



REALM[®]

Getting Started Guide

Version January 2026





REALM[®] is the ultimate multiple listing platform for real estate sales representatives. This mobile-first, state-of-the-art platform is your one-stop resource as you can manage your listings, conduct market research, gain property intelligence, and communicate with your clients and colleagues. This guide will walk you through how to maximize your account to save you time and streamline your business.



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Accessing REALM[®] on your Desktop

On your desktop, you can access REALM through your single sign-on provided by your Real Estate Board or by using the direct website link as outlined below.

1

Your Board's Home Page



2

[App.realmmlp.ca](https://app.realmmlp.ca)





Accessing REALM on your Mobile


REALM has a mobile app and you can access all of the same features through this app as on your desktop. Here are the steps to download the REALMmlp app:

1

Go to the APP Store/
Google Play or scan
the QR code

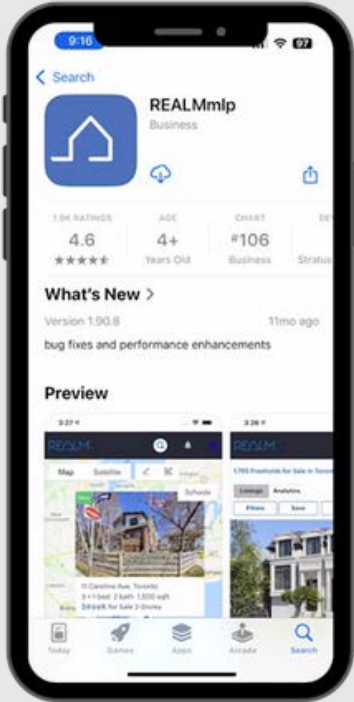







2

Search for REALMmlp
and install on your
mobile



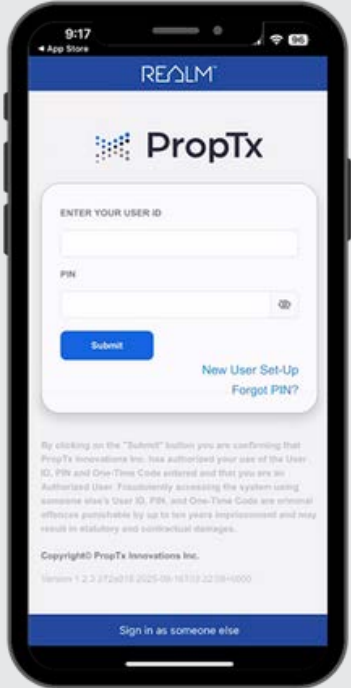
3

Select Member



4

Login to REALMmlp
using your
Member ID #



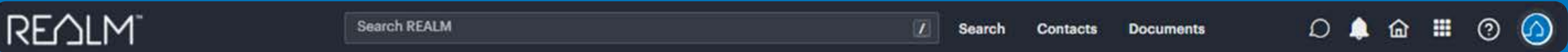


Tip: In REALM, you can enable fingerprint login or Face ID on devices that support biometrics.

To enable biometric authentication, simply turn on the toggle on the app's login screen. For this toggle to appear, you must ensure that Face ID or fingerprint authentication is enabled on your mobile device for the REALM app.

Desktop Menu

REALM offers a robust set of actions you can leverage in your workflows to conduct market research, gain property intelligence and connect with your clients and colleagues. Here is a glossary for you to reference:



Search REALM

REALM Search Bar: Search for listings, land registry, clients, locations, resources, documents and with REALM AI

Search

Search: Search by filters or the map to find listings or solds

Contacts

Contacts: Add a contact or manage your database. Access saved searches, lists and history

Documents

Documents: Upload a document to share

Chat: Send an in-application message to another REALM user

Notifications: Review recent activity

Resources Menu: Select to access direct links to other resources





Help: Visit the REALM Help Centre where you will find video tutorials, help articles, and FAQs

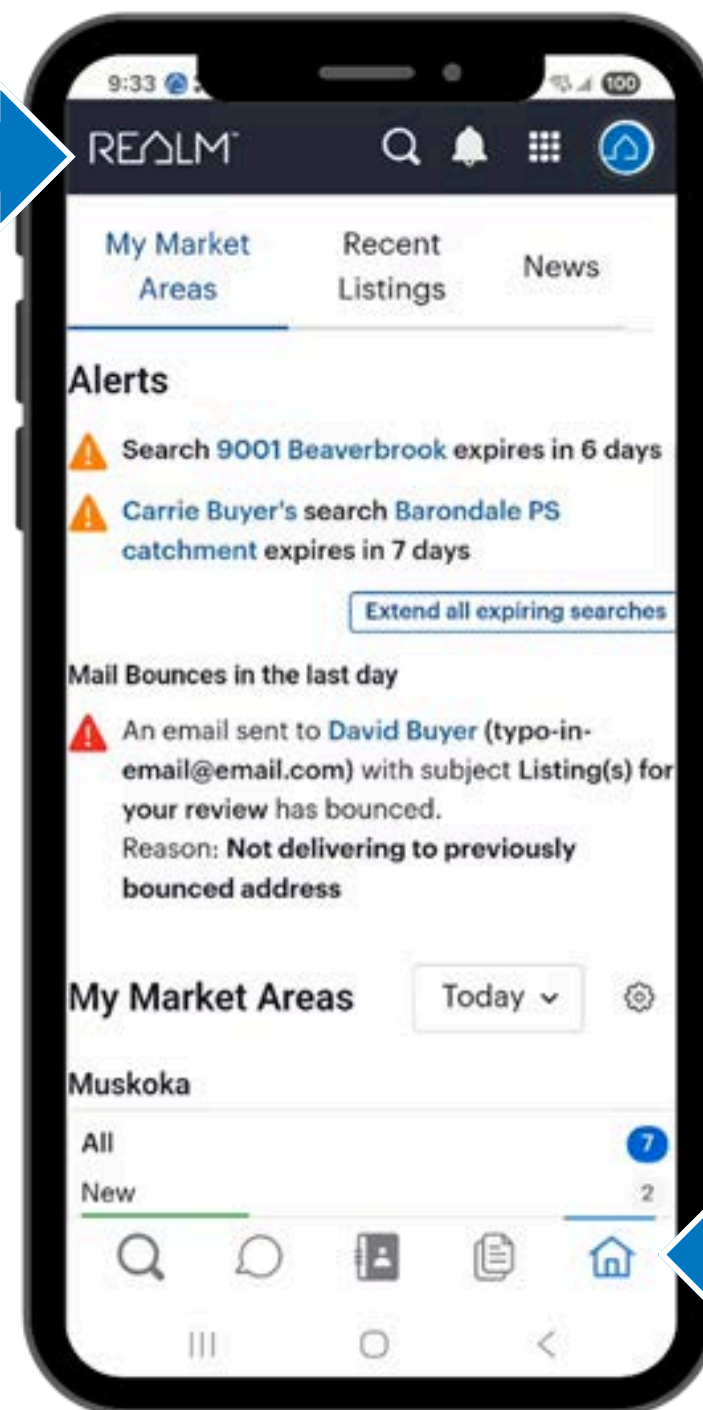
Profile Avatar: Access help, settings, or logout








Mobile Menu

Across the top

-  Search REALM
-  Notifications
-  Resources Menu
-  Profile Avatar



Tip: Help is available in your profile avatar. Tap **Help** to find PropTx Help hours of support and contact details.

-  Search
-  Chat
-  Contacts
-  Documents
-  Dashboard

Across the bottom


Dashboard

Easy to access links to help you manage your business!

Alerts:

- To extend searches
- For undeliverable emails
- When a client unsubscribes to receive emails

My Market Areas:

- Track activity by status for 6 targeted areas
-  Click to add or update

Recently Viewed Listings and Land Registry Parcels:

- Click to return to a record
- Select See All to go to your Contact History tab

Recent Searches:

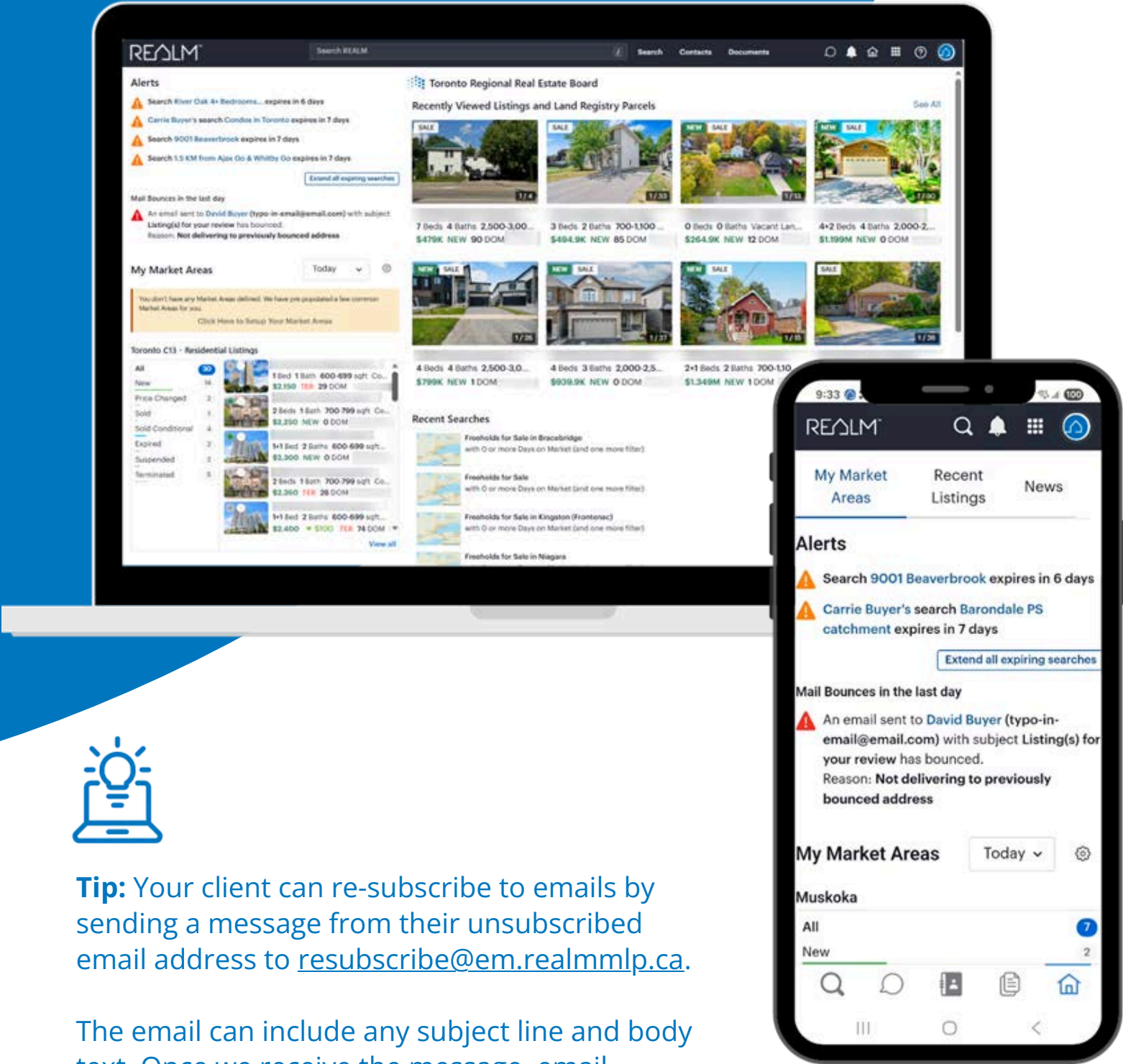
- Click to access a search

Saved Lists:

- Click to return to a list
- Select See All to go to your Contact Lists folder

Your Real Estate Board News:

- Access news and announcements



Tip: Your client can re-subscribe to emails by sending a message from their unsubscribed email address to resubscribe@em.realmmlp.ca.

The email can include any subject line and body text. Once we receive the message, email delivery to their address will resume.

Navigation Tools

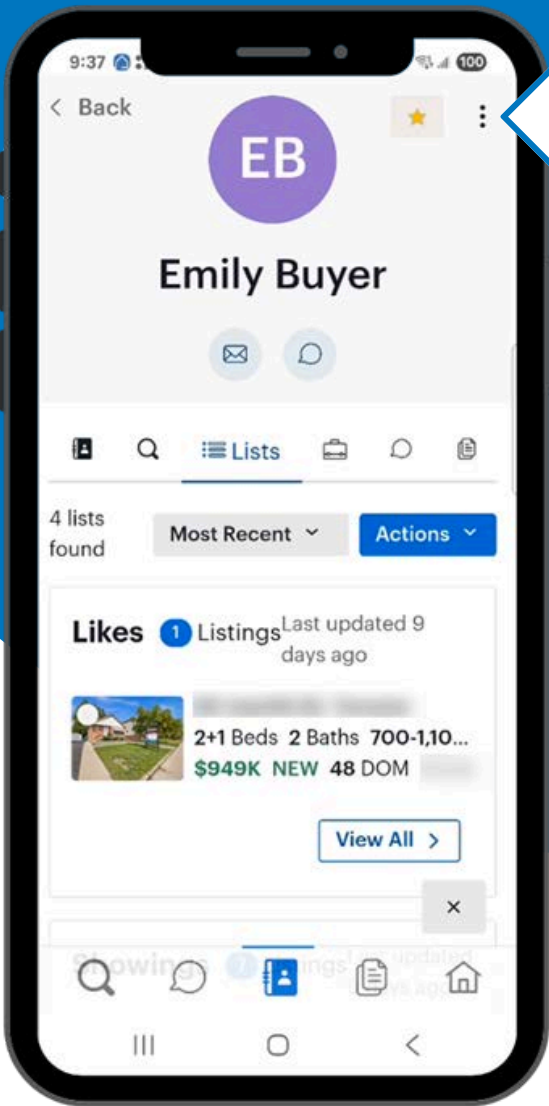
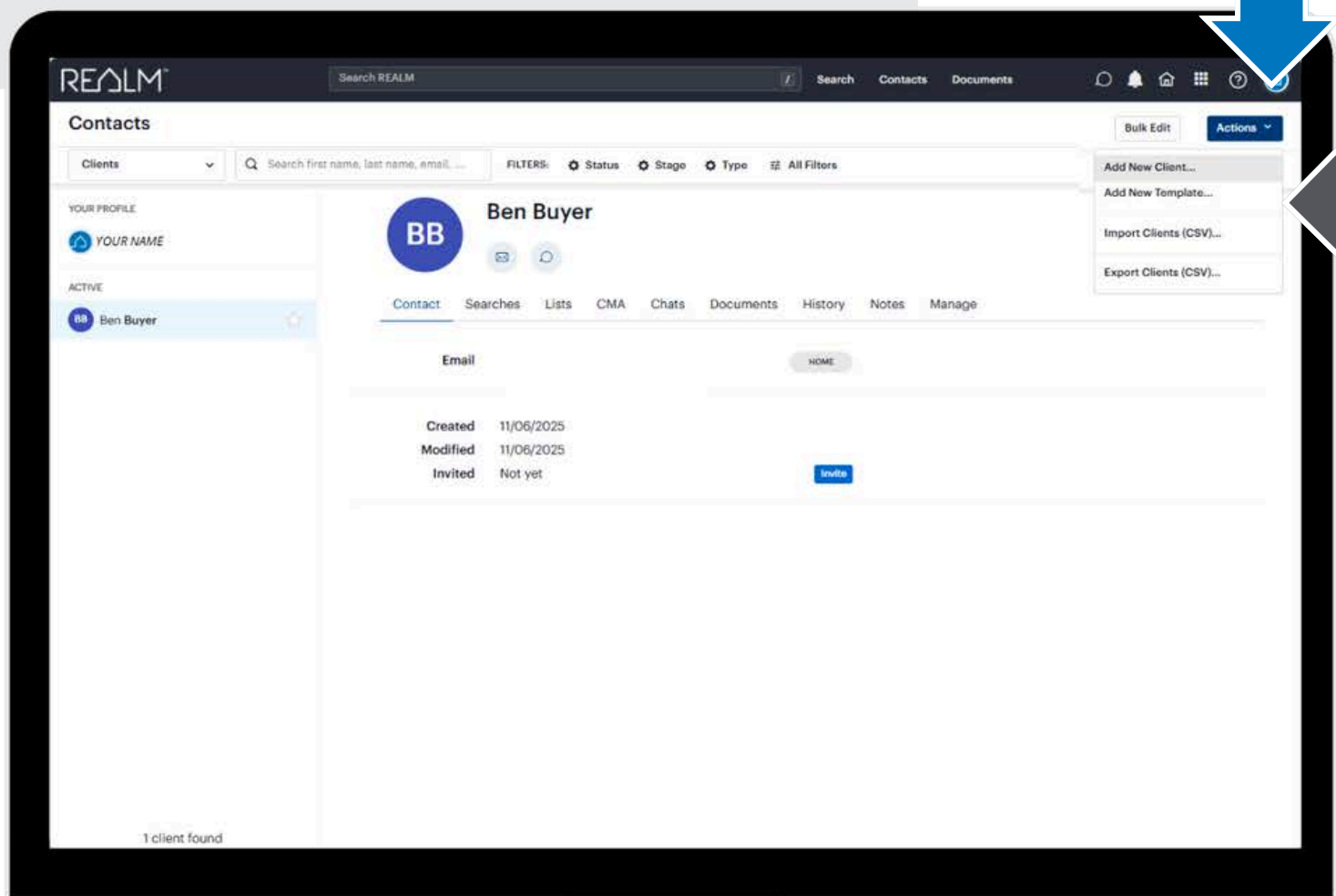
Using Desktop & Mobile

Actions

Actions button - click (or tap on mobile) to find actions



Menu - click (or tap on mobile) to find menu options




Resources Menu

Click (or tap on mobile)  to access direct links to other resources.

Enter the desired resource in search to find the link


Search

Links to note:




Listing Inventory

Listing Add/Edit: Select to go to Add/Edit




Listing Add/Edit

Listing Inventory: View a list of your listings




REALM CMA

REALM CMA: Create a Comparative Market Analysis




Sold Statistics

Sold Statistics: Find sold statistics by municipality




Notice Pages

Notices Pages: Generate a report that identifies recent activity in a selected area by status




Land Registry Search

Land Registry Search: Search land registry by owner name, address or PIN



Links


Links: Access additional links to PropTx tools and resources




Training Videos

Training Videos: Access videos that will make you an expert


Search




Listing Add/Edit




Listing Inventory




REALM CMA




Sold Statistics




Notice Pages




Land Registry Search




Financial Tools




GeoWarehouse




Links




PropTx Verify




SkySlope Forms




WEBForms




Altus DataStudio




PropertyLine Store




RealTrack




ListTrac



Help



Training Videos





Tip: To sign up for free webinar training, click on Links and choose from the training courses under Training.

