Hawai‘i REALTORS® and Lone Wolf Member Benefit FAQ

HAWAI‘I REALTORS®

LONE WOLF TECHNOLOGIES

lwolf.com
1.866.CRY.WOLF(279.9653)

Member Benefit provided by Hawai'i REALTORS®

Hawai'i REALTORS® will deliver its Standard Forms Library on the zipForm® Plus platform and partner with Lone Wolf to provide and service the product.

Hawai'i REALTORS® members will have access to zipForm (Agent Edition), zipForm Mobile: the desktop and mobile versions of zipForm®, zipLogix Digital Ink®: an e-signature solution to compliment zipForm, and MLS Integration: the ability to push or pull listing data into zipForm from an MLS.

***Existing Hawai'i REALTORS® users are not affected by the National Association of REALTORS® announcement to end its partnership with Lone Wolf at the end of 2021. Hawai'i REALTORS® will continue to provide its members with uninterrupted access to their zipLogix account, transaction history and forms files. There is no new log-in account nor credentials to set-up, no need to back-up or transfer files and no additional cost.**

Frequently Asked Questions

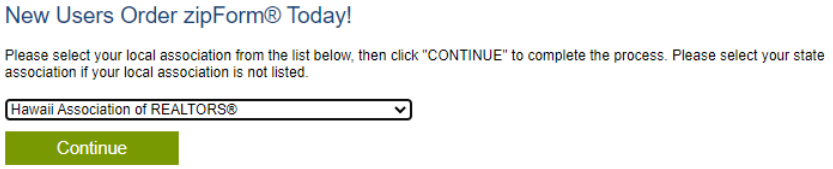
How do I access my benefit programs?

Existing Users: Continue to use your current username and password to access your account at https://www.zipformplus.com/.

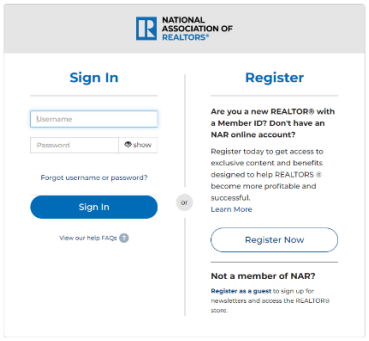
New Users:

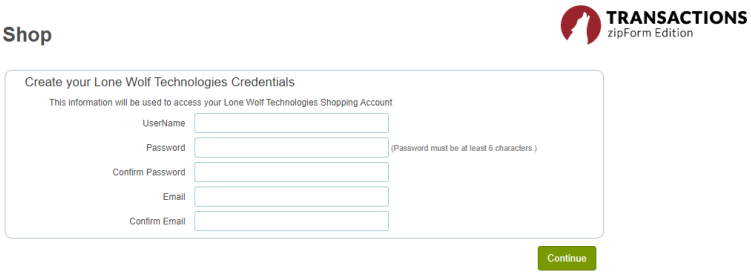
1. Visit https://zipform.com/order/order.asp
2. Select "I'm a REALTOR®" option.

3. "Select Hawai'i Association of REALTORS®" from the dropdown menu.

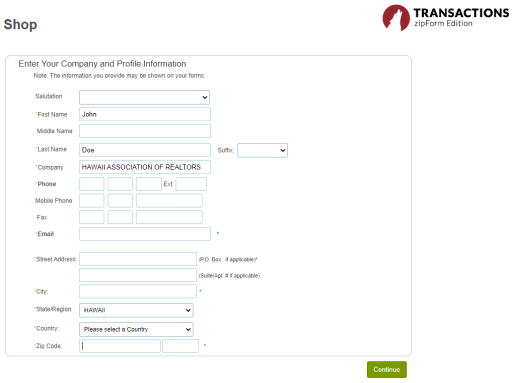


4. Sign in using your NAR.realtor username and password. If you do not have that yet, register for an account using your NRDS ID.

