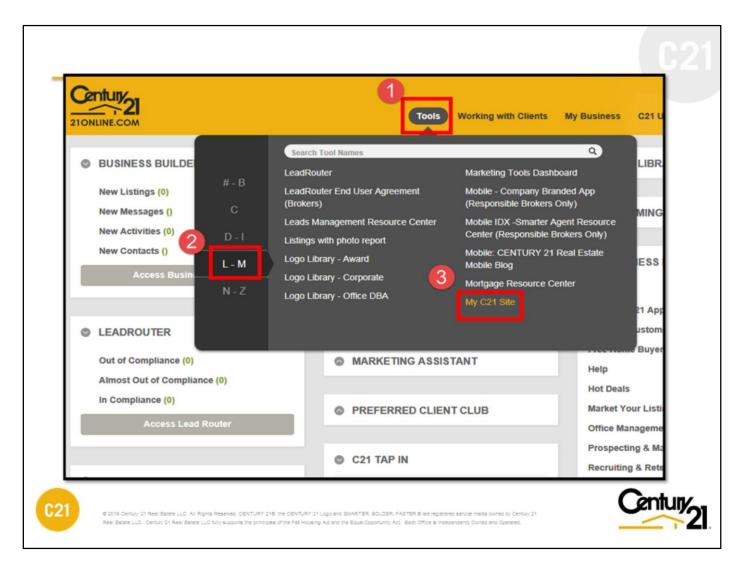


GETTING STARTED

My C21[®] Site can be accessed from 2 places in 21Online.com

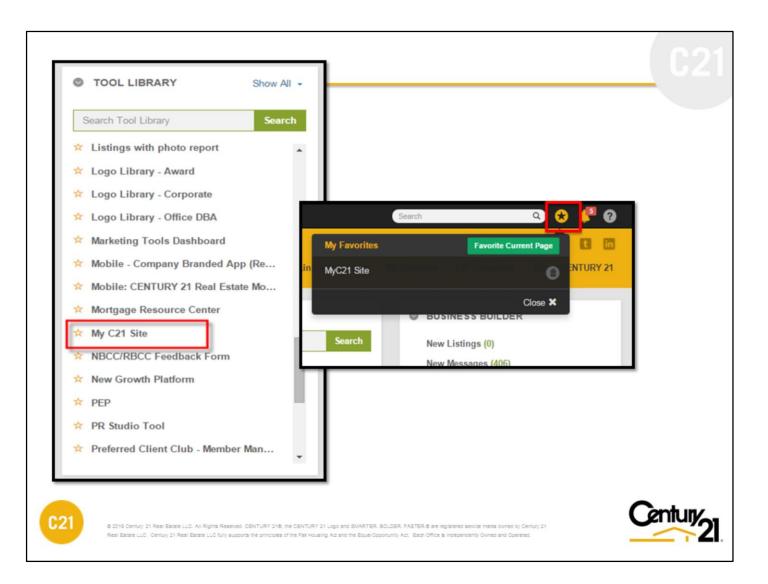
- 1- The "Tools" link at the top navigation menu
- 2- Tool Library Widget Scroll down to the tool name.



FROM "TOOLS" Link (Top Navigation Menu)

Click on the "Tools" link located on the top navigation bar. Once the window opens, select the appropriate letter or range (M) then click the link for My C21 Site.

Note: You can also easily add the My C21[®] Site link to your favorites (See next page for details).



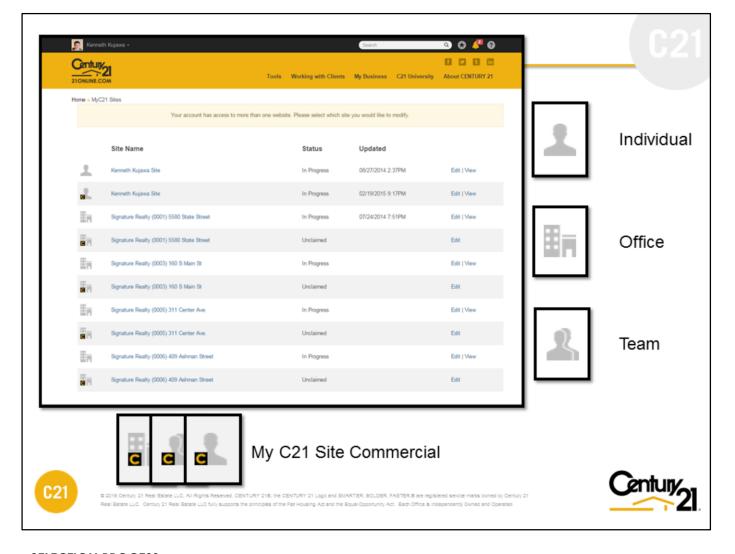
FROM TOOL LIBRARY

Accessing the My C21® Site from the Tool Library widget is simple. From the 21Online.com homepage locate the Tool Library widget (as shown above). You can type the word "My C21 Site" in the search field or scroll down to the letter M and click on the tool name.

TO ADD MY C21 SITE TO FAVORITES

Click on the gold star to the left of the tool name. The link will become a solid gold color.

At the top right bar of the 21Online.com home page, next to the search field you will see the star symbol. If you click on it you will then see the My C21 Site link as a favorite.



SELECTION PROCESS

You might have the option to manage up to six different type of My C21® Site websites – all depends on your title in 21Online:

- -Agent (Residential & Commercial)
- -Team (Residential & Commercial)
- -Office (Residential & Commercial)

Websites displaying a "C" on the icon indicates My C21® Site Commercial website.

Site Name: This section will display the different type of My C21 Site versions your account has access to.

Status:

Unclaimed – The site has never been accessed for edit or publish.

In Progress – You made edits and saved the changes but have not published to the live website Published – Changes made have been saved and published to your live website. Date & Time is provided as reference to last update.

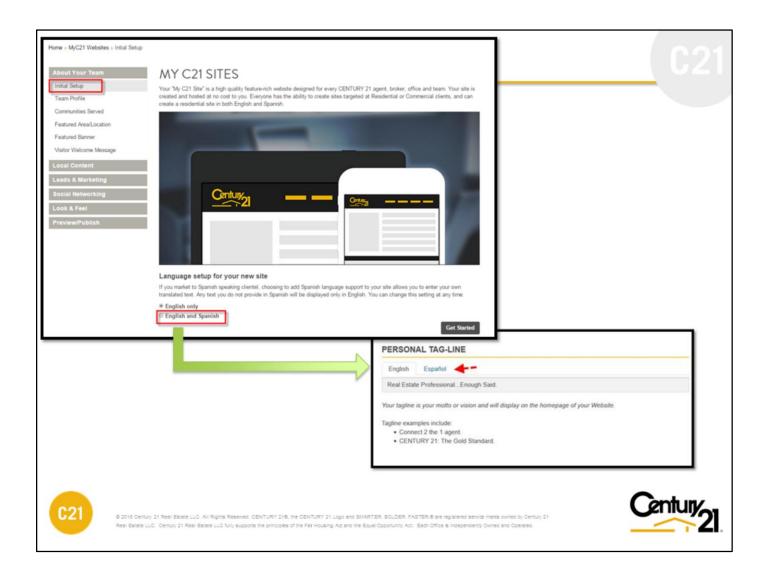
Updated: Last time changes were published to the live website.