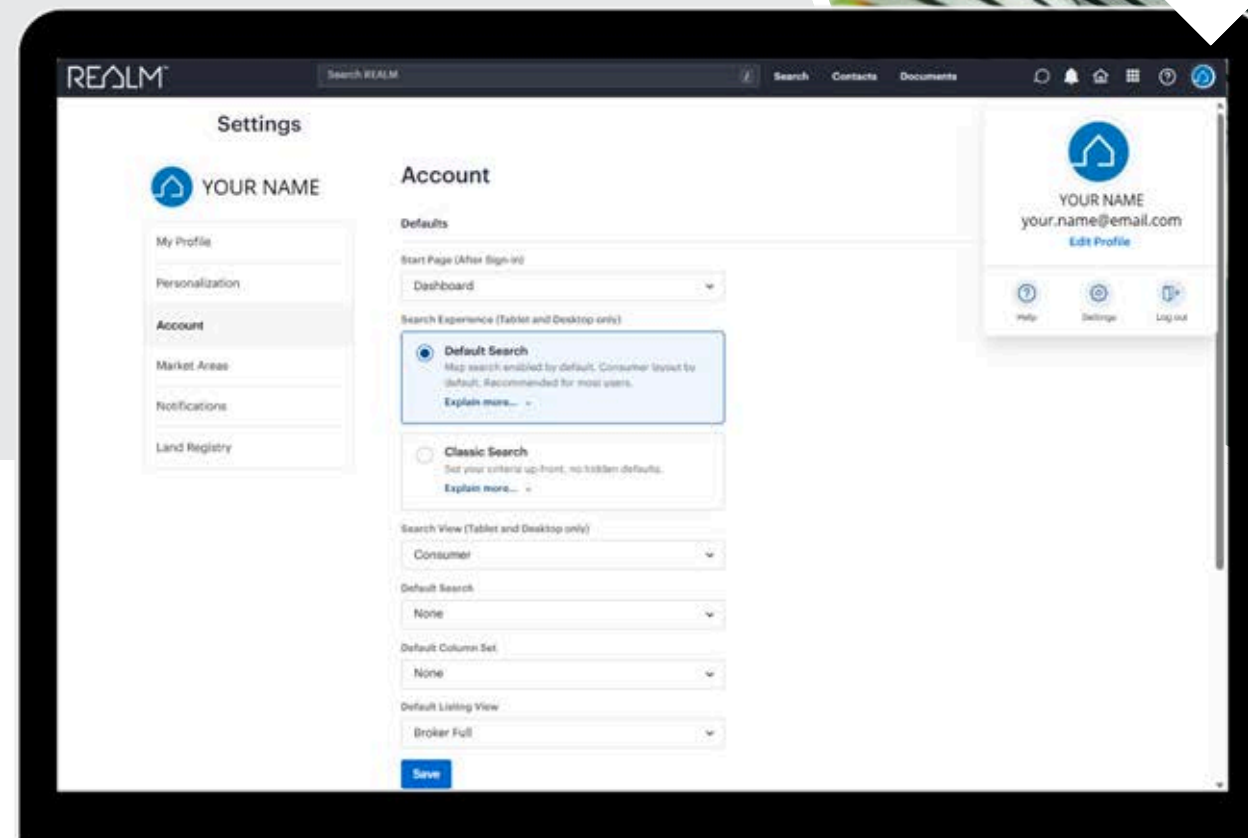
Profile Settings on Desktop

Easily customize your settings with your preferences in you profile avatar.

Click (or tap on mobile)  and then select [Edit Profile](#)

Setting options that you may update:

- **My Profile:** Add your photo
- **Personalization:** Edit your email templates
- **Account:** Set up your defaults in REALM
- **Market Areas:** Define market areas to view new and updated listings on your dashboard and notices pages
- **Notifications:** Choose notification options and frequency on an account level
- **Land Registry:** View your report counter and purchases



Contacts Desktop

REALM offers several communication features to help you work with your clients. To leverage these functions efficiently, add your prospects/clients to REALM under Contacts.

Here are the steps to add a contact to your database:

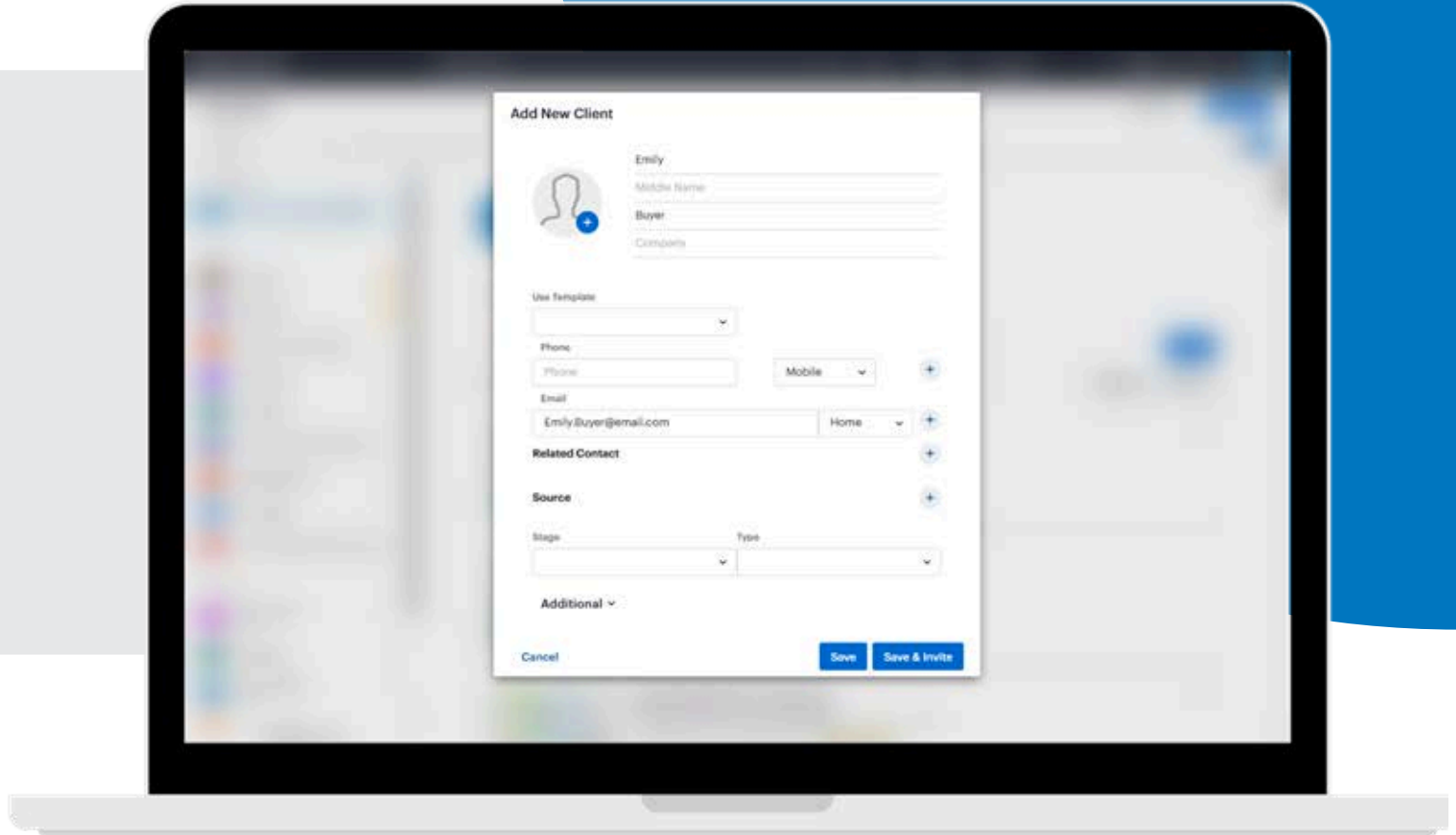
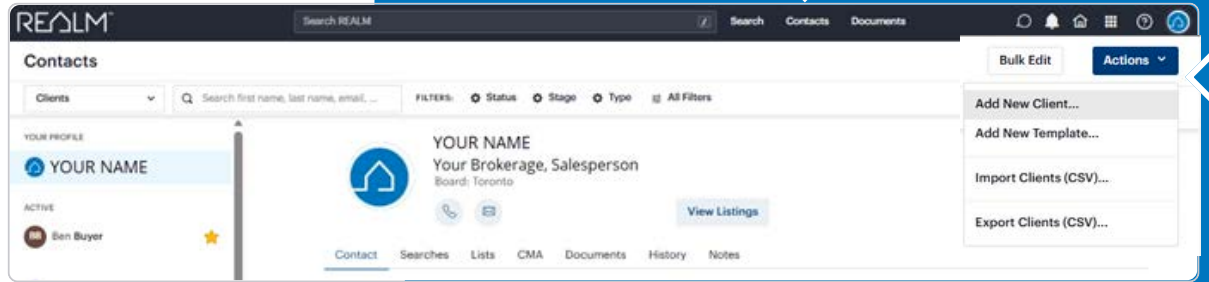
1 Click **Contacts** from the menu

2 Click **Actions** and select **Add New Client**

3 Enter the first name, last name and email address


4 Click **Save** to add to your database OR

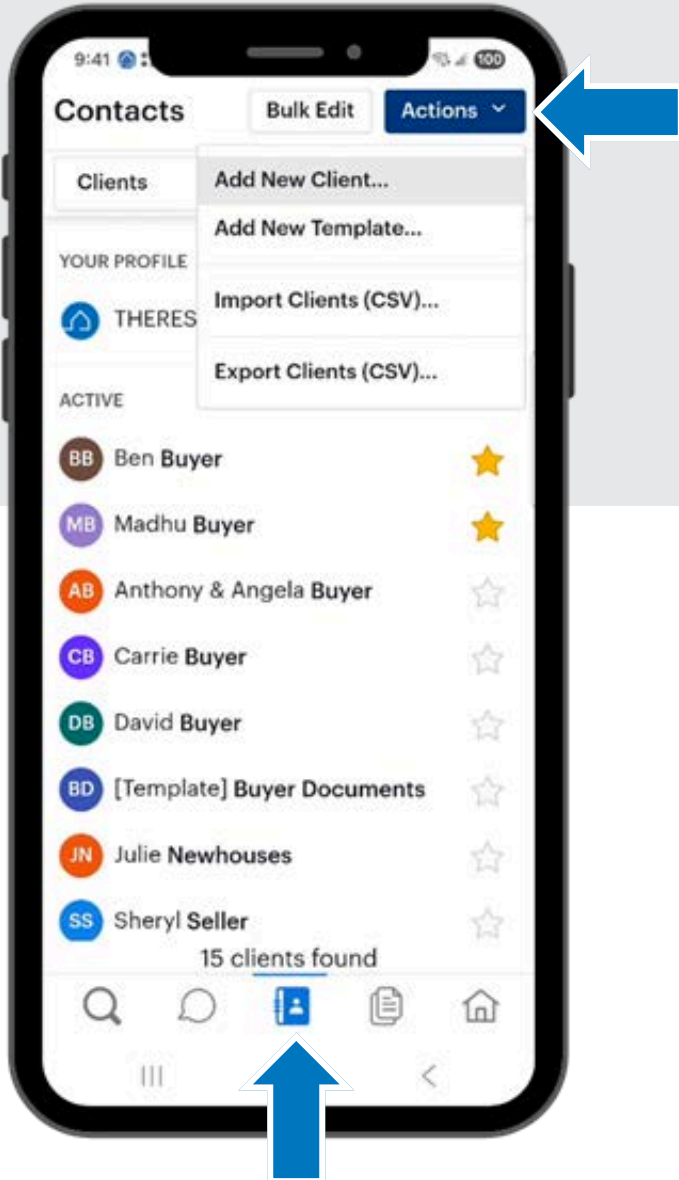
5 Click **Save & Invite** to invite the contact to use REALM



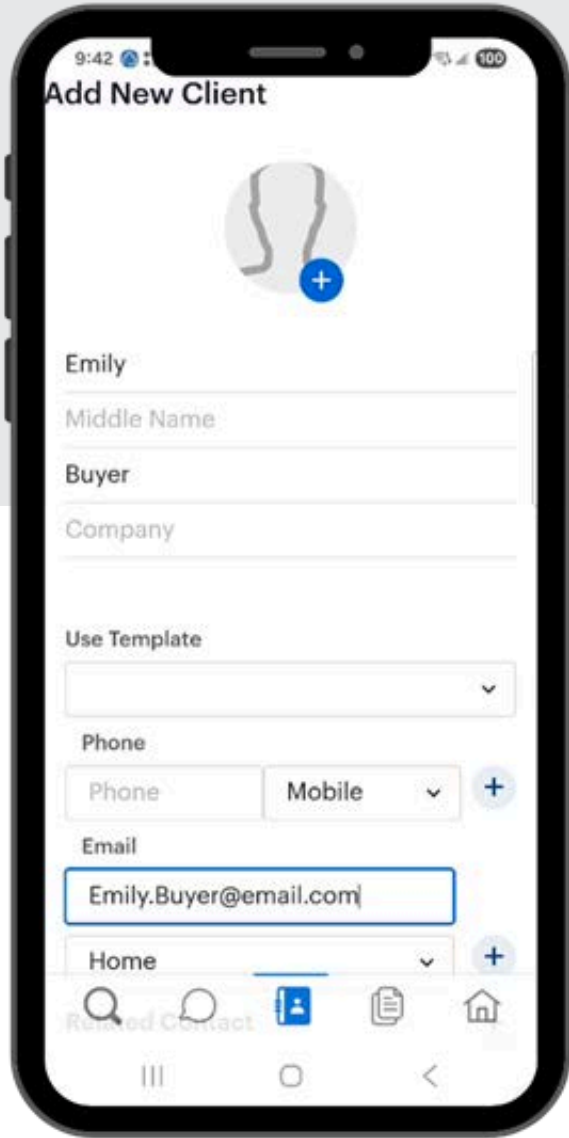
Contacts Mobile

Steps to add a prospect/client to your database

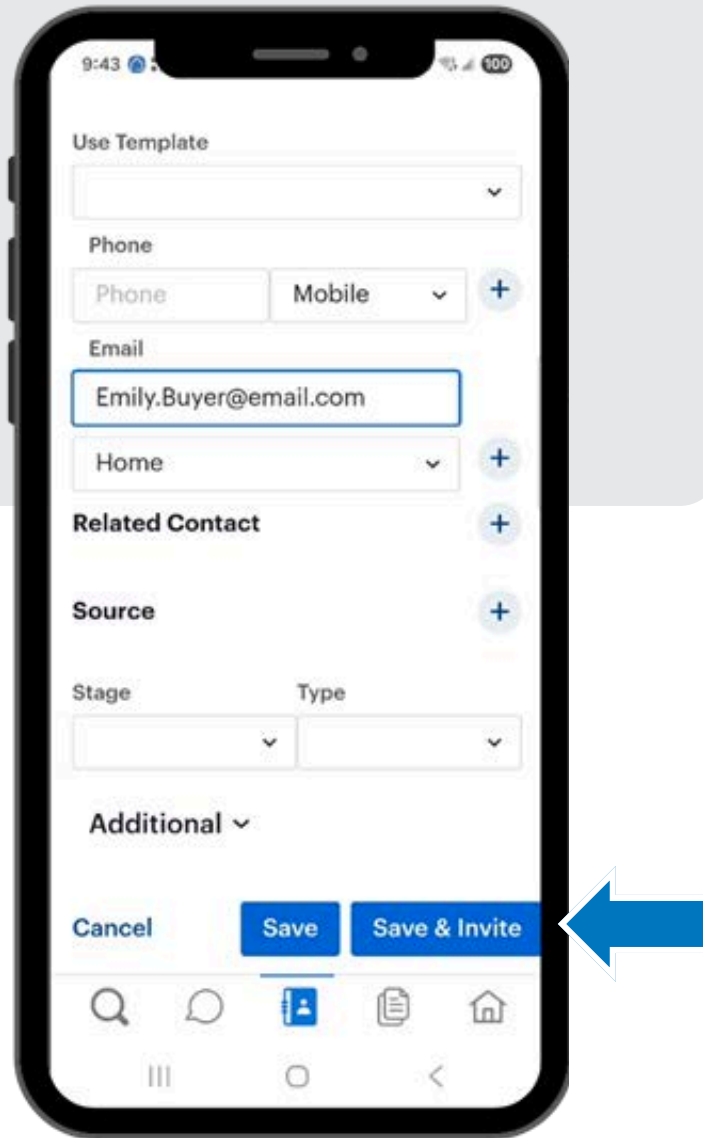
- 1 Tap  from the menu at the bottom
- 2 Tap **Actions** and select **Add New Client**



- 3 Enter the first name, last name and email address



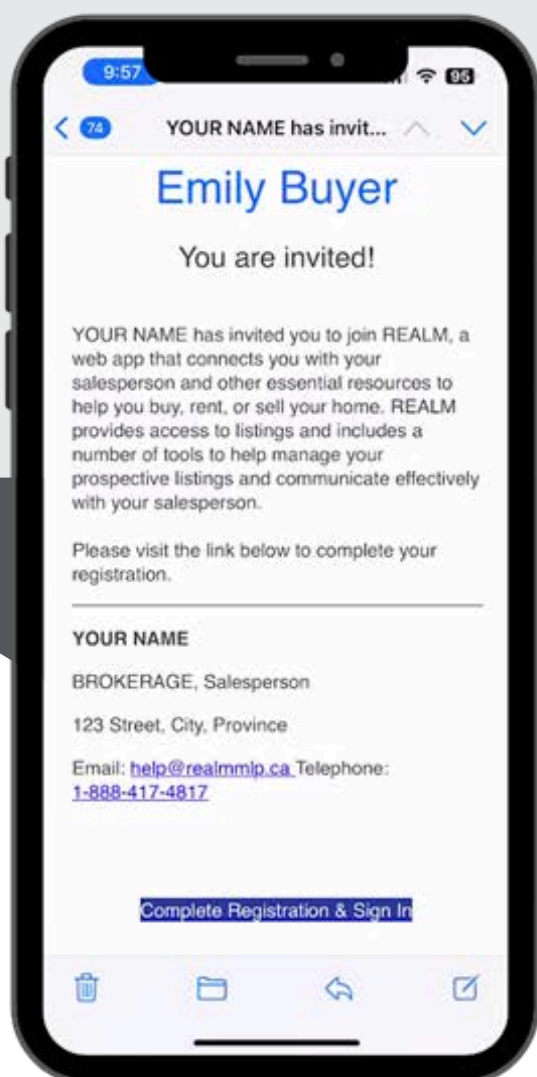
- 4 Tap **Save** to add to your database OR
- 5 Tap **Save & Invite** to invite the contact to use REALM



What your client will receive when you invite them to REALM

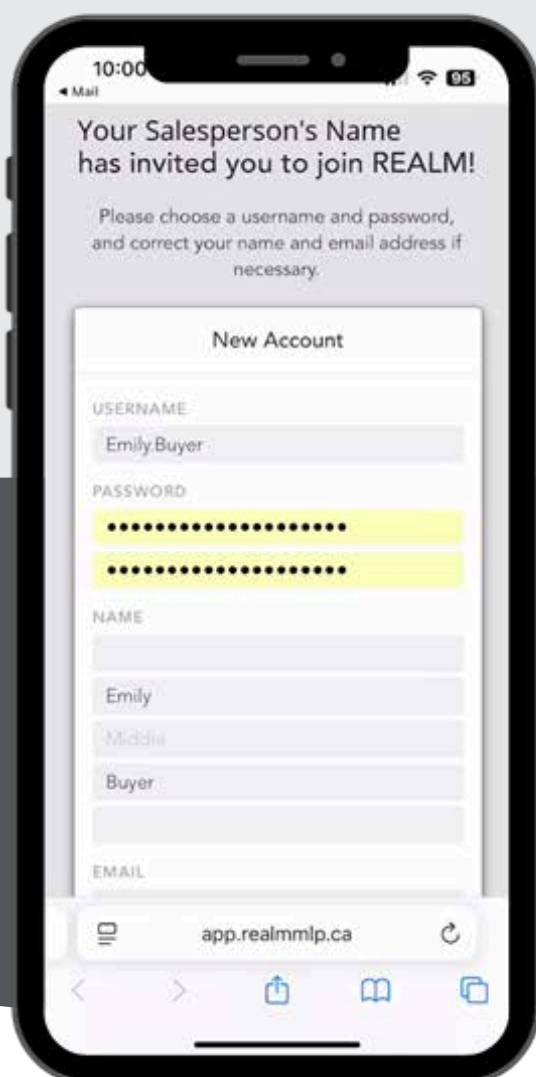
1

An email with instruction on how to complete registration and login



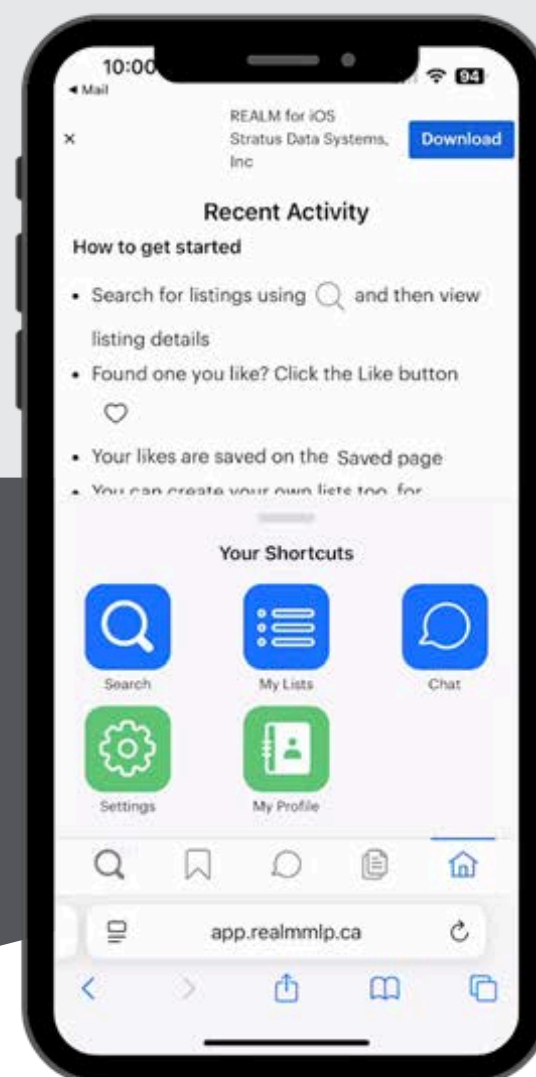
2

They are presented a form to choose a user id and password



3

They will be logged into REALM on their browser and presented an option to download the REALMmlp App



NOTE: You can customize the default invitation.

