

WELCOME TO NVAR!

Whether you just started a new career in real estate or are a seasoned veteran, we'd like to invite you to increase your potential for excellence. NVAR is one of the largest Realtor® associations in the country with over 12,000 members throughout Northern Virginia and D.C. Our size, strength and resources allow us to provide you with access to the best tools and resources you can find. You can develop your career or re-invigorate your business through NVAR training, Forums, programs and services. Welcome Home to Excellence.

NVAR.com provides a three-audience experience, delivering tailored industry news and links to NVAR's programs and services to Realtors®, Affiliates and consumers. Updated daily, the site offers you quick access to information and resources – NVAR Legal Hotline, training courses, virtual *RE+VIEW* magazine articles, blogs and access to tools like your MLS, SentiLock® key system, InstantForms™ and much more. Home buyers and sellers can find you easily through the consumer section of the site, and you'll have ready access to information about NVAR's valuable affiliated business members.

Takes You Further® is our promise to you. With member surveys and broker/agent outreach, we make it our job to anticipate your needs and deliver in a responsive, professional way. With two convenient locations in Northern Virginia, we are the association that thousands of Realtors® call home. This Member Services Guide provides an overview of your benefits and must-know information to get your business started and keep it moving further.

Sincerely,



Ryan T. Conrad, CAE, RCE, CIPS
Chief Executive Officer



Ryan T. Conrad
Chief Executive Officer

FIND us on SOCIAL MEDIA!



@NVAR



WELCOME

GETTING STARTED

EDUCATION

PUBLIC & GOVERNMENT AFFAIRS

AFFILIATES

PROFESSIONAL SERVICES

LEGAL HOTLINE

NVAR FORUMS

REALTOR® SHOP

SENTRILOCK® & SENTRICARD®

INSTANETFORMS/AUTHENTISIGN/DOCBOX

REALTOR.COM®

TECH HELPLINE



NORTHERN VIRGINIA
Association of REALTORS®

Takes You Further.®

GETTING STARTED



WE'RE GLAD YOU'RE HERE.

Our Membership staff welcomes you to your new home at NVAR. We have all the information and tools you need to get started. From accessing member benefits to getting you signed up for New Member Orientation, this is your go-to team.

New Member Orientation

Within the first 60 days of membership, you must register for and attend your "New Member Orientation." This important class will show you how to navigate and use powerful tools such as:

- Bright MLS, your multiple listing service
- Sentrilock keycard
- InstantForms
- Realtor® Code of Ethics
- NAR and VAR resources

DID YOU KNOW?

NVAR provides members with a library of standard forms through InstantForms – Everything from a listing agreement to a purchase agreement, we provide the documents needed for all types of transactions. Find InstantForms at [NVAR.com](https://nvar.com).

MEMBERSHIP SERVICES:

703.207.3256

membership@NVAR.com



GETTING STARTED



Post-Licensing Training

Your license is valid for two years, but you must complete the Post-Licensing training within the first 12 months. Look online for class schedules or contact the Education department at education@NVAR.com.

SentriLock® & SentriCard®

High-quality, technologically innovative lockbox and key card products backed by exceptional service and offered at an affordable cost.

Member Savings

NVAR and NAR have discounts for members on a variety of products and services to help you build and manage your business. Whether you are buying insurance or a new computer, NVAR members enjoy a long list of benefits offered by local and national partners and affiliates.

For the most up-to-date information about the NAR Realtor® Benefits program, visit realtor.org/Benefits

EDUCATION



DID YOU KNOW?

Any excess credits obtained by a licensee within six months of the end of a license renewal period may be carried over to the next renewal period.

START. MAINTAIN. GROW.

NVAR EDUCATION - Learn to Earn.

Whether you are a new agent or a seasoned veteran, NVAR offers a wide range of classes so you can learn more about whatever interests you to grow your business. Invest in yourself through continuing education, designation and specialization classes to increase your skills and knowledge. Turn that into more value to consumers and clients.

GROW YOUR BUSINESS WITH DESIGNATIONS

Customize Your Career.

GRI, MRP, SRS? Take your business to new heights by getting a designation in a specialized area. NVAR offers many designations and specialty programs that help you learn more to earn more. With added knowledge comes more opportunities. NVAR Takes You Further® with designations.

