TRANSACTION DESK INTRODUCTION

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Transaction Desk Intro

#1: NAVIGATION

*This section will get you familiar with **how to navigate** Transactions.*

1. Logging in and Accessing Areas of Help
2. Customizing the Dashboard
3. Tour of the Platform and Navigation Bar
4. Forms Library and Documents
5. Establishing Settings/Branding
6. Setting up Notifications

#2: CREATE TRANSACTIONS

*This section will show you how to **create** a Transaction.*

1. Transaction Navigation Bar
2. Create a Transaction
3. How to add Contacts
4. How to add Forms & Documents

#3: LINKED APPLICATIONS

*Describes how to **download**, **install**, and **activate** the **TransactionDesk App** on a mobile device.*

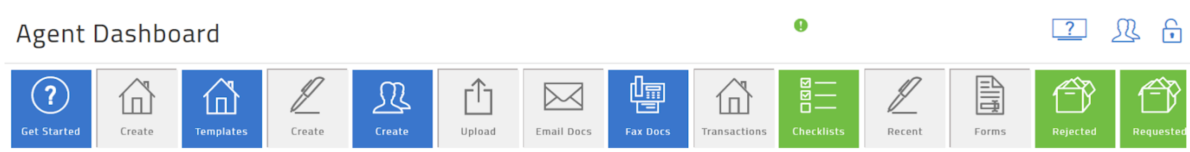
Transaction Desk Intro #1

CUSTOMIZE YOUR AGENT DASHBOARD

TransactionDesk Edition dashboards are all customizable. You can add the widgets that give you quick access to the information you need, and remove any widgets you do not care about.

***Note**: Adding or removing dashboard widgets does not add or remove transaction or other information. It only controls what information is visible on the dashboard itself.*

1. Navigate to the dashboard by clicking the dashboard icon .
2. If you are logged in as a broker, and the title Agent Dashboard is displayed, click the view icon to switch to the Agent View.
3. Click the lock icon to unlock the agent dashboard widgets.
   The widget tray opens. You can drag and drop widgets onto the dashboard as desired.

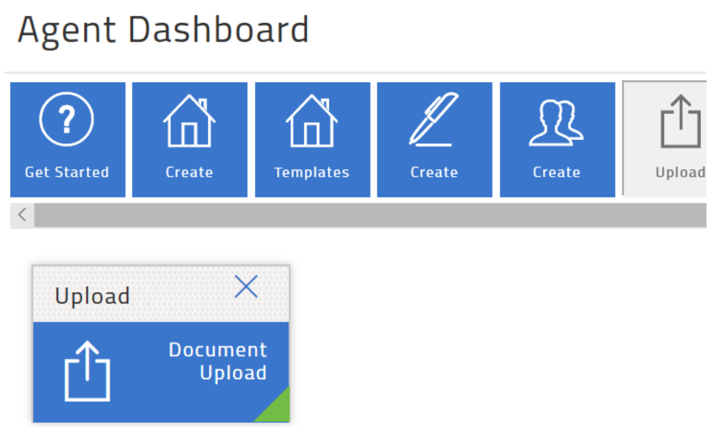


The **blue widgets** are **shortcuts**. The **green widgets** (to the right) provide at-a-glance **summaries** of information. You can use **as many of the blue widgets** as you like. You can use a **maximum of six of the green widgets** in your dashboard.

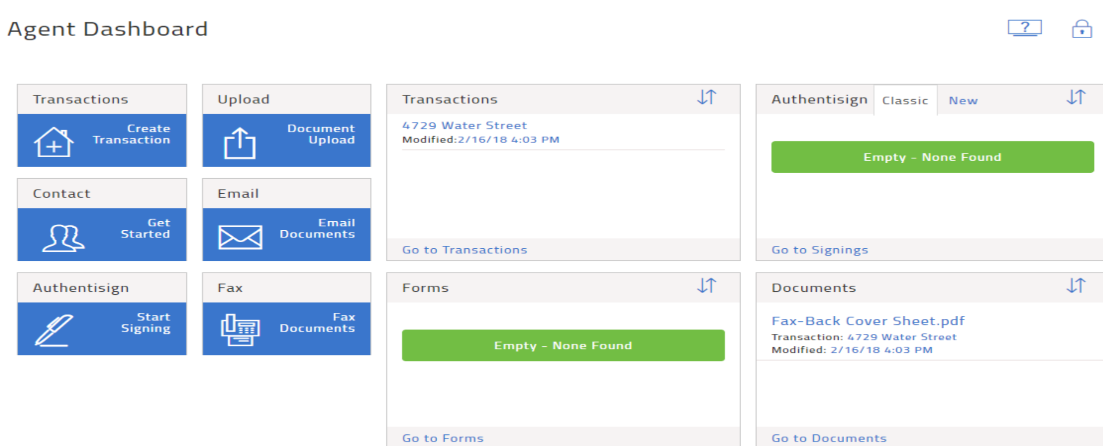
4. Review the available widgets and determine what information will be most useful for you to see in the Agent dashboard. For example, if you frequently upload documents, add the Document Upload widget to your dashboard.

ACTIVITY

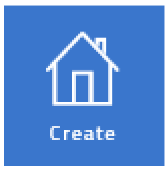
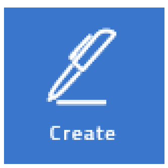
1. Drag and drop each widget onto the highlighted space in the dashboard. In the following example, the Document Upload (Upload) widget is added, to provide a shortcut to quickly upload documents to TransactionDesk.
2. Continue to drag and drop widgets until you see the key information you require in your dashboard. Be sure you select the widgets that will be most helpful to you.
   In the following example, we added the Document Upload, Start Signing, and Checklists widgets in the dashboard.

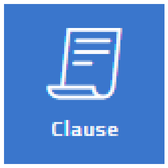
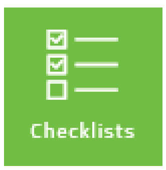
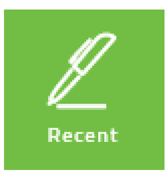
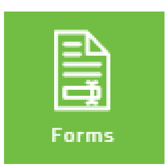


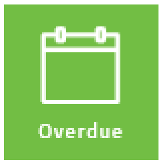
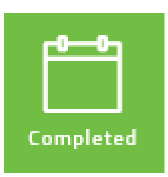
3. When you are finished selecting widgets for the agent dashboard, click the lock button to lock the dashboard configuration so you do not change it accidentally.

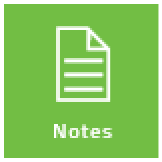


AGENT DASHBOARD WIDGETS

Widget Name	Icon	Description
Get Started (Support)		A shortcut to the Support page, where you can access support, training, videos, or documentation.
Create Transaction		A shortcut to create a transaction.
Start Signing		A shortcut to create a new signing.
Create Contact		A shortcut to create a new contact.
Document Upload		A shortcut to upload documents to a transaction or an inbox folder.
Email Documents		A shortcut to email one or more documents to a recipient email address.

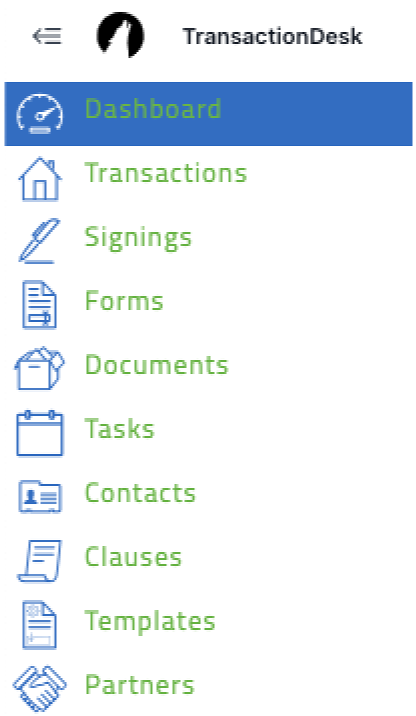
Fax Documents		A shortcut to fax documents or forms.
Clause		A shortcut to create a new clause.
Transactions		Provides a summary list of the agent's transactions. Click on a transaction name to view the transaction. The widget also provides a shortcut to the list of all transactions.
Checklists		Provides a summary list of each of the agent's transactions that have checklists, and the percentage completion of each checklist. Click on the name of the transaction to view the transaction.
Recent Signings		Provides a summary list of the agent's recent signings. The status of each signing is displayed. If the signing is associated with a transaction, the name of the transaction is also displayed. Click on a signing name to view the signing. The widget also provides a shortcut to the list of all signings.
Forms		Provides a summary list of the agent's forms that are in progress. Click on the name of a form to view the form. The widget also provides a shortcut to the list of all forms.
Missing Documents		Provides a summary list of the agent's checklists that are missing their associated documents. Each item in the list displays the transaction the checklist is a part of. Click on a transaction name to view the transaction.

