

Welcome New CRIS Member!



Welcome to CRIS, serving seven REALTOR® Associations (Akron, Stark, Youngstown, Warren, Portage, Tuscarawas, and Coshocton) in nine counties (Summit, Stark, Trumbull, Mahoning, Columbiana, Portage, Carroll, Tuscarawas, and Coshocton) with MLS services.

The nature of this packet of information is to better familiarize you with all aspects of CRIS pertaining to the New Member as well as make your transition into CRIS an easier one. We hope you find this information helpful.

We are in receipt of your application and application fee. The local CRIS board that you've been assigned to for processing has collected your application & membership information. Please allow 24 hours for your application to be processed. Once your application has been processed, you will have all CRIS MLS services available to you.

To Logon to the MLS:

CRIS's listing database is accessed using the Internet. The URL address is: <http://crismls.rapmls.com>. To access the CRIS MLS once your application has been processed, follow the directions below:

1. To access the CRIS login page, type the above URL address into your internet browser's address bar and hit enter. Should you experience any problems accessing this site, please contact the Rapattoni Help Desk. See Technical Support section of this document for more details.
2. The login page will prompt you for your ID & password. Your ID & password are your state license number. Enter your license number in both fields.
3. Click on "Submit". It will bring you to the "Change Password" page. We strongly recommend that you change your password to keep it confidential.
4. To change your password, simply type in what you'd like it to be in the "New Password" field. Then re-type the password in the "Confirm New Password" field. Your password will be successfully changed.

CRIS Application Fee & Dues:

The CRIS application fee is due at the initial time you join our MLS. The application fee should be submitted along with a CRIS application and a copy of your license. The amount of the application fee will vary depending on your member type. Please refer to your enclosed dues schedule or contact your local board for more details. Checks should be made payable to CRIS (Centralized Real Estate Information Services, Inc.). **The CRIS application fee and CRIS dues are both non-refundable. CRIS dues are not included in the application amount, but billed additionally at a later time to each company's broker of record.**

Membership dues will be billed after your application has been processed. **New members are given 1 free month of service, dues being prorated 1 month after you join. For example; if you were licensed in June you will be billed dues prorated for July.** For new licensees, dues are prorated according to license date. For reinstating agents, dues are based on the date from which your new broker actively held your license (See Dues Schedule for amounts). CRIS Semi-Annual Dues are due March 1st and September 1st of each year. Please refer to your dues schedule for more details.

Important to Note:

CRIS will not accept any dues payment directly from an agent. All fees must be paid by the Broker or the Broker's Designated Realtor of your company. CRIS dues are to be paid to your Broker and your Broker in turn pays CRIS MLS on your behalf. CRIS also does not accept credit card payments at this time.

New Member Orientation:

You must attend a CRIS orientation program of up to 8 hours provided by your local Board/Association within 90 days after you join CRIS MLS. Check with your local Board/Association for availability of these classes. Orientation is an overview of the MLS system, rules & regulations and CRIS services. Failure to complete orientation within 90 days from the date you had access to the MLS will result in suspension of services and a fine of \$100.00. Orientation then must be completed and the fine paid before service can be reinstated.

Changes to Membership Information:

For any membership changes, adding or changing a voicemail, new alternate phone number, or change of address, please contact your local CRIS board to give them the necessary information. When transferring from one company to another, you must provide your local board with your new company information. They will then forward it to the CRIS Membership office to update our MLS system. This is to insure that both your board and CRIS MLS are updated with your new company information at the appropriate time. It is important that member information flow first to the local board and then to CRIS.

Training for Rapattoni MLS:

Computer training and various CRIS forms are available through your local Board/Association. Please contact them for further information or access the CRIS Website for more details.

Technical Support:

For assistance using the CRIS MLS system (technical support), please contact the Rapattoni Help Desk at 866-730-7114. Our Support ID is 3657 and it is recommended that you have your license number handy when you call.

Billing & Membership Inquiries:

Questions regarding membership or dues please call the CRIS membership office at (330) 376-0015 ext 1. After business hours, you may leave a voicemail or email your questions to heather.shupe@crismls.com.

For Brokers Only:

We believe our MLS will be a most valuable asset to you and your company. Your login id and password to access the Rapattoni system is your state license number (See logon instructions above). Your office id and password will be assigned by the CRIS Membership Office. You will be notified as soon as it is up and running. To enter listings, you will use the office id and password. Within the next 7-10 days you should be receiving a packet of information containing a copy of the CRIS Rules & Regulations, an Internet Permission form, as well as some informational sheets, which we hope will be helpful. In this packet you will find a sheet pertaining to your responsibilities as a CRIS Broker as well as a sheet of information regarding listing input. Please read them over carefully. If you have any questions, please contact the CRIS Membership office. For new offices, we highly recommend scheduling training classes for your staff and associates within the first 45 days.

Please read if you are currently on active duty with US Armed/Selective Services:

In November 2001, the CRIS Board approved a dues waiver for any REALTOR member called to active military duty. If called for duty, you are eligible to cancel your membership with CRIS at the time of enlistment. You may reapply in one year after your service has expired with out an additional cost (no application fee). To apply for this waiver you must have your Broker send a letter to the CRIS Membership Department requesting this on your behalf. Along with the letter, a copy of the Military Request for Service (copy of official paperwork you received) must be submitted. Upon receipt of these two items CRIS services are cancelled. You must reapply within one year of military duty expiration. A copy of an official of discharge, notification of active military duty ending is required for reinstatement. Please contact Heather Shupe in the CRIS Membership Department for questions or more information at 330-376-0015 ext. 1.