CONTACT:

703.207.3244

education@NVAR.com



EDUCATION

GET STARTED - Post Licensing for New Agents

Take Post-Licensing (PL) in your first year.

Your PL training must be completed within the first 12 months. Find what interests you and get ready to learn the ins-and-outs of setting up your business.

MAINTAIN YOUR LICENSE WITH CONTINUING EDUCATION

Don't let your license lapse!

NVAR offers a variety of training options - onsite or online - so you can take classes whenever and wherever you want. Continuing education is available for agents and brokers. NVAR also offers CE for the D.C. and Maryland areas.

PASSPORT TO EXCELLENCE

Our Continuing Education (CE) Passport option is an NVAR exclusive program and one of our value-added member benefits. Purchase a CE Passport and enjoy considerable savings up to 50% off! Education you can use in the field has never been this easy to acquire! Passport subscribers also receive 10% off on Realtor® Shop purchases.

GREAT EDUCATION ON YOUR TERMS

Learn at your convenience.

Whether it's our Lunch & Learns, seminars or forums, onsite or online, NVAR has you covered.

Look up your License number at DPOR:
DPOR.virginia.gov/LicenseLookup

DPOR also maintains information that will help you determine what is required to keep your license in good standing.

FOR NVAR MEMBERS, EDUCATION IS AS EASY AS 1-2-3!

1.

Take classes onsite at our Fairfax and Herndon locations

2.

Have our instructors come to your office

(Brokers call 703.207.3244)

3.

Take classes online
(NVAR.TheCEShop.com)

Learn more at
NVAR.com/Realtors/Classes
or email
education@NVAR.com

NVAR EDUCATION DEPARTMENT:
703.207.3244
education@NVAR.com
>NVAR.com



SAFEGUARD BUYING AND SELLING REAL ESTATE IN NORTHERN VIRGINIA

Together We Are Strong.

Invest in RPAC and stand together on a wide range of topics – from taxes, new residential building laws and ordinances, to transportation and urban planning. Dollars raised through RPAC help elect officials who support legislation to safeguard the real estate industry.

Contact:
703.207.3201
GovAffairs@NVAR.com

NVAR Public & Government Affairs advocates on behalf of Realtor® and homeowner rights to support an environment that is friendly to buying and selling real estate.

Advocacy focuses on three powerful objectives:

- 1.** We take an active role in public policy.
- 2.** We build relationships with elected officials at local, state and federal levels.
- 3.** We raise funds through NV/RPAC (Northern Virginia / Realtors® Political Action Committee) to help elect candidates who will listen to our point of view and support or oppose key issue campaigns.

Education for Elected Officials

Through relationship building and ongoing advocacy, the NVAR Public & Government Affairs program provides education for elected officials. This helps them **understand the impact of public policy and legislation on the real estate industry, our members and consumers.**

ADVOCACY

How would the real estate market react if the Mortgage Interest Deduction was eliminated? ***We don't want to find out!***

NVAR Public & Government Affairs staff actively lobbies and helps elect real estate-friendly officials to protect the interests of homeowners and the broader real estate industry. Our committees work hard on your behalf:

- **Public Policy Committee**
Reviews the impact that current legislative proposals would have on your business, including environmental regulations, land use and transportation, to name a few.
- **Bill Review Task Force**
Members review proposed state legislation to determine if it should be supported or defeated.
- **NV/RPAC TRUSTEES**
Bi-partisan group of Realtor® trustees identify candidates who are pro-real estate.
- **Campaign Committee**
Fundraising to help elect candidates who are real-estate friendly.

There are many ways to learn about and engage with elected officials. Check our website for more details on upcoming events.

SOMETHING FOR EVERYONE

We provide many diverse opportunities for members to engage with elected officials including:

- **Legislative Reception** – A free event held every spring attended by state and local elected officials
- **Forums** – Issue-related Forums provide a great way to learn more and get involved
- **Lobby Day** – On the ground in Richmond, you dedicate a day to promoting your industry
- **Town Hall Meetings** – Throughout the year we hold regional Town Hall meetings to connect you with your elected officials
- **Politics & Pancakes** – Nationally recognized speakers address us during the NVAR Annual Convention

INVEST IN RPAC

Keep your business healthy by investing in RPAC. After all, preventative care that costs as little as ten cents per day can add thousands to your bottom line.