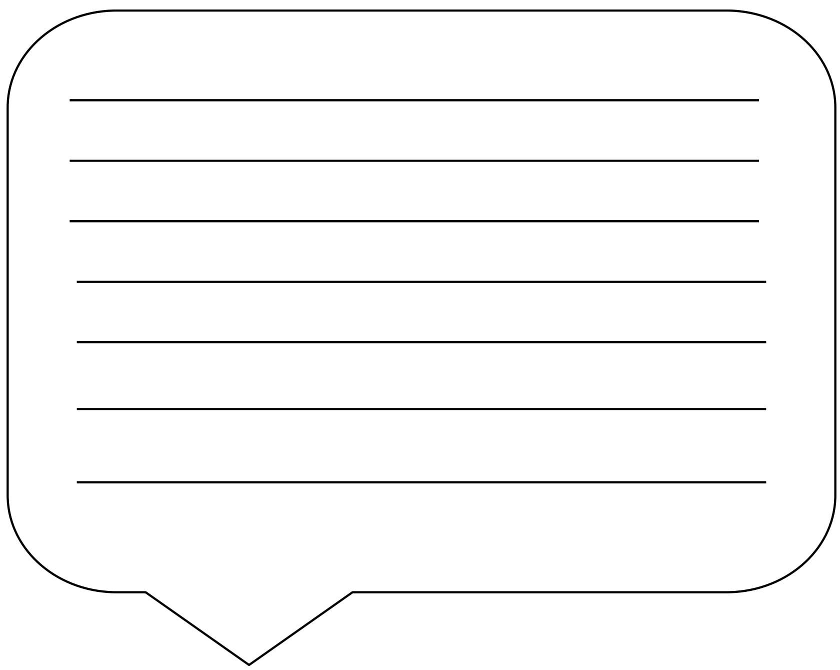
Documents		Provides a summary list of all of the agent's documents. By default, the documents are listed with the most recent changes at the top of the list. Click on a document name to view the document. The widget also provides a shortcut to the list of all documents.
Overdue Tasks		Provides a summary list of overdue tasks assigned to the user. The due date for each task is listed. Click on a task name to view the task. You can edit the task directly from the widget. Provided the task is not mandatory, you can also delete the task from the widget. Mandatory tasks have a red M symbol  next to the task name in the widget. The widget also provides a shortcut to the list of all tasks.
Tasks		Provides a summary list of all of the agent's tasks in all of the agent's transactions. The name and due date for each task is listed, followed by the name of the transaction it is part of. Click on a transaction name to go to the transaction dashboard. Mandatory tasks have a red M symbol  next to the task name in the widget. You can edit the task directly from the widget. Provided the task is not mandatory, you can also delete the task directly from the widget. The widget also provides a shortcut to the list of all tasks. You can sort the list of tasks by due date, date created, or last modified date.
Completed Tasks		Provides a summary list of completed tasks for the agent. The due date for each task is listed. Click on a task name to view the task. The widget also provides a shortcut to the list of all tasks.
System Messages		Provides a summary list of system messages. These messages include updates about TransactionDesk including new features and any announcements about the application. Messages

		remain in this list until you open them and mark them to not show again.
Notes		Provides a summary list of notes added to the agent's documents. The name of the user who created the note is displayed, followed by a preview of the note, followed by the name of the transaction the note applies to, and the date and time the note was modified. Click on the transaction name to view the transaction.

TOUR OF THE PLATFORM & NAVIGATION BAR

To expand the navigation bar, click on the menu found on the top left. 





FORMS LIBRARY AND DOCUMENTS

FORMS

A list of the forms in the library can be found on TNrealtors.com → Forms on the Fly. You can also find a form by searching by a form number or a form name in the **Search Bar**.

CF = Commercial

RF = Residential

ACTIVITY

1. Search for the *RF 401 Purchase and Sale Agreement* by typing **401** and **Purchase**.

How can you see yourself searching for the form you're looking for?

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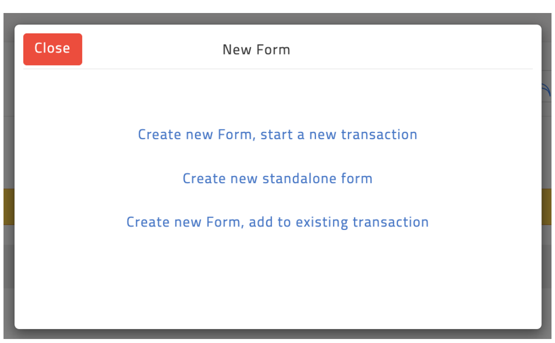
2. Click on the hyperlink labeled RF 401 Purchase and Sale Agreement *(make sure you are selecting from the 2023 TAR Residential Forms).*



A pop-up window will appear with 3 options:

1. **Create new form, start new transaction**
2. **Create new standalone form**
3. **Create new form, add to existing transaction**

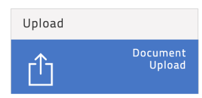
Click on each link and explore what happens.

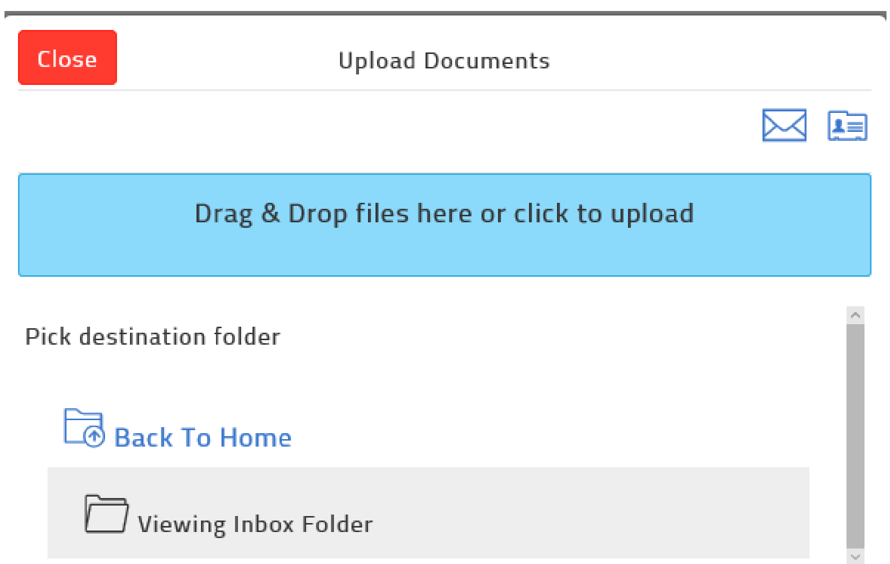
If you are uncertain if the form selected is the correct one, you can **Preview** the form by clicking on the menu in the form line. This menu also provides access to create a **New** form option, like the steps provided in the last exercise. A **Download** option is also available if you'd like a blank document, or you can **Print** a blank document.

DOCUMENTS

If you want to load a document into TransactionDesk, but not associate it with a transaction at this time, you can upload it to the Documents folder.

1. Navigate to your dashboard.
2. In the **Upload widget**, click **Document Upload**.





3. Click **Back to Home** and navigate to the folder where you want to upload the document.

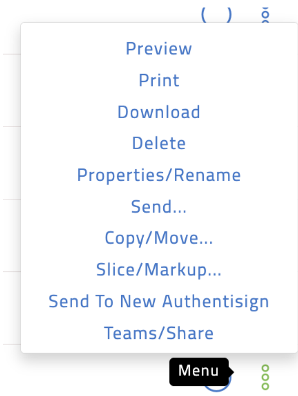
ACTIVITY

Uploading a File:

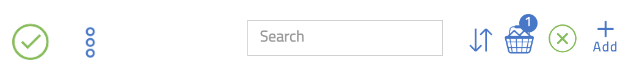
1. Drag and drop the file from your computer to the Drag & Drop files here area.
2. Click the blue bar to upload a file from your comp 

Finding the File Uploaded:

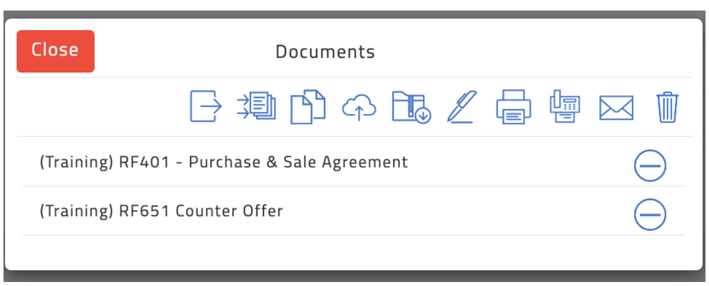
1. In the navigation bar, click on **Documents**
2. Select the folder you downloaded your file to.
3. Find the document from the list. Select the menu button to select what you'd like to do with the file.



4. You can also select the radial button. When selected a check mark appears and the document is added to the basket at the top of the page.



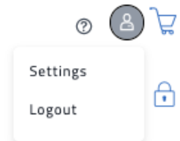
5. When you select the basket, you can do the following:



1. Move
2. Merge
3. Copy
4. Copy to Cloud
5. Download zip
6. Send to Authentisign
7. Print
8. Send via Fax
9. Send via Email
10. Delete

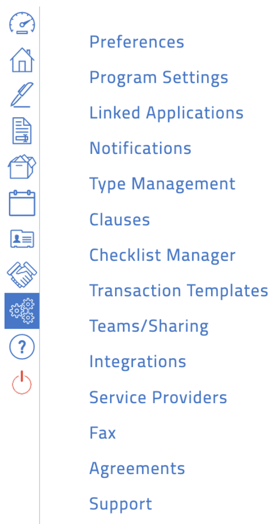
ESTABLISHING SETTINGS/BRANDING

TransactionDesk provides several general program settings that affect all users of the system. These settings define how users see and interact with documents, checklists, forms, faxes, tasks, and emails, and define the broker review process.

