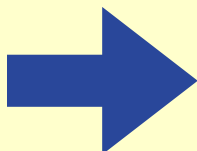


RESOURCE GUIDE

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

15344 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](#)

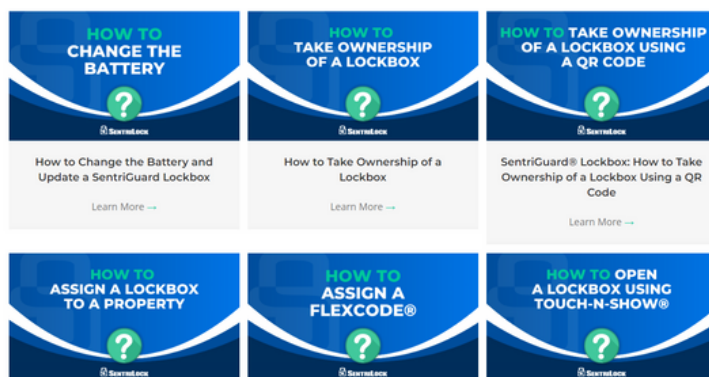
LOOK!

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



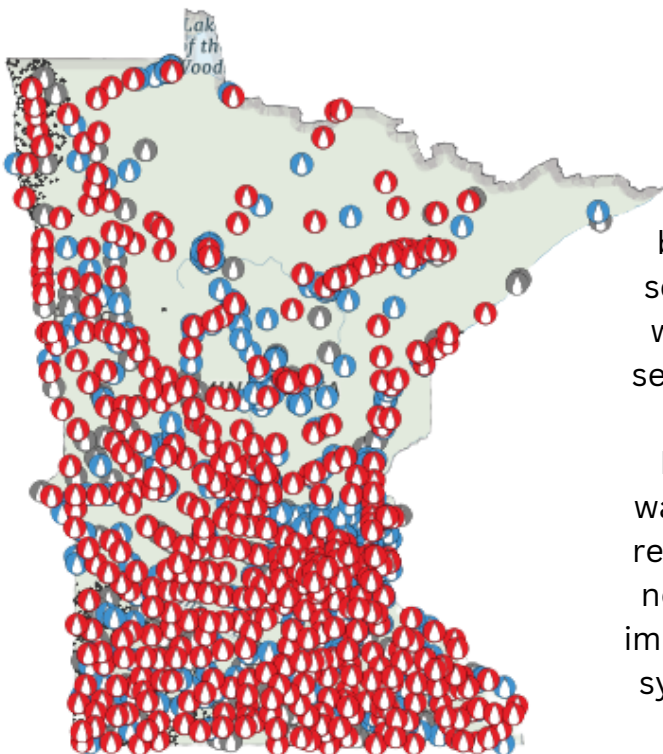
Consumer Guide: The
Appraisal Process

[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 interest of my client?

	Coming Soon	Withheld	Temporarily Not Available for Showing (TNAS)	Active
Marketing of property allowed	✓			✓
Showings and Open Houses 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	✓		✓	✓
Once listing is moved out of this Status, cannot be returned	✓	✓		

*Withheld may only be shown to clients of agents from your own brokerage with the permission of the seller



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

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	
Amye 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



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.

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



The Mustard Seed



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

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.)



Crow Wing County - Food Access

Resources for food shelves, soup kitchens, and food distribution

Public Food Assistance Programs

What benefits are available?

SNAP - Supplemental Nutrition Assistance Program

Crow Wing County Community Services
204 Laurel Street
Brainerd, MN 56401

Apply in-person, call for a paper application to be sent to you (218-824-1250), or apply online: mnbenefits.mn.gov

WIC - Women, Infant, & Children

Crow Wing County Community Services
204 Laurel Street - Suite 12
Brainerd, MN 56401
(218)-824-1073

Vouchers for nutritious food and baby formula.

Resource Maintained by: Kelli Johnson
SHIP Coordinator - Crow Wing County
Crow Wing Energized
kelli.johnson@crowwing.gov

Children Food Assistance

Operation Sandwich

Bridges of Hope

(218)-825-7682

Offers weekly meal bags for students during summer and extended breaks. Each bag includes five days of food and fresh produce for pickup.