Click the "Edit" link to claim, change and/or update your website.

Note: For the My C21® Site Español, this option is only accessible under the 'residential' option of the My C21® Site .

Edit – This will allow you to make changes and/or publish your My C21 Site website.

View – This will open a new browser/tab and display your current 'Live' My C21 Site website.



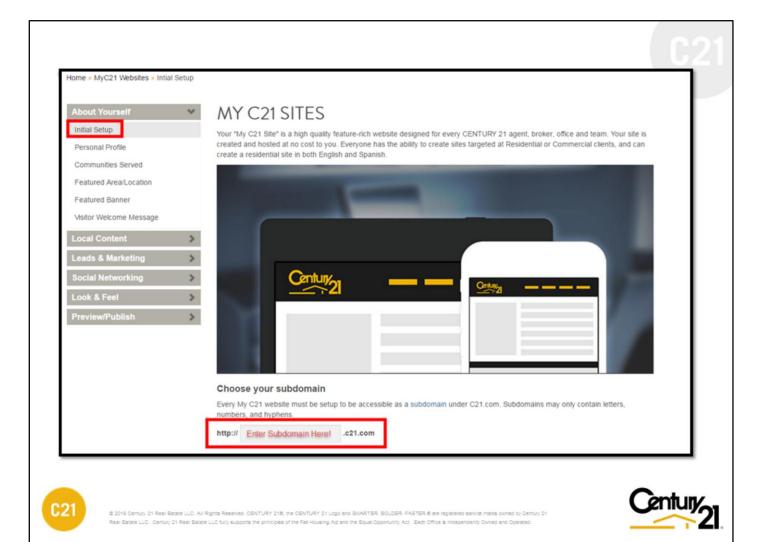
INITIAL SETUP (Spanish Option)

From previous menu, Edit will take you to the Initial Setup page. In this section you will have the option to enable the My C21[®] Site Español website by selecting the appropriate radio button.

When "English and Spanish" option is selected any content page you create will have the "Español" tab option to add Spanish content (as shown in the image above).

Note: The owner of the My C21[®] Site is responsible to provide Spanish content and/or Spanish translation.

To continue, select the appropriate language option and then click "Get Started".



INITIAL SETUP (Sub-Domain Option)

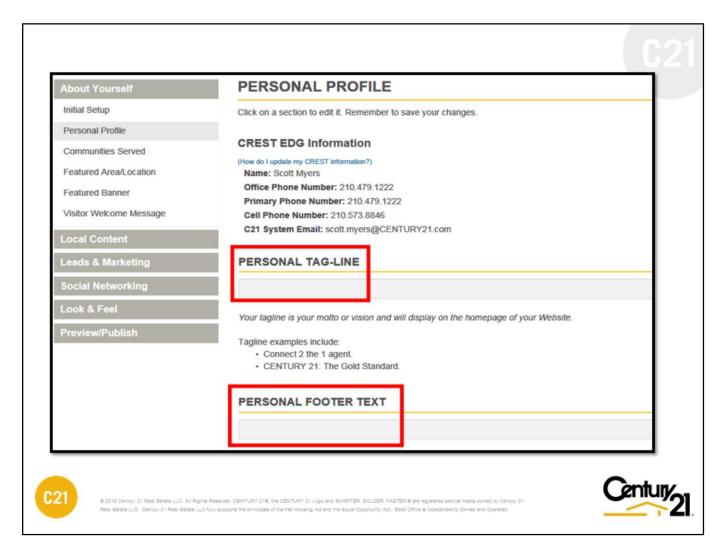
The default subdomain used with your new My C21 Site is composed of your first name / last name "yourname.c21.com", for multi office with same name the subdomain will include a number at the end of office name "officename1.c21.com".

You can change the subdomain to any word of your choosing, if name already taken you will get an error message letting you know. Remember, a subdomain must be at least 6 characters long and may only container letters, numbers and hyphens.

- We recommend keeping the subdomain short, simple so it is easy for your clients to remember.
- Avoid using clever names or slangs as this could be confusing and an issue trying to type the URL in a browser if not spelled correctly
- Avoid using key locations such as city name as this can limit your market view to a consumer's eye.

For My C21® Site Commercial websites, since those sites are not automatically generated as the residential

websites, the subdomain field will be empty and required in order to activate your new My C21 Commercial.



PERSONAL PROFILE (Residential and Commercial)

Consider entering a personal tag-line and or footer. Each have a 255 character limit. Make sure to click "Save & Continue" when finished.

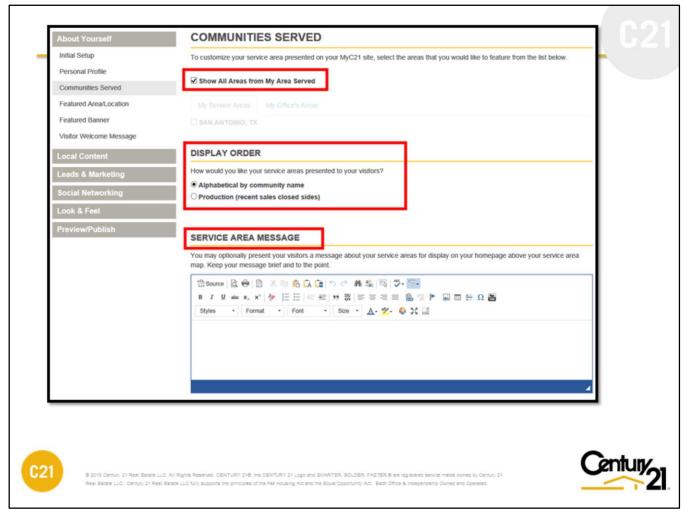
Personal Tag-Line is your motto or the clever message you want your clients to know about you:

Examples:

- "I am Here for you"
- "I am ready when you are"
- "I have the perfect home for you"

A clever short message where allows you to connect with consumers on a personal level.

Note: If you're not sure what to type in your personal footer text, you can leave it blank or use the same line used in your personal tag-line. A as rule of thumb, the footer can be your place to write a short disclaimer about you, your local market coverage or other Real Estate related information in your area. Be mindful of the character limit.



COMMUNITIES SERVED (Residential and Commercial)

You have the option to narrow down the communities you serve or expand using your office service area by checking off the box and only choosing those cities you specialize in. You can select one or all.

The communities served will display on the homepage under "Service Areas" as clickable links.

