Toronto Regional Real Estate Board

Professionals connecting people, property and communities.

# Member Hub FAQ

1. **What is the Member Hub?**

This new user-friendly platform will allow you to effortlessly access digital membership applications, pay your membership dues and invoices, manage your profile, and browse products from the REALTOR® STORE – all from one convenient portal.

2. **How do I access the Member Hub?**

Log in to the TRREB Home Page and click the Member Hub icon in the tools menu bar (the same menu bar you access Search Properties).

3. **Is the Member Hub replacing e-Commerce?**

Yes, the Member Hub is replacing e-Commerce in two phases.

**Phase one:**

Starting this fall, your membership invoices and online REALTOR® STORE are moving to the Member Hub. Your outstanding invoices prior to August 2024 are available to pay or download on e-Commerce. You can also access digital membership application forms and manage your profile in the Member Hub during the phase one launch.

You can continue to register for Professional Development courses and events on e-Commerce in phase one. A link to register for the Professional Development courses will also be available directly from the Member Hub.

**Phase two:**

In the second phase starting in spring 2025, Professional Development courses and events are moving to the Member Hub. This means you will no longer register for courses in e-Commerce.

4. **Is the Member Hub replacing Manage My Profile?**

Editing your profile is simple with the Member Hub. The Member Hub will replace the current Manage My Profile tool. This means you will no longer be able to update your information here.

You must use the Member Hub to update your email, phone number, and professional headshot.

5. **How can I update my phone number and email in the Member Hub?**

After selecting the Member Hub from the TRREB Home Page, select Edit My Profile from the side menu bar. Then, fill in the fields you are looking to update, including your professional headshot, phone number, and email.

6. **How do I shop the online REALTOR® STORE in the Member Hub?**

After selecting the Member Hub from the TRREB Home Page, choose REALTOR® STORE from the menu bar. Conveniently find the products you need in the side menu bar using the categories. Then, follow the steps to checkout.

7. **Where can I access membership forms in the Member Hub?**

After selecting the Member Hub from the TRREB Home Page, choose the membership form you wish to access from the side menu bar.

In the Member Hub, you can find the:

- New Brokerage Application
- Salesperson or Broker Membership Application
- Transfer Application
- Unlicensed Assistant Application
- Brokerage Administrator Application
- Broker of Record Change Form
- New Branch Office Application
- Brokerage Administrator Termination
- Unlicensed Assistant Termination

Once you select the form, complete all the required fields, then select submit. You will receive a confirmation email after every application or form you submit.

8. **How do I pay my TRREB, OREA, ORWP, and CREA dues and fees in the Member Hub?**

After selecting the Member Hub from the TRREB Home Page, choose Annual Dues from the side menu bar. Complete the fields and then safely and securely enter your payment information. You will also no longer pay your dues through e-Commerce.

9. **Are there other invoices I can pay for in the Member Hub?**

Yes. If you have a no-show fee invoice or another invoice associated with a membership application, you can safely and securely pay the fee in the Member Hub. Simply select Invoices/Orders.

**10. How do I access old invoices?**

If you need to access an old invoice, you can download it from e-Commerce until spring 2025. You can also access e-Commerce directly from the Member Hub after selecting Legacy Invoices. Or, you can reach out to TRREB's Member Services department and request to have an invoice emailed to you.

**11. I'm a Broker of Record and I need to change the permission levels at my brokerage. How do I get started in the Member Hub?**

The Member Hub allows Brokers of Record to change permission levels at their brokerage. For example, if you need to assign a Member at your brokerage Manager status, you can make this change right in the Member Hub. Simply click My Affiliations/Permissions on the left side of the screen.