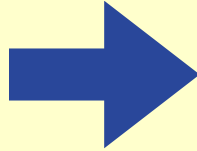


RESOURCE GUIDE

All your resources and support information in one place!

Know of a
resource we
should add?
Contact us to
let us know!



Greater Lakes Association of REALTORS

4 Pearl Drive, Baxter, MN 56425

218-828-4567

Association Hours:

Monday thru Friday

8:30am-4:30pm

Office@GreaterLakesRealtors.com

Support Phone Numbers & Emails

SentriLock:

1-866-736-2322 or support@sentrilock.com

Tech Support: 513-618-5800

Forewarn:

1-561-757-4551 or support@forewarn.com

Department of Commerce:

1-800-657-3978 or licensing.commerce@state.mn.us

[*Pulse Portal Link*](#) Do not use your browser's back button or all your data will be lost.

Be sure to disable your pop-up blocker to view reports.

GLAR offers you a subscription to Forewarn with your membership.

SIGN UP TODAY!

All licensed members of GLAR have the ability to enable their paid subscription to Forewarn.

(A **\$240.00** per/year value.)

This is a fantastic safety app that many are finding to be a great Real Estate tool as well.

FOR REAL ESTATE



FOREWARN®

Don't miss out on your benefit.

Simply send an email to:

Office@GreaterLakesRealtors.com with subject:
"Activate my Forewarn account."

FRAUD

Valuable resources for property owners to subscribe to services that help property owners monitor activity at the local Recorder's office. With the amount of scammers on the loose and making everyone's lives miserable, we felt compelled to get the word out. Not all counties participate in the service; however, some have other resources they use. Please feel free to share these services amongst colleagues and customers/clients:

Property Fraud Alert

Beltrami, Big Stone, Blue Earth, Cass, Clay, Fairbault, Grant, Kandiyohi, Lincoln, Lyon, Martin, Meeker, Otter Tail, Rock, Steele, Stevens, Watonwan.



Fraud Guard

Crow Wing County Residents

SENTRILOCK & SUPRA



Providing Access to

SentriLock for NON-Users

SentriConnect Directions
Office Staff have the ability to issue SentriConnect Access just as they do with One-Day Codes.

How to Grant SentriConnect Access

1) Log into the SentriLock website and select the SentriConnect Tab

(Grant SentriConnect Access 1)

2) Select "Grant SentriConnect Access"

(Grant SentriConnect Access 2)

3) Add in the SentriConnect User's Email Address, the proper lockbox/property for which they have access, and the date/time the user should have access for, then select "Grant Access".

(Grant SentriConnect Access 3)

One Day Codes
Still a viable option.

PLEASE remind non-sentriLock users that they must:

- Press ENT to wake the box
- Enter the full 12 #'s
- Press ENT

If you want to provide resources to agents:
Below you will find two separate videos that you can share

[Video for Non-SentriLock users](#)

[Video for GLAR Agents to grant access from their Mobile App](#)



Supra Lockbox Single Access Instructions

[Listing Agent Instructions](#)

[Showing Agent Instructions](#)

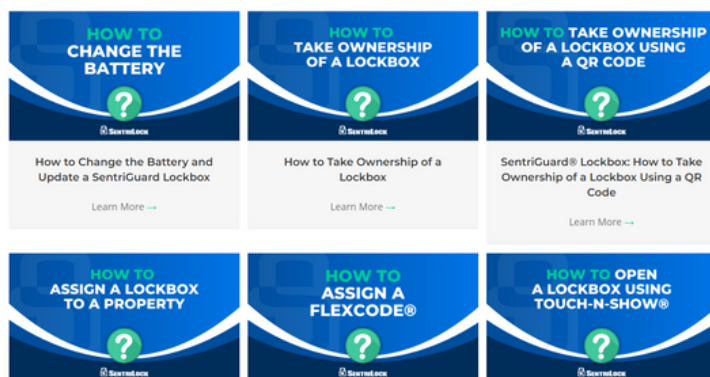
LOOK!

Training Calendar

Register for a SentriLock live virtual training below

All times displayed are Eastern Time Zone

VIDEOS Watch and Learn



GUIDES & TRACKING

Helpful guides for you.....