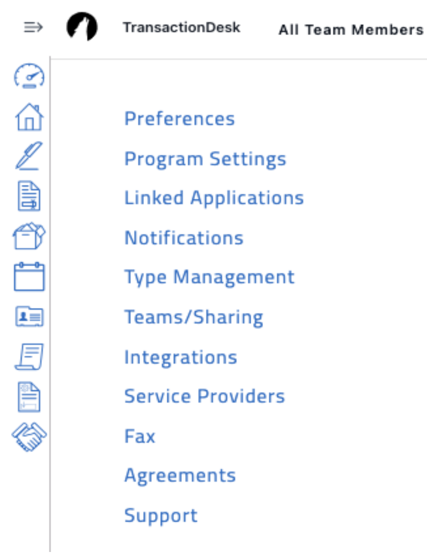


1. From the upper right corner, click **Profile**  and then **Settings**.

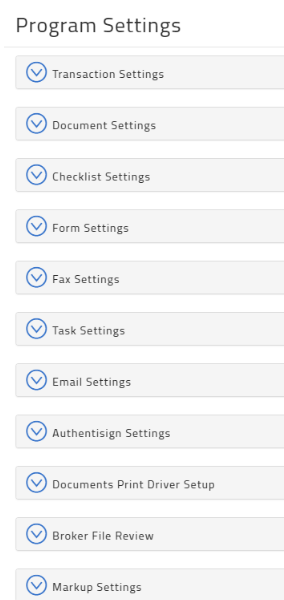
OLD SETTINGS



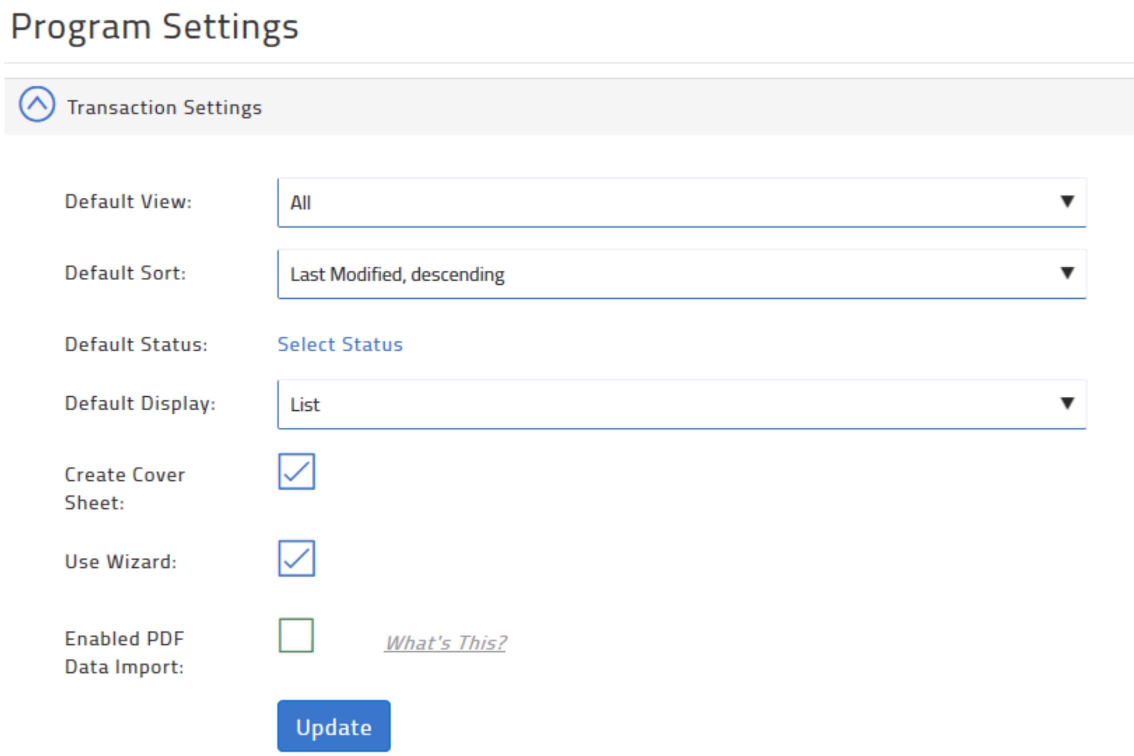
NEW SETTINGS



2. Click **Program Settings**. The Program Settings page opens.

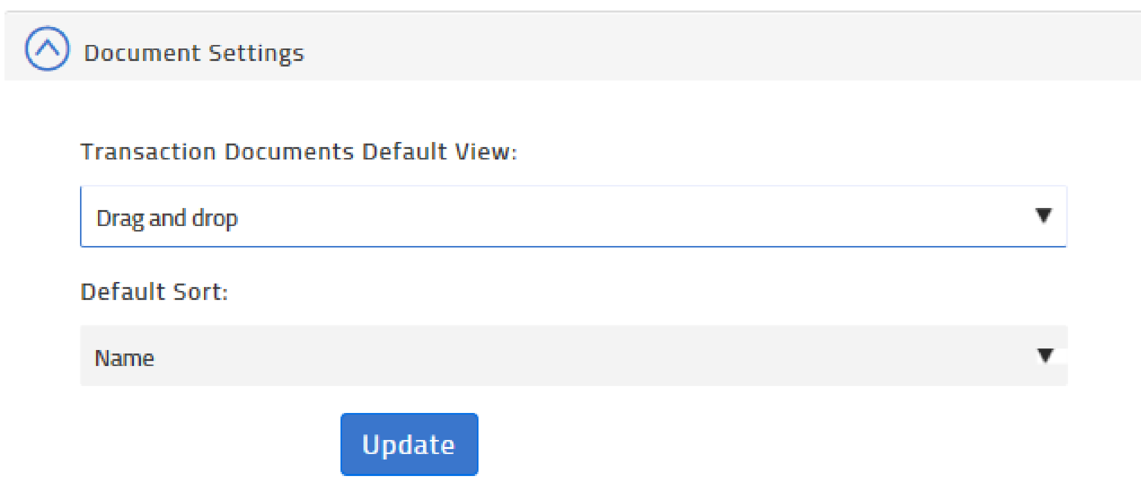


3. To configure transaction settings, such as the default views, sorting, and display formats, and other transaction-specific settings for the entire office, expand **Transaction Settings**.



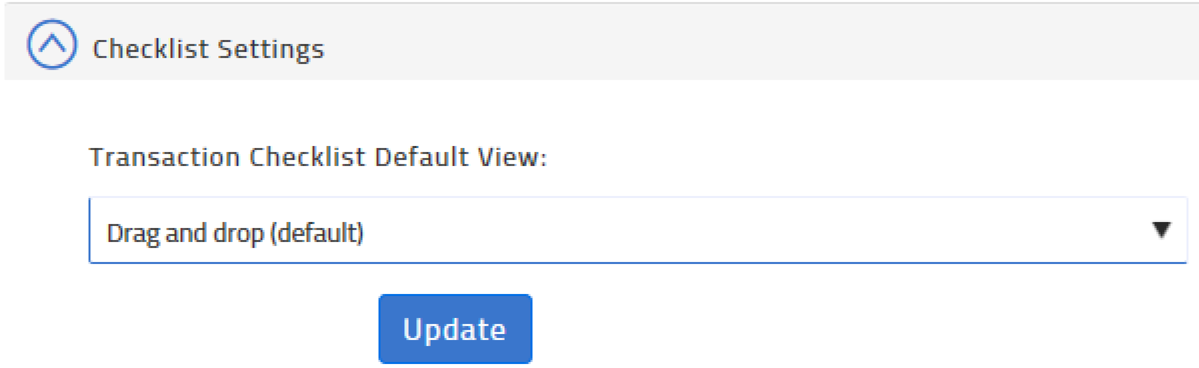
See "Transaction Settings" below for detailed information about the transaction settings fields. When you have finished making changes to the transaction settings, click **Update**.

4. To configure the default transaction document settings, such as whether to sort them alphabetically, click **Document Settings**.



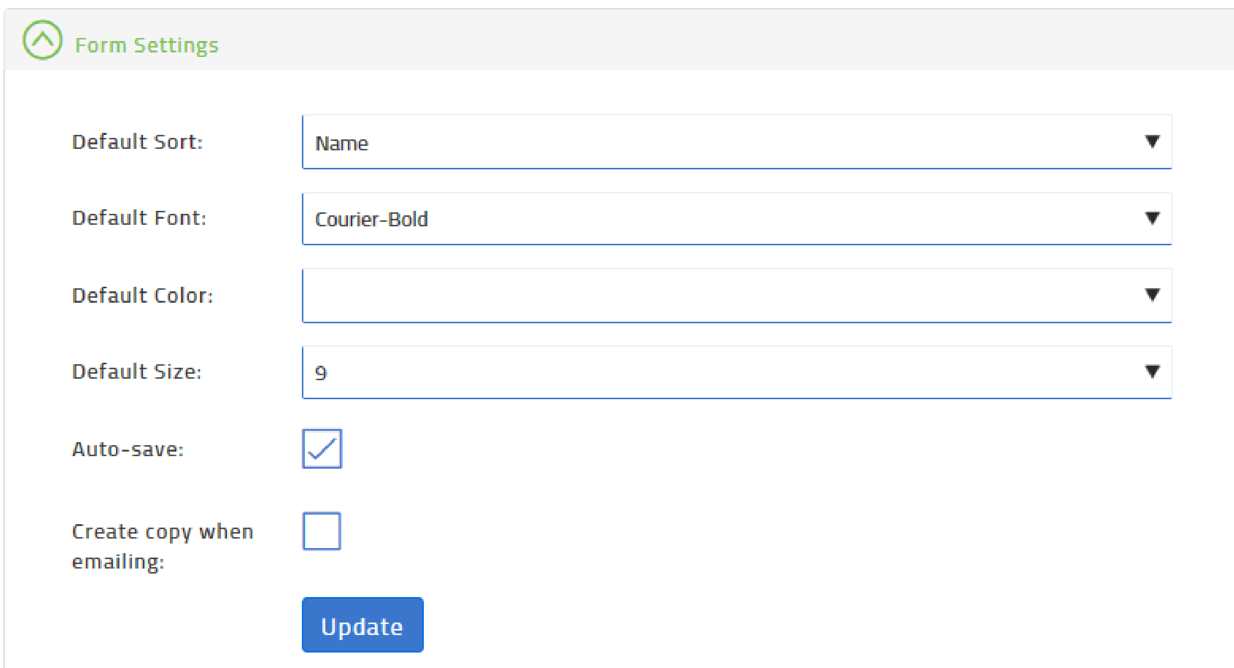
See "Document Settings" below for detailed information about the document settings fields. When you have finished making changes to the document settings, click **Update**.