Visit **NVAR.com** for more details.



DID YOU KNOW?

NVAR's Affiliated Service Provider members offer a host of services and products to help you serve your clients better.

OUR AFFILIATES MAKE THE DIFFERENCE.

Here's how:

Appraisers, home inspectors, settlement attorneys, technology vendors and insurance agents are just a few of the many NVAR Affiliated Service Providers that want to earn your business. Their services can benefit you and your clients. Meet these members at our forums, the Annual Convention and Tradeshow, and other NVAR events and programs. At NVAR, when our Affiliated Service Providers win, our Realtors® and consumers win too.

NVAR Affiliated Service Providers Program - Takes You Further®

CONTACT:
703.207.3200
[NVAR.com/Services](https://www.nvar.com/Services)



Meet Your Business Partners

In Person

Affiliated Service Providers are generous sponsors of many NVAR programs and events. Listen to their presentations, visit their displays and meet their representatives. Your business will benefit.

Online

Our easy-to-use online service provider directory will connect you with the business you're looking for. Whether it's Professional Services, Property Services, Marketing or Technology, our online directory Takes You Further®. Visit the dedicated Real Estate Service Provider Portal at **NVAR.com** to learn more about your partners and make that valuable connection today.

In Print

The Affiliated Service Provider directory is included in each RE+VIEW magazine. Check it out. Connect. Watch your business grow.

Refer an Affiliated Service Provider
Know of a trusted business that's
a match for NVAR?

Share this contact info:

NVAR.com/Services
affiliates@NVAR.com



Find your
Affiliated Service
Providers directory
and check out
their ads in
every edition
of **RE+VIEW**
magazine.

Your legal questions. **ANSWERED.**

NVAR'S LEGAL HOTLINE

is a *FREE* service to all Realtor® members, not just brokers. **NVAR's Legal Hotline** makes it easy to submit a question any time—day or night, 365 days a year. Submit your inquiry at nvar.com/LegalHotline and one of our staff attorneys will respond by phone. NVAR Legal Hotline does not replace legal representation, but provides insight into commonly asked legal and professional standards questions.

NVAR's Legal Hotline is a valuable benefit of belonging to our association. We have the tools to support your business and ensure that professional standards are not only met but exceeded.

NVAR's Legal Hotline is just one of the many valuable benefits of being a Realtor®!

NVAR LEGAL MINUTE

NVAR regularly releases Legal Minute videos hosted by our attorneys. These clips cover current industry issues and legal updates relevant to our members. Past topics have included SentiLock® rules, forms updates, legislative issues and more.

Visit [NVAR.com](https://nvar.com) or our [YouTube page](#) to view all our Legal Minute videos.

TOPICS COVERED:

- Transactions
- NVAR Forms
- Property Management & Leasing
- Code of Ethics & Arbitration
- Lockboxes

SUBMIT YOUR QUESTION:

[NVAR.com/LegalHotline](https://nvar.com/LegalHotline)

PROFESSIONAL STANDARDS

DID YOU KNOW?

NVAR attorneys will come to your office to conduct presentations on your most pressing real estate related legal issues. Email ProStandards@nvar.com to schedule an attorney for your next sales meeting.

PROFESSIONALISM AT THE CORE

THE POWER OF SELF-POLICING

NVAR maintains the highest level of professionalism and administers the enforcement of the National Association of Realtors® Code of Ethics. When disputes arise, and they do, our Professional Standards team can help resolve these through ethics proceedings, mediation or arbitration. Our personalized, member-focused service supports you, no matter what the situation. We are governed by a formal set of standards and procedures, and are committed to timely resolution.

LEADERSHIP & EDUCATION

Our team is dedicated to giving a high level of service and accurate answers. Training classes help members understand common legal terms and procedures, and we also walk new members through the Realtor® Code of Ethics – how to stay in compliance and ensure that professional standards are maintained.

STANDARDIZED FORMS

Our team of attorney and Realtor® volunteers provides input and guidance on how the standardized forms are developed. When policies change, the forms are updated to reflect the current policy or law.