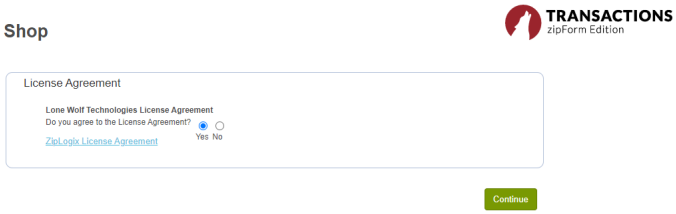


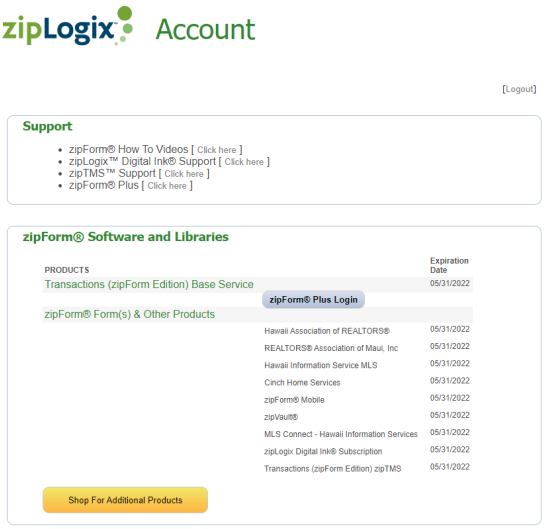


6. Fill out your contact information.

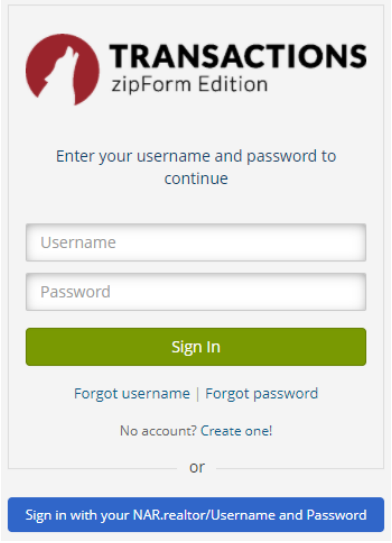


7. Select "Yes" to licensing agreement.





9. Go to https://www.zipformplus.com/ and login using the username and password you created. You can also select the option to login using your NAR username and password. Both will grant you access to your account. Call (1-586-840-0140) or email (zipsupport@lwolf.com) Lone Wolf support for issues with creating your account.



What is zipForm (Agent Edition)?

zipForm (Agent Edition) is a transaction management software designed to keep industry professionals at the center of every transaction. There are a number of features included in the Agent Edition, such as, zipCommunity, where you can work with clients and fellow agents on transactions entirely online via video, audio or chat, Agent Dashboard, where you can view transaction activities and see listing performance, and more!

What is zipForm Mobile?

zipForm® Mobile keeps you connected to your transactions no matter where you are. From a mobile device, real estate professionals stay productive managing transaction activities, creating transactions, sending e-signatures, and much more. Managing transactions on the go has never been easier.

What is Digital Ink?

Digital Ink is the digital signature solution designed specifically for the real estate professional. This solution revolutionizes the customer experience, offering an automated and straightforward process.

What is MLS-Connect?

MLS-Connect is an integration between an MLS and the zipForm platform, allowing the automation of the flow of data. The integration with MLS allows the agent, when logged into zipForm®, to pull in the transaction information from MLS. The MLS Listing data will pre-populate in the transaction's fillable forms, saving you time and reducing errors from manual entry.

What does this cost me?

The Hawai'i REALTORS® Forms, zipForm (Agent Edition), zipForm Mobile, zipLogix Digital Ink® and MLS Integration will be available to you at no cost.

What does it mean to renew my account?

Each year, you read and agree to the License Agreement, and renew the products and libraries you'd like to keep for the next year, as you have in past years. 30 days before your expirations date, you will receive in-app pop-ups reminding you to renew your account.

My account is renewing, what do I do?

10. Log into your account (accessible at https://www.zipformplus.com/)
11. You will accept the new License Agreement. This will renew all products provided by Hawai'i REALTORS® as a Member Benefit.

12. It should be as easy as that to renew your account!

How do I get help renewing my account?

Should you need help renewing your account, please leverage these tools/services available to you:

- Community Help Article: https://lwolf.force.com/s/article/ZF-Renew-a-Product-or-Form-Library-Purchase
- Email: zipsupport@lwolf.com
- Phone: 1 (586) 840-0140

Where can I get training on the products and services?

The zipForm Training Page has zipForm specific training videos covering fundamentals through advance features.

The Lone Wolf Software Training Calendar is your go-to for live online training sessions. Select your product and review the schedule training sessions for the month to find the product and feature you want to learn more about. The calendar is updated monthly.

How can I get support if I have a question or issue?

Our Lone Wolf Support Team is here to help you whether you have a question on how to do something or need to report an issue.

In zipForm® on the bottom right corner is a Guided Help button in green. Here are quick guides in the system, short walk-through tutorials, video tutorials. These are excellent when you're learning the system, and helpful reminders if it's been awhile.

Also, in zipForm® on the bottom in the middle of the screen is a Support button. When you click on this a new window opens allowing you to Chat with our Support Team directly. This is great when you need a quick resolution while working.

The Lone Wolf Community is a self-service portal for users with help articles published by Lone Wolf's Support and Product Development teams. You can search any topic you'd like in the search bar, or find relevant articles in listed on the product tiles.

You can also contact our Support Team using any of the following. Support is available 24/7

- Email: zipsupport@lwolf.com
- Phone: 1 (586) 840-0140

Other helpful Support Resources include:

- Systems Requirements page: https://ziplogix.com/system-requirements/
- Lone Wolf Status page: https://statuspage.lwolf.com/