5. To configure the default checklist view, such as whether to sort checklist items in a transaction alphabetically, click **Checklist Settings.**



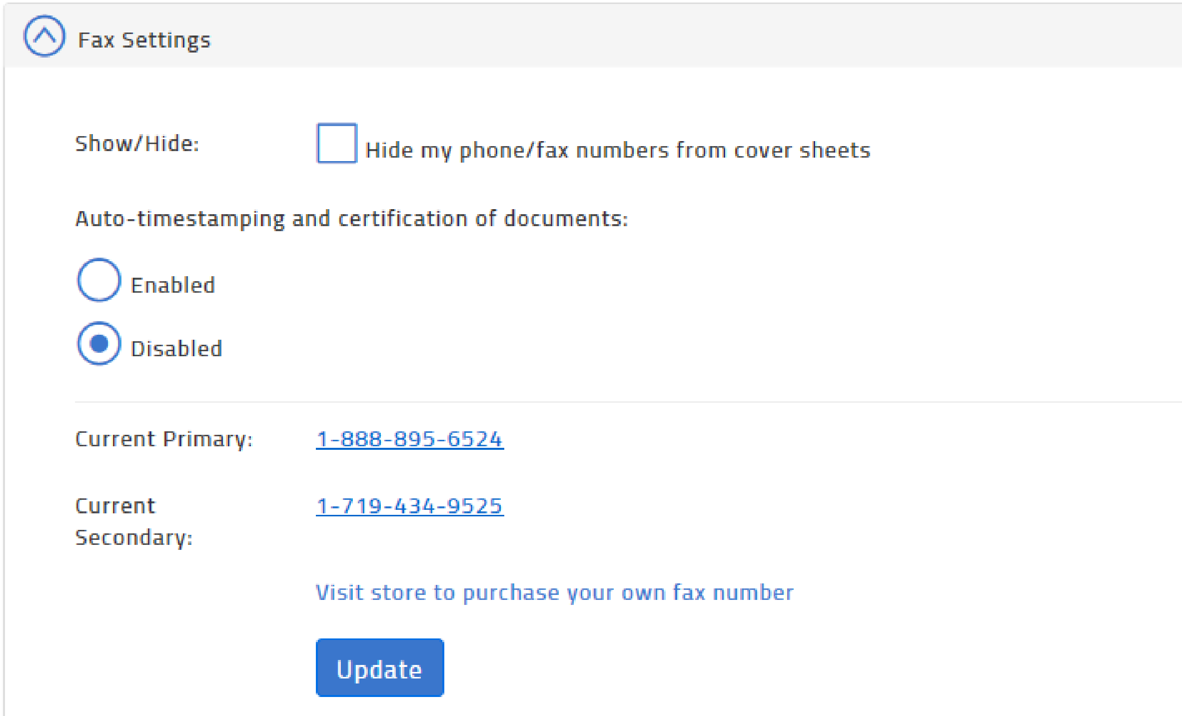
See "Checklist Settings" below for detailed information about the checklist settings fields. When you have finished making changes to the checklist settings, click **Update.**

6. To configure the default form settings, such as what field to sort on, fonts and colors to use, and whether to automatically save a copy, click **Form Settings**.



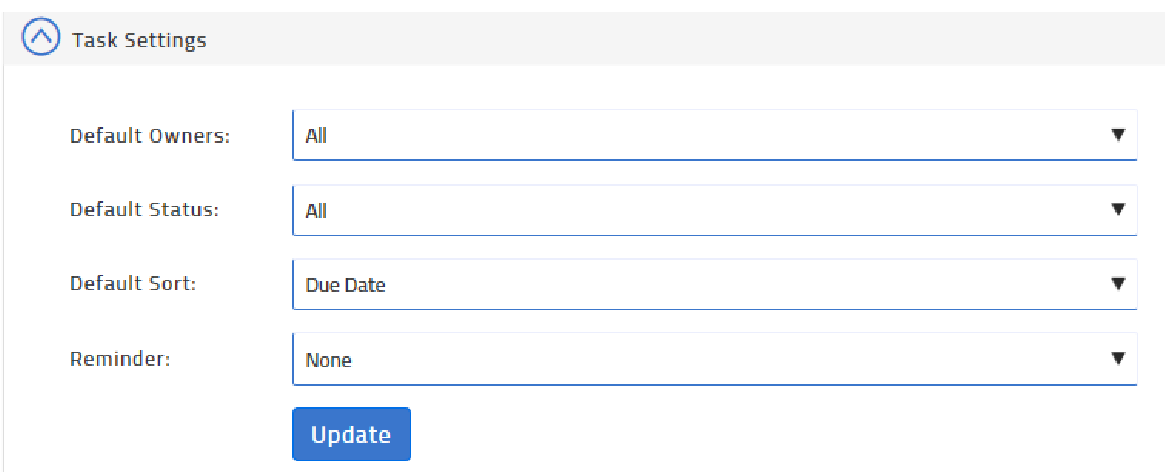
See "Form Settings" below for detailed information about the form settings fields. When you have finished making changes to the form settings, click **Update**.

7. To configure the default fax settings, such as whether to include phone and fax numbers on cover sheets, and whether to timestamp and certify documents, click **Fax Settings**.



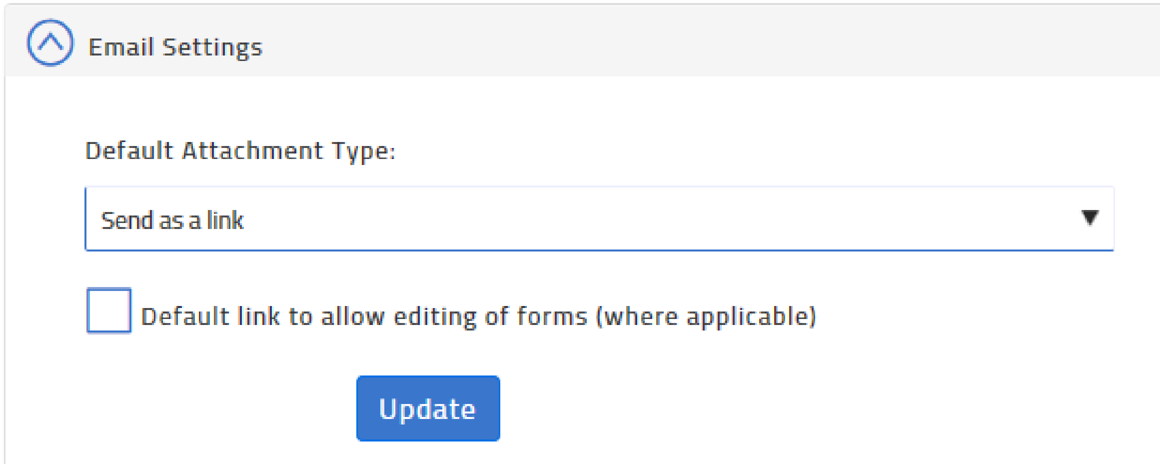
See "Fax Settings" below for detailed information about the fax settings fields. When you have finished making changes to the fax settings, click **Update**.

8. To configure the default task settings, such as the default owner, default status, sort order, and whether to send a reminder, click **Task Settings**.



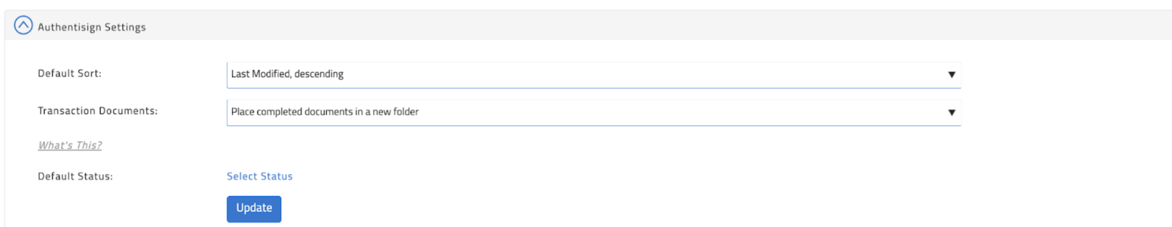
See "Task Settings" below for detailed information about the task settings fields. When you have finished making changes to the task settings, click **Update**.

9. To configure the default email settings, such as how to send attachments, and whether to allow editing of attachments, click **Email Settings**.

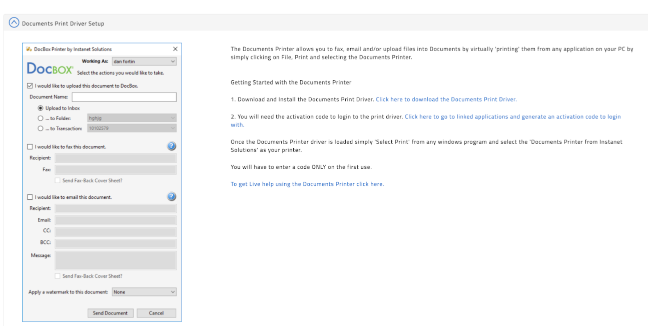


See "Email Settings" below for detailed information about the email settings fields.
When you have finished making changes to the email settings, click **Update**.

10. To configure the default Authentisign settings, click **Authentisign Settings**. When you have finished making changes to the email settings, click **Update**.

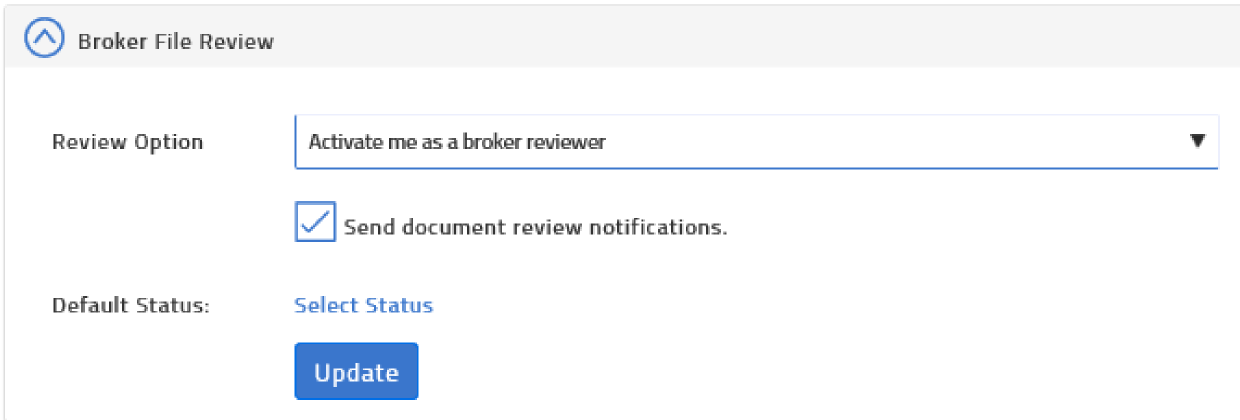


11. **Microsoft Windows Users:** To configure the Documents Print Driver Setup, to allow you to fax, email and/or upload files into Documents by virtually 'printing' them from any application on your PC by simply clicking on File, Print and selecting the Documents Printer, click **Documents Print Driver Setup**.



