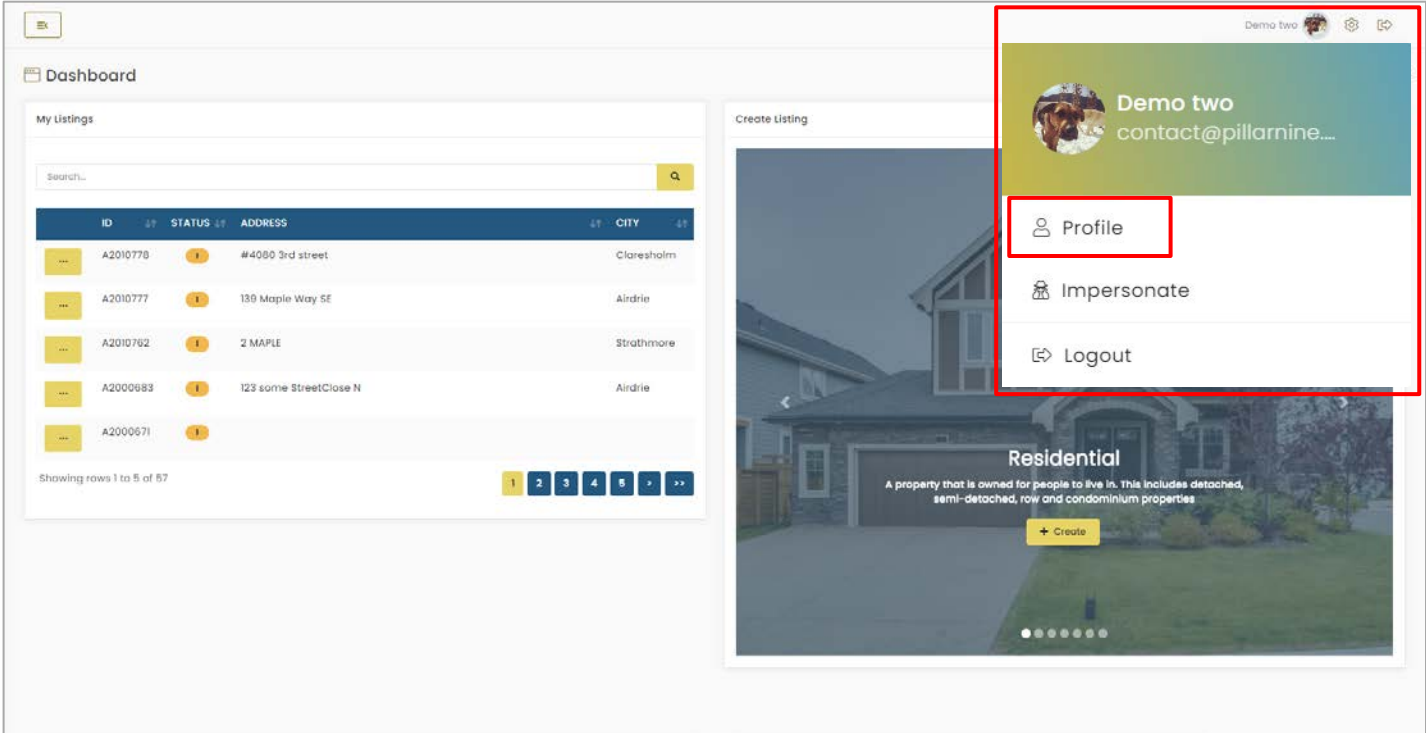


Impersonation Reference Guide: Adding and Removing Impersonators and Impersonating Team Members

You can work as your team members and they can work as you by using the Impersonate feature in the View Agent drop down menu on the top right-hand corner of your OnePlatform window. This feature enables team members to offer support to one another for creating, editing, and proofreading listings. But first, you need to add teammates as impersonators to your profile and your teammates need to add you as an impersonator to theirs.

