

Below are the steps you will need to take in order to update your settings on an individual listing or at the listing agent account level. It is also possible for a broker to change this setting at an office level. **Note: If you prefer to keep the default as set by ShowingTime, there are no steps that need to be taken, and you can ignore the instructions below.**

- 1) To change the settings *on an individual listing*, select the “listing setup” option on the left-hand side of your screen from within the desired listing. On that “Listing Setup” page, there is an “Appointment Restrictions” dialog box inside of which you can select from a variety of settings. The setting you will be accessing is the “Allow Overlapping Appointments?” dropdown menu (pictured below). From this menu, you can choose to select an option other than the default.

The screenshot shows the ShowingTime for the MLS interface. On the left, a navigation menu has 'Listing Setup' highlighted with a red arrow. The main content area shows listing details for '128 SOUTH CASTELL' and 'Appointment Restrictions' settings. The 'Appointment Restrictions' section includes options for 'Advanced Notice', 'Maximum Appointment Length', and 'Allow Scheduling Overlaps?'. The 'Allow Scheduling Overlaps?' dropdown menu is open, showing options: 'Default (No, Exclusive appointment requests only)', 'Yes, No need to inform the showing agents', 'Yes, Please tell the showing agent ahead of time', and 'No, Exclusive appointment requests only'. A red arrow points to the 'Yes, Please tell the showing agent ahead of time' option.

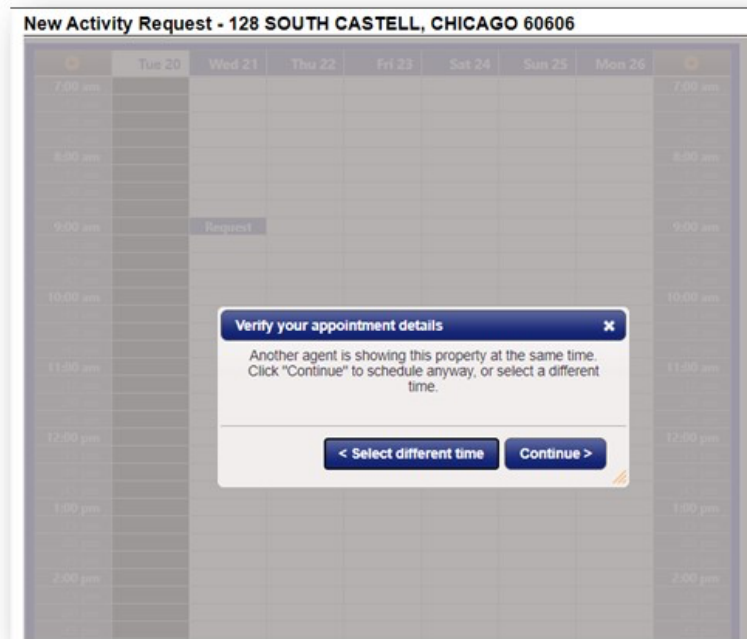
**Note:** with the “Allow Overlapping Appointments?” function, showings can also be configured to:

- Allow overlapping appointments and notify showing agents when there is an overlap (“**Yes, please tell the showing agent ahead of time**”)
- Allow overlapping appointments, but do not notify showing agents of an overlap (“**Yes, no need to inform the showing agents**”)

This is a close-up of the 'Appointment Restrictions' dialog box. The 'Allow Overlapping Appointments?' dropdown menu is open, showing options: 'No, exclusive showings only', 'Default (No, exclusive showings only)', 'Yes, No need to inform the showing agents', 'Yes, Please tell the showing agent ahead of time', and 'No, exclusive showings only'. The 'Yes, Please tell the showing agent ahead of time' option is highlighted. Below the dropdown, a table header is visible with columns: 'Start Date', 'End Date', 'Days & Time', and 'Restriction Reason'. The table content shows 'No Upcoming Restrictions Exist'.

If listing agents configure their listings to allow overlapping appointments and notify showing agents when there is an overlap (“**Yes, please tell the showing agent ahead of time**”), buyer’s agents will be notified in the Appointment Calendar and will need to follow a prompt indicating that they are intentionally scheduling an overlapping appointment. In the example below, there is already an existing appointment requested for the time that the buyer’s agent wants (“Request”).

If the buyer's agent clicks on the existing requested appointment, this window will appear notifying them that another agent is showing the property at the same time. From there, the buyer's agent can either select a different time or continue to schedule an overlapping appointment.



However, if listing agents configure their listing to overlapping appointments but do not notify showing agents of an overlap (“**Yes, no need to inform the showing agents**”), buyer’s agents will not be notified that there is another existing appointment in the Appointment Calendar.

- 2) To change the settings *on a list agent account level*, select your agent profile in the menu on the left-hand side of your screen. Inside your “Listing Agent – Showing Preferences” menu, there is an “Allow scheduling overlaps?” drop-down menu. From there, you can make a sweeping change to your overlapping showings settings.