Managing Your Contacts Records

Easily find contacts, select filters to narrow results and bulk update your records



- 1

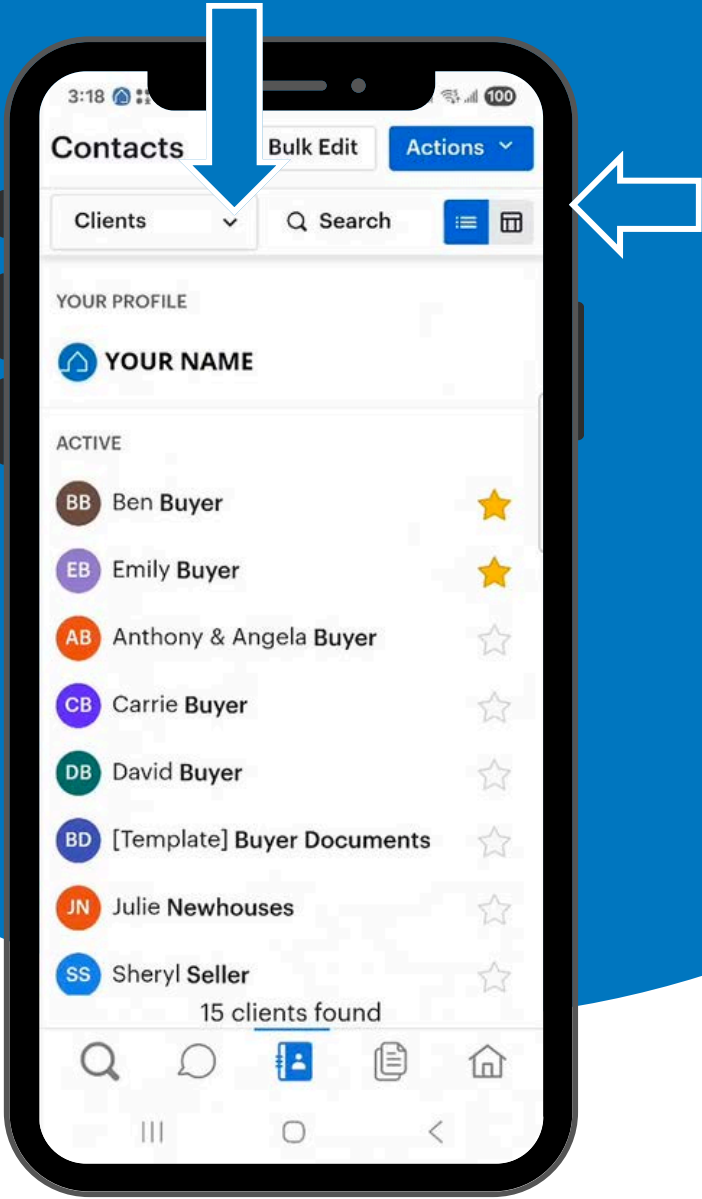
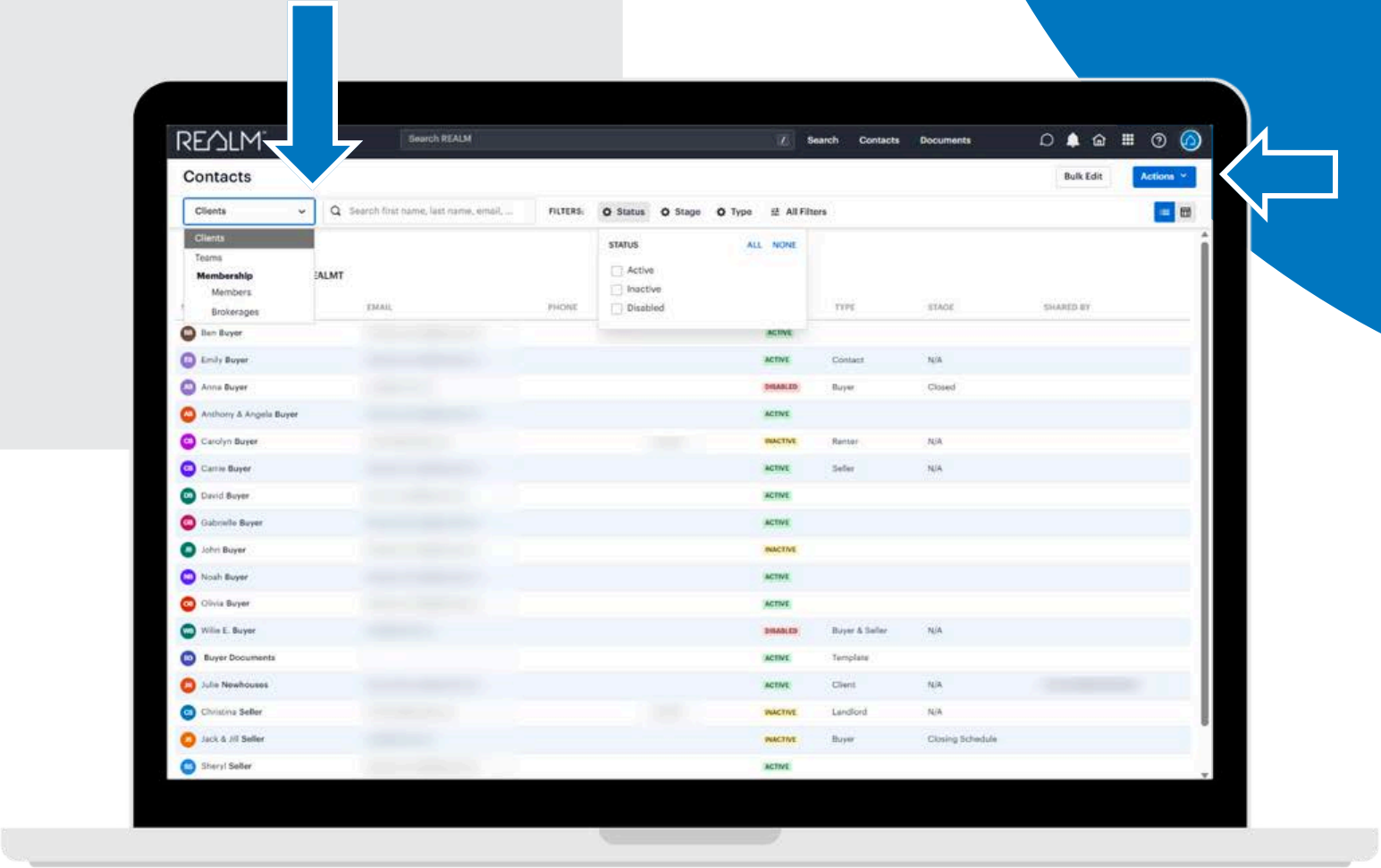
Select the **down arrow** to the right of **Contacts** to search for a team, member or brokerage
- 2

Search for first name, last name, email address
- 3

Select a filter to narrow the records
- 4

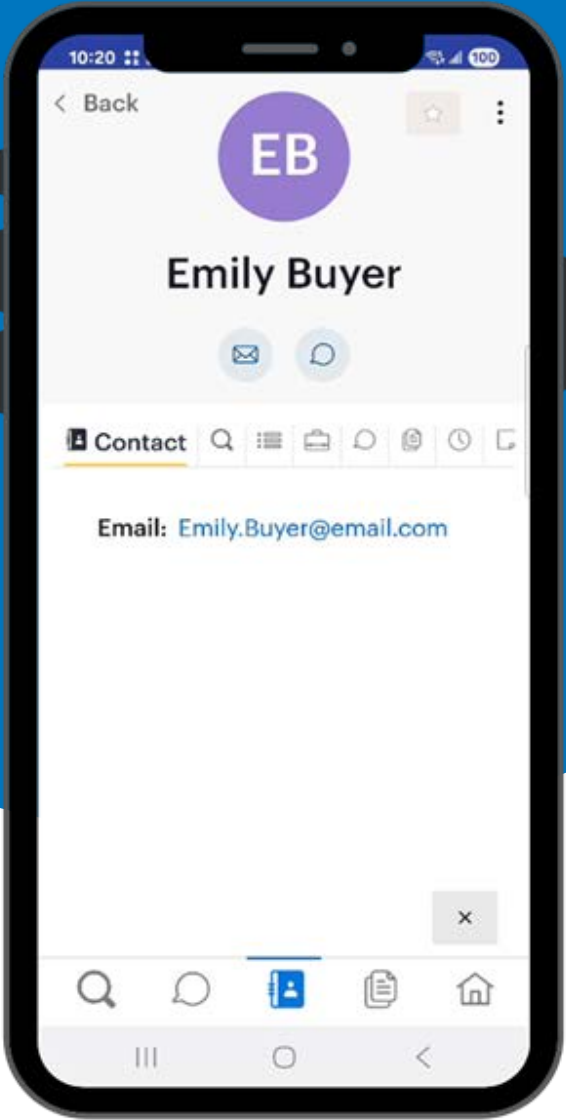
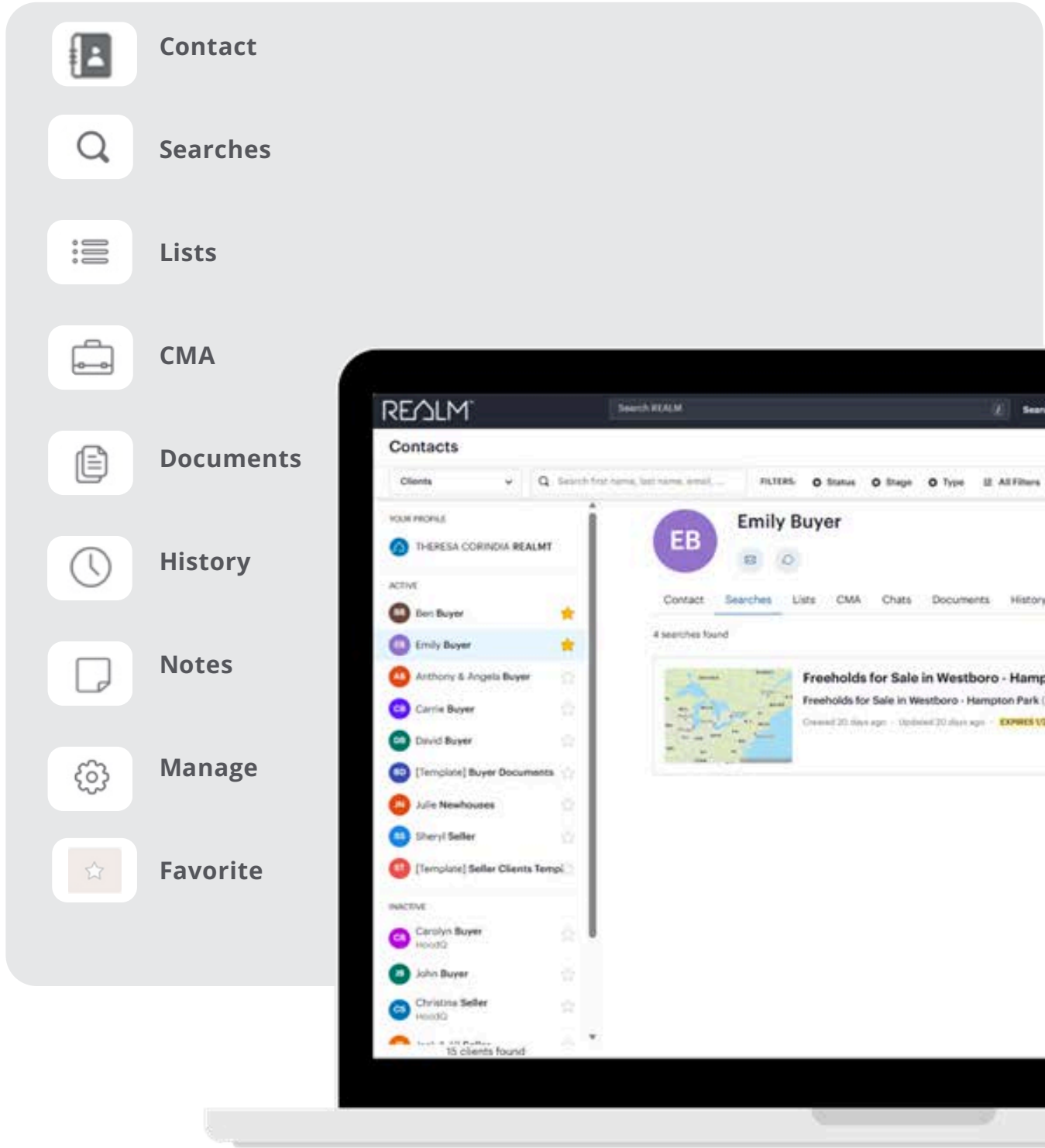
Select **Bulk Edit** to update multiple records at the same time
- 5


View records in a list or card view  



Managing Your Contacts Records

In a contact record you will find saved searches, lists, CMA, documents, history and notes







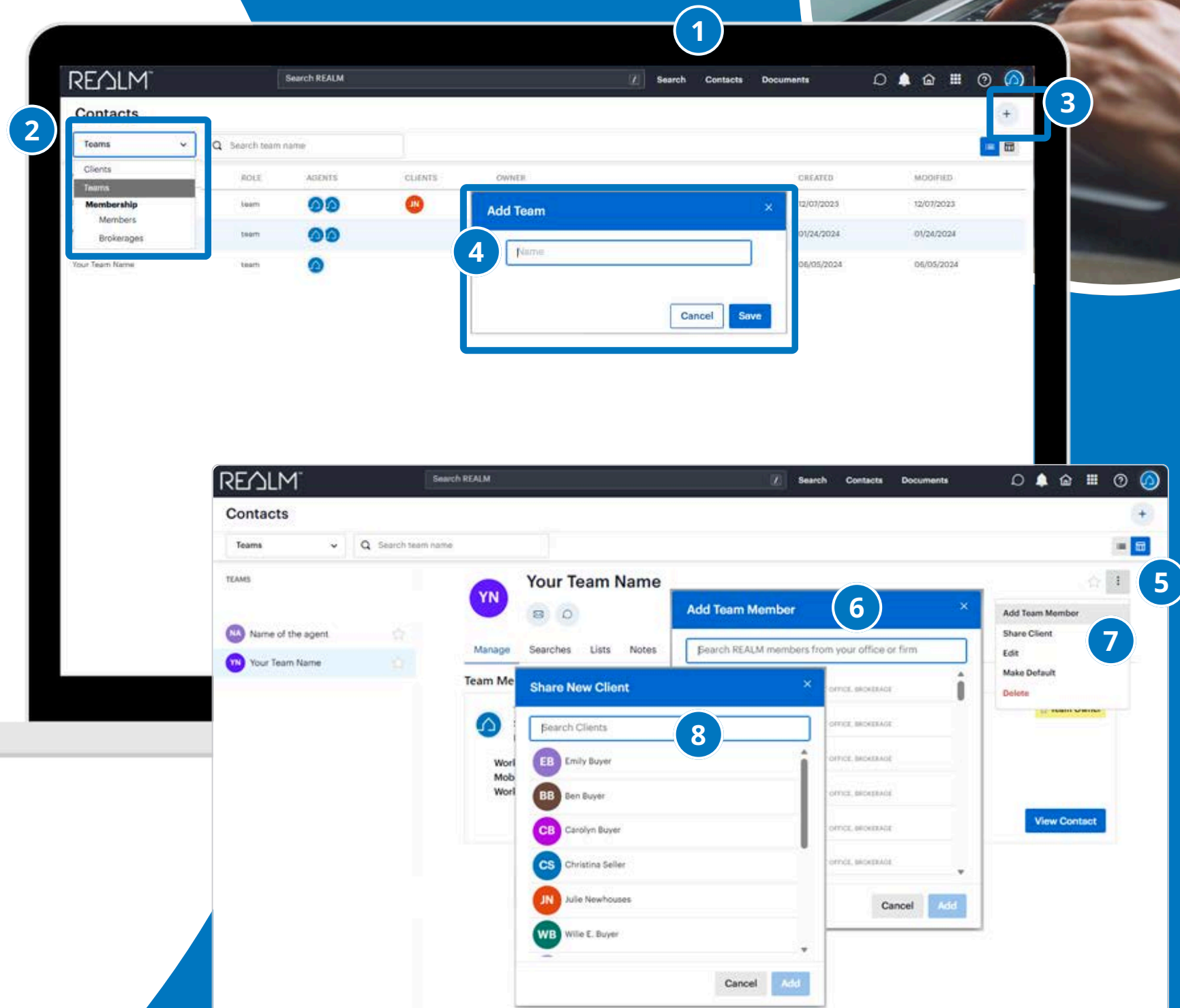
Tip: Select the favourite icon  to add a contact to your favourites and position them at the top of the list.

Teams

A Team is used to share clients, their saved searches and lists with colleagues in your brokerage.