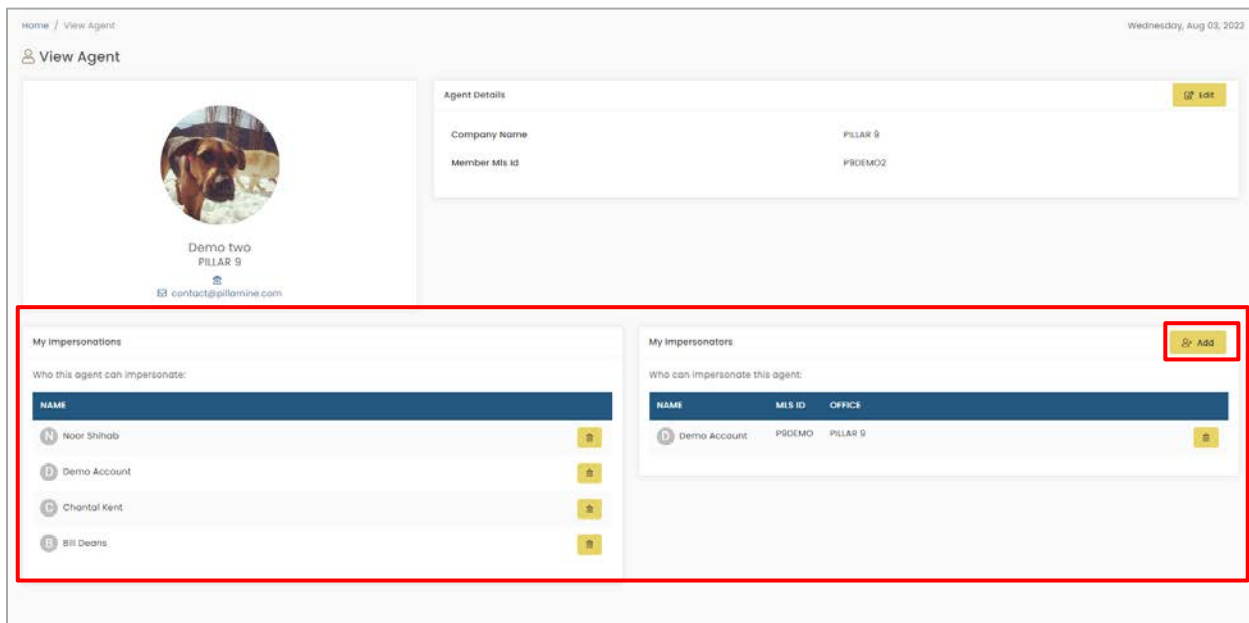
1. To add or remove Impersonators, chose 'Profile' from the View Agent menu on the top right-hand corner of your OnePlatform window.



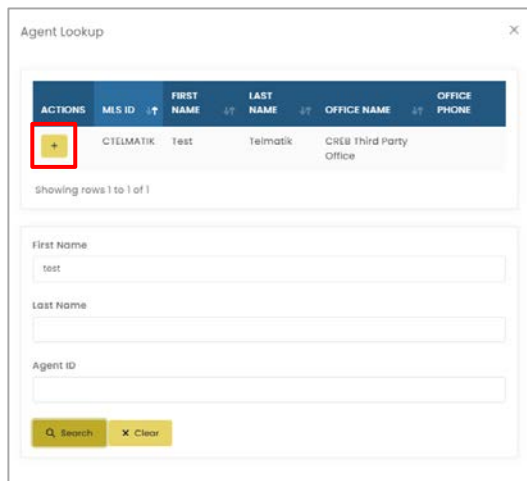
The screenshot displays the OnePlatform dashboard interface. On the left, there is a 'My Listings' section with a table of listings. On the right, there is a 'Create Listing' section. A user profile dropdown menu is open in the top right corner, showing the user's name 'Demo two', email 'contact@pillarnine...', and three options: 'Profile', 'Impersonate', and 'Logout'. The 'Profile' option is highlighted with a red box.

ID	STATUS	ADDRESS	CITY
A2010770	1	#4080 3rd street	Clareholm
A2010777	1	180 Maple Way SE	Airdrie
A2010782	1	2 MAPLE	Strathmore
A2000683	1	123 some StreetClose N	Airdrie
A2000671	1		

- On your profile page, scroll down until you see the Impersonations panel, and click on the 'Add' button on the right-hand corner next to My Impersonators.