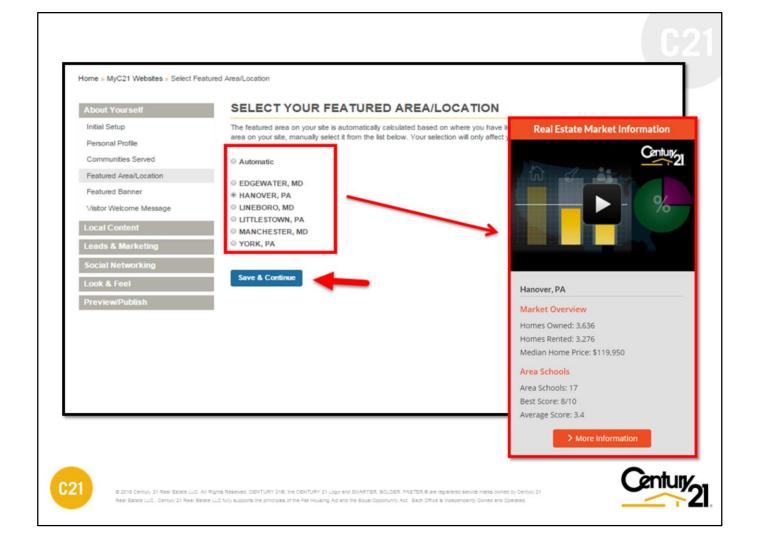
Each community link in your My $C21^{\$}$ Site will have its own content page displaying on the page as well the Real Estate Market Update Video (If available for that area). The community information is provided automatically by a third party group (Onboard Informatics) working with state and federal agencies to provide statistical information.

DISPLAY ORDER (Residential and Commercial)

Display order allows for Area Served to be set alphabetically or by production (this based on the number of closed transactions made in that area for the last 12 months).

SERVICE AREA MESSAGE

You can enter a personal message (optional) describing the market and the areas you serve.



FEATURED AREA / LOCATION (Residential Only)

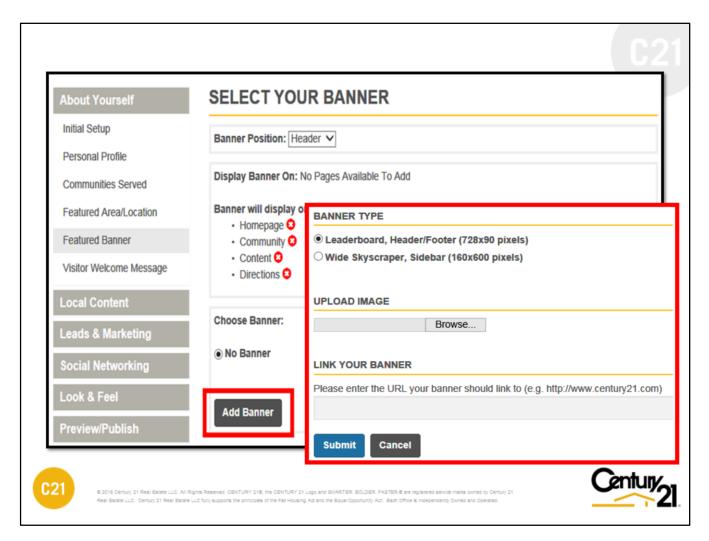
Select an area you would like to feature (Section is based on Areas Served rules). It will appear on your My C21[®] Site homepage to the right of your welcome message under the Real Estate Market Information which will also automatically display the Market Update Video (If available for the area).

Make sure the welcome message configuration is set to "Welcome Message Plus Market Update" in order to see the Real Estate Market Information.

IMPORTANT

For My C21® Site Commercial, currently there are no Commercial Market Update videos. In place of a video a generic image will shown.

Note: If no Market Update Video is available, the video box will collapse and display just the demographic information.



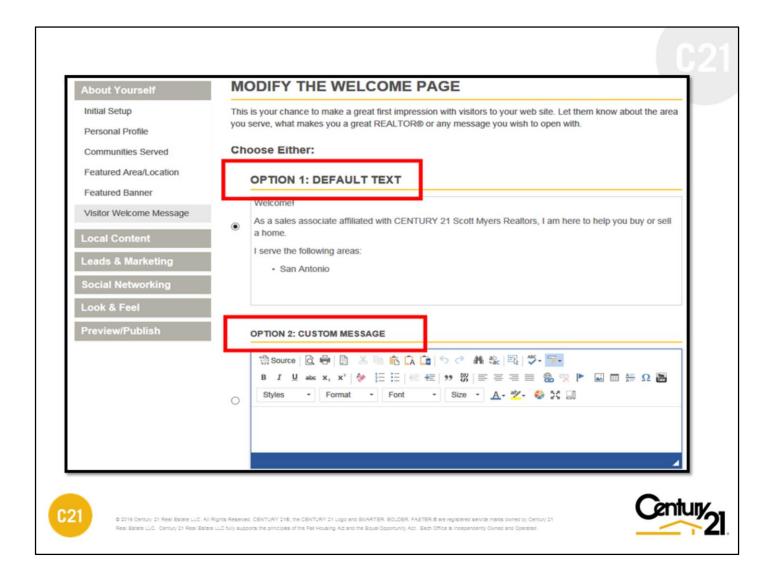
FEATURED BANNER (Residential and Commercial)

Upload banners and have them appear as a header or just to the side of the page. To begin all you have to do is click the ADD BANNER option – select the banner type – and upload the banner file.

You can even have your banner turned into a clickable link by adding a URL address!

Note: For the Homepage, the welcome message needs to be configured for <u>Text</u> <u>Only</u> in order to use the side banner. See page 29 for details.

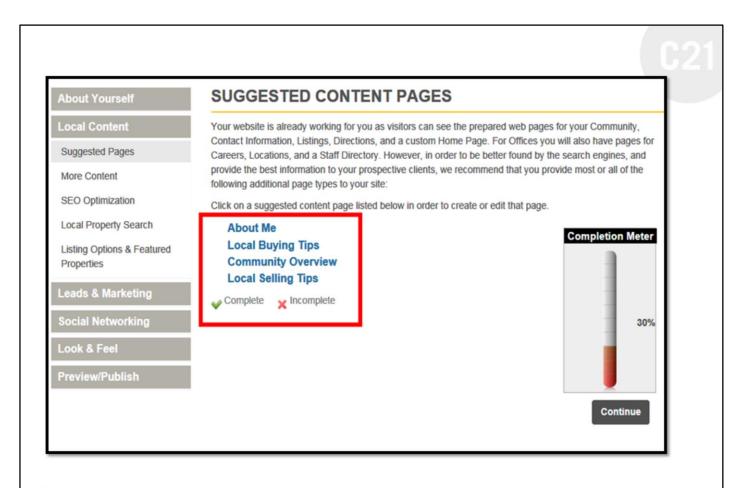
Tip: Download ready-to-use banners using 21 Online's Brand Studio located under the Tools section from your homepage. All banners provided meet the required size specification



VISITOR WELCOME MESSAGE (Residential and Commercial)

Create your welcome message with unlimited characters and links. A standard content tool bar is provided with all the essentials, including spell check, text header size, text color and now the ability to embed a YouTube video or web hosted images. A default welcome message is also made available should you prefer.