Using Desktop & Mobile

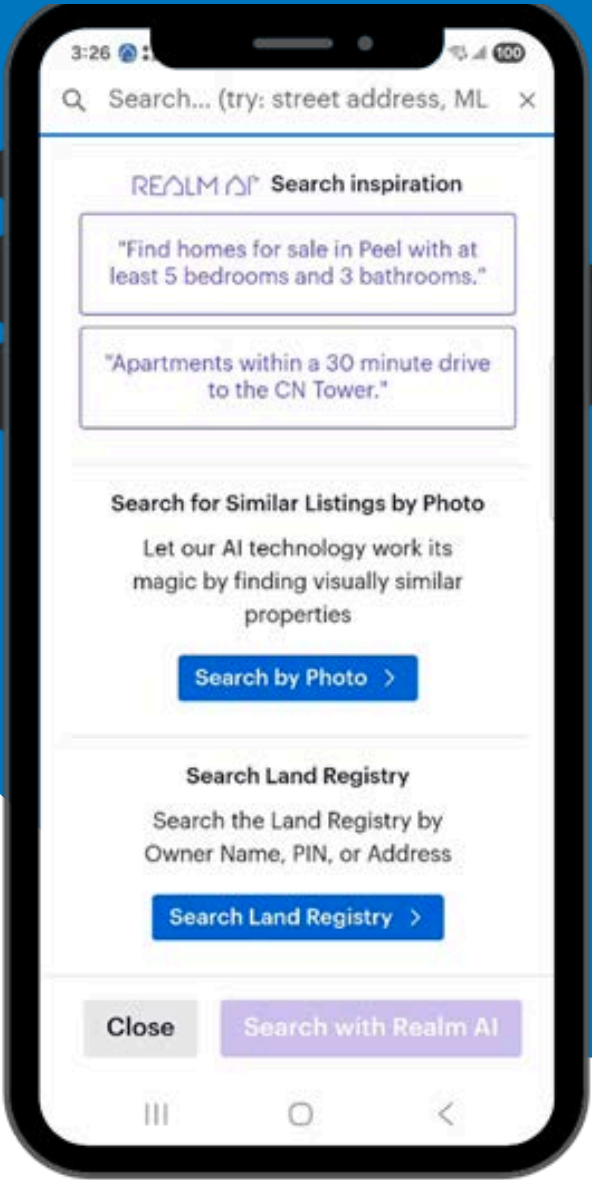
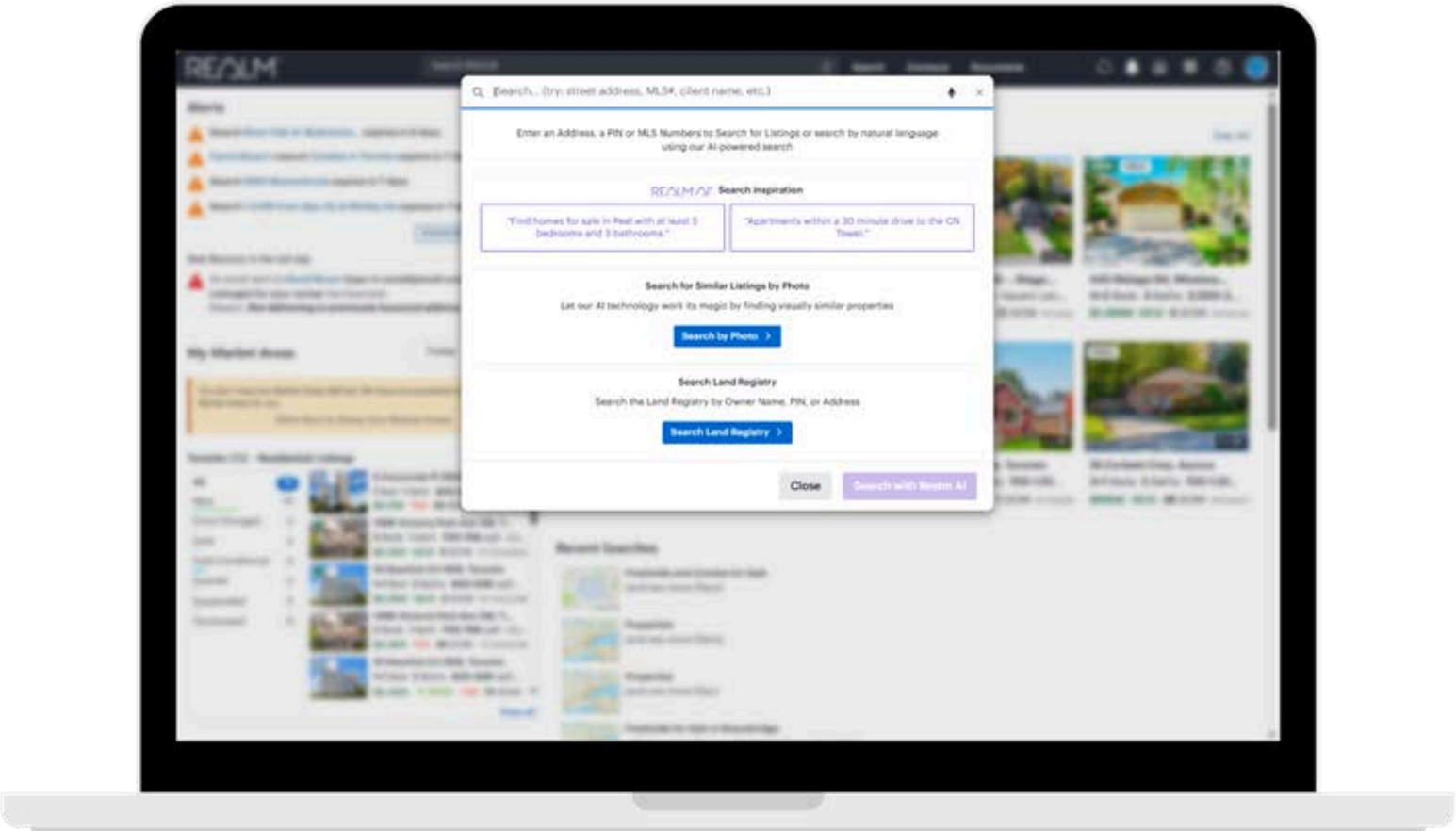
- 1 Click (or tap on mobile) **Contact**  from the menu
- 2 Click (or tap on mobile) the **down arrow** and select **Teams**
- 3 Click (or tap on mobile) 
- 4 A Teams window will appear, enter your team's name
- 5 Click (or tap on mobile)  and select **Add Team Member**
- 6 Select one or multiple colleagues from your brokerage
- 7 Click (or tap on mobile)  and select **Share Client**
- 8 Select one or multiple clients to share with your team member



Search REALM Bar

Using the Search REALM menu option, you can look up listings, a land registry parcel, a client by name, a geographic location, links and integrations from the Resource menu, as well as uploaded documents.

- 1 Type or say (mobile only) the criteria
- 2 Search for **Similar Listings by Photo** to find visually similar properties with AI
- 3 **Search Land Registry** to search for ownership and other title details
- 4 **Search with REALM AI** using natural language



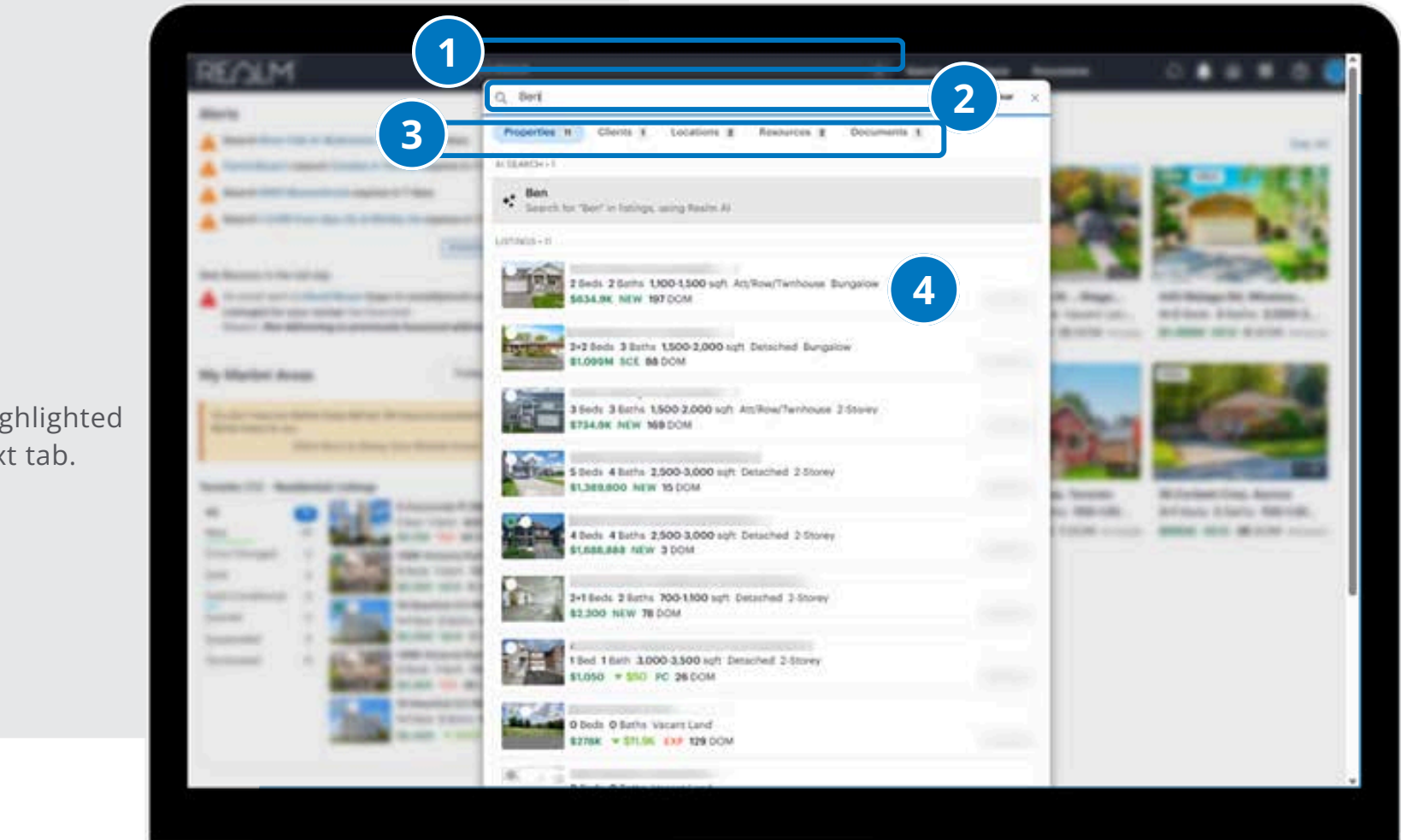
Tip 1: You can open the Search REALM panel by clicking the “/” key on your keyboard.

Tip 2: The Search REALM panel displays the last 30 recent searches. You can delete a search by clicking the **X** to the right of the search criteria.

Search REALM on Desktop

Search by Criteria by typing an address, client's name, geographic location or resource.

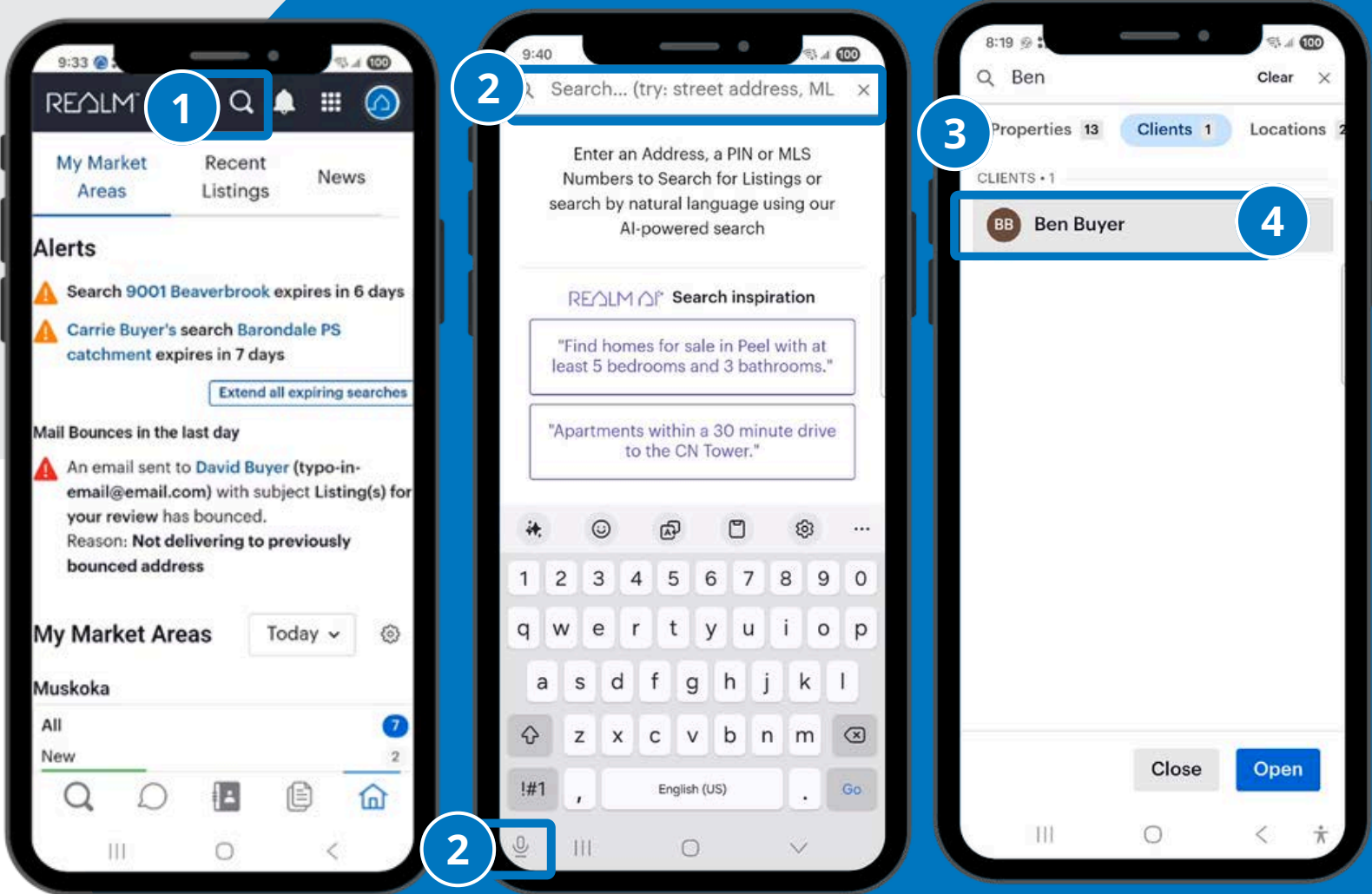
- 1** Open Search REALM with one of these options:
 - **Keyboard:** Press **/** OR press **Tab** twice and then press **Enter**
 - **Mouse:** Click **Search REALM**
 - **Touch screen:** Tap **Search REALM**
- 2** Type the criteria in the search bar
- 3** If results are found, you will see the number of results next to the tabs: **Properties, Client, Location, Resources, Documents**.
- 4** To view the results:
 - **Keyboard:** Press **Tab** a few times until the first tab with results is highlighted in blue. Then press the **right arrow key** → to move to the next tab.
 - **Mouse:** Click the tab you want
 - **Touch screen:** Tap the tab you want



Search REALM on Mobile

Search by Criteria by typing or saying an address, client's name, geographic location or resource.

- 1 Tap the **Search REALM** icon at the top of the screen
- 2 When the Search window opens, you can say or type your search criteria:
 - **Voice:** Tap the **microphone icon** and say what you want to search for
 - **Typing:** Enter the street address, MLS number, client name, etc.
- 3 If results are found, you will see the number of results next to the tabs: **Properties, Client, Location, Resources, Documents**
- 4 Tap the tab you want, then tap the result to view it



Search REALM: AI Search Inspiration

New AI-powered search capabilities make property searches faster and easier than ever.

Enter natural language to find Listings using an AI-powered search that will generate results in a map polygon to match your request, supporting distances up to one hour.

- “Condos for sale in Toronto with at least 3 bedrooms and 2 bathrooms.”
- “Detached homes within a 20-minute drive of Western University.”
- “Properties in Brampton with at least 5 bedrooms and 3 bathrooms.”
- “Homes sold in the last three weeks in Ottawa.”
- “Land for sale in Bracebridge.”

Q Properties in Brampton with at least 5 bedrooms and 3 bathrooms

Clear

Properties

Clients

Locations

Resources

Documents

AI SEARCH • 1

+

Properties in Brampton with at least 5 bedrooms and 3 bathrooms

Search for "Properties in Brampton with at least 5 bedrooms and 3 bathrooms" in listings, using Realm AI

NEARBY-SEARCH • 1

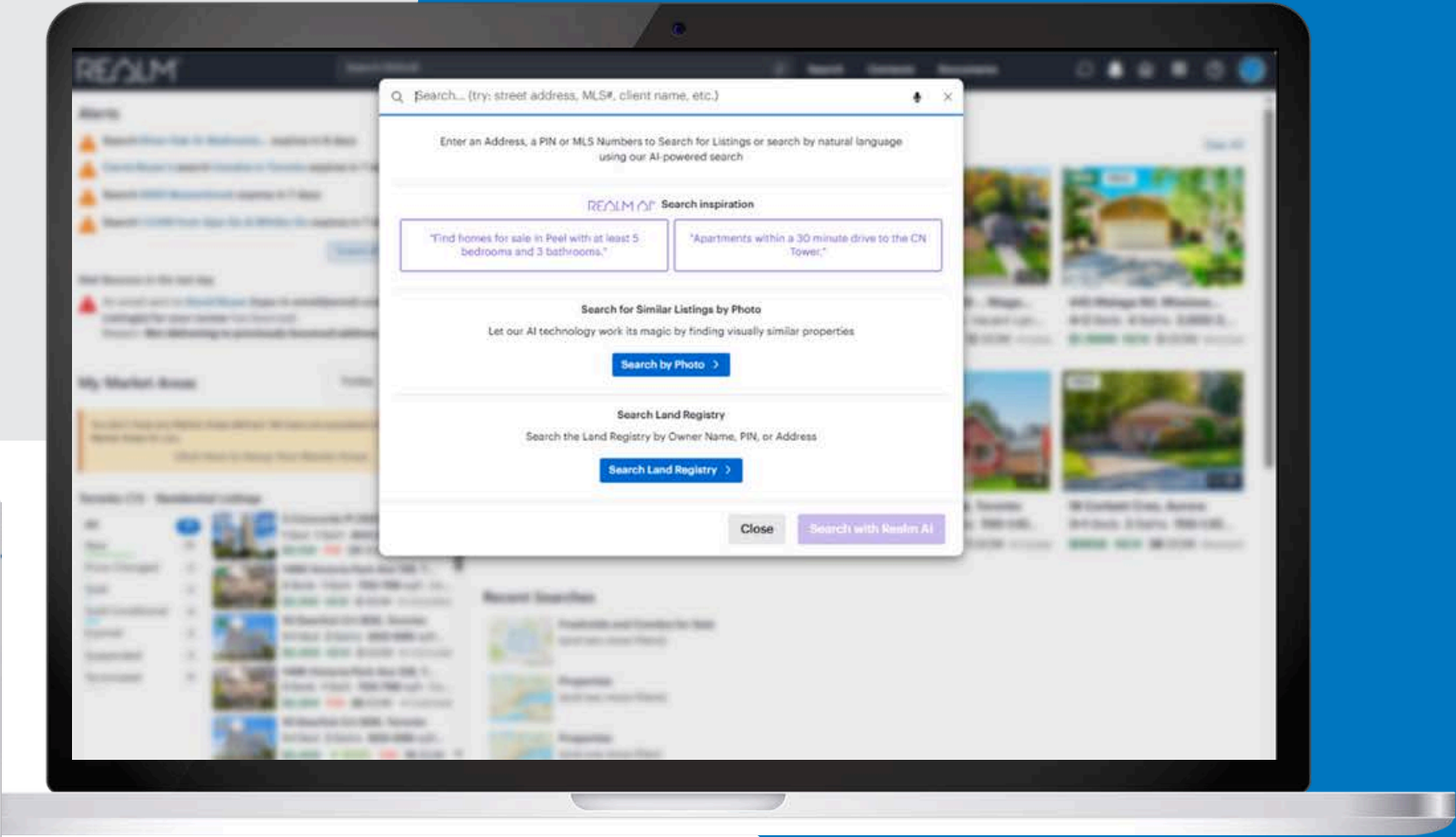
?

