokerBay?**

BrokerBay offers a full, brokerage level showing service solution with several advanced modules. With BrokerBay, sales representatives and front-desk administrators can schedule and arrange showings, including in-person and interactive 3D virtual showing tours, as well as register offers, submit documents, manage property notifications, and more.

### **How will I access BrokerBay once it is available?**

You will be receiving updates through the summer on training opportunities and how to access the platform.

**When will I learn about BrokerBay?**

We will offer a variety of opportunities for you to learn more about BrokerBay. Ahead of the launch, we will roll out product demos and training.

**Will my electronic lockbox integrate with BrokerBay?**

The use of electronic lockboxes is a brokerage decision. BrokerBay has strong integrations with leading electronic lockbox suppliers.

**Does BrokerBay have a mobile app?**

Yes, BrokerBay has iOS and Android mobile apps where agents can book and manage showings.

**Does BrokerBay include an appointment or call centre?**

BrokerBay DOES NOT include an appointment or call centre as part of their services, but they are integrated with all major real estate call centre providers in Ontario to which your brokerage can independently choose to subscribe.