



Conversion FAQs

Q. What is Parallel?

A. Parallel updates between old Flexmls "hc" and new Flexmls "hmls" will begin on Monday, November 4th. Setting Flexmls into parallel means that FBS "Flex" will update listings in "hmls" within an hour of that listing being added or edited in "hc" database.

Q. How do I log in?

A. It is important to use a different browser for "hc" and "hmls". You cannot log into both Flexmls databases at the same time in the same browser. To log in to "hmls", go to hmls.flexmls.com For your username, replace the prefix of "hc." with "hmls." Everything else should remain the same, including your password.

Q. What will convert from "hc" to "hmls"?

A.

1. Listings (including history events)
2. Contacts - Loaded sometime week of November 4th
3. Saved Searches - NOTE - Only saved searches where 100% of the parameters remained the same will convert. To check your list of saved searches in "hmls" and compare to "hc" in each database for to Menu > Saved Searches for a comparison of how many converted. Saved Searches will be loaded sometime during the week of November 4th.
4. CMAs (Last 3 years, will be PDFs moved to My Profile, My Documents)
5. Custom Email Templates
6. Subscriptions
7. Portals
8. Closing Cost Estimates
9. Dashboards (some gadgets may need adjustments to settings) and default dashboard may need to be set.

Q. What will not convert from "hc" to "hmls"?

A.

1. Incomplete (Partial) Listings
2. General Preferences
3. Any custom template made by members (email templates, search templates, custom dashboards, etc.)
4. Custom Map shapes/overlays
5. Market Areas
6. Listing Collections

Q. Will MLS numbers change?

A. MLS numbers will remain the same as they were in "hc".

Q. When will contacts be loaded?

A. We will load contacts the week of November 4th.

Q. When will saved searches be loaded?

A. We will load saved searches the week of November 4th.

Q. What should I be doing in “hmls” Flexmls once I get access?

A.

1. Look at your listing data and check for discrepancies.
2. Review converted contacts
3. Review saved searches - some saved searches will not be converted due to the changes in listing input

Q. Will third-party integrations still be available in Flexmls?

A. Yes. Some of these integrations may not be live on November 18th, but we are working with the vendors to make sure they are live as soon as possible.

Q. What will happen the weekend before go live?

A. The “hc” database will go read-only at 9 AM Eastern, Friday, November 15th. Read-only means the “hc” Flexmls database is still accessible, but adding or editing listings will no longer be available. The new database “hmls” Flexmls will go live at 9 AM Eastern on Monday, November 18th

Q. What are the FBS “Flex” Support hours?

A. Monday - Friday 9 AM - 10 PM Eastern
1-888-525-4747
support@flexmls.com