Brampton, ON, Canada

Search near this location

Close

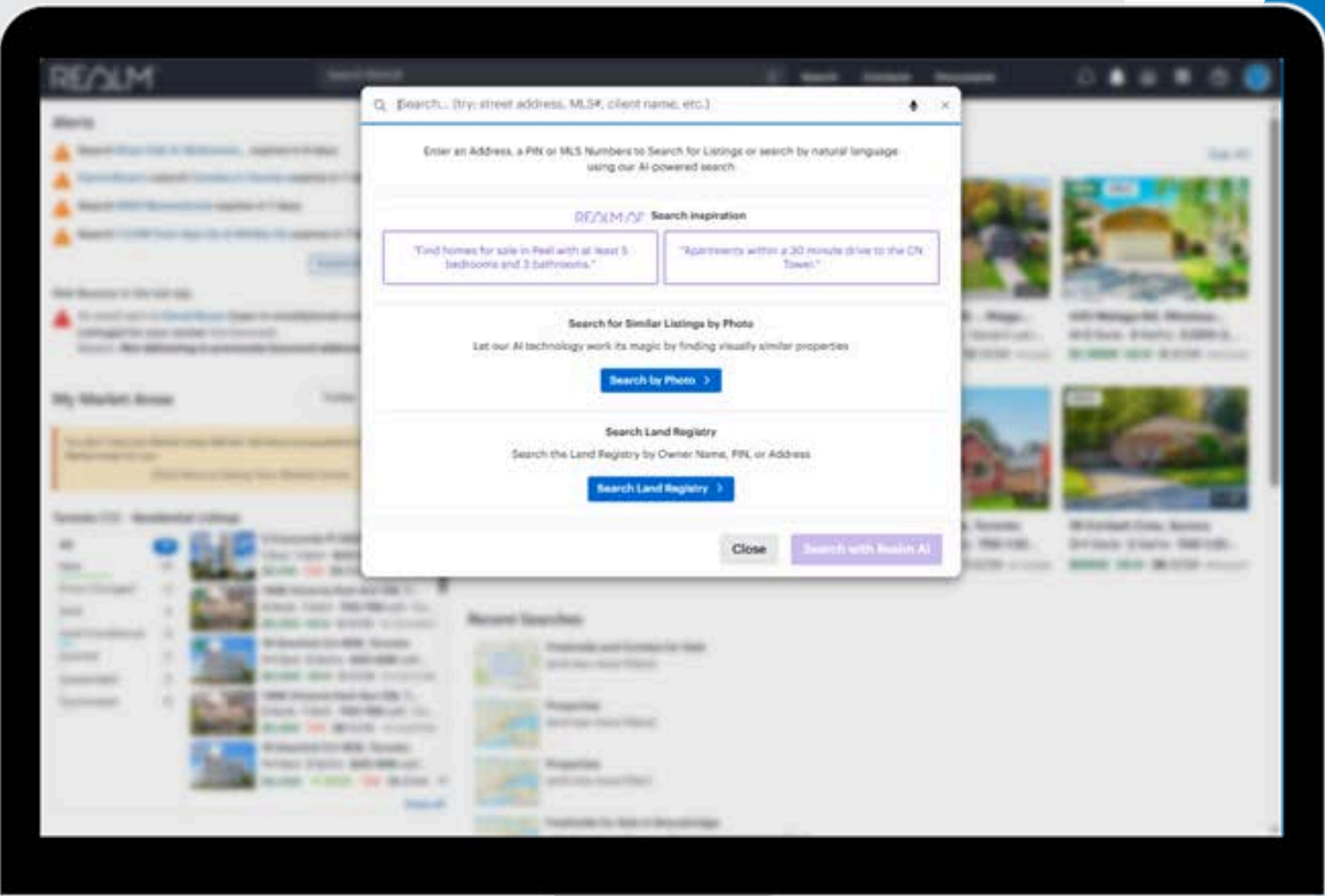
Search with Realm AI



Search REALM: Search for Similar Listings by Photo

New AI-powered search capabilities make property searches faster and easier than ever.

- 1 Enter up to 5 photos to help you find properties with similar attributes
- 2 Click (or tap on mobile) a **Class**
- 3 Select a Municipality and then click (or tap on mobile) **Search**



Search for Similar Listings by Photo

Class

Freehold

Condo & Other

Commercial

To improve accuracy please select at least one municipality.

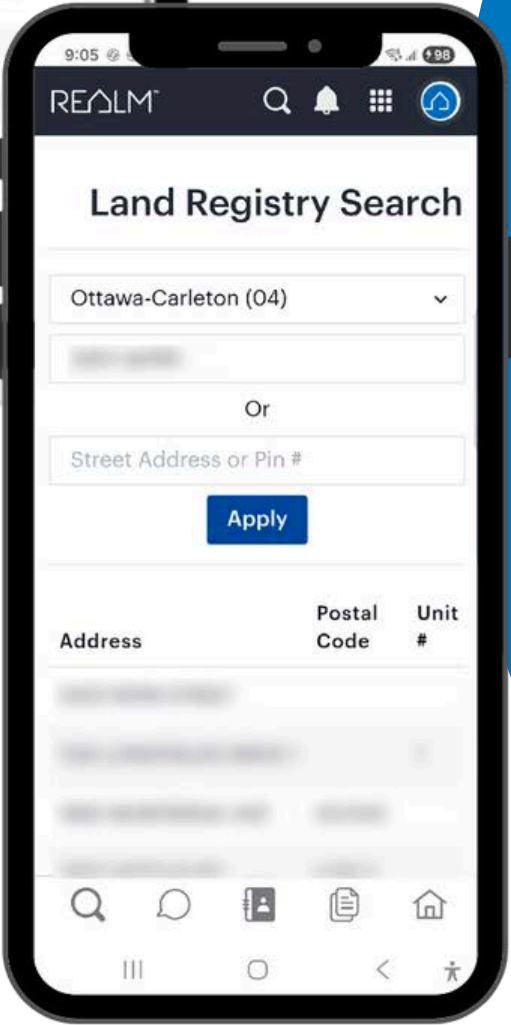
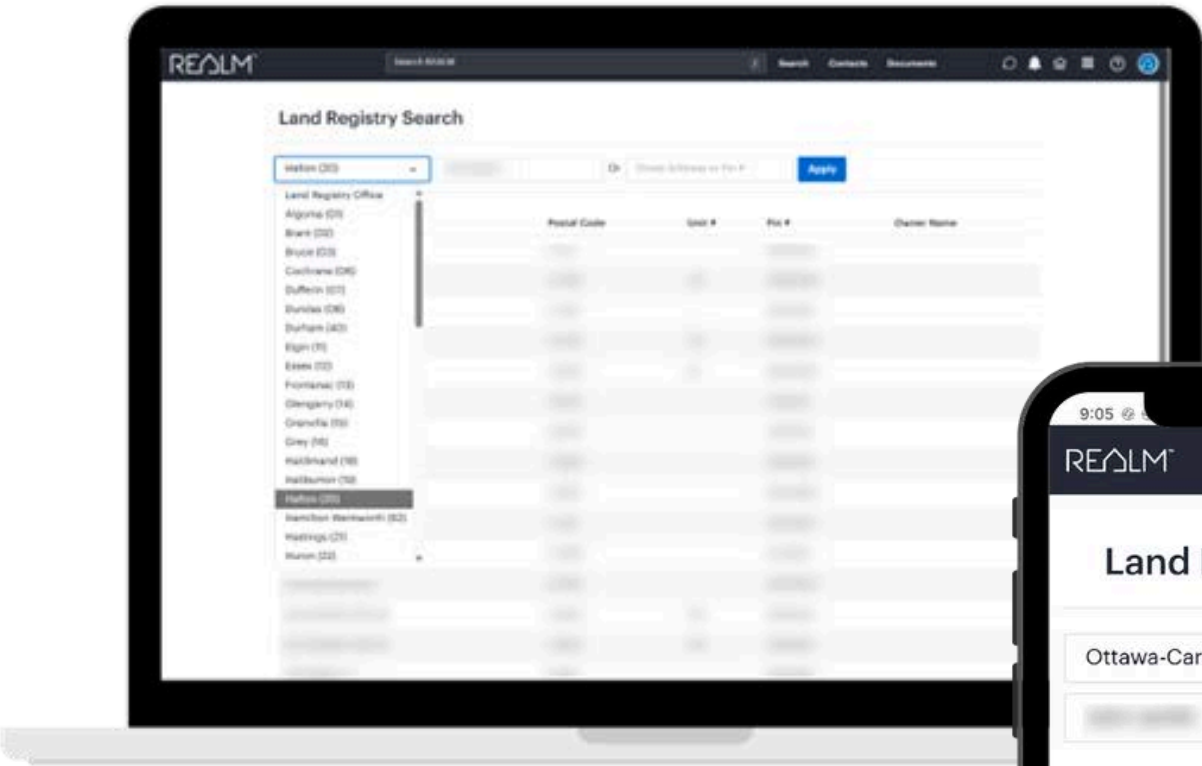
Barrhaven

Cancel

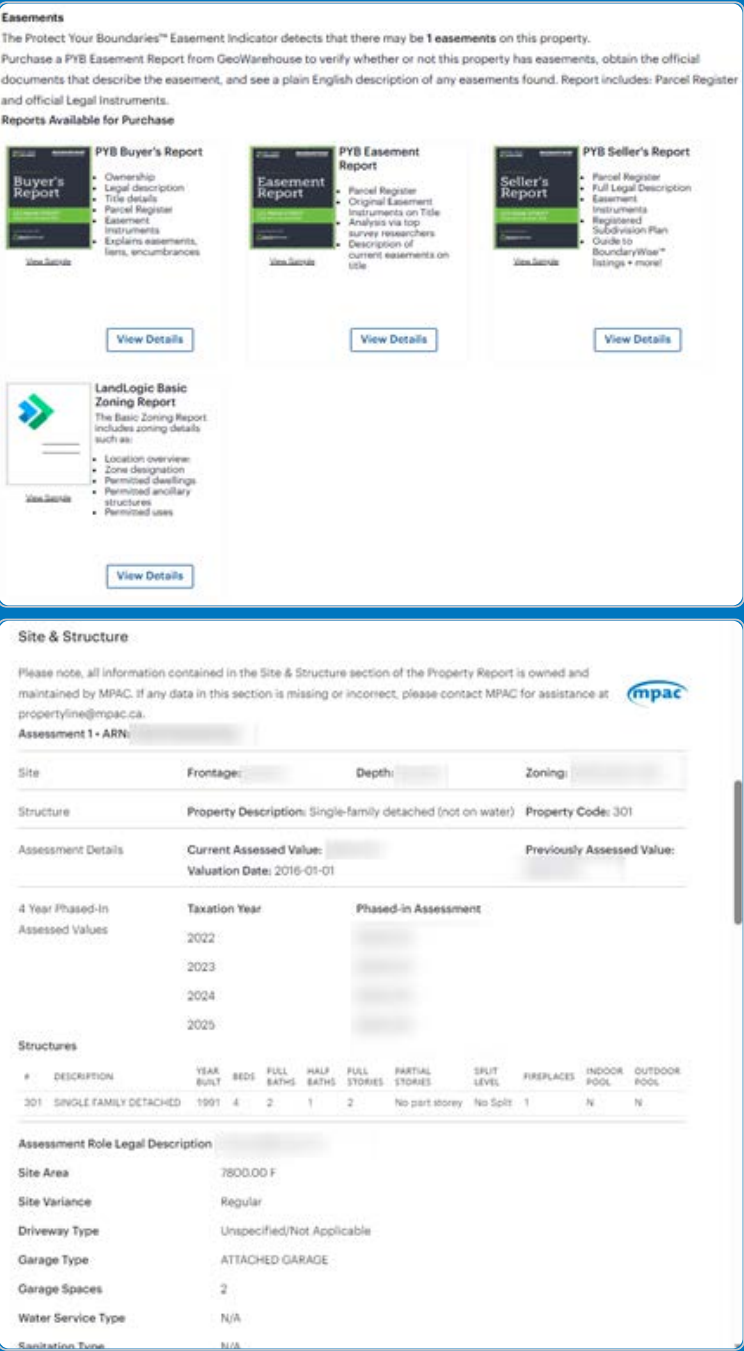
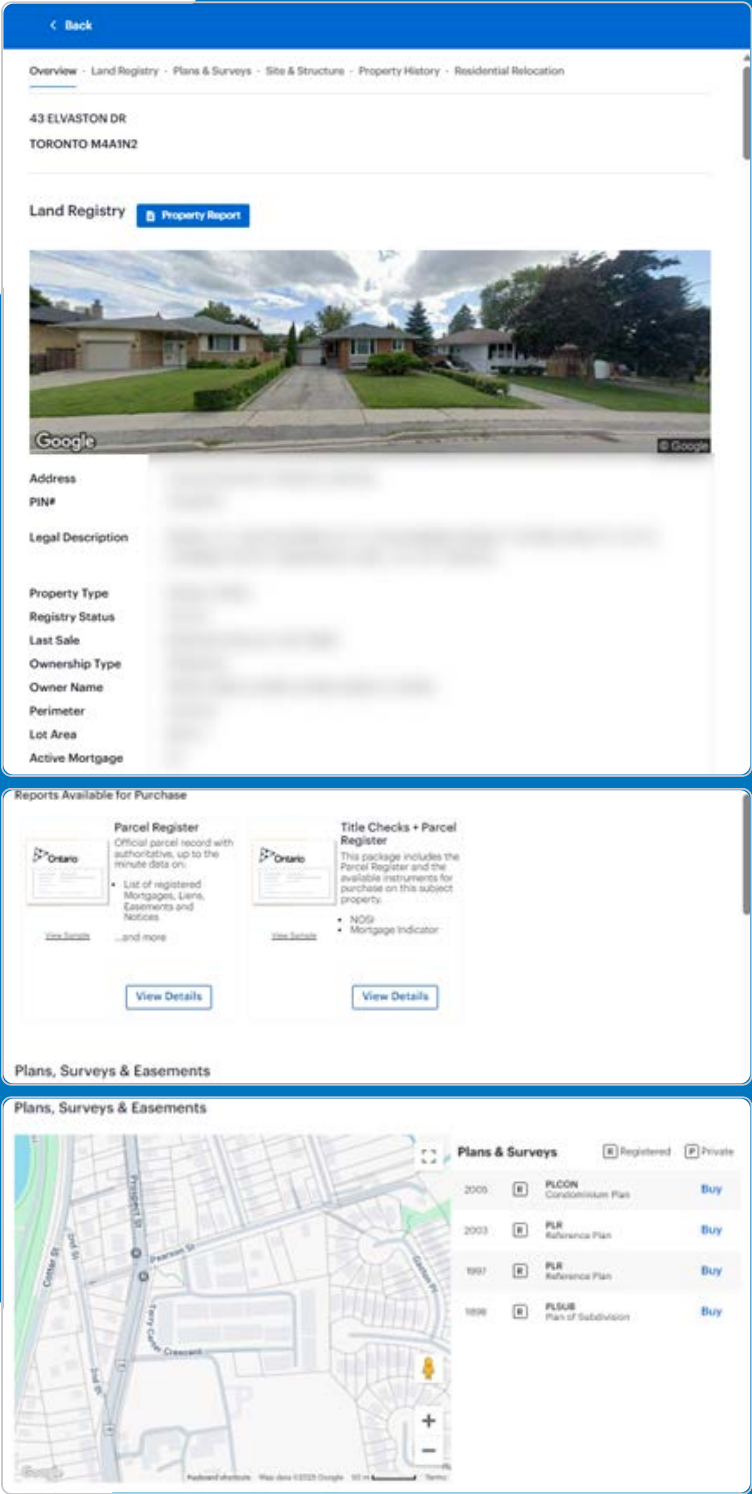
Search

Search REALM: Search Land Registry

Choose [Search Land Registry >](#) to search by Owners Name, Address or PIN.



Tip: When searching by Owner's name, please first choose the Land Registry Office first.




A comprehensive report with the same information as the GeoWarehouse Property is available.

Search Desktop

REALM has a robust search module that offers several layout options to search with filters and map tools.

To change the layout:

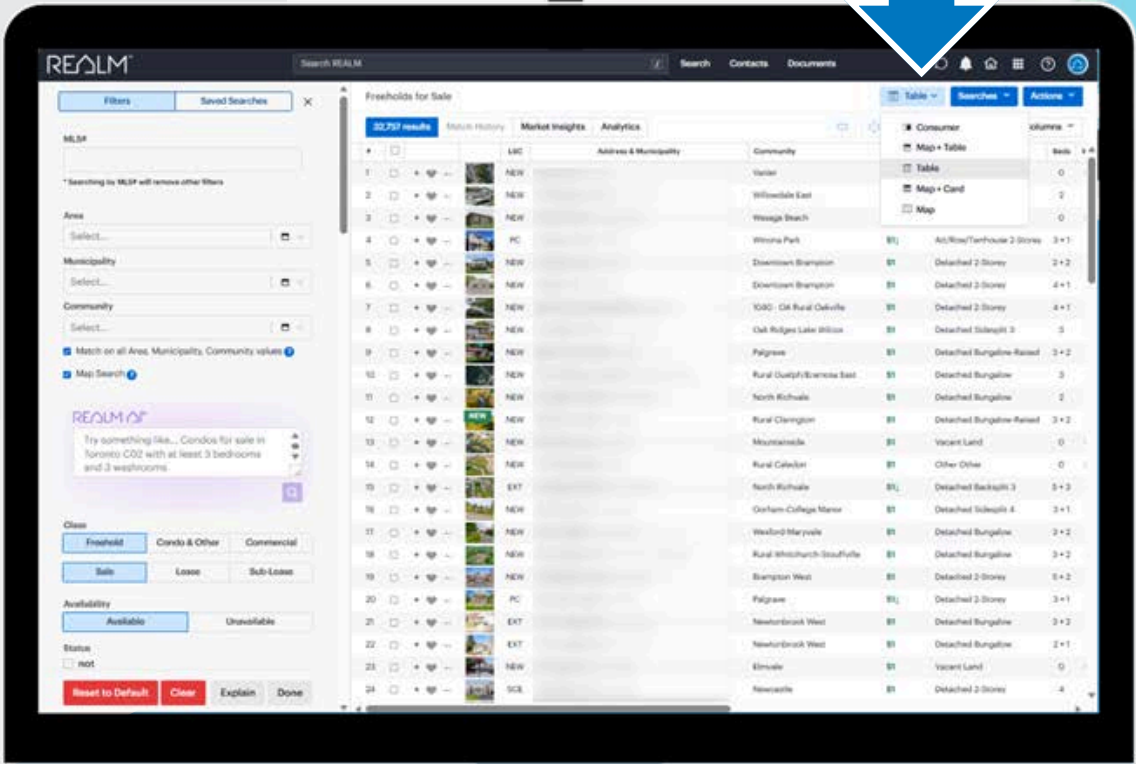
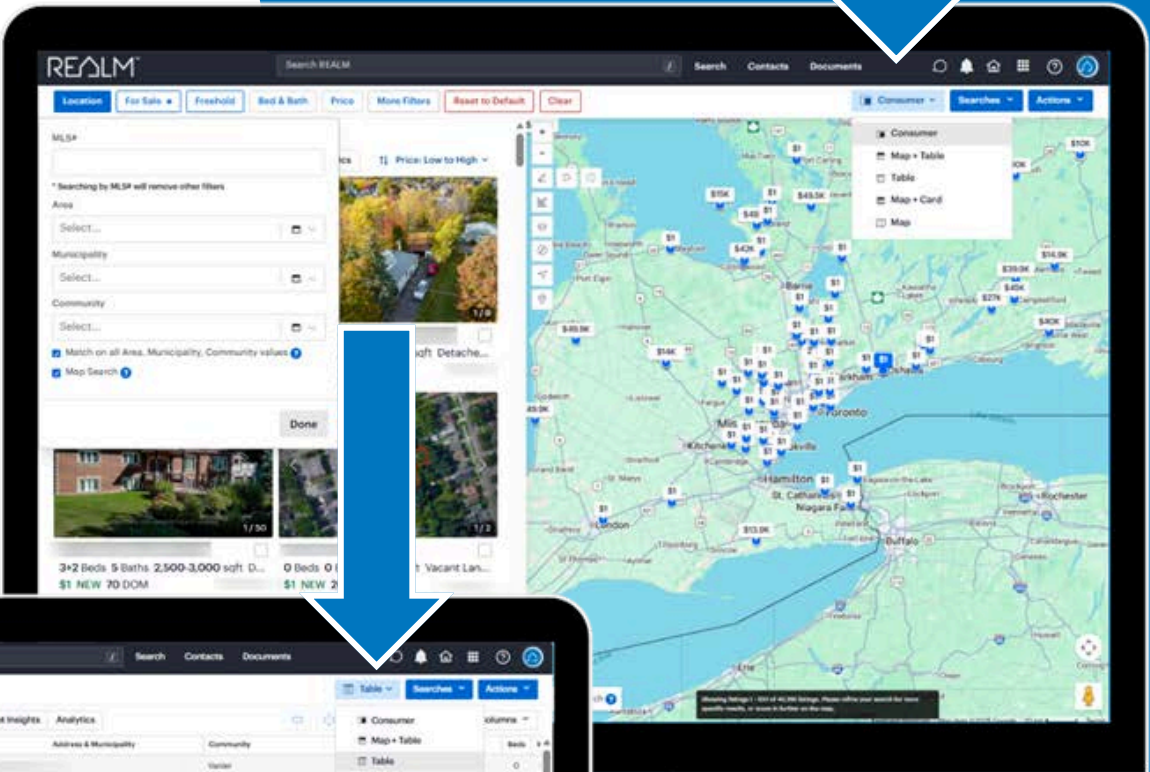
- 1 Click the **arrow icon**  to the right of the current layout
- 2 Select the desired layout

Search using Filters:

Leverage the filters to narrow your search



Tip: When choosing a location, you can search by community without first identifying the Area or Municipality.