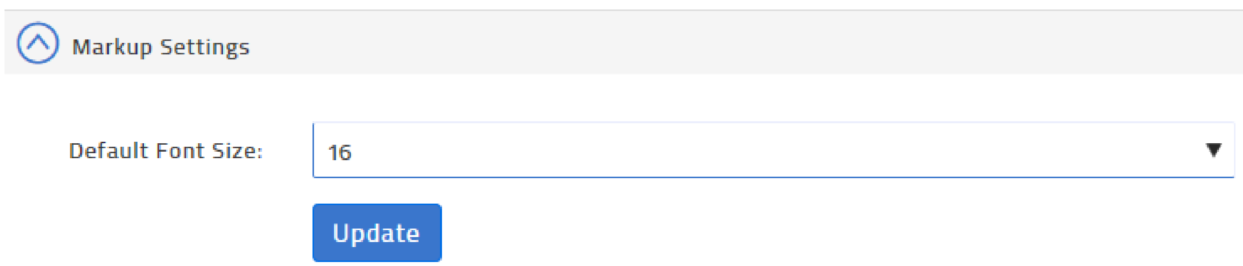
When you have finished making changes to the email settings, click **Update**.

12. **PRINCIPAL/MANAGING BROKERS ONLY:** To specify if you are a Broker reviewer, Staff reviewer, or not a reviewer, and whether to receive review notifications, click **Broker File Review**.



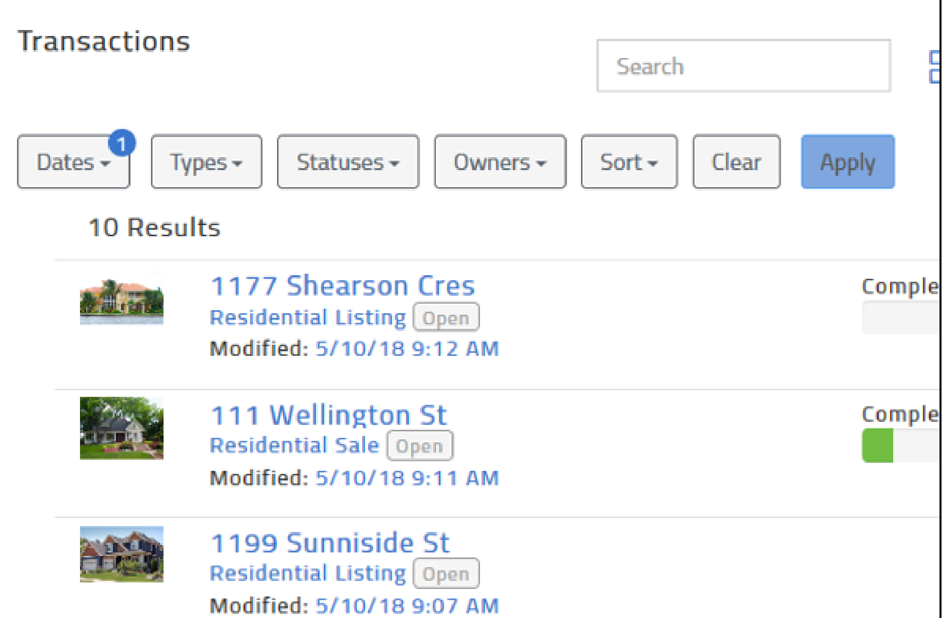
See "Broker File Review Settings" below for detailed information about the broker file review settings fields. When you have finished making changes to the broker file review settings, click **Update.**

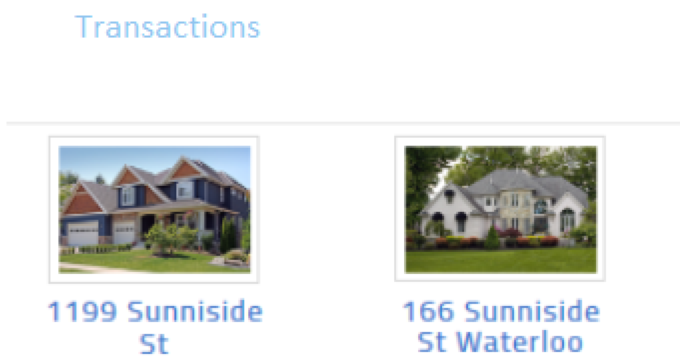
13. To configure the default markup settings, such as the default font size, click **Markup Settings**.



See "Markup Settings" below for detailed information about the markup settings fields. When you have finished making changes to the markup settings, click **Update**.

TRANSACTION SETTINGS

Field	**Description**
Default View	Specifies the default view to use when displaying the list of transactions. **All**: Displays transactions owned by the user, and transactions shared by the user. **Mine**: Displays only transactions owned by the user. **Shared**: Displays only transactions shared with the user.
Default Sort	Specifies the default field to sort the list of transactions by, and the default sort order, ascending or descending.
Default Status	Specifies the status of transactions to display by default in the list of transactions.
Default Display	Specifies the default format of the transaction list display. **List**: Displays a list of transactions. Each item in the list includes the image, transaction name, type of listing, and the last modified date. 

	Grid: Displays a thumbnail view of the list of transactions in a grid. Each item in the list includes the image and the transaction name. 
Create Cover Sheet	When checked, it automatically creates a fax cover sheet for the transaction. When unchecked, no fax cover sheet is created.
Use Wizard	When checked, when a user creates a new transaction, the option to use the wizard is selected. Users can still choose not to use the wizard. When unchecked, when a user creates a new transaction, the option to use the wizard is not selected. Users can still choose to use the wizard.

DOCUMENT SETTINGS

Field	Description
Transaction Documents Default View	Specifies how to order documents in the list of documents in a transaction. **Sort**: Sort the documents in the list alphabetically. **Drag and drop**: Allow the user to drag and drop the documents into the order they prefer.
Default Sort	Specifies the default field to sort the list of documents by.

CHECKLIST SETTINGS

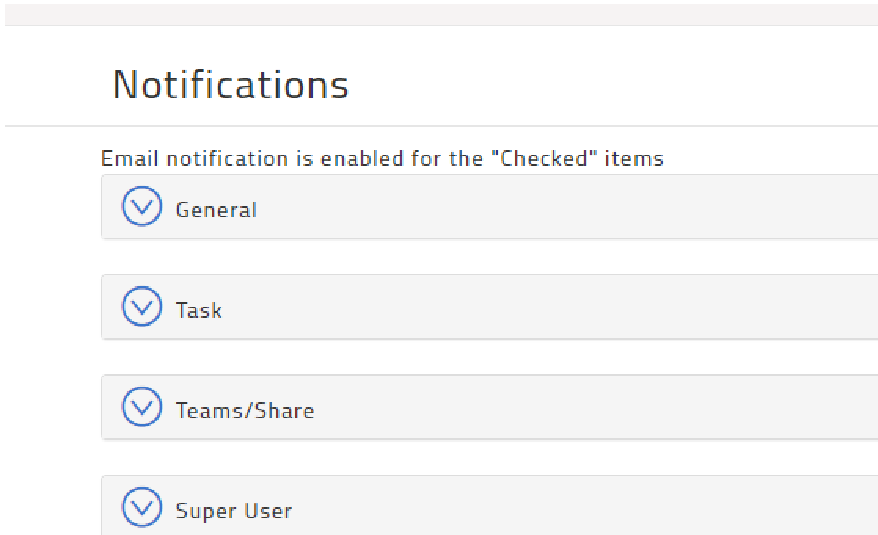
Field	**Description**
Transaction Checklist Default View	Specifies how to order checklist items in the checklist in a transaction. **Sort**: Sort the items in the checklist alphabetically. **Drag and drop**: Allow the user to drag and drop the checklist items into the order they prefer.

FORM SETTINGS

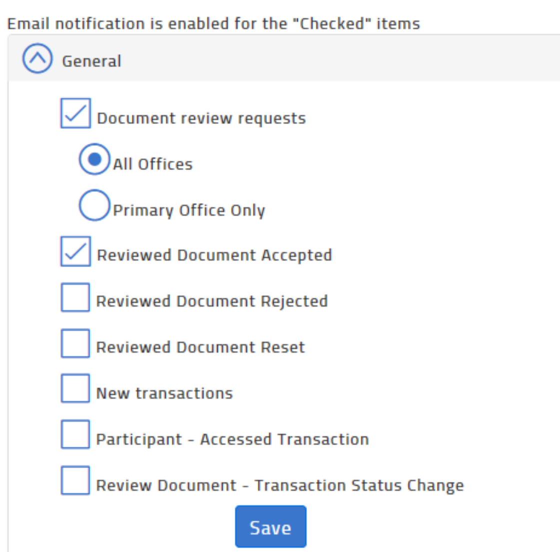
Field	**Description**
Default Sort	Specifies the default field to sort the list of forms by, and the default sort order, ascending or descending.
Default Font	Specifies the default font to use for text in forms.
Default Color	Specifies the default color to use for text in forms.
Default Size	Specifies the default font size, in points, to use for text in forms. Typical font sizes for documents range from 10 to 12 points.
Auto-save	When checked, it automatically saves a copy of the form periodically. Also automatically saves a copy of the form if you close the editor without saving.
Create copy when emailing	When checked, automatically saves a copy of the form when you email it to anyone, which creates an extra copy of the form. This is a useful feature when sending a completed form as an editable link: if the participant makes a mistake, you have an extra copy.

