

Need Help Scheduling Your Self-Guided Home Tour?



Troubleshooting Frequently Asked Questions

Issues with the Driver's License Identity Verification?

- Ensure the photo on the license is clear. If your license has expired, the verification process cannot occur.
- If you're experiencing issues with your selfie, try moving closer or farther from the camera or try a room with different lighting
- If you're experiencing issues, call **XXX.XXX.XXXX** for support

Issues with the Credit / Debit Card Identity Verification?

- Ensure you've entered all information correctly and your credit or debit card is not expired or canceled
- If your card is declined for any reason, the verification process cannot occur
- If you're experiencing issues, call **XXX.XXX.XXXX** for support

Why do I need to provide a credit card number?

- We ask that you provide a credit card number so that we may verify your identity before scheduling a tour
- You will not be charged for touring a home and we do not retain your information after your identity has been verified

Do I need to verify my identity every time I schedule a tour?

- No. We only verify your identity once, when you initially create an account prior to scheduling your first tour.
- You will not need to repeat the identity verification process for future tours

How do I change the password on my account?

- To change your password, log in to your account and select "My Account" and then "Edit Profile." You will be prompted to enter a new password.
- If you can't remember your password, select "Forgot Password?" on the login screen, and you will receive an email to reset your password

The lock keypad is not responding.

- Hold your palm over the lock keypad to "wake" the keypad and get it out of sleep mode
- Then enter your access code on the keypad

The access code is not unlocking the door.

- In the 4-digit entry code you received, there is a checkmark immediately following the numbers. When you enter your access code on the keypad, be sure to click the checkmark button on the bottom left at the end of the numerical sequence.
- Each tour is scheduled for one hour. Your code will only be able to unlock the home at the scheduled start time — it will not work if you arrive earlier or later than your scheduled time.

How do I lock the door when I leave?

- The front door will automatically lock itself within 2 minutes, so there is no need to lock the door
- Please ensure the door completely closes behind you when you enter and leave the home

Still Experiencing Issues?

**Call XXX.XXX.XXXX for assistance
or to schedule a guided tour.**