Classic Desktop Search View

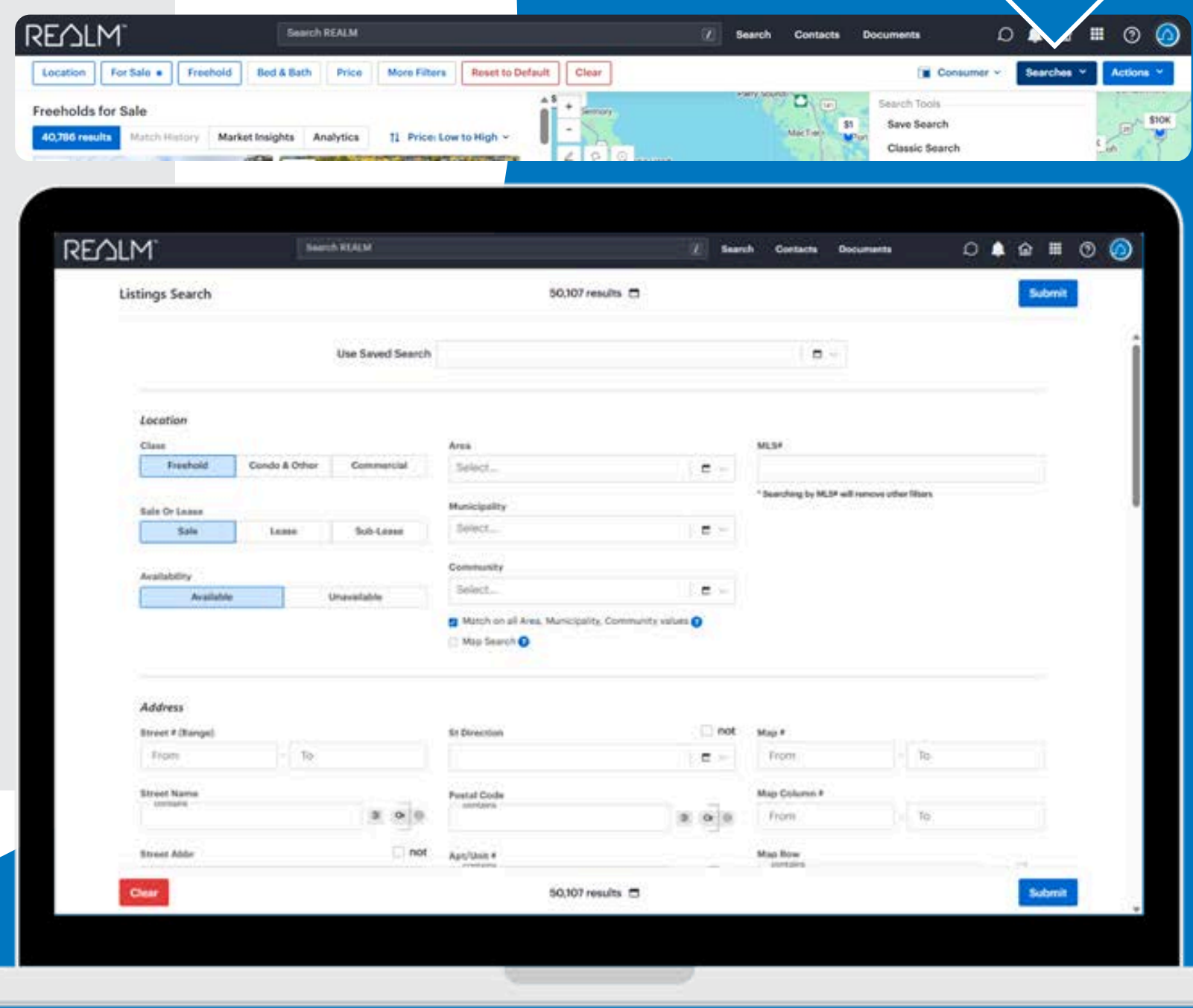
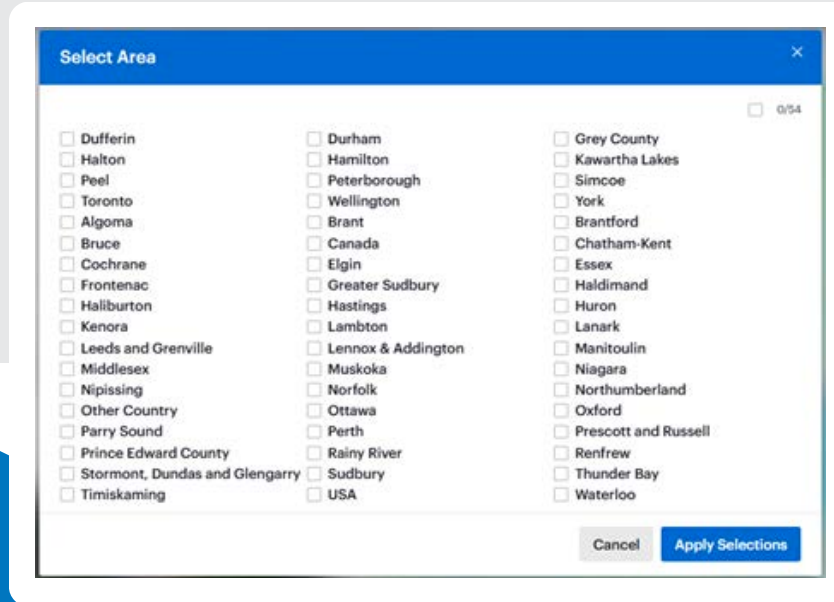
From any layout on desktop, you can choose a classic view to enter filters.




To change the view:

- 1 Click on **Searches** and select **Classic Search** from the drop down
- 2 A window will open with a full page to select all the desired filters

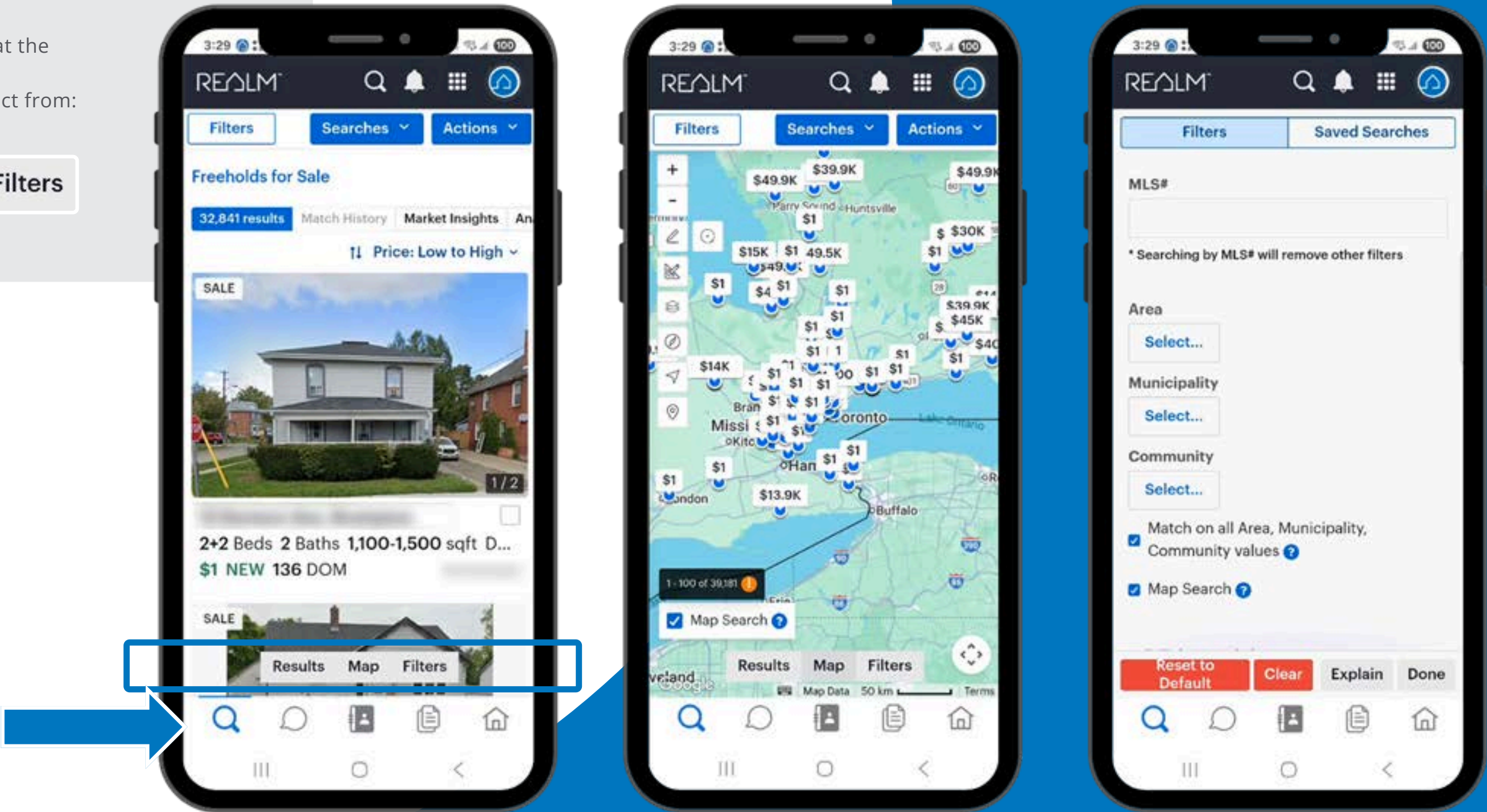
 **Tip:** If you see a multiselect box  click it see all options to select from.



Search Mobile

Tap  from the menu at the bottom of the app and select from:

Results Map Filters



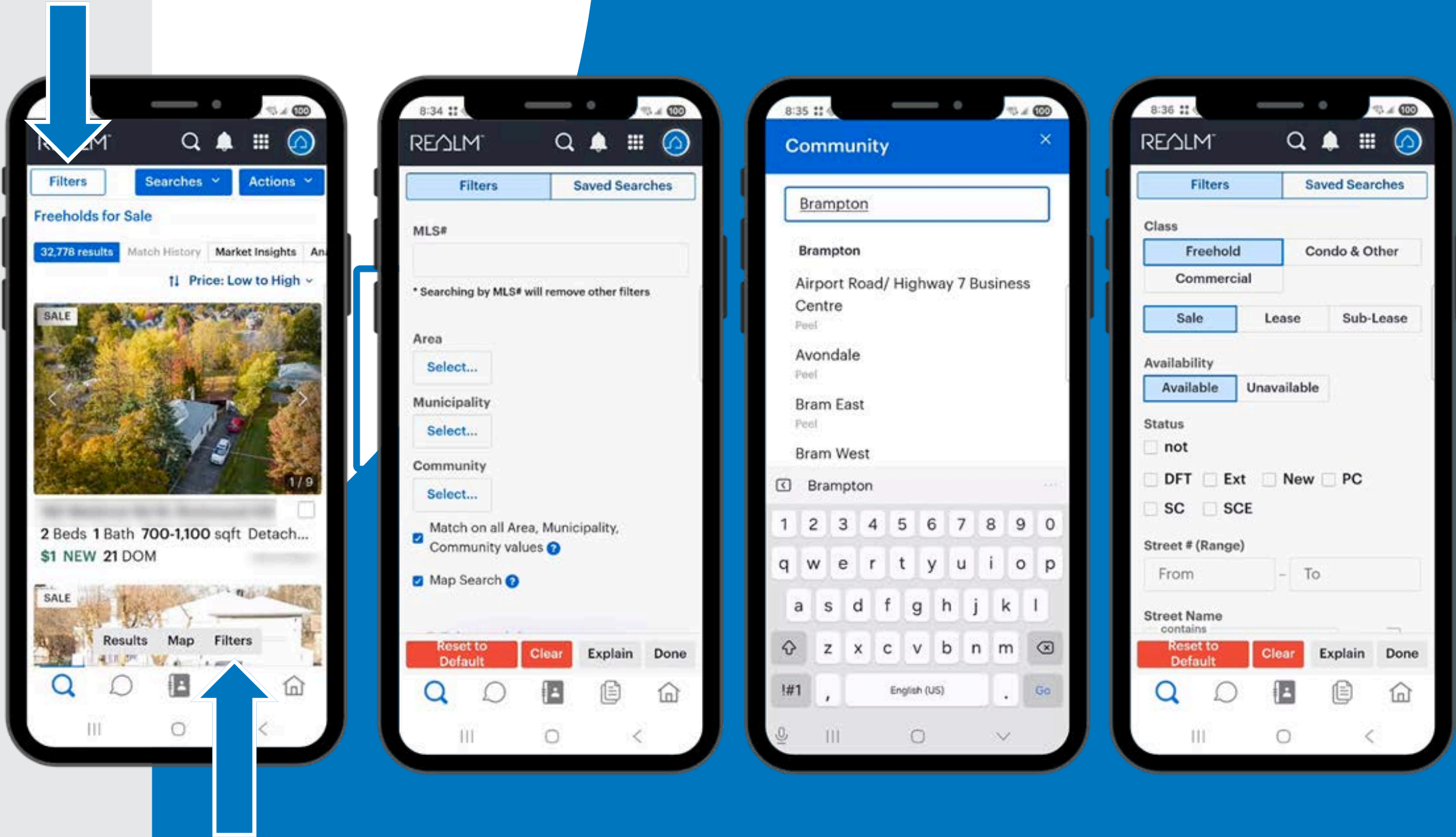
Search Using Filters

Enter criteria to find a property

- 1 Tap **Filters** OR **Filters**
- 2 Select an **Area**, **Municipality** or **Community**
- 3 Continue down the window and choose all desired filters



Tip: When starting a new search, select **Reset to Default** to adjust filters to default settings or **Clear** to remove any selected filters.



Search Using Filters

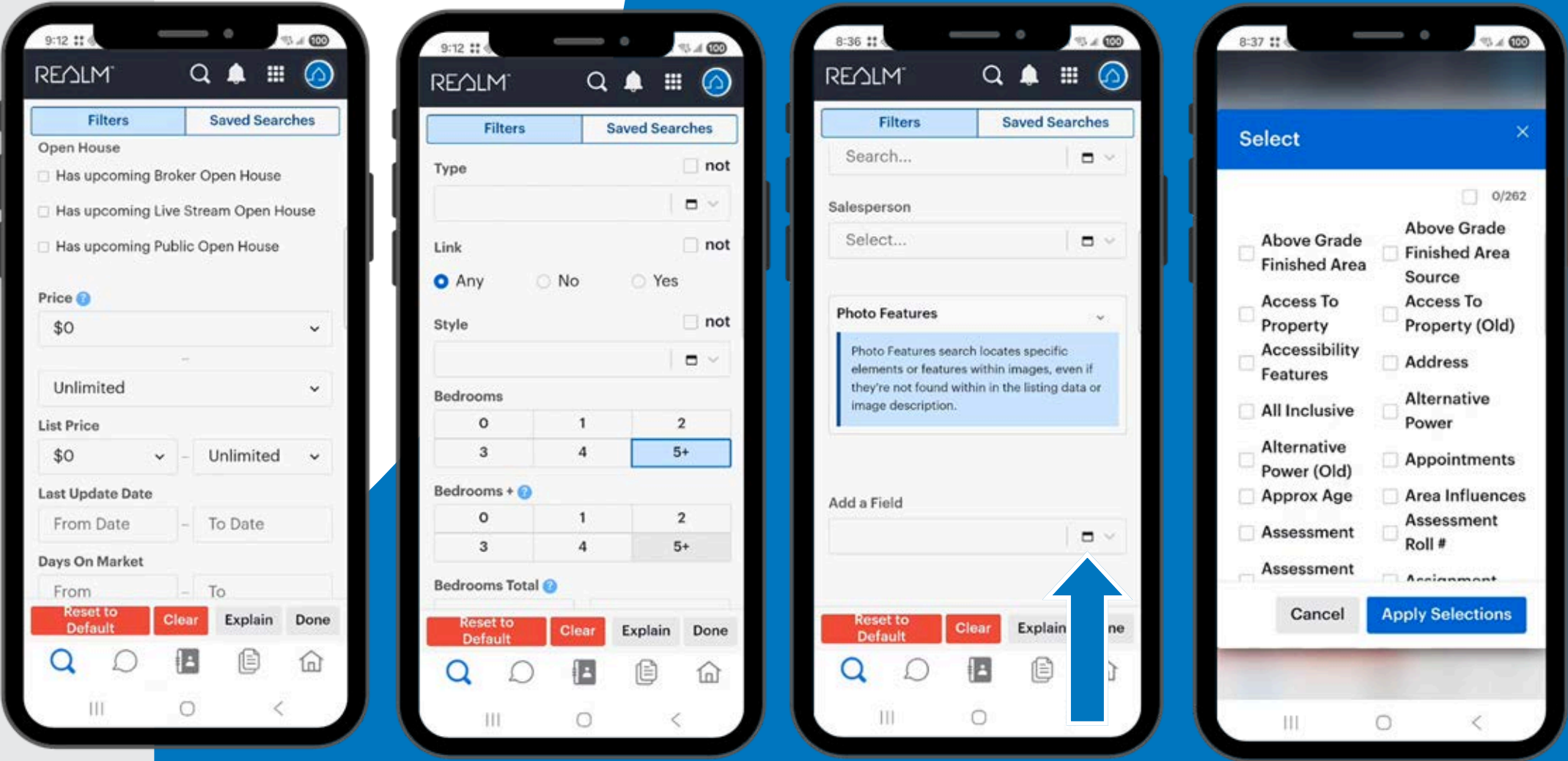
Enter criteria to find a property

4 If you don't see a desired filter, select **Add a Field** to find and select it

5 Tap **Done**



Tip: To review a list of the filters in a search, select **Explain**. This will help you identify and remove a filter selected in error that may be limiting the results.



Save Search for Prospects

You can save a search for yourself to share new or updated listings via email with prospective clients who are not in your contacts.