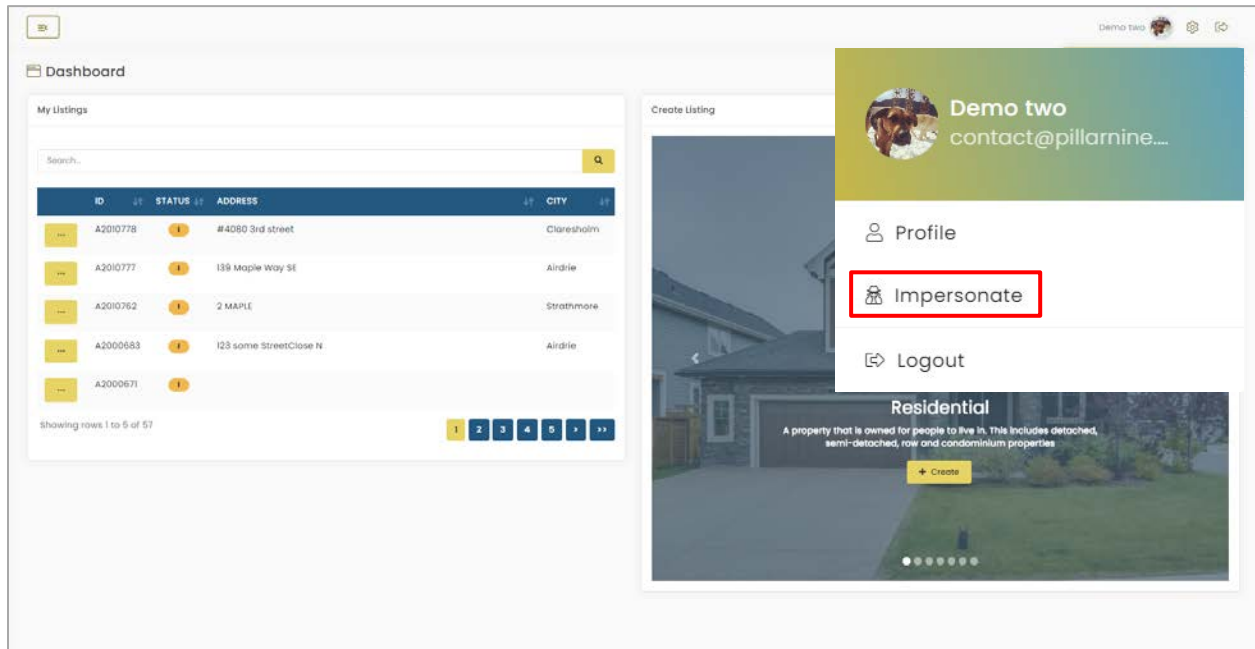
- Enter your team member's first and last name or agent ID into the Agent Lookup window that pops-up, and click 'Search'. A list of agents that fill the matching criteria will populate at the top of the window. Click the '+' (add) icon that appears under the Actions heading (or next to their MLS ID) for the team member you wish to add as an Impersonator.



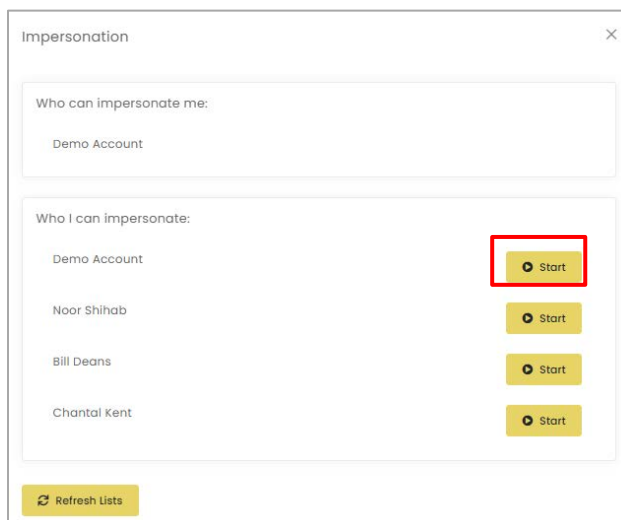
Note: To remove Impersonations or Impersonators, click the trash can icon next to the person's name in the Impersonations panel of your profile page.

Now you're ready to begin Impersonating.

4. Click on the View Agent dropdown of your OnePlatform window and choose Impersonate.



5. Choose the team member you'd like to impersonate and click 'Start' to begin working as that team member.



6. Now you'll see a Spy icon on the top right-hand corner of your OnePlatform window indicating that you're impersonating another agent and the name of that agent to the left.



7. To switch back and work as yourself, click on the spy icon and a Stop Impersonating option will appear. Click on 'Stop Impersonating', and you'll be routed back to working as yourself.