Consumer Guide:
Agency and Non-Agency
Relationships

[GET THE GUIDE](#)



Consumer Guide: Home
Inspections

[SHARE TIPS NOW](#)

HOMEOWNER MAINTENANCE



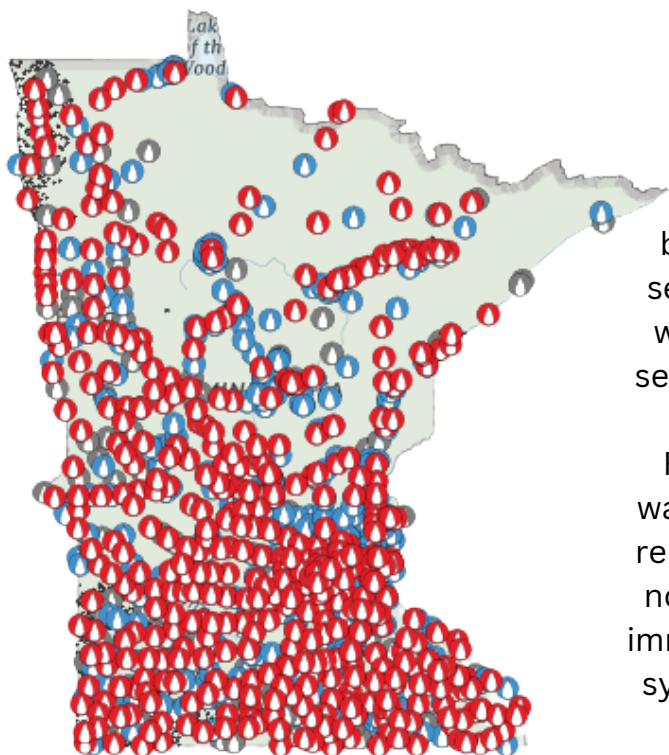
Consumer Guide: The
Appraisal Process

[GET THE GUIDE](#)



What Homeowners Need
to Know About Radon
Tests and Radon Levels

[SHARE TIPS NOW](#)



Welcome to the Minnesota Lead Inventory Tracking Tool

This map shows the service line material for buildings connected to public water supplies. A service line is the pipe that brings water from the water main to a building. Enter an address in the search bar to find if the service line material needs to be replaced due to lead.

Residents have been or will be notified by their water system if they have a service line that needs replacement or that may need replacement. These notifications are not an indication that there is an immediate problem with their drinking water. Water systems routinely test drinking water for lead and notify residents separately if there's an issue.

MLS PRODUCTS SUPPORT

Available Support Contact Information

NorthstarMLS Help Desk

Phone: 651-251-5456 (or toll free 1-877-251-5455)

Email: help@northstarmls.com

Hours: 8am to 5pm, Monday through Friday, with after hours on-call support for system outages and log in issues.

FLEX MLS Help Desk

Phone: 1-888-525-4747

Email: support@flexrmls.com

Minnesota REALTORS® Forms (Instant)

Phone: 1-800-668-8768

Email: tdsupport@lewolf.com

Hours: 24 hours, 7 days a week.

ShowingTime

Phone: 1-800-379-0057

Email: support@showingtime.com

Hours: 8am to 6pm, 7 days a week. For calls after 6pm, staff will log the inquiry for their Customer Support team to follow up with the following day during noted hours.

HomeSpotter

In app support is available.

Hours: 8am to 5pm, Monday through Friday.

Realtors Property Resource (RPR)

Phone: 1-877-977-7576

Online Help: Live chat on [website](#).

Hours: 24 hours, 7 days a week.

Down Payment Resource

Email: Email through [website](#).

Online Help Center [website](#).

Hours: 8am to 5pm, Monday through Friday.

TrustFunds

Phone: 1-888-249-1616

Email: Email through [website](#).

Hours: 8am to 5pm, Monday through Friday, and monitored evening/weekends for critical issues.

RatePlug

Phone: 1-877-710-0808

Email: Email through [website](#).