- 1

Tap (or click on desktop)

Searches
- 2

Select **Save Search** from the drop-down menu
- 3

Enter a **Search Name**
- 4

Tap (or click on desktop) **Myself**
- 5

Under **Notifications for Me**, place a check beside the notification type and select email frequency using the down arrow
- 6

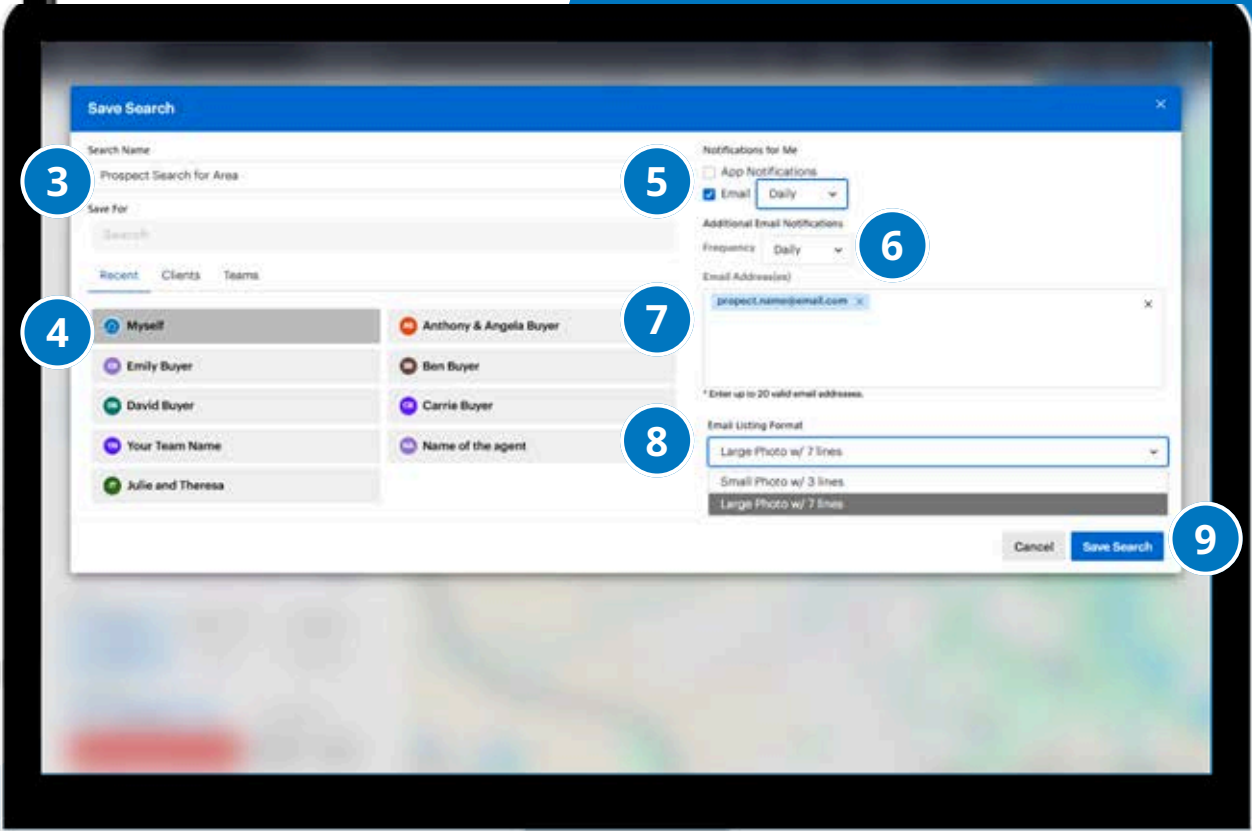
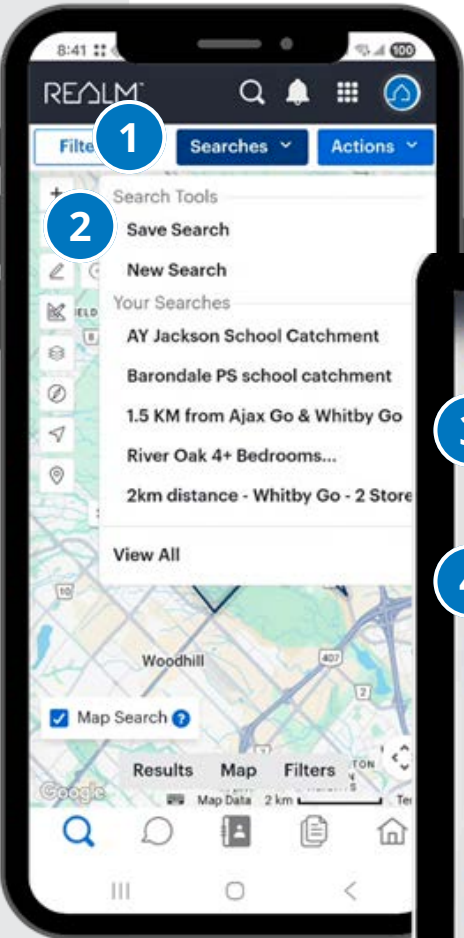
Select a notification frequency for email addresses below
- 7

Enter up to 20 valid email addresses to send an individual email to each recipient
- 8

Select the photo size and format using the down arrow
- 9

Tap (or click on desktop)

Save Search



Save Search for Contacts

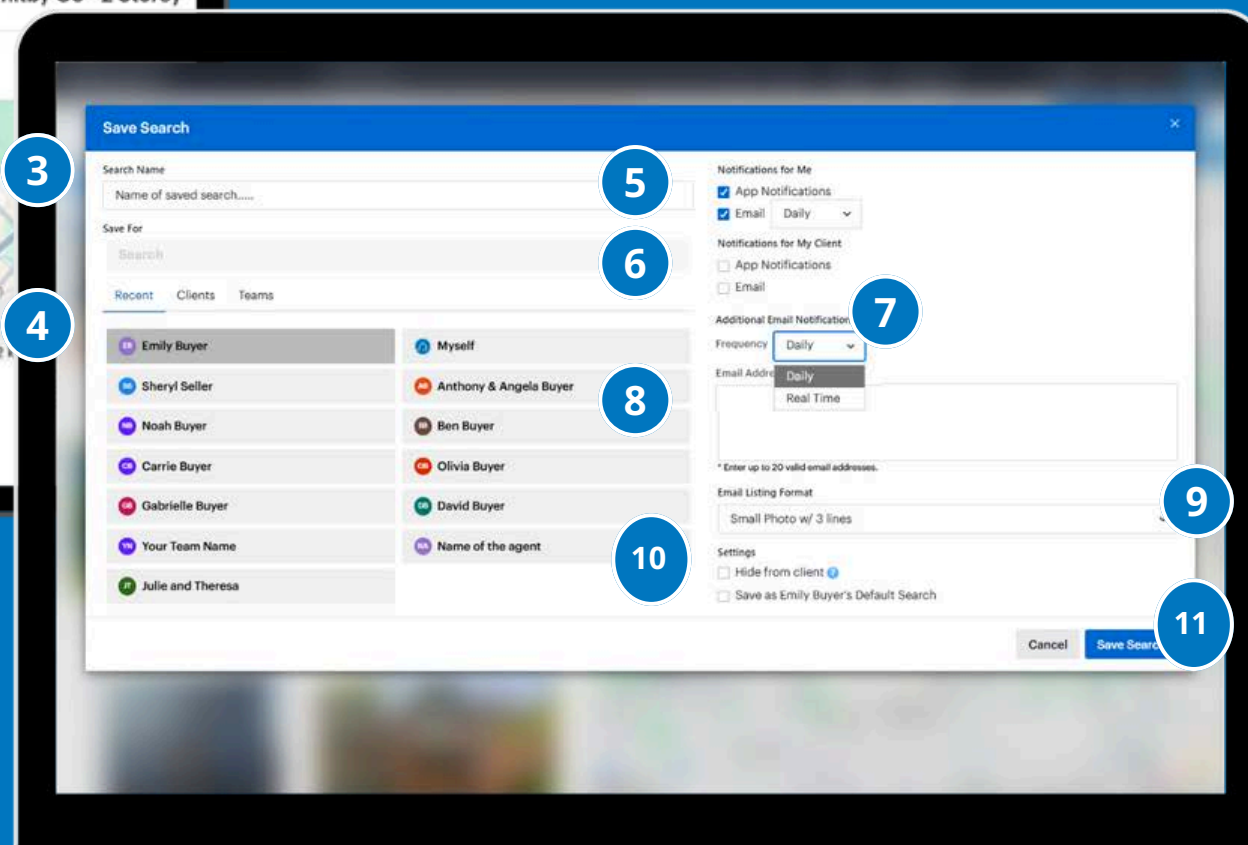
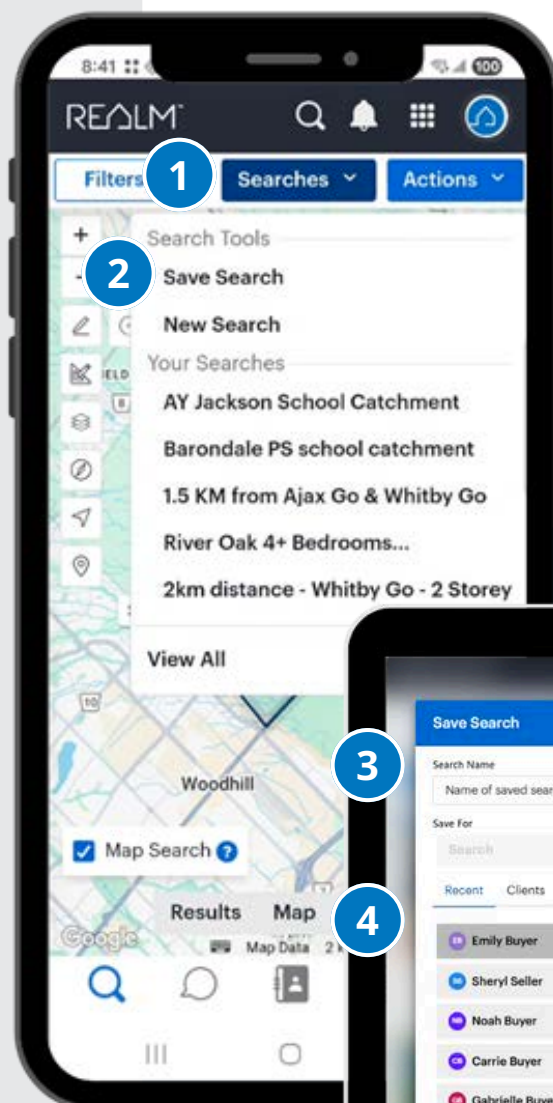
You can save a search for yourself, a client (contact), or a team to share new listings and updates via email or app notifications.



Tip:

- Listings can be viewed from the email and do not require a contact to login to REALM.
- App notifications are for REALM users who use the REALMmlp app on their mobile device and allow notifications from REALM.
- The setting 'Hide' may be used to prevent a contact who uses REALM from making changes to the saved search.

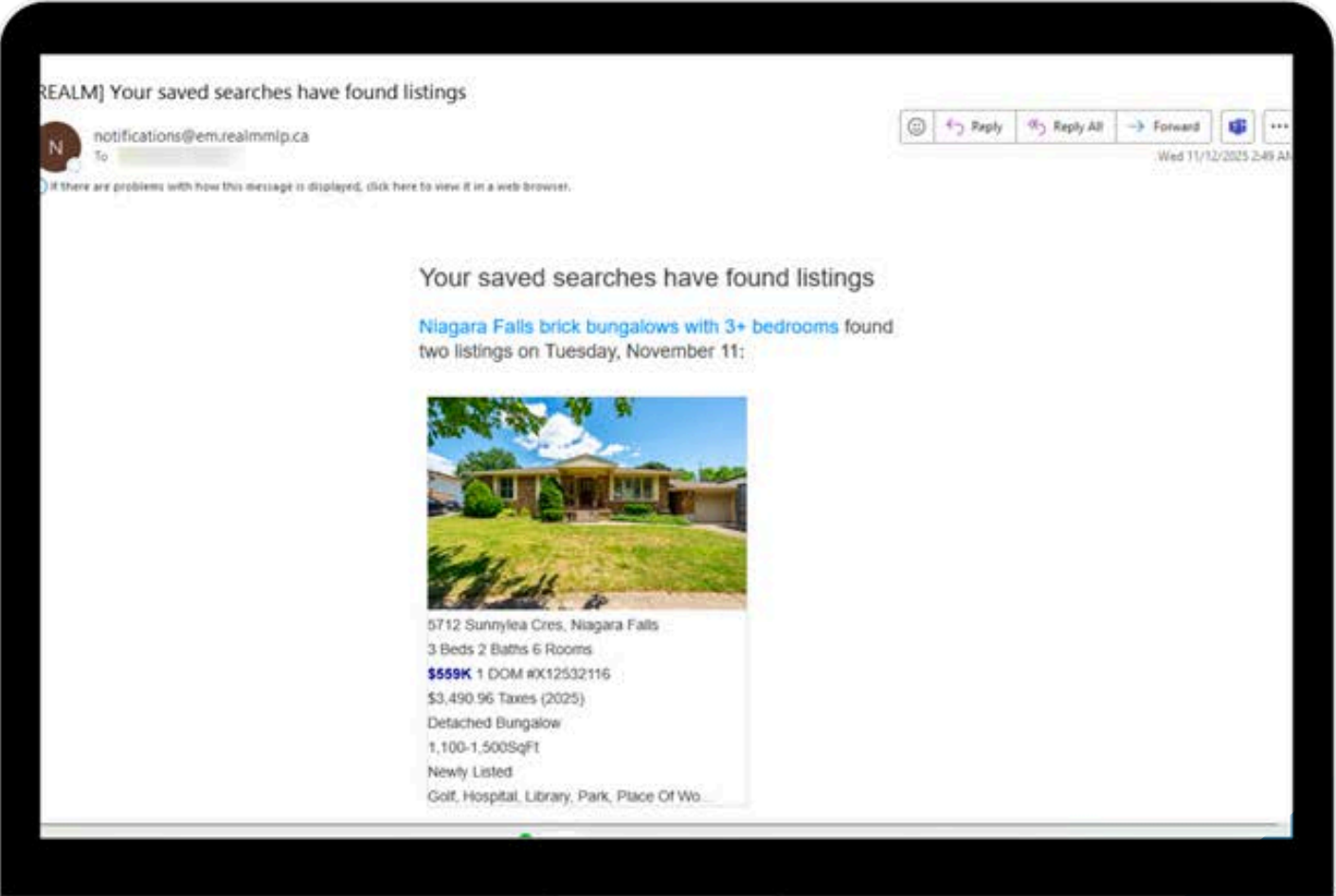
- 1 Tap (or click on desktop) **Searches**
- 2 Select **Save Search** from the drop-down menu
- 3 Enter a **Search Name**
- 4 Tap (or click on desktop) **your client's name**
- 5 Under **Notifications for Me**, place a check beside the notification type and select the email frequency using the down arrow
- 6 Under **Notifications for My Client**, place a check beside the notification type and select the email frequency using the down arrow
- 7 Select a notification frequency for email addresses below
- 8 Enter email addresses for related individuals who are not a contact
- 9 Select the photo size and format
- 10 Place a check beside the desired settings
- 11 Tap (or click on desktop) **Save Search**



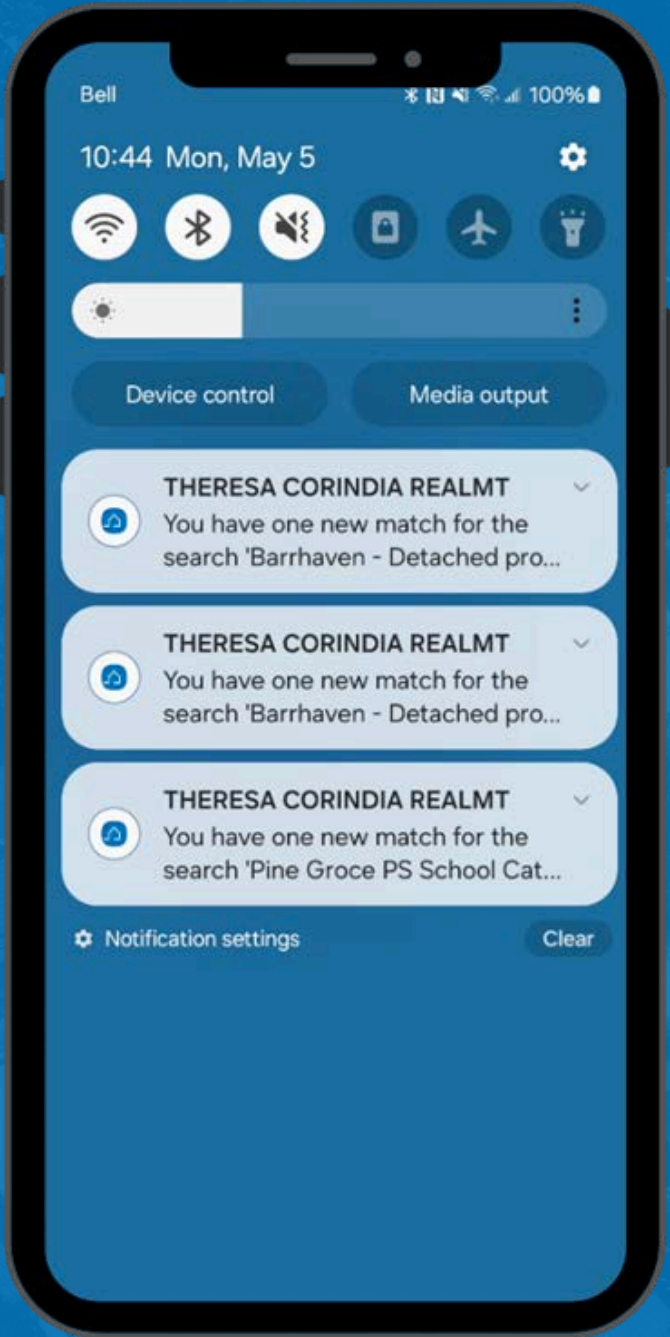
Notifications

Be informed about important activities in real time!

Email to your desktop and/or mobile



App Notifications (Push) to mobile

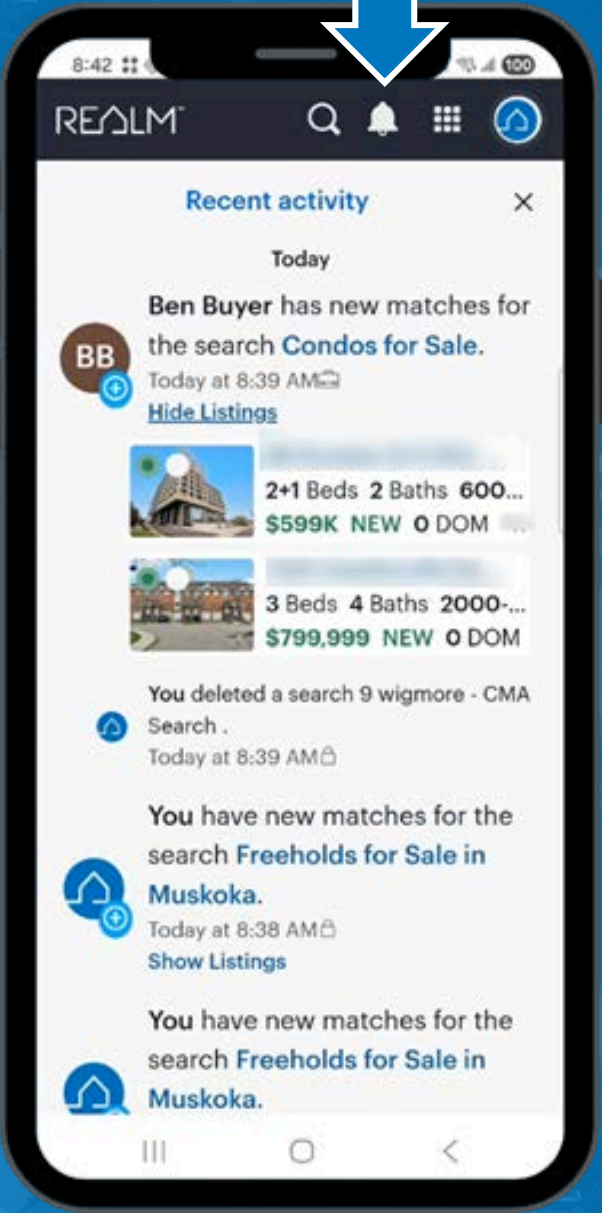
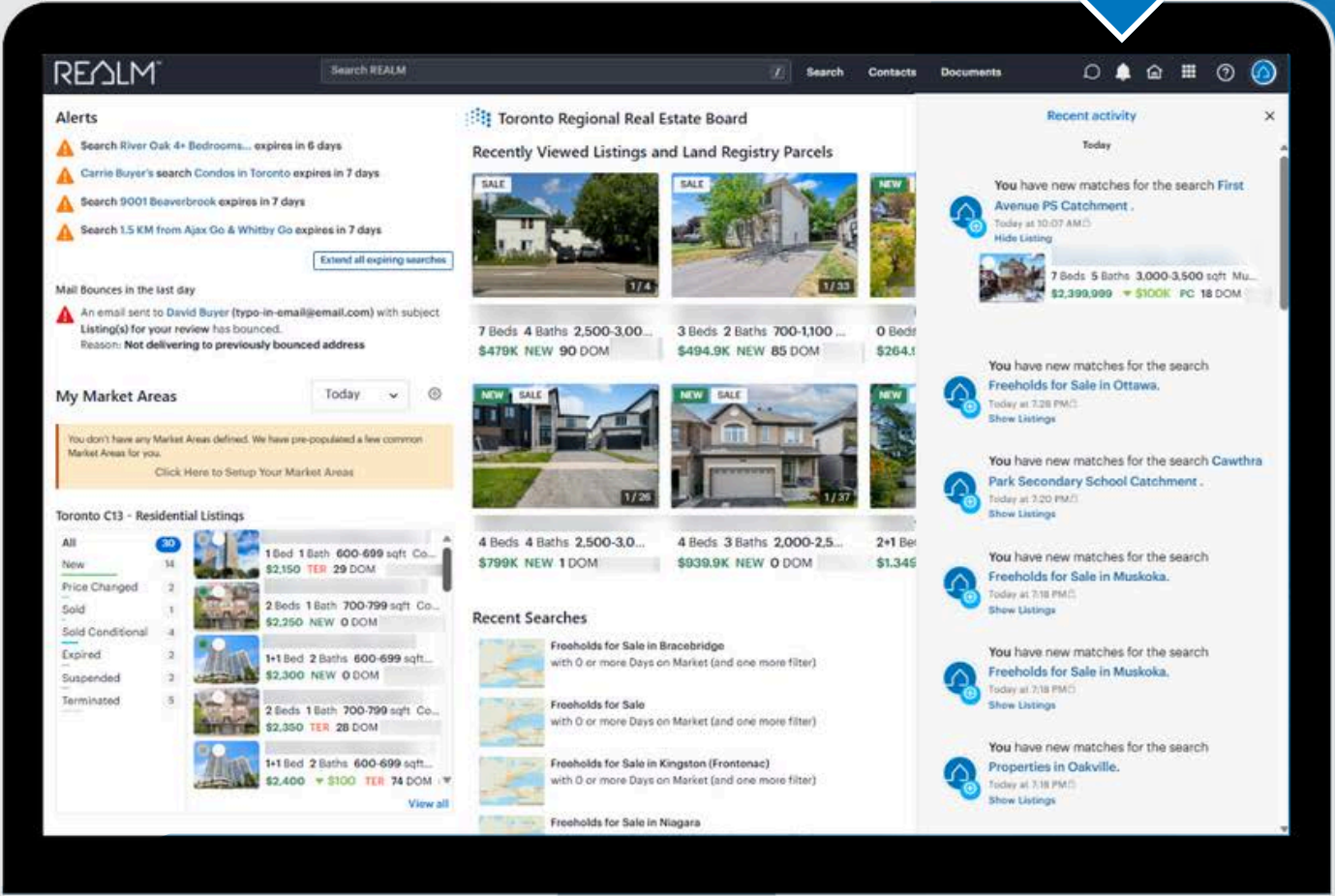


Notifications

Using Desktop & Mobile

Click (or tap on mobile)  for recent activity:

- Click (or tap on mobile) **your contacts name** to go to their records
- Click (or tap on mobile) the **search name** to go to this saved search
- Click (or tap on mobile) **Show Listings** to view listing updates



Match History

The Match History tab in a saved search contains the history of results for the search from the date it is saved.