SETTING UP NOTIFICATIONS

1. Navigate to **Settings**.
2. Click **Notifications**. The Notifications page opens.

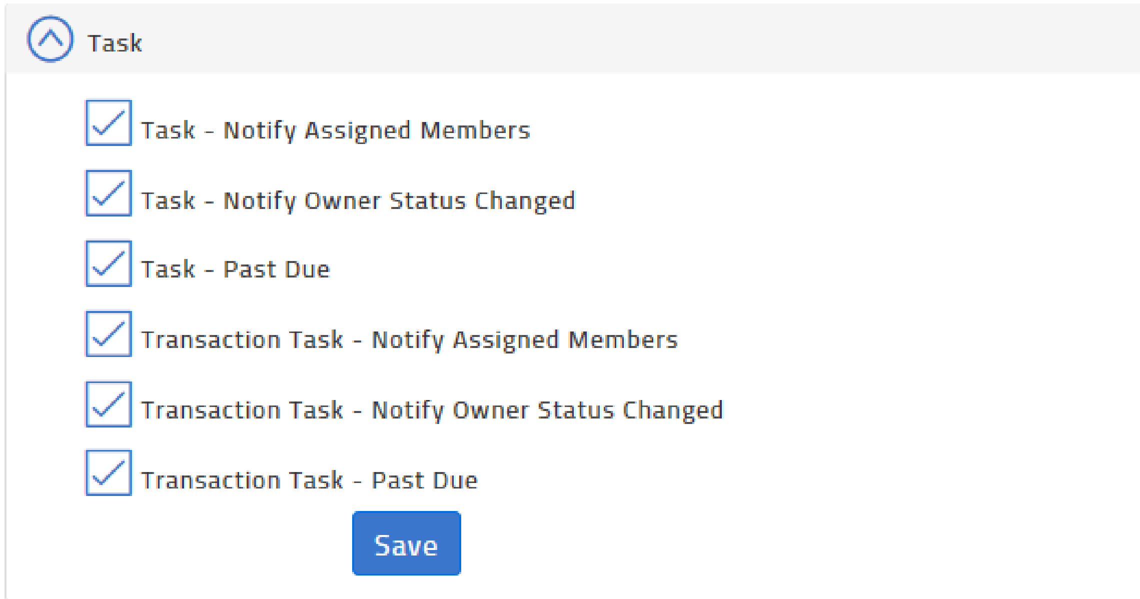


3. To receive notifications for document review requests, or when a new transaction is created, or to notify you when a participant accesses a transaction in the system, click **General**.



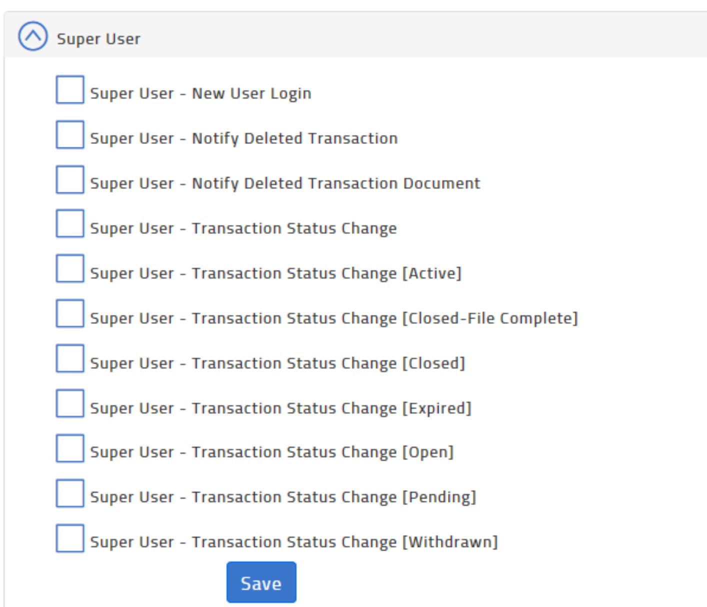
See "General Settings" below for detailed information about the email notification settings fields. When you have finished making changes to the email notification settings, click **Save**.

4. To receive notifications for tasks or transaction tasks, click **Task**.



See "Task Settings" below for detailed information about the task notification settings fields. When you have finished making changes to the task notification settings, click **Save**.

5. **PRINCIPAL/MANAGING BROKERS:** For super users to receive notifications for various events in the system, click **Super User**.



See "Super User Settings" below for detailed information about the Super User settings fields. When you have finished making changes to the Super User settings, click **Save**.

GENERAL SETTINGS

Field	Description
Document review requests	When checked, specifies to email a notification when a document review is requested. **All Offices**: Sends a notification for document review requests for all offices. **Primary Office Only**: Sends a notification for document review requests for only the primary office.
Reviewed Document Accepted	When checked, specifies to email a notification when a document review is accepted.
Reviewed Document Rejected	When checked, specifies to email a notification when a document review is rejected.
Reviewed Document Reset	When checked, specifies to email a notification when a document review is reset.
New transactions	When checked, specifies to email a notification when a new transaction is created.
Participant - Accessed Transaction	When checked, specifies to email a notification when a participant accesses a transaction.
Transaction Status Change from Broker Review	When checked, specifies to email a notification if the reviewer changes the transaction status during a document review.

TASK SETTINGS

Field	Description
Task - Notify Assigned Members	When checked, specifies to notify the person or persons the task is assigned to.
Task - Notify Owner Status Changed	When checked, specifies to notify the owner of the task that the status changed.
Task -Past Due	When checked, specifies to notify the owner that the task is overdue.
Transaction Task - Notify Assigned Members	When checked, specifies to notify the person or persons the task is assigned to.
Transaction Task - Notify Owner Status Changed	When checked, specifies to notify the owner of the task that the status changed.
Transaction Task -Past Due	When checked, specifies to notify the owner that the task is overdue.

SUPER USER SETTINGS

Field	Description
Super User - New Note Added to a Document	When checked, emails a notification to all super users when a new note is added to a document.
Super User - New User Login	When checked, emails a notification to all super users when a new user logs in to the system.
Super User - Notify Deleted Transaction	When checked, emails a notification to all super users when a transaction is deleted.

Super User - Notify Deleted Transaction Document	When checked, emails a notification to all super users when a transaction document is deleted.
Super User -Transaction Status Change	When checked, emails a notification to all super users when a transaction changes status.
Super User -Transaction Status Change (Active)	When checked, emails a notification to all super users when a transaction status changes to Active.
Super User -Transaction Status Change (Closed - File Complete)	When checked, emails a notification to all super users when a transaction status changes to Closed - File Complete.
Super User -Transaction Status Change (Closed)	When checked, emails a notification to all super users when a transaction status changes to Closed.
Super User -Transaction Status Change (Expired)	When checked, emails a notification to all super users when a transaction status changes to Expired.
Super User -Transaction Status Change (Open)	When checked, emails a notification to all super users when a transaction status changes to Open.
Super User -Transaction Status Change (Pending)	When checked, emails a notification to all super users when a transaction status changes to Pending.
Super User -Transaction Status Change (Withdrawn)	When checked, emails a notification to all super users when a transaction status changes to Withdrawn.

Transaction Desk Intro #2

TRANSACTION NAVIGATION BAR

From the dashboard, click on the **Transactions** icon from the Navigation Bar.

ACTIVITY

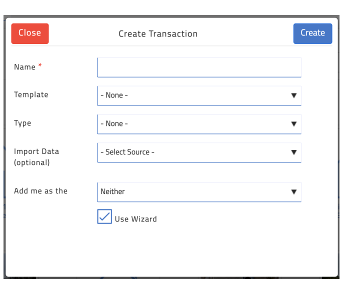
- ☐ Change the view from **Grid** to **List**
- ☐ Click through the filter toolbar, change the settings, and click **Apply Filter**
- ☐ In the top right corner, click **+Add** and create a "Training" Transaction

CREATE A TRANSACTION

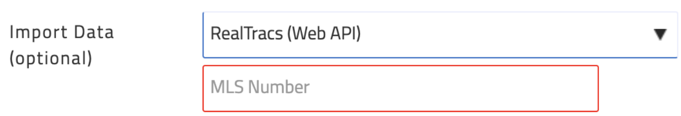
You can use a transaction to represent any interaction with a client, from a new listing to the time of an offer. You can add a transaction manually, where you manually provide all of the transaction information. You can also use an **MLS listing** or the tax data record to automatically populate many of the fields in the transaction, decreasing the time it takes to add a transaction in TransactionDesk Edition.

STEPS

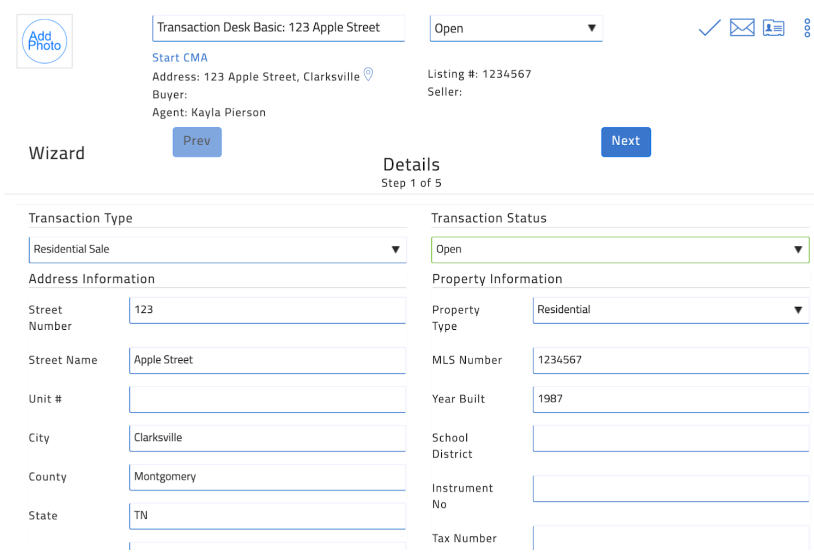
- Navigate to **Transactions**. Found in the navigation bar .
- Click **+Add**. Found in the upper right corner.



- In the **Name** field, enter a name for the transaction.
  - *Typically, this is the street address of the property or the consumer's name.*
- Use the **Template** dropdown to select the appropriate template to automatically add a checklist, forms, and documents.
- Use the **Import Data** dropdown if you need to select an MLS listing as a source of information for the transaction. Depending on your board/association, you can import seller, agent, brokerage, and/or property information. Additional fields appear.
  - *Many in Tennessee are:* ***RealTracs (Web API)***



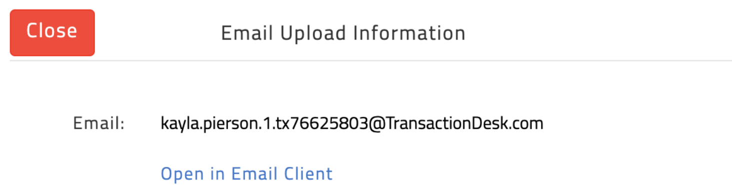
- In the **MLS Number** field, specify the MLS number of the listing.
- Use the **Add me as the** dropdown to select your role in the transaction.
  - Choose from: *Listing Agent, Selling Agent, Neither, or Both.*
- Check **Use Wizard** if you need to create the transaction using a guided walkthrough.
- Click **Create**. If you checked Use Wizard, then the Wizard appears.