Use nvar.com to:

- File a complaint
- Review the Realtor® rules
- Learn more about NVAR's Professional Standards
- Download a copy of the Broker Office Procedures Manual

MORE INFORMATION:

[NVAR.com/ProStandards](https://nvar.com/ProStandards)





Active Forums Lead to Unending Value.

Want to Boost Your Industry IQ?

NVAR professional and cultural forums allow you to connect and communicate with fellow members on topics that matter most to your business. Create professional connections, share ideas and develop skill-sets to lead the industry. NVAR Forums provide a format for you to succeed in your area of interest.

NVAR Forums – Takes You Further®

More Information:

703.207.3200
info@NVAR.com

Do you have
a specialized
skill-set or
background that
sets you apart
from the crowd?

**Get involved
and make a
difference!**



NVAR Forums

Open to all NVAR members, these forums provide education and networking opportunities focused on evolving segments of the real estate industry.

- **Commercial Council** – Features information sessions for Realtors® involved or interested in commercial transactions. Guest speakers present the latest trends, economic forecasts and other issues relevant to commercial real estate.
- **International Business Forum** – Guides real estate professionals in expanding their personal and professional presence in the global marketplace. Creates new business opportunities by helping members to market local properties worldwide, assisting investors who are interested in purchasing real property in the U.S. and offering international options to local clients.
- **Northern Virginia Young Professionals Network (NV/YPN)** – Dedicated to our members who are under 40, the Northern Virginia YPN offers a mix of professional and social programs. From wine tastings to marketing programs on a budget, there is a little something for every young Realtor® to enjoy.
- **Professional Standards Forum** – Provides real estate professionals with an opportunity to learn and understand the guidelines that govern them, and to help inform the association of issues or concerns that are arising in the marketplace.
- **Public Policy Forums** – An outgrowth of the NVAR Public Policy Committee, these forums on topics of interest in the region or in your neighborhood are scheduled several times throughout the year. From real estate sign regulations to the latest redevelopment proposals, Public Policy Forums will keep you informed.
- **Real Estate Finance & Settlement Forum** – Monitors current financial and regional market trends. Disseminates relevant finance information to the general membership through NVAR publications, educational seminars and social media. Activities include the Spring Finance Summit, Annual Economic Summit and nine monthly meetings.
- **Small Broker Forum** – Offers educational and networking opportunities geared towards small business owners (independent brokerages with less than 15 agents). Sessions offer an informal setting that allows for an open exchange of ideas on topics relevant to these members.



Join our **international forums** today to receive cutting-edge programming, networking opportunities and an inside track to the latest industry news.

Open to all members and **conducted in English**, our cultural forums are designed to further participation and understanding within these active local communities.





NVAR REALTOR® SHOP

- Books, Videos, Software
- Brochures
- Brochure holders
- Calculators and measuring devices
- Closing gifts
- Lockboxes and accessories
- Name badges
- Open house tools
- Realtor® logo products
- Safety products
- Signs and accessories

Shop Realtor®.

The NVAR Realtor® Shop is a one-stop destination for all your needs. Whether it's open house tools, Realtor® logo products or closing gifts, NVAR's Realtor® Shop has it all. Realtor® Shops are located at both of NVAR's convenient Fairfax and Herndon locations. If you can't make it to the store, shop online at **RealtorShop.com!**

You no longer need to go to multiple stores to find what you are looking for. NVAR's Realtor® Shop has everything you need in one location!

NVAR Realtor® Shop – Takes You Further™

**SHOP IN-STORE OR
ONLINE:
RealtorShop.com**



NVAR REALTOR® SHOP



SHOP REALTOR® IN-STORE OR ONLINE!