Click "Save & Continue" to save your work.



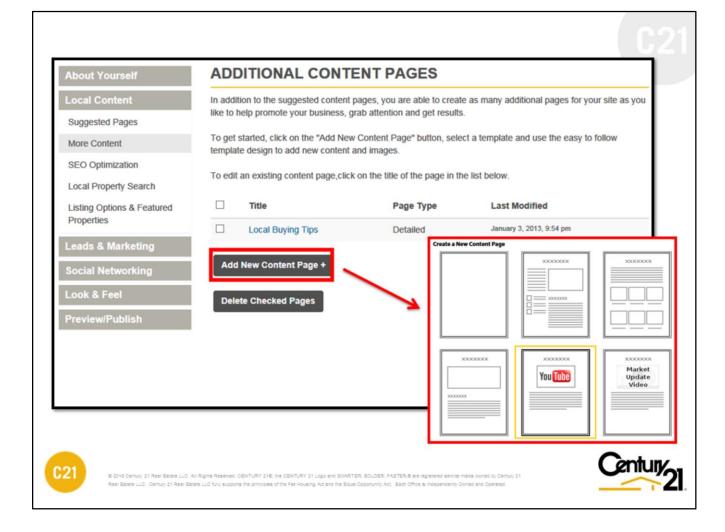
C21

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SUGGESTED CONTENT PAGES (Residential and Commercial)

Available for quick edit are suggested content pages. These are strictly optional. Customizing these pages is identical to working custom pages. Click the page title to start the wizard. Please refer to the next page for further details.



ADDITIONAL CONTENT PAGES

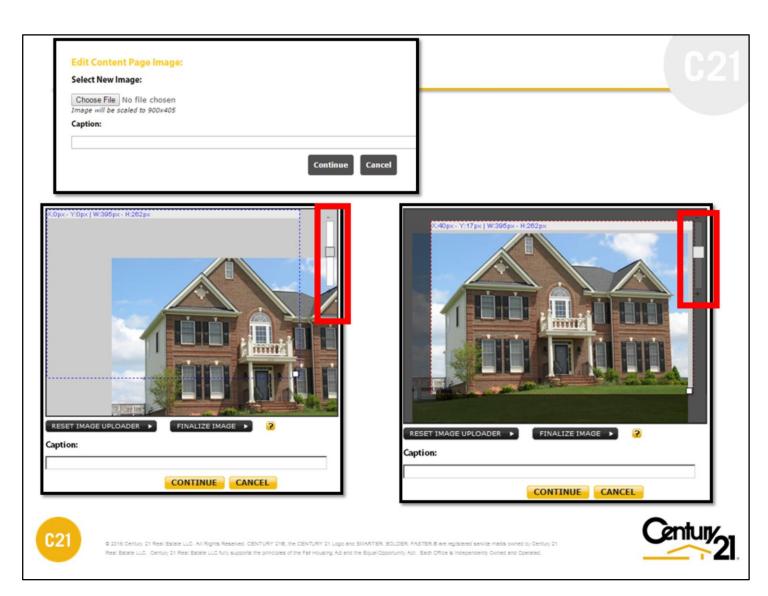
Create your own content page using the custom content page wizard. There are (5) five already made template layouts with (1) one blank page to choose from and each with a specific number of pictures, layout and content that can be uploaded including videos.

Click the template and complete the required fields. Images must be JPEG format. Make sure to save your work. You have the ability to edit and delete custom pages on whim. All changes take place instantly and will be reflected online once the changes are published.

Publishing the changes are discussed later in this guide.

Note: Always remember to "**Preview**" your changes first before publishing. This will ensure your content and text formatting are displaying correctly from your desktop view and mobile/tablet devices.

Remember to always click "Save & Continue" to save your work.

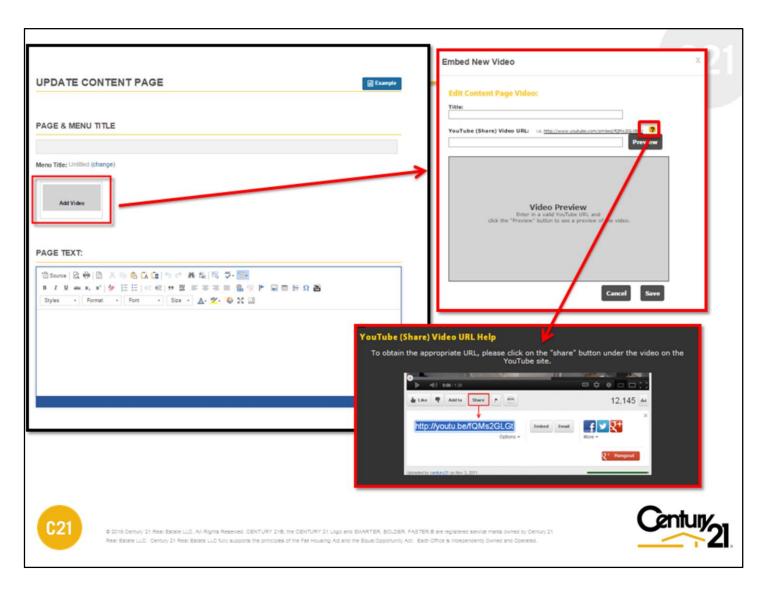


EDITING IMAGES (Residential and Commercial)

For content pages where you can upload images, you will have the option to properly scale your image for best display on the page.

Begin by choosing a file from your computer. Remember, when uploading images you're responsible for what you upload. Make sure you own or have the rights to use the image(s).

Use the image resize tool to zoom in/out setting your optimal picture size view. Next select the window panel (blue dotted window) to capture the perfect shot. Make sure to click the [Finalize Image] button to save edits.



YOUTUBE TEMPLATE (Residential and Commercial)

With this template you can create a content page and embed a YouTube video.

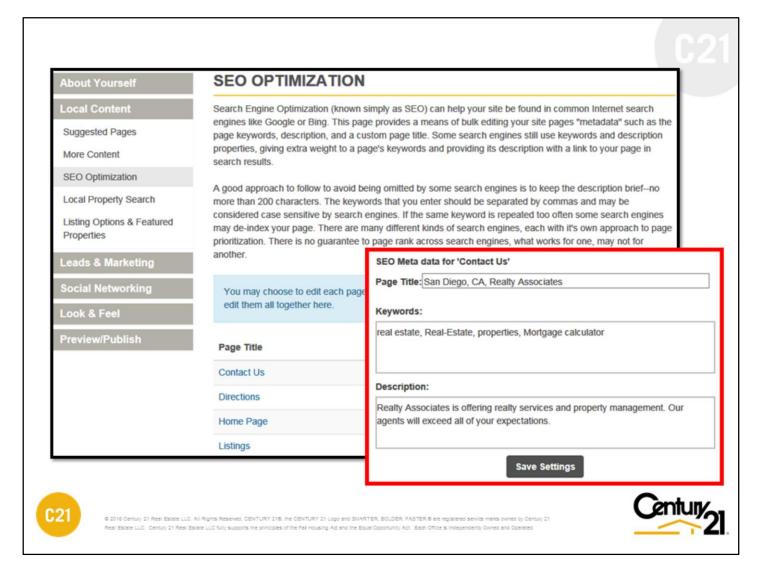
Click the [?] question mark icon for tips on where to obtain the YouTube Video URL.