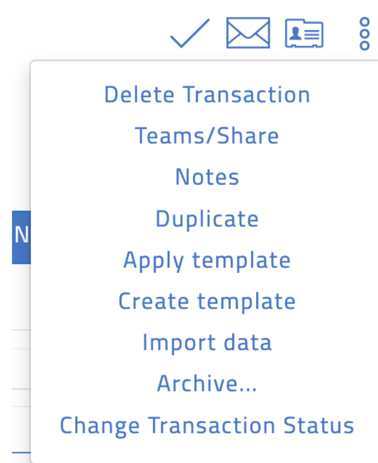
If you imported information from MLS, then much of the listing information is populated automatically from the MLS listing into the fields on Step 1 of the wizard.

- At the top of the page, you can do any of the following:
  - Update the listing address
  - Use the status dropdown to set the transaction status

- Click email to view the specific email address for the transcation that you can use to email documents directly to the transaction.

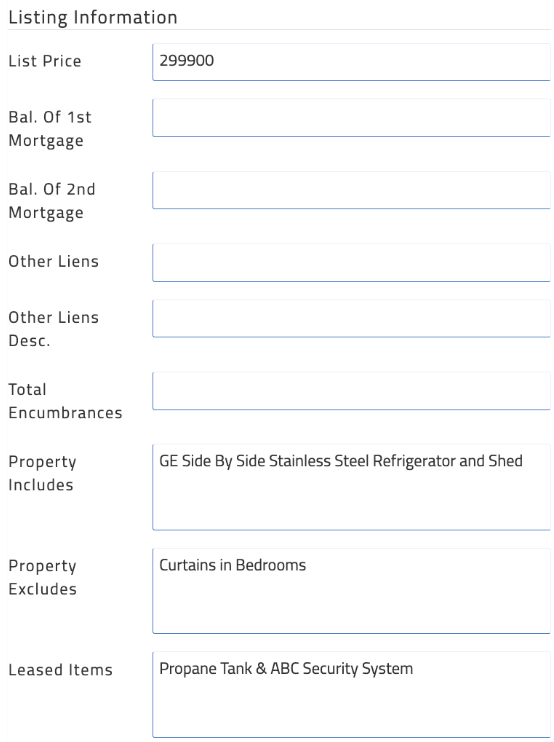


- Use the more options menu to do any of the following:
  - Delete the transaction.
  - Share the transaction with other agents within your office.
  - Add a note to the transaction.
  - Duplicate the transaction.
  - Create or apply a template to the transaction.
  - Import information from an MLS listing.
  - Archive the transaction.
  - Update the transaction status.

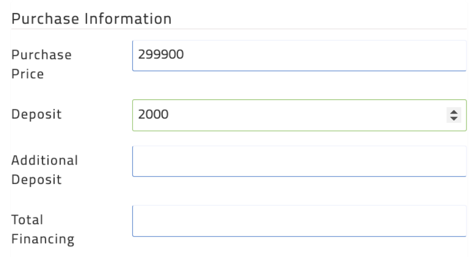


- **Note**: From this point on, the steps follow as if you are using the wizard to create the transaction, but you can complete them in any order. In the Details tab of the transaction, in the **Property Information** area, enter as much information as you can.

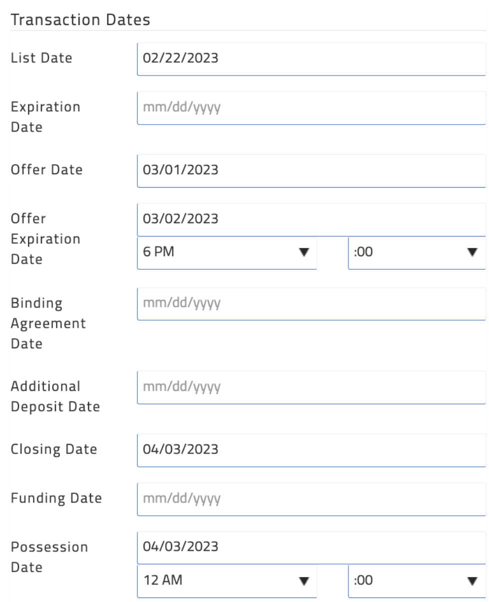
- Scroll down to the **Listing Information** area, and enter any additional information.



- If this transaction includes sale information, in the **Purchase Information** area, enter as much information as you can.

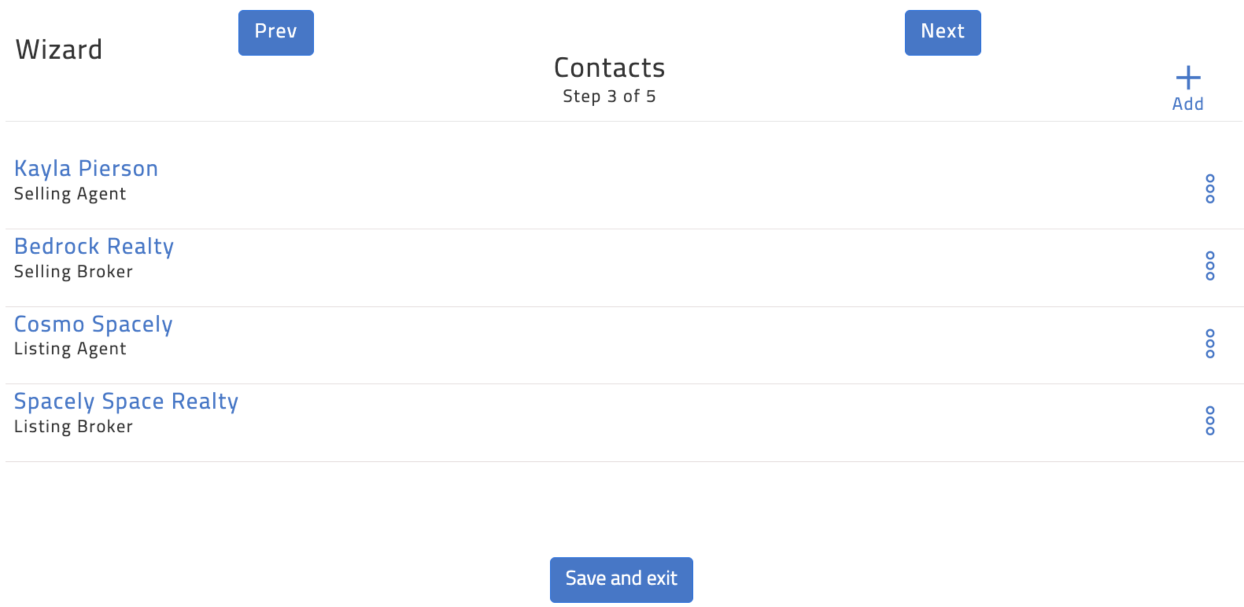


- In the **Transaction Dates** area, enter as much information as you can.
- If applicable, in the **Mortgage Dates** area, enter as much information as you can.



- Click **Next** to continue and add contacts, forms, and documents, to the transaction. *(**Note**: At any time, you can scroll down and click **Save and exit**.)*
- If you navigate away from the wizard, click the **Contacts** tab on the right toolbar in the transaction. The Contacts page appears. This page lists all of the contacts associated with the transaction.

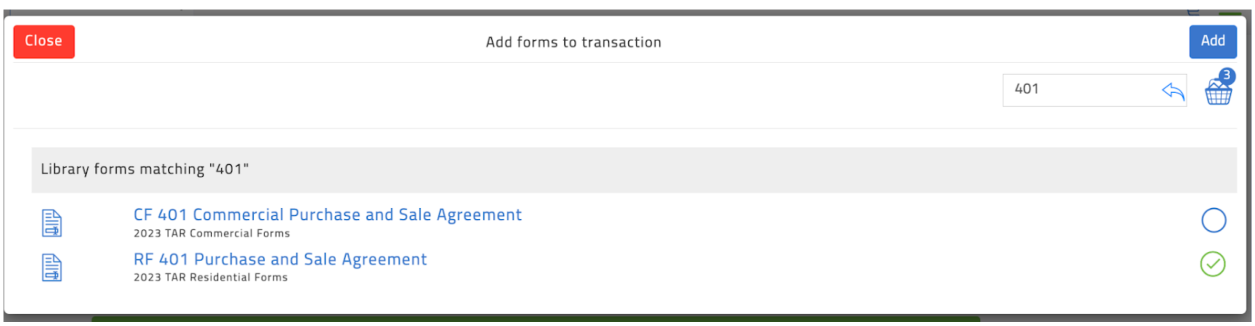
Note: If you added yourself to the transaction, your name appears.   ***Other contacts are populated from the MLS listing.***



- To add a contact to the transaction, click **+Add**, and do one of the following:
  - Select **Create new transaction contact** to create a new contact in the transaction. Add the contact information, ensuring you provide the required information. To add the contact to your list of contacts, ensure **Add to address book** is checked. Click **Save**.
  - Select **Add existing contact** to add a contact to the transaction from your existing list of contacts. Check one or more contacts from the list that appears, and click **Add**. Add any additional information required, and click **Save**.
  - If you are not already listed, Select **Add yourself** to add yourself to the transaction. Add any additional information required, and click **Save**.
  - Select **Add contact from Google** to add one or more contacts from your Gmail list of contacts to the transaction and to the existing list of contacts in TransactionDesk. Check the contact to add, and click **Select**. Add any additional information required, and click **Save**.

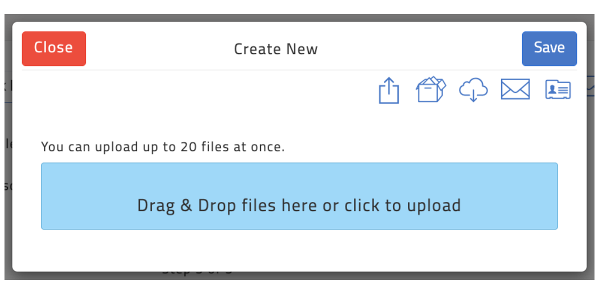
- Click **Next**, or click the **Forms** tab. The Forms page appears. Any forms associated with the transaction through the template are listed here.
- To add more forms to the transaction, click **+Add**.
- The ***Add forms to transaction*** page appears.