RealtorShop.com

703.207.3215
realtorshop@NVAR.com

SENTRILOCK® & SENTRICARD®



**ACCESS
LISTINGS**

**ON
THE
GO**

SentriLock® & SentiCard®

- Superior security
- Large key compartment
- Illuminated key pad
- "Do Not Disturb" feature
- Sentricard® requires no rechargeable batteries
- Web access log & feedback
- Instant showing notifications
- Expanding mobile technology
- Award-winning customer support

SentriLock Support:

877.SENTRILOCK

(877.736.8745)

7 days/week | 8 a.m. – Midnight

>sentrilock.com

Welcome to NVAR! Sentrilock® offers you secure, easy access to every listing you manage. As part of NAR's Realtor® benefits program, your SentiLock benefit is comprised of three components:

- 1.** SentiLock® Bluetooth® Lockbox to secure keys and fobs
- 2.** SentiCard® to access lockboxes for showings
- 3.** SentiSmart™ Mobile App to open lockboxes with your Smartphone or tablet device.
- 4.** Online portal to track access and showing activity

Getting Started – Come into Fairfax HQ or Herndon Service Center

To receive your SentiCard® and lockbox, you'll need to come into one of our two convenient locations to sign your SentiCard® user agreement. No appointment is necessary. Lockboxes are available for purchase at the Realtor® Shop, so stop by Fairfax or Herndon and get signed up today!





**Do I have to be an
NVAR Member to get a
SentryLock®?**

Yes. SentryLock® is a member benefit and is offered to members in good standing.

**Is there reciprocity access
with Maryland and DC?**

Yes. SentryLock® offers reciprocal access to Maryland, D.C. and party of West Virginia and Pennsylvania.

Is Training Available?

Yes. Visit sentrilock.com for a list of helpful online videos, a training manual, plus tips and tools to maximize your SentryLock® benefits.

Visit **NVAR.com/SentryLock** for a list of SentryLock® features and answers to your FAQs.

NVAR MEMBER SERVICES

membership@NVAR.com

703.207.3256

>NVAR.com

**New solutions for Realtors®
on-the-go and mobile
devices?**

Yes. The new SentrySmart™ app allows valid SentryCard® users the ability to open a lockbox with a smartphone. Mobile access works for all generations of SentryLock® lockboxes. This is available as a no-cost member benefit. How great is that?





REALTOR® PROFILE

DON'T FORGET TO CLAIM YOUR **REALTOR.COM®** PROFILE

**Connect with consumers through
this *FREE* member benefit!**

Claim your all new Agent Profile from Realtor.com®

- Use the agent profile to manage what people learn about you on Realtor.com® and other major social media sites.
- Increase your visibility and build repeat and referral business.

Claim your powerful new profile in 3 easy steps:

- 1. Visit Accounts.Move.com**
- 2. Click on “Agent Sign Up” in the top right corner**
- 3. Fill out the required fields to create your profile**

(Along with a self-selected password, you will need to know your MLS ID and NRDS ID in order to complete the sign up process.)

Need help setting up
your profile? Call:
800.878.4166

realtor.com®



Get started right
with your *FREE*

AGENT SUCCESS KIT



Here are the tools, training and applications you need to launch your career as a Realtor® successfully.

1. Create your own personalized plan

- A goal setting tool can help you create a plan by determining the number of prospects you will need each month in order to reach your goals.

2. Generate more leads

- Increase your chance of connecting and engaging with customers with a paid lead program that can send you leads based on the most accurate and complete listing information from reputable industry sources.

3. Get your very own listings

- Download an online listing presentation that you can show sellers and help them realize the benefits of marketing a home online.

4. Showcase professionalism with your Online Profile

- Realtor.com® profile and recommendations tools help you look your best online. Once activated, your Realtor.com® profile will include the Realtor® designations next to all your online listings.

5. Strengthen your prospect list

- Use the Housing Trends eNewsletter, which is prepared for you each month, to keep your name in front of prospective clients and to help get them to join your mailing list. This is a great way to show that you are up-to-date with new changes in the marketplace.

LEARN MORE:
NVAR.com/Success

realtor.com®





BUSINESS ANYWHERE, ANYTIME.

FREE FOR NVAR MEMBERS.

InstanetForms®, Authentisign®, Docbox® and TransactionDesk® are complimentary as part of your NVAR member dues. That's over \$299 in annual savings! NVAR Standard Forms – Powered by Instanet Solutions.

 **instanet**
SOLUTIONS®

AuthentiSIGN®

DocBOX®

TransactionDESK®

Doing business in today's electronic environment couldn't be easier with **InstanetForms®**, **Authentisign®**, **DocBox®**, and **TransactionDesk®**. **Instanet Solutions** is NVAR's preferred forms provider. **InstanetForms®** enables parties to send forms, negotiate interactively and track online. The service creates a full paper trail of changes and modifications for each contract and form created.