Hours: 8am to 5pm, Monday through Friday, and monitored weekends for critical issues.

Infosparks

Phone: 952-908-2610

Email: Email through [website](#).

Hours: 8am to 5pm, Monday through Friday.

ListTrac

Phone: 619-518-4296

Email: Email through [website](#).

8am to 5pm, Monday through Friday.



Important Notice

If you use One Home for Customer/Client searches and have EVER transferred brokerages please make sure you have downloaded MLSTouch App and follow the BRANDING instructions. Otherwise, your previous brokerage will continue to show up in all of your customer/client ONE HOME search emails.

Explore our Library of Resources

Welcome to our Resource Hub! We've made resources available to support all your MLS needs. Streamline processes and make the most of our tools and technology for the betterment of our Real Estate Community.

STATUS COMPARISON CHART



Which MLS Status is in the best interests of my Client?

| | Coming Soon | Withheld | Temp Not Avail for Showing (TNAS) | Active |
|---|-------------|----------|-----------------------------------|--------|
| Marketing of the property to the public allowed | ✓ | | | ✓ |
| Marketing property to the public while in this status subject to \$1,000 fine | | ✓ | ✓ | |
| Marketing of the property within listing brokerage allowed | ✓ | ✓ | | ✓ |
| Open Houses for the public and for agents outside listing brokerage allowed | | | | ✓ |
| Open Houses for agents within the listing brokerage allowed | | ✓ | | ✓ |
| Showings allowed | | ✓ | | ✓ |
| Showing property while in this status subject to \$1,000 fine | ✓ | | ✓ | |
| Listing available in Matrix for all functions (search, CMA, Hotsheets, etc.) | ✓ | | ✓ | ✓ |
| Listing viewable in Matrix Client Portals and emails | ✓ | | ✓ | ✓ |
| Listing available on Broker/Agent IDX websites | ✓ | | | ✓ |
| Listing available to non-IDX third-party websites (via NorthstarMLS data feeds) | | | | ✓ |
| Requires special seller-signed authorization form uploaded with listing | ✓ | ✓ | | |
| No limit to amount of time allowed in this Status until Expiration Date | | ✓ | ✓ | ✓ |
| Time in this Status limited to no more than 21 days | ✓ | | | |
| Automatically becomes Active Status on the Availability Date you set | ✓ | | | |
| Listing accrues Days on Market | | | | ✓ |
| Must update Contingency field if offer accepted with Contingency | ✓ | | ✓ | ✓ |
| At least one photo and all "Active" Status data fields required | ✓ | | ✓ | ✓ |
| Requires offer of compensation | ✓ | | ✓ | ✓ |
| Once listing is moved out of this Status, cannot be returned | ✓ | ✓ | | |

Need Help? Contact our Help Desk at help@northstarmls.com or 651-251-5456 (1-877-251-5455 toll free), M-F 8:00 to 5:00. Effective 3/1/2020 for Clear Cooperation Policy.



Welcome your clients to OneHome—

Video Tutorial

> [WATCH HERE](#)

Matrix Quick Guide for Agents

> [WATCH HERE](#)

Additional Resources for NorthstarMLS can be found:

[RULES AND REGULATIONS](#)

[TRAINING LIBRARY FOR BEGINNERS](#)

[TOOLS & TUTORIALS](#)

[TRAINING LIBRARY FOR INTERMEDIATE USERS](#)

PULSE PORTAL AND CE

Need to pull a copy of your CE Transcript? Follow these few easy steps.

Go to [Pulseportal.com](https://pulseportal.com)

Here you will find that information and other services.

Follow these simple steps...

- Choose a Program “Minnesota Department of Commerce”
- Choose your Board (the profession you are in).
- To see what your current status is for licensing and class requirements, you will need your last name, Social Security#, and License#.
- Scroll down to “Other Services” and click on “Review your CE Transcript” That will open a page that shows what you have taken and what is required.