Note: add **?rel=0** at the end of the URL to prevent suggested videos from appearing after your video is played.



MARKET UPDATE VIDEO TEMPLATE (Residential Only)

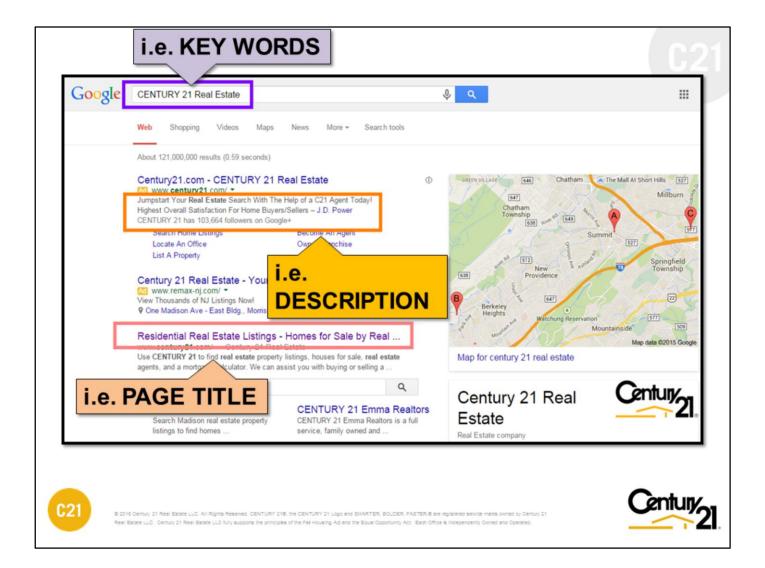
Create an instant market video content page by choosing the state, market and county.



SEARCH ENGINE OPTIMIZATION (SEO) CUSTOMIZATION (Residential and Commercial)

All default content pages are optimized for SEO to an extent. You have the ability to enhance SEO by inserting keywords, a description and a page title to any of the content pages. This is especially useful when creating custom pages.

Refer to the next page to view an example of what a key word, description and page title is in the world of search engines.

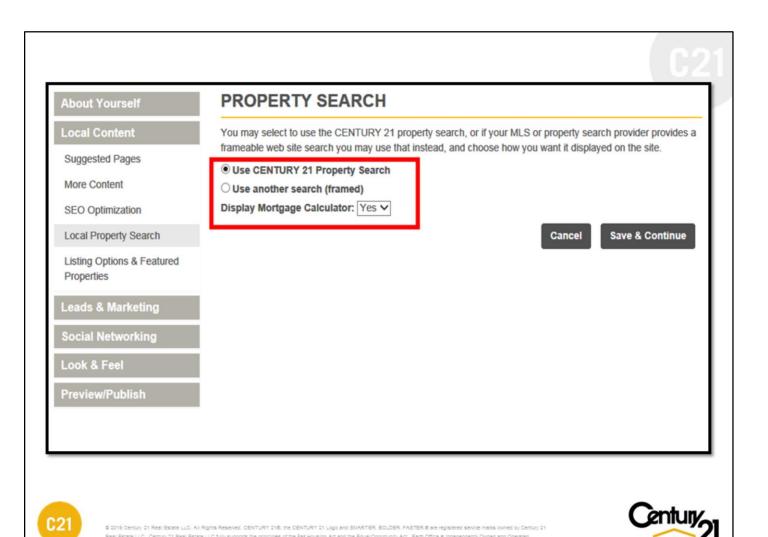


EXAMPLE

This is an example of a search result's page identifying the three key areas for SEO customization as described in the previous page.

Helpful tips for improving SEO:

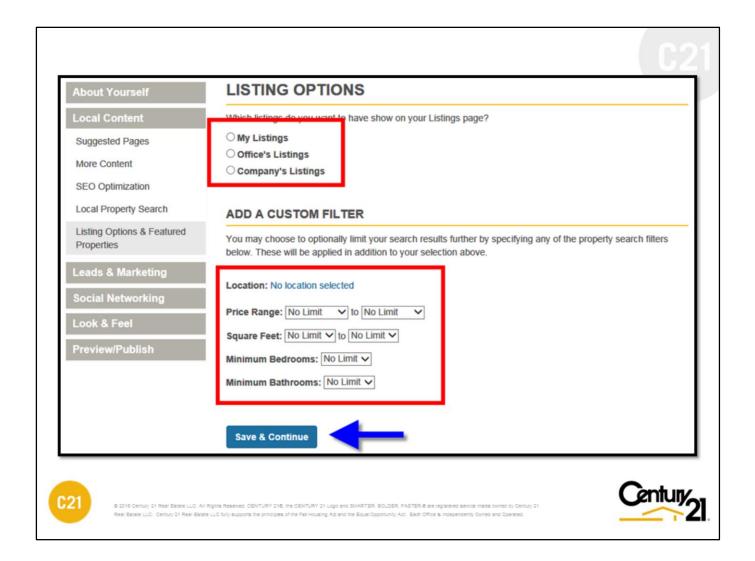
- 1. Use keywords that tie into your content;
- 2. Link out to outside sites such as a municipal website;
- 3. Create a blog page and update keywords to match posted content;
- 4. Make sure to have content that is both relevant and current. Search engines seek data that is both current and relevant to the criteria.



PROPERTY SEARCH (Residential and Commercial)

The My C21[®] Site is equipped with a search engine. You can have the search feature linked directly to your MLS or the century21.com site. Choosing the century21.com search will work similar to the national site search leveraging the brand access to millions of listings. It also uses SMART technology to provide suggested results based on what the consumer is typing making for quick and accurate results.

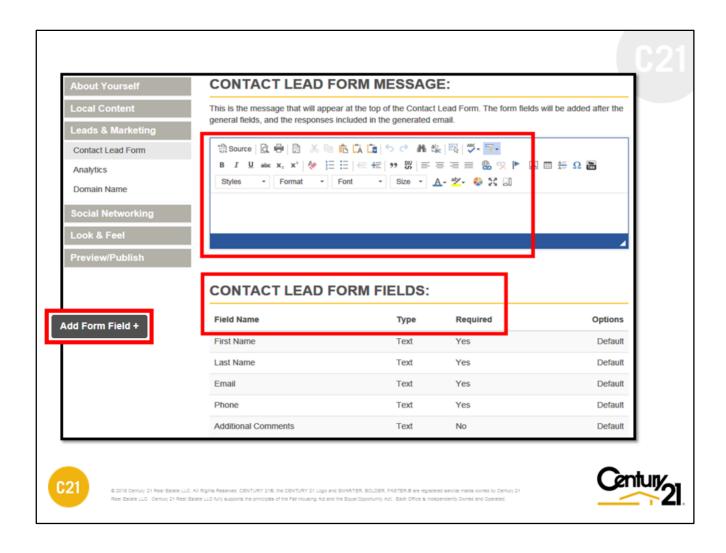
You also have the option to include a mortgage calculator for those viewing your listings. The calculator appears in all the listing detail pages.