Authentisign® allows you and your clients to insert e-signatures into real estate forms from anywhere by using a web browser. DocBox® gives you the ability to archive all completed forms in one transaction-based online portal. **It's great having everything in one spot!**

INSTANET TECH SUPPORT:
800.668.8768
9 a.m. – 8 p.m.
Monday – Friday



INSTANET SOLUTIONS

How Can I Find These Web-Based Forms?

Login to the members-only section of NVAR.com using the link in the top right-hand corner of our homepage. Click on the "Access Instanet Forms & Authentisign" box and you're ready to go!

What Else is Included?

3 significant features: InstanetFax®, DocBox® and TransactionDesk®.

- NVAR offers InstanetFax® at no additional charge! Faxes can be scanned and archived as PDFs. When you use the Fax-Back cover sheet, InstanetFax® "auto-routes" a faxed PDF to a specific transaction. It's that smart.
- DocBox® allows you to access your files anywhere, anytime – and now from any smartphone. This is an unlimited online document management and storage solution, that's secure in the cloud.
- With TransactionDesk®'s cloud-based storage, you can access and manage all your real estate forms, contracts, documents and contacts from any computer with Internet access. Your "virtual real estate office" will be available at your fingertips!

Are These Forms Smartphone Compatible?

Yes. You can use Instanet DocBox2Go "forms to go" for any smartphone or tablet!

Is Training Available?

Yes. Visit **InstanetSolutions.com** for a list of great webinars and online videos to get you up and running fast!

INSTANETFORMS, AUTHENTISIGN AND DOCBOX BENEFITS:

- Completely web-based
- PC, Mac and tablet compatible
- Quick transaction file setup
- Distribution your way
- Customer portal included
- Powerful broker tools
- Consistent customer service
- Increased operation efficiency
- Calendar for tracking deadlines
- Reminders and priority levels
- InstanetFax and Fax-Back

NVAR MEMBER SERVICES

membership@NVAR.com

703.207.3256

>NVAR.com



TECH HELPLINE

EVERYONE HAS TECHNOLOGY QUESTIONS.

Let our **Tech Helpline** find the answers.

U.S.-BASED TECH SUPPORT FOR YOU **800.276.4216**

Tech Helpline gives you U.S.-based tech support for hardware, software, network and mobile devices. Our analysts are friendly technology experts who will assist you via phone, chat or email. They troubleshoot problems and offer solutions, often by remotely accessing your computer while you relax. Most importantly, they understand your needs as a Realtor®!



SAVE TIME

No one can afford to have long system downtime. Reach out to us with all your tech help needs; we will troubleshoot your problems and offer solutions. We can also help set up and install your hardware and software.




MAXIMIZE PRODUCTIVITY

We'll assist you in setting up your computer for optimized performance and help you minimize security threats across all your devices. We can also advise you on hardware and software purchases.



SAVE MONEY

Before going to an expensive computer repair vendor, give us a call. **Tech Helpline** service comes at **NO ADDITIONAL COST** to you because it is **included in your NVAR Membership**.



**SLOW COMPUTER?
PRINTING ISSUES?
BROWSER HEADACHES?
SMARTPHONE QUESTIONS?**

WE'VE GOT YOU COVERED

INCLUDED SERVICES:

- Instruction for installing and configuring new hardware and software
- Diagnosis and repair of computer hardware and software issues
- Advice for purchasing hardware, software, and services
- Basic instruction with major software applications
- Recommendations for upgrades and updates
- Advice for performance optimization
- Troubleshooting network issues

TECH HELPLINE BASIC COVERAGE:

- | | | |
|---------------------|---------------------------------|-----------------------------------|
| • Operating Systems | • Real Estate Specific Software | • PC/Mac Issues |
| • Hardware | • Office/Financial Software | • Firewall/Intrusion Applications |
| • Internet Browsers | • Microsoft Office | |
| • Email | | |

800.276.4216

www.techhelpline.com

M-F: 9 a.m.-8 p.m.
Sat: 9 a.m.-5 p.m.

 **TechHelpline**
Your personal tech support team


NVAR
Takes You Further.™