The PULSE Portal offers online licensing capabilities for the Minnesota Department of Commerce in the following industries. Real Estate, Collections, Appraiser, Abstracter, Bullion Product Dealers

If you have questions about specific licensing procedures, many of them can be answered by reviewing that specific license on our website: MN Department of Commerce - Licensing

If you have any further questions, you may contact the Licensing Division at: Phone: 651.539.1599

Email: Licensing.Commerce@state.mn.us

Education Email: Education.Commerce@state.mn.us

YOUR ASSOCIATION COMMITTEE MEMBERS

| BUDGET | BYLAWS | EDUCATION | GOV AFFAIRS |
|-------------------------|---------------------------|-----------------------------|-------------------------|
| Trish Tenold, liaison | Tim Nelson, Liaison | Mandy Peterson, Liaison | David Grell, Liaison |
| Brad Wadsten Chair | Mike O'Connell, Chair | Sandy Swanson Co Chair | Noah Goedker - Chair |
| Albin Kuschel | Sheila Holley | Tj Simon Co-Chair | Jed Shaw |
| Kevin Kruchten | Doug Zaske | Dennise Sonnee | Bill Brekken |
| Molly Nelson GLAR Pres | Molly Nelson, GLAR Pres | Shayna McCulloch | Tyler Hendrickson |
| Jim Ruttger | | Kara Nosal | Doug Kern |
| | | Molly Nelson, GLAR Pres | Molly Nelson, GLAR Pres |
| | | | |
| MEMBERSHIP | MLS/LOCKBOXES | SPECIAL EVENTS | RPAC |
| Doug Mitchell, Liaison | Tim Nelson, Liaison | Crystal Marlett, Chair | Mandy Peterson, Liaison |
| Malissa Tandeski, Chair | Jim Eisler | Tim Hall, Vice Chair | Molly Nelson |
| Benson Ringle SC | Jim Ruttger | Gloria Hedstrom, Co-Liaison | Trish Tenold |
| Joe Sparks SC | Molly Nelson, GLAR Pres | David Grell, Co-Liaison | Raelyn Borg |
| Mike Engen | | Ben Berghuis | Tim Nelson |
| Brandon Fritz | | Linda Hurst | Doug Mitchell |
| | | Mike Engen | Gloria Hedstrom |
| | | Molly Nelson, GLAR Pres | Theresa Bilben |
| | | | Liesa Birkemeyer |
| | | | Joseph Sparks |
| GLAR FOUNDATION | PUBLIC RELATIONS | TECHNOLOGY | Laurie Moe-Greer |
| Amy Price President | Liesa Birkemeyer, Liaison | Raelyn Borg, Liaison | |
| Kevin Peterson | Amy Price, Chair | Matt Wadsten, Chair | |
| Linda Hurst | RuthAnn Veith, Vice | **Looking for more | |
| Ameye Miller | Jody Carley | **Tech Committee members | |
| RuthAnn Veith | Andrew Spicola | | |
| Sandy Swanson | | | |
| | | | |

AAC: Agent Advisory Committee

What is the AAC?: REALTORS® have a voice in helping to identify and prioritize NorthstarMLS® system improvements and enhancements. The Agent Advisory Committee (AAC) serves as that voice, representing all NorthstarMLS subscribers.

AAC Mission Statement: A group of systems users that partners with NorthstarMLS staff and validates the most relevant issues as they pertain to real estate agent tools.

NorthstarMLS Priorities: These are based on many sources, including the associations, brokers and your calls to their help desk. The AAC validates or invalidates those priorities, assists with enhancements where agent preferences are involved, and evaluates potential new agent tools.

YOUR AGENT ADVISORY COMMITTEE REPRESENTATIVES FOR GLAR:

Ronda Bjornson, Brad Wadsten and Leslie Prischmann Flugstand

2025 BOARD OF DIRECTORS

| | | | |
|--------------------|------------------|----------------------------------|--------------|
| President | Molly Nelson | nelsonhomesmn@gmail.com | 218-820-9002 |
| President Elect | Doug Mitchell | doug@danearthur.com | 218-820-8580 |
| Past President | Mandy Peterson | mandy@c21brainerd.com | 218-851-7800 |
| Treasurer | Trish Tenold | trishtenold@kw.com | 320-360-4687 |
| Secretary | Raelyn Borg | raelynborg@gmail.com | 218-829-2222 |
| Director | Liesa Birkemeyer | liesabirkemeyer@gmail.com | 218-513-6201 |
| Director | Tim Nelson | tim@lakehome.com | 218-829-1777 |
| Director | Gloria Hedstrom | gloria@bollrealty.com | 218-820-8580 |
| Director | David Grell | davidgrellrealtor@gmail.com | 218-831-9374 |
| Affiliate Director | Benson Ringle | benson.ringle@supremelending.com | 218-507-0429 |
| MNR Director | Theresa Bilben | theresabilben@gmail.com | 218-556-3980 |
| MNR Director | Molly Nelson | nelsonhomesmn@gmail.com | 218-820-9002 |
| MNR Regional 1 Rep | Sandy Swanson | sandyswansonC21@gmail.com | 218-839-4390 |



LOCAL RESOURCES

Do you or someone you know,
perhaps one of your clients have
needs that do not always get met?
Or maybe you would like to get
involved helping others?

Hungry?

Need a safe place to live?

Not sure where to turn for help?

Full Tummies

Ruby's Pantry

Sharing Bread Soup Kitchen

Local Food Pantries

Operation Sandwich

Mustard Seed

Common Goods

Bridges of Hope

Lutheran Social Services

Habitat for Humanity

Brainerd Dorcas Thrift Store

2910B Oak Street

Brainerd, MN 56401

(218) 828-2811



Local Area Food Shelves

| | |
|-------------------------|--------------------------------|
| Akeley Food Shelf | Longville Food Shelf |
| Brainerd Food Shelf | Motley Food Shelf |
| Crosby Food Shelf | Nisswa/Pequot Lakes Food Shelf |
| Crosslake Food Shelf | Park Rapids Food Shelf |
| Emily Food Shelf | Pierz Food Shelf |
| Garrison Food Shelf | Pillager Food Shelf |
| Hackensack Food Shelf | Sebeka Food Shelf |
| Isle Food Shelf | Staples Food Shelf |
| Little Falls Food Shelf | Walker Food Shelf |

The Mustard Seed



Referral list for items you no longer need:

Appliance, Building Materials, Furniture

Lakes Area Habitat for Humanity - 218-454-8517

Baby Items

Lakes Area Pregnancy Support Center - 218-825-0793

(call to see what they are accepting)

Bikes

The Shop, M-Sat 3-8pm

Clothing & Housewares

Common Goods (Bridges of Hope), M-W-F 12pm-Full - 218-824-0923

Dorcas Thrift Store, M & TH 7-10am - 218-828-2811

Goodwill, M-Sat 9am-4:45pm - 218-829-8493

Salem West, M-F 9am-3pm - 218-534-4962

Salvation Army, W & F 10am-2pm - 218-822-3559

Electronics

The Shop, W-Sat 3-8pm - 218-454-009

(laptops, computer hard drives)

Fluorescent Bulbs

Ace Hardware - 218-829-5476

Menards - 218-825-7300

Mattresses

Salem West, M-F 9am-3pm

Paint (half gallons or frozen)

Hirshfields - 218-824-0642

Sherwin-Williams - 218-829-5705

Appliance Repair

Yde's - 218-829-5292

*Items that have had their useful life or not generally

accepted by area non-profits

Landfill - 218-828-4392

(pianos/organs, sleeper sofas, chemicals, etc.)

Why would anyone want to work with a REALTOR® ?

If you can't answer that in 3 seconds - please feel free to use any of these resources to help you kickstart the conversation of understanding the value of a REALTOR®

- [179 Ways a REALTOR is worth every penny](#)
- [105 Ways More](#)



COMMUNITY HUB

The FOREWARN Community Hub includes:

- How to use FOREWARN: A quick guide to using FOREWARN.
- Activation instructions: Four easy steps to set up your account if you haven't already.
- Search tips and FAQs: How to get the most out of the app and get answers to common questions.
- Training sessions: Sign up for live training or watch the demo video.
- Videos: Watch the product video to see how FOREWARN can help protect you and your business or watch a testimonial video to see how it has helped others.