LISTING OPTIONS (Residential and Commercial)

Similar to the featured community function described earlier, you can set specific criteria for a property to be displayed on your homepage. You can narrow down the featured listings to pick one from only your own listings, one from your office / company listing's, or only pick from listings in a specific location that match some custom criteria. The site will randomly choose any one listing that matches the criteria you choose here and present that listing on the homepage of your site.

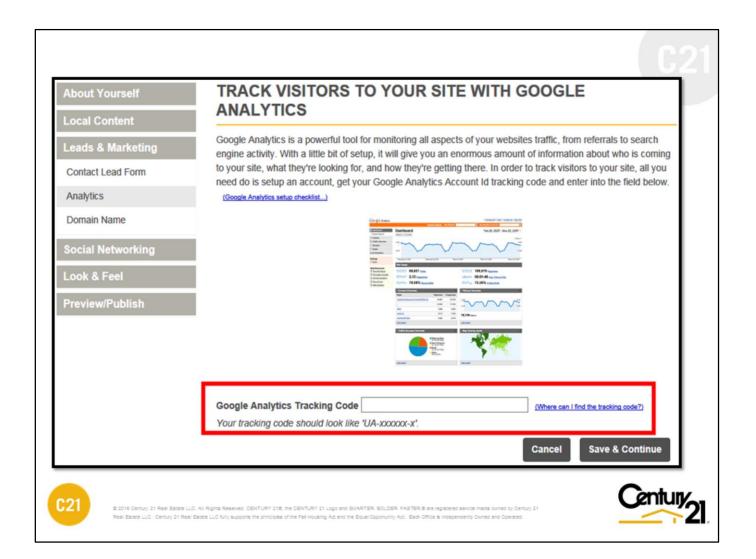
Lastly, you have the opportunity to include or not include your office listings in your Listing menu button.



CONTACT FORM (Residential and Commercial)

Your My C21® Site is equipped with a contact form to help capture leads from your online visitors. The contact form is accessible from your homepage. In this step, you will have the option to include a personalized message as well as add custom fields should you desire more information from your visitors. You can elect to have the field be required to enter data or leave as optional.

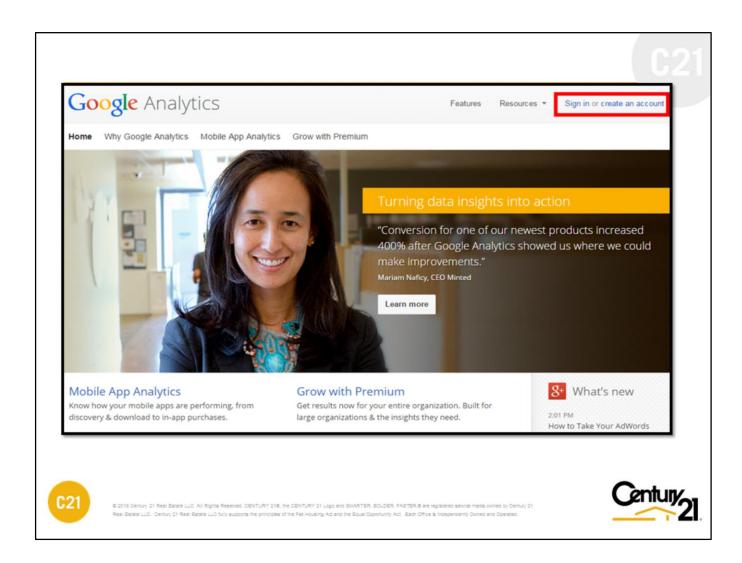
Note: Office sites only have a career form that works similar to contact form.



TRACKING WEBSITE STATISTICS (Residential and Commercial)

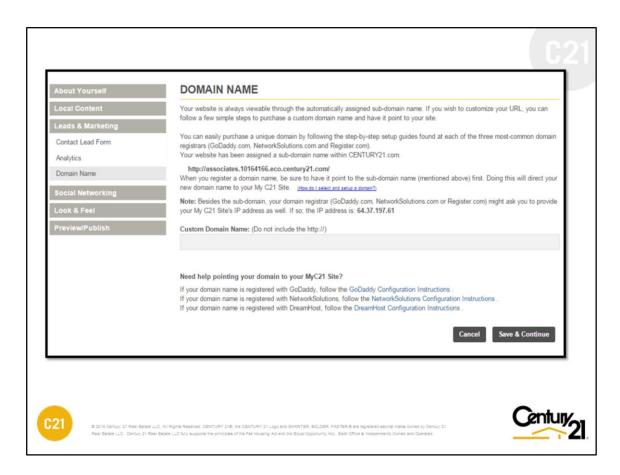
The My C21[®] Site is compatible with Google Analytics, Google's free tracking tool. Google Analytics shows you how people found your site, how they explored it, and how you can enhance their visitor experience.

Easy how to documents are made available via the hot links to help you get started. Once you have created your Google account, all you will have to do is enter the tracking code to link the tool to your My C21® Site.



GOOGLE ANALYTICS

Create an account @ www.google.com/analytics.



DOMAIN NAME

Residential

Every My C21 Site has a unique subdomain name created for you. Previously the subdomain i.e. <u>associates.xxxxxxxx.eco.century21.com</u> was too long and hard to remember. With the new My C21® Site template and technology to create a better, simple and short subdomain, we are now processing a new set of subdomains which takes precedence over the previous long subdomain. The new subdomain is formatted based on the user's First & Last Name i.e. YourName.c21.com

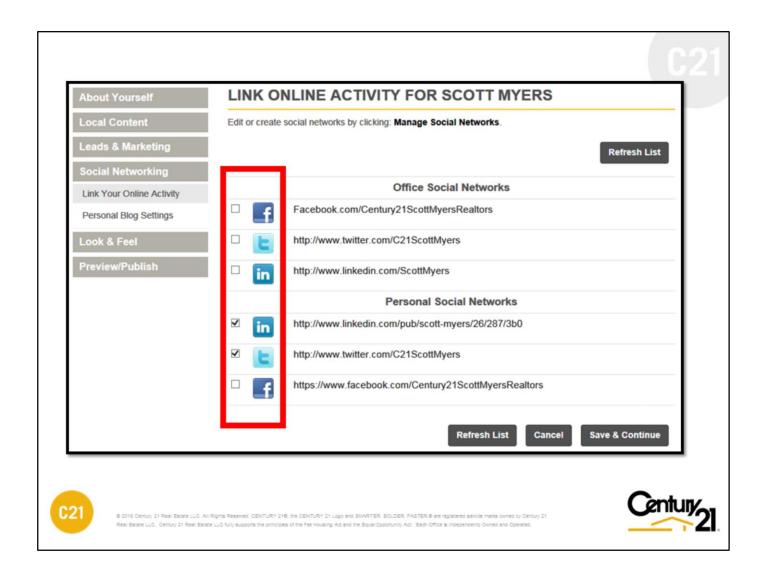
Commercial

For MyC21 Site Commercial, since the sites have to be claimed first, the user will need to create and add their own subdomain – all with the same URL theme of **YourName.c21.com**

CUSTOM DOMAIN NAME

You may elect to purchase a custom domain name instead and have that pointed to your MyC21 site. To do this, you will need to contact the company where you purchased the custom domain and request they point your custom domain to your MyC21 site given URL address. Please allow 24-48 hours for the pointing to have successfully merged. To check if it has, all you need to do is type your custom domain inside the address bar of your browser and see what comes up.