Website: www.bridgesofhopemn.org



Senior Food Assistance

LSS Senior Nutrition

(1)-800-488-4146

Commodity Supplemental Food Program (CSFP)

(218)-999-4136

This is a nutrition assistance program just for seniors. Receive a FREE food package each month. Call for applications and hours.

Distribution Sites:

- Brainerd
- Pequot Lakes
- Crosslake
- Crosby
- Emily

Apply online:
www.health.state.mn.us/people/csfp

Crow Wing
energized

Food Assistance

Lakes Area Food Shelf

Tuesdays 9:00am-12:00pm
Wednesdays 3:00pm-6:00pm
Thursdays 9:00am-12:00pm
(218)-568-8474

29316 Patriot Avenue
Pequot Lakes, MN 56472

SuperShelf - They offer a shopper's choice food shelf that focuses on healthy food choices.

Emily Food Shelf

Tuesdays 12:00pm-2:00pm
2nd Tuesday 4:00pm-6:00pm
(218)-763-3663

20948 County Road 1
Emily, MN, 56647

SuperShelf - They offer a shopper's choice food shelf that focuses on healthy food choices.

Cuyuna Range Food Shelf

2nd & 3rd WED | 6:30-8:30am
2nd THURS | 11:00am-1:00pm
3rd TUES | 4:30-6:00pm
(218)-546-3139

302 Cross Avenue North
Crosby, MN 56441

SuperShelf - They offer a shopper's choice food shelf that focuses on healthy food choices.

Crosslake Food Shelf

1st & 3rd Fridays | 9am-12pm
(218)-692-3663

34212 County Road 3
Crosslake, MN 56442

Drive-up only; volunteers will load food into your car.
Frozen meals available

For more information about a site,
contact the food shelf directly.

Updated October 2025

Food Assistance

Second Harvest Mobile Food Pantry

1st Thursdays @ 10:00am

501 W. College Drive | CLC Parking Lot
Brainerd, MN 56401

They offer a monthly supply of nutritious food to those who meet income qualifications or are in crisis.

Garrison Area Care Givers

Tuesdays 1:00pm-5:00pm
(320)-692-5399

9541 Madison Street
Garrison, MN 56450

They offer a shopper's choice food shelf that focuses on health food choices.

Blessings Food Shelf

2nd & 4th Thursdays
8:30-10:30am | 1:00-3:00pm
(218)-829-5767

7398 Fairview Road
Baxter, MN 56425

Open to the public for those needing assistance in food supplies.

Salvation Army Food Shelf

TUES, WED, & FRI
9:00am-11:30, 1:00pm-3:00pm
(218)-829-1120

208 South 5th Street
Brainerd, MN, 56401

They offer a shopper's choice food shelf that focuses on healthy food choices.

Ruby's Pantry

2nd Tuesdays 4:30-6:00pm
Registration begins at 4:00pm
(651)-674-0009

1511 Northern Pacific Road
Brainerd, MN, 56401

No income or residency requirements - \$25 cash donation.

Free Meal Resources

Sharing Bread Soup Kitchen

MON-SAT 5:00pm-6:00pm
SUN 12:30pm-1:30pm
(218)-829-4203

923 Oak Street
Brainerd, MN, 56401

Community Table

Mondays 5:30pm-6:30pm
Doors open at 5:00pm
(218)-546-6559
617 Poplar Street
Crosby, MN, 56441

Care N Share of Emily

Wednesdays 4:30pm-5:30pm
Dine In or Carry Out
CareNShare@gmail.com
40141 State Highway 6
Emily, MN, 56447

The Outreach Program of BLA

218-961-0055

Come for Supper

Wednesdays 5:30-6:15pm
Crosslake Lutheran Church
Church office (M-F, 9-3); 218-692-3682
35960 County Road 66
Crosslake, MN 56442

LSS-Meals on Wheels

803 Kingwood Street
Brainerd, MN 56401
(218)-297-0445
1-800-4884146



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](#)



Your clients have access to some of same [NAR Benefits](#) that you do. You can customize the below flyer to give to your clients by using this [LINK](#).

Your [NAR Benefits](#)