- Navigate through the folder structure and locate the form you want to add, or search for the form by name in the Search box.
- When you locate a form you want to include, use the selection box to the right of the form name to select the form for inclusion in the transaction, and click **+Add**.



You can see how many forms are selected in the shopping basket in the top right corner of the page.

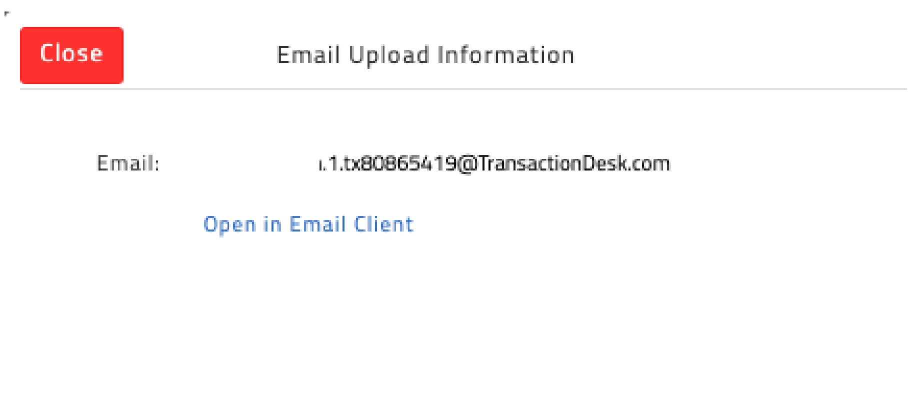
- Click **Next**, or click the **Documents** tab. The Documents page appears.
  - *This is the list of documents associated with the transaction. Any documents that you want to keep as part of the transaction file can be uploaded here, such as property disclosures, maps, or any other documents.*
- To attach a document to the transaction, click **Add**. The Create New page appears.



ACTIVITY

Try one or more of the following:

- ○ To upload a document from your computer, click *(selected by default when you first see the page)*. Then drag and drop files from your computer to the **Drag & Drop files here** area, or click the blue bar to browse for the document(s) you want to upload.
- ○ To copy documents from Documents, click . Navigate to and select the appropriate document, and click **Save**.
- ○ To import a document from Dropbox, Google Drive, or another third-party document storage system, click . Select the appropriate third-party document storage system, locate the document, and click **Add**.
- ○ To upload a document from your email account, click . The Email Upload Information page appears. Click **Open in Email Client**. Locate the document, and click **Add**.



- ○ To download a contact card for the transaction, so that you can email documents directly to the transaction, click . *This adds an email contact to your email.* *<u>You can email documents directly to this contact, and the documents are attached automatically to the transaction.</u>*

- Click **Done**. The transaction is added to the list of transactions in the system.

Transaction Desk Intro #3

TRANSACTION DESK MOBILE APP

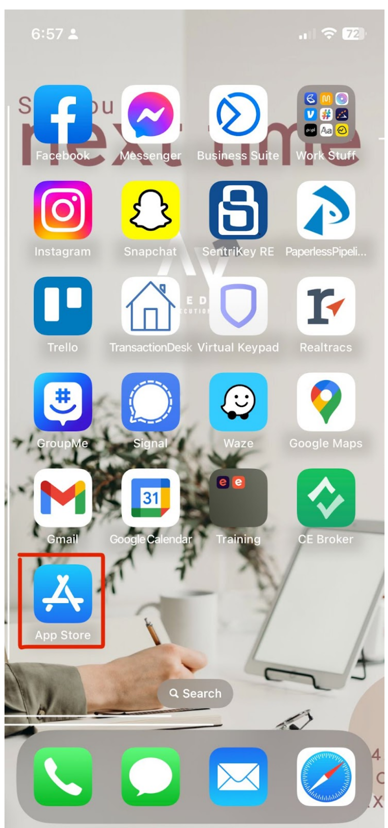
You can access TransactionDesk from a mobile device using the TransactionDesk app.

Before you begin

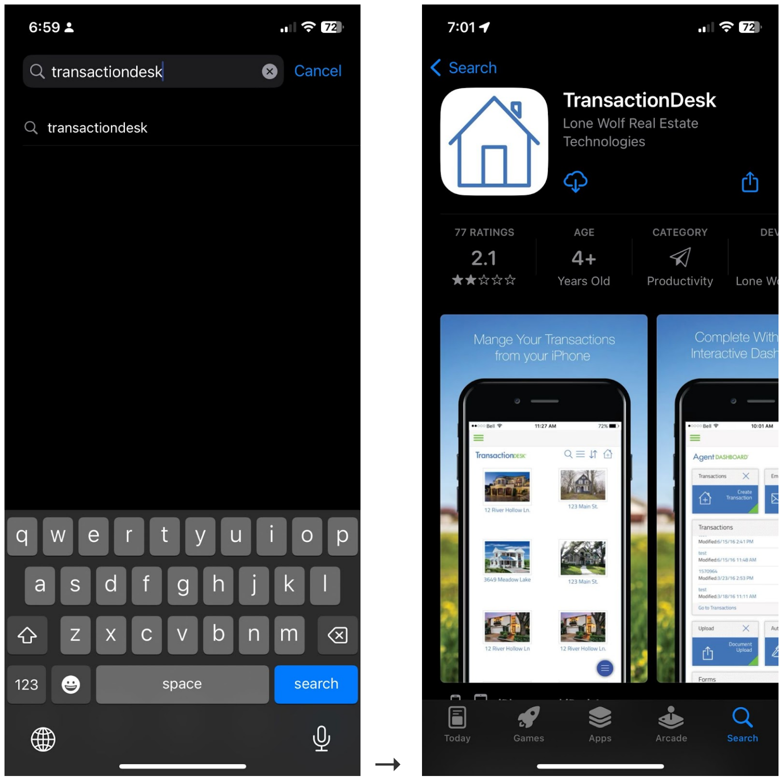
The app requires an **Apple mobile device** *(iPhone/iPad)* with wi-fi connection.

INSTALL THE APP

1. Navigate to the Apple **App Store** on your device.



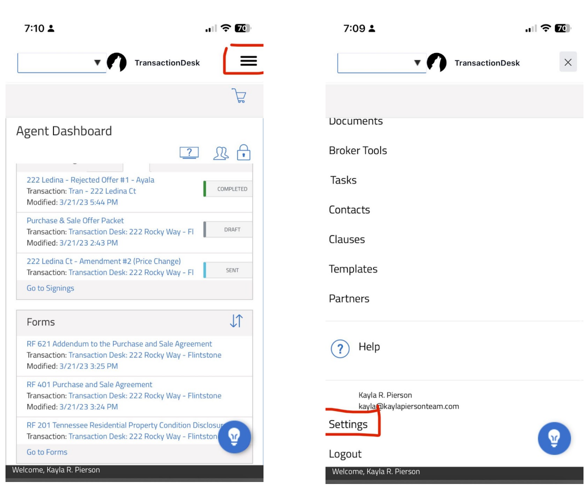
2. Use the search field to type TransactionDesk, and then tap search. The list of apps is updated to include the TransactionDesk app.



3. Tap download. The app is downloaded to your mobile device, installed, and added to the list of apps on your mobile device.

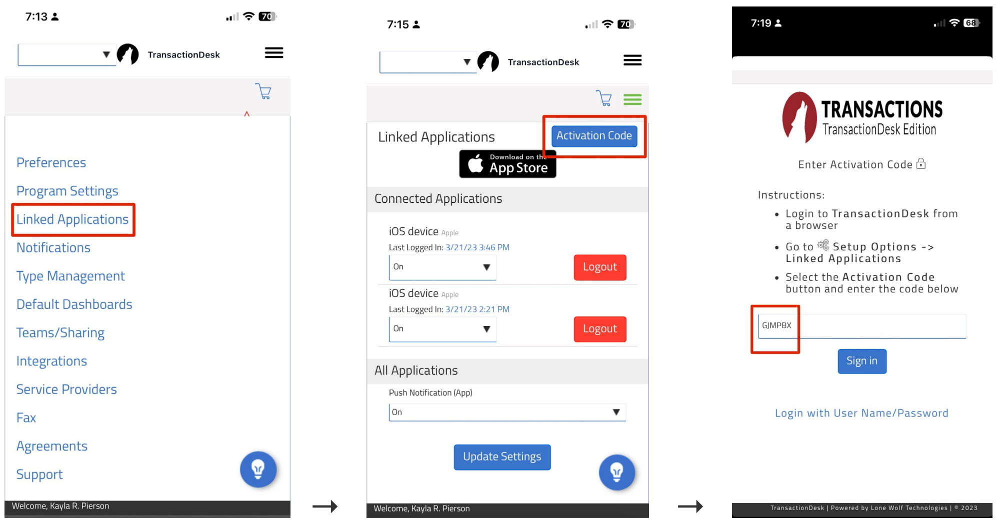
ACTIVATE THE APP

1. Log in to TransactionDesk via your desktop computer or mobile device's mobile browser.
2. **Mobile Device:** On the dashboard, tap the hamburger menu in the top right corner. The TransactionDesk navigation menu expands. Scroll to the bottom and click **Settings**.



3. Click **Linked Applications → Activation Code**

   The Activation Code is only valid for 15 minutes. If you are unable to complete the next steps within 15 minutes you need to repeat this step.



4. On your mobile device, open the TransactionDesk app.
5. On the login page, type the alphanumeric code in the ***ACTIVATION CODE field***.
6. Click **Sign in**.
7. Allow or Don't Allow Push Notifications.
8. The TransactionDesk App is now activated.
9. Repeat for all Apple mobile devices.

To organize your dashboard, click the **padlock** like you do on the desktop version. This will allow you to **add or remove** blue or green **widgets**. This layout adjustment will not change your desktop version, so you can place the widgets in a way that makes the most sense for you while you are on the go.

To access the Navigation Bar, click on the hamburger menu on the top right corner.