Click "Save & Continue" to save your work.

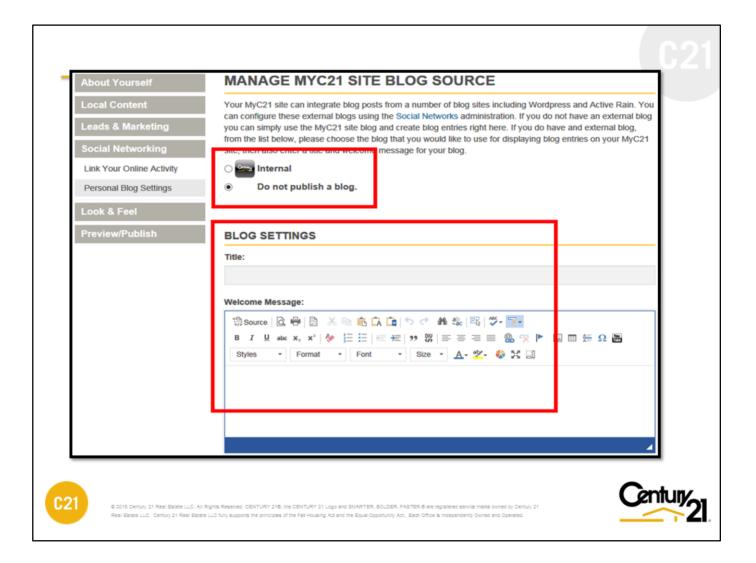


SOCIAL NETWORKING (Residential and Commercial)

A host of social networks are provided enabling you to connect with visitors via your Facebook or other networks. Participating in this feature is easy to do.

Click the EDIT button to begin and have ready your social network account information.

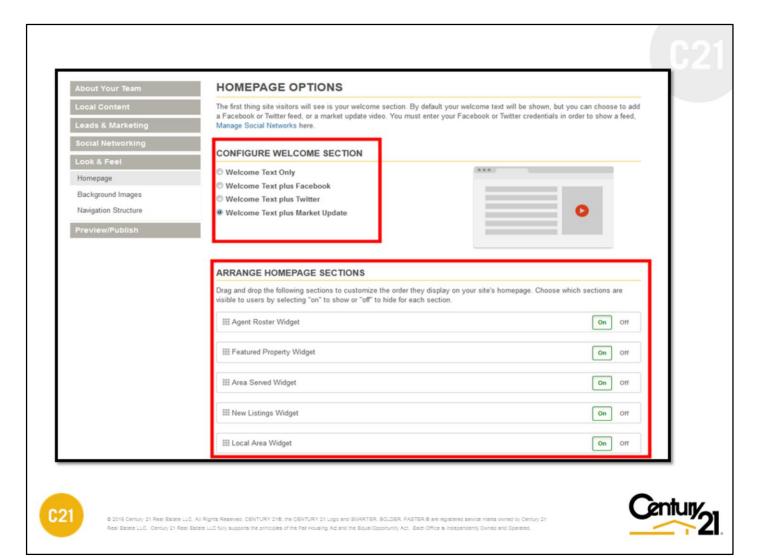
All social network icons will appear on your My C21® Site homepage.



BLOG PAGE (Residential and Commercial)

You are able to create your very own blog page for your My C21[®] Site or link out to an existing blog site you may already own. The sole criteria for using an external blog is it must be part of the list of social networks being provided by the My C21[®] Site tool.

You will need to create a title and welcome message for your new blog page. The blog page will appear as part of your homepage main menu.



HOMEPAGE OPTIONS (Residential and Commercial)

In this section you can configure the welcome message to your liking. Options include "Text Only", "Text plus Facebook", Text plus Twitter" and Text plus "Market Update"

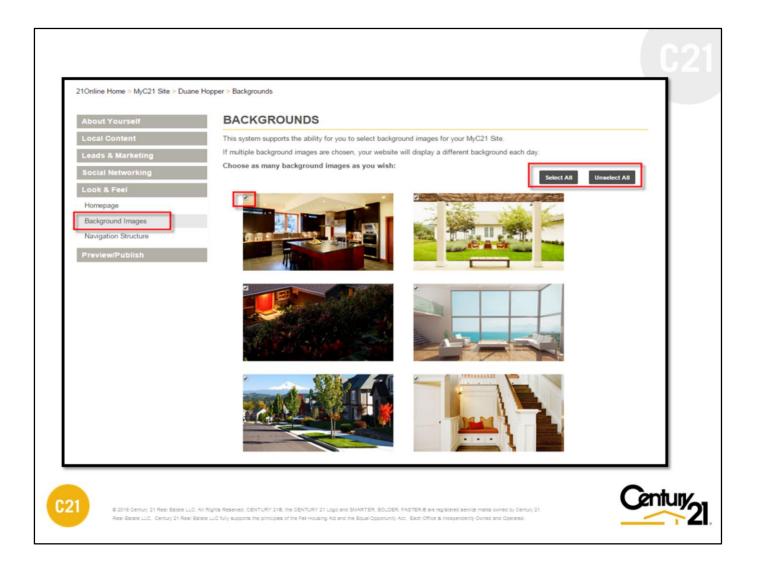
Note: In order to use Facebook, your page must have a Facebook business page.

ARRANGE HOMEPAGE SECTIONS (Residential and Commercial)

These widgets are found on the homepage, as you scroll down they are the information modules a consumer will see regarding locations, agent roster (office & team only), and listings. You have the control to change their order of display by simply using the drag & drop to your own sort order.

You can also turn off any widget by using the "off" button to the right of each widget.

Always remember to preview changes before posting to your live website.

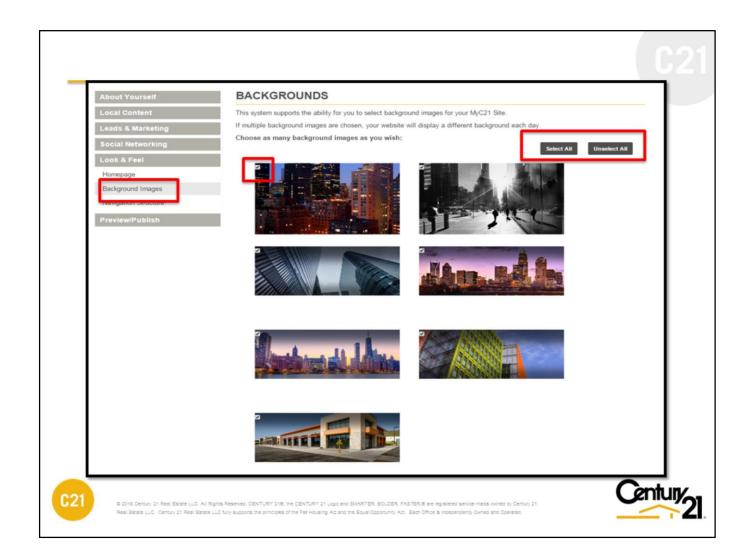


BACKGROUND (Residential Only)

Change the site's background options in seconds from choices used on the national Century21.com website.

Select one or all of the 25 available background options to appear your web site's header background image.

To select an image or images, simply click SELECT ALL or click the box to the top-left of the picture. If more than one is selected, each background will take a turn every 24hrs to display.

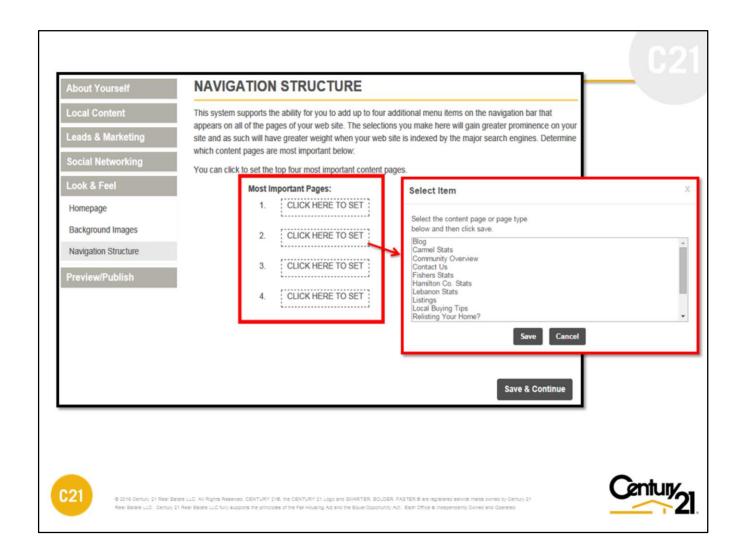


BACKGROUND (Commercial Only)

Change the site's background options in seconds from choices used on Century21.com Commercial website.

Select one or all of the 6 available background options to appear as your web site's header background image.

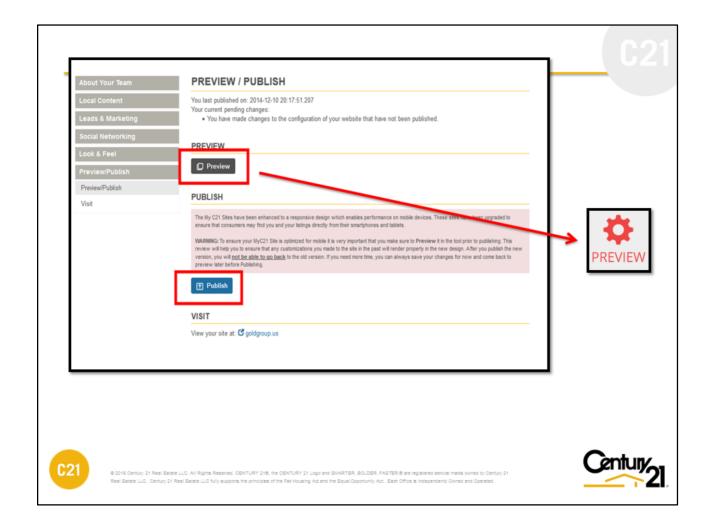
To select an image or images, simply click SELECT ALL or click the box to the top-left of the picture. If more than one is selected, each background will take a turn every 24hrs to display.



NAVIGATION STRUCTURE (Residential and Commercial)

Your My C21[®] Site homepage menu links located at the top of your website – inside the black header bar is comprised of four (4) links plus a "More" link. Of the four, you must select four to assign content pages. Failure to do this will prevent custom content pages from displaying up front to the consumer, instead, they will show under the "More" link.

To modify your main menu links, you will need to click the "CLICK HERE TO SET" inside the dotted box and a pop up will appear listing all your eligible content pages that you have created. Click "Save" to accept and proceed to the next dotted box to make your next selection.



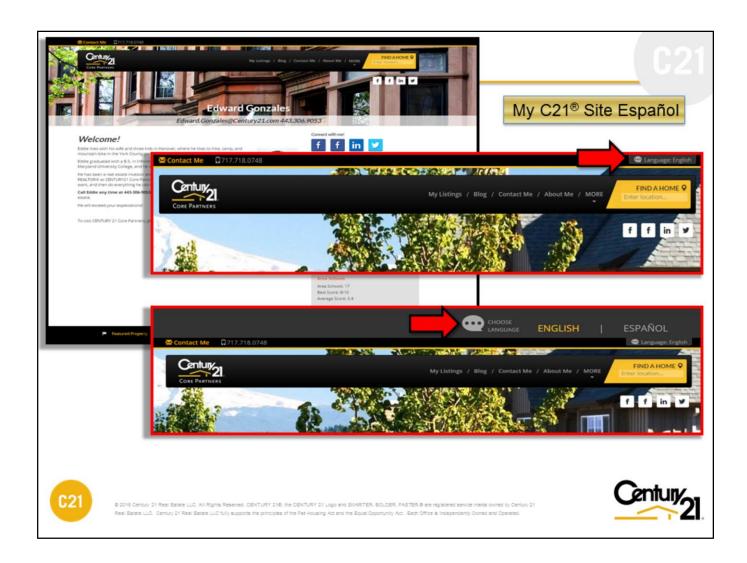
PREVIEW AND PUBLISH (Residential and Commercial)

All updates made up to this point should have been saved. The updates, however, are not being reflected on your live site just yet. It is recommended you first preview your site and check to make sure all changes made are ok. Click the "**Preview**" to begin your review.

Once you are finished previewing, you can publish all updates to make available immediately on the world wide web. Click PUBLISH NOW and in seconds you should receive confirmation the publish was successful.

Note: Your Subdomain is now composed of your First and Last Name. Example: "Yourname.c21.com"





Note: The owner of the My C21[®] Site is responsible to provide the Spanish content.

TECHNICAL SUPPORT

Monday-Friday, 24hrs Saturday-Sunday, 7am-11pm Eastern

Toll Free # 877-221-2765

or

Email: c21support@century21.com





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