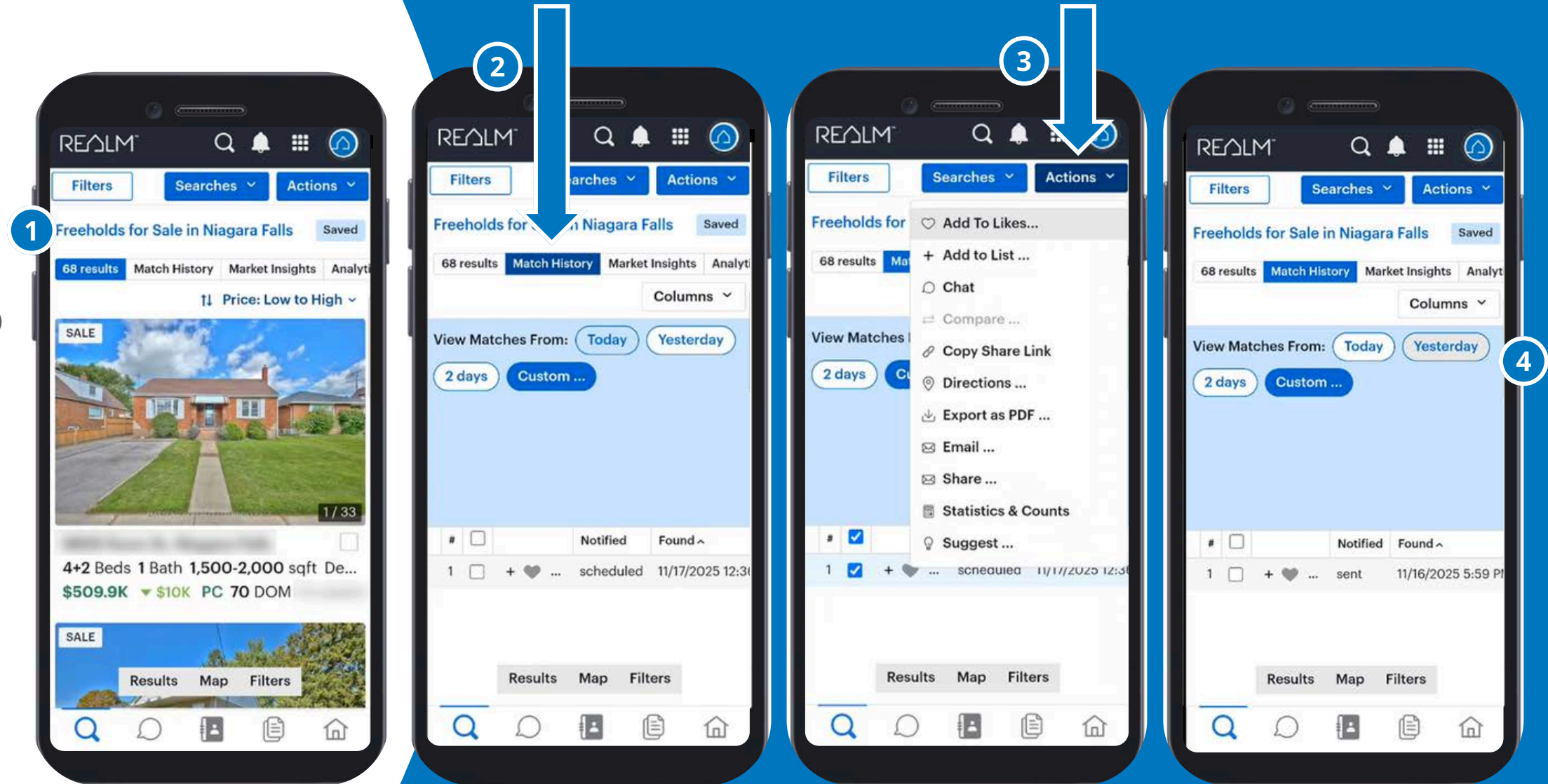
Desktop & Mobile

- 1 Open a saved search.
- 2 Tap (or click on desktop) **Match History** from the search menu.
- 3 The window will open on today's date and display any results. Tap (or click on desktop) the **actions button icon** to select an action to take with the result(s) in the match history as needed.
- 4 Tap (or click on desktop) **Yesterday**, **2 days** or **Custom** for earlier dates.



Tip: Notified Statuses

- **Scheduled** - listing will be sent in the daily email
- **None** - no email will be sent based on the search settings
- **Sent** - the listing was emailed based on the saved search settings



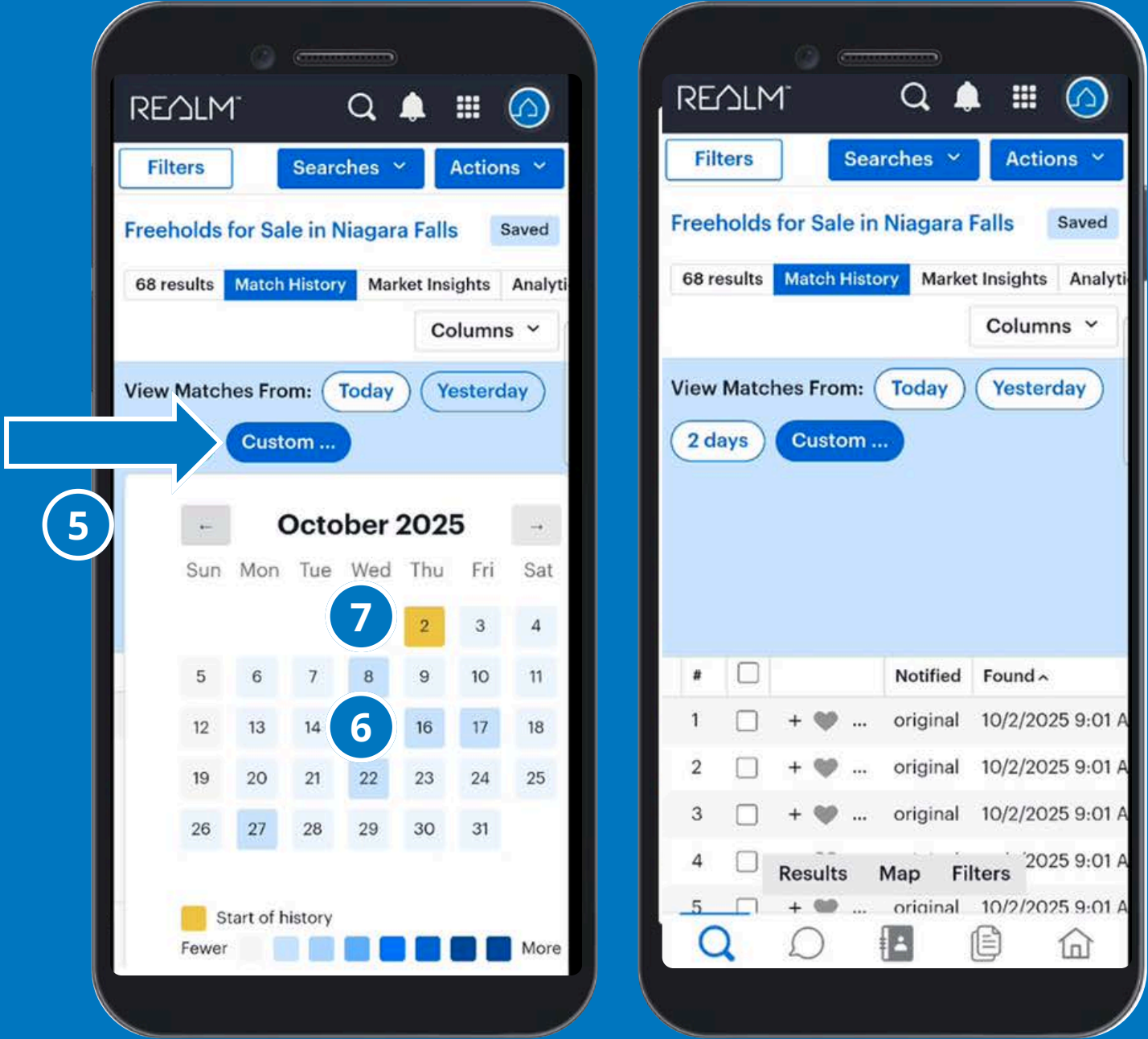
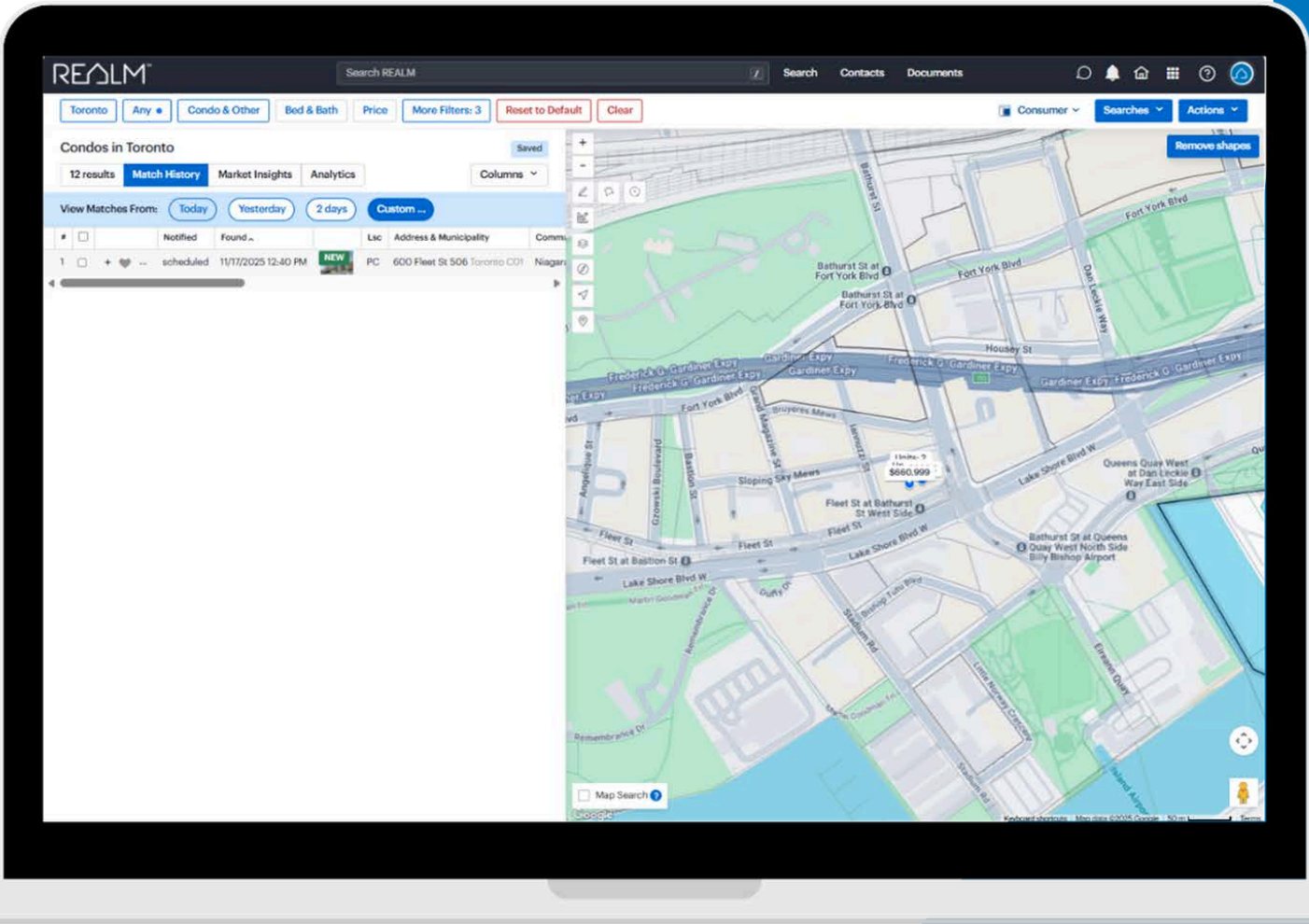
Match History Continued

- 5

When **Custom** is selected, a calendar will appear. Tap (or click on desktop) the **back arrow** to navigate to the desired date.
- 6

Days highlighted with blue have matches. Tap (or click on desktop) the day to view the results.
- 7













The day highlighted in yellow is the start of history. Tap (or click on desktop) to see the listings in the original search.

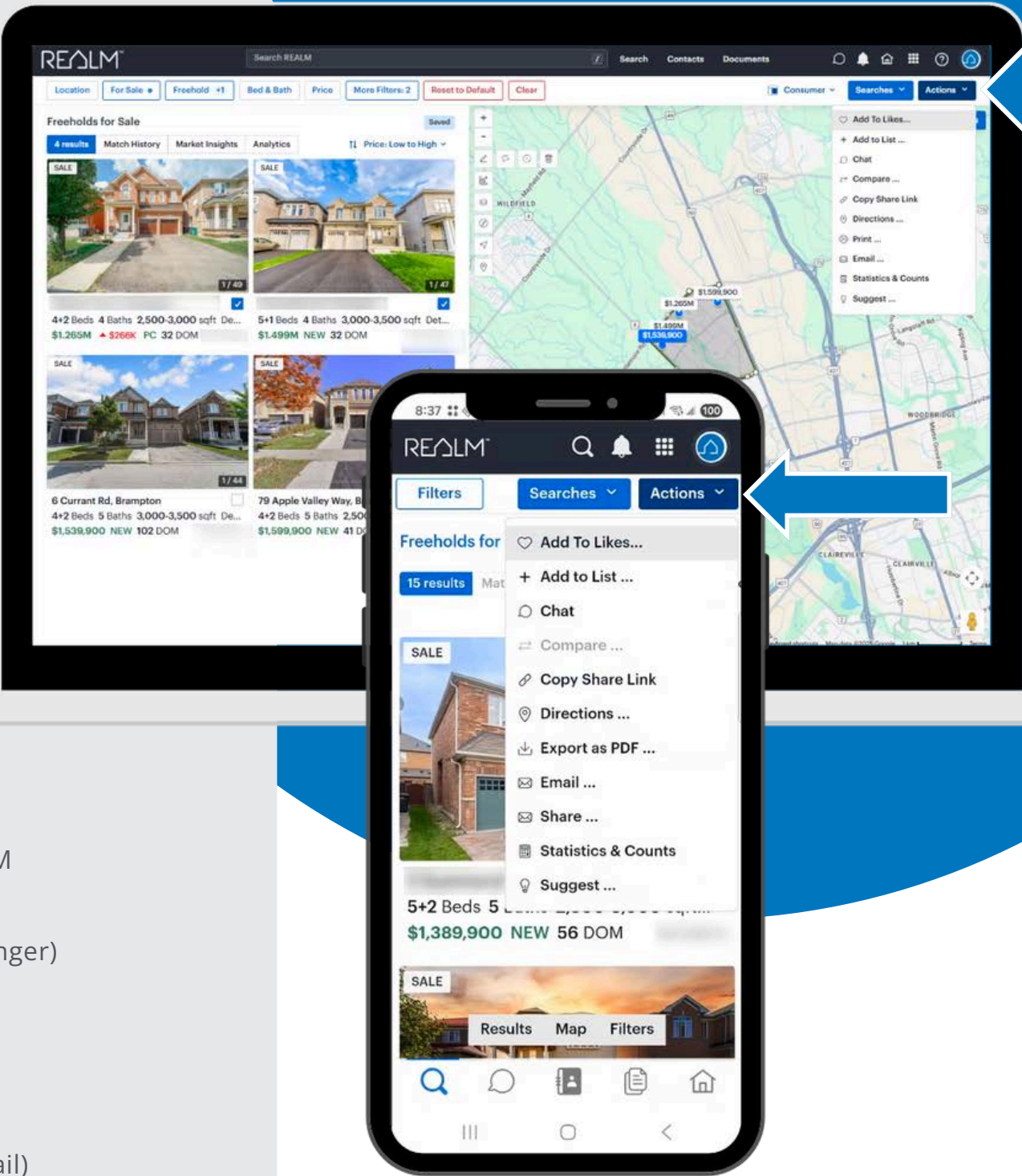


Saved Search Actions

Actions ▾

Using Desktop & Mobile

-  **Add to Likes** to save the selected properties to your likes list
-  **Add to List** to save the selected properties to a list to keep track of them
-  **Chat** to send an in-app message with a link to the selected listings in the search to a contact, team or salesperson who uses REALM
-  **Compare** to compare the selected listings (one or more listings need to be selected with a check in the box)
-  **Copy Share Link** to select to copy a link to the selected listings and paste it in your Email, What's App, Text or any other communication too that you use.
-  **Directions** to get directions for the selected listings
-  **Print (desktop only)** to print the selected listings
-  **Export as PDF (mobile only)** to generate a PDF version of the selected listings
-  **Email (desktop only)** to send a client version of the listing with email build into REALM
-  **Email/Share (mobile only)** to choose an apps (Email, Messages, WhatsApp, or Messenger) to share the listing
-  **Statistics & Counts** to generate a report that show statistics for the search results
-  **Suggest:** to suggest the selected listings to a contact who uses REALM (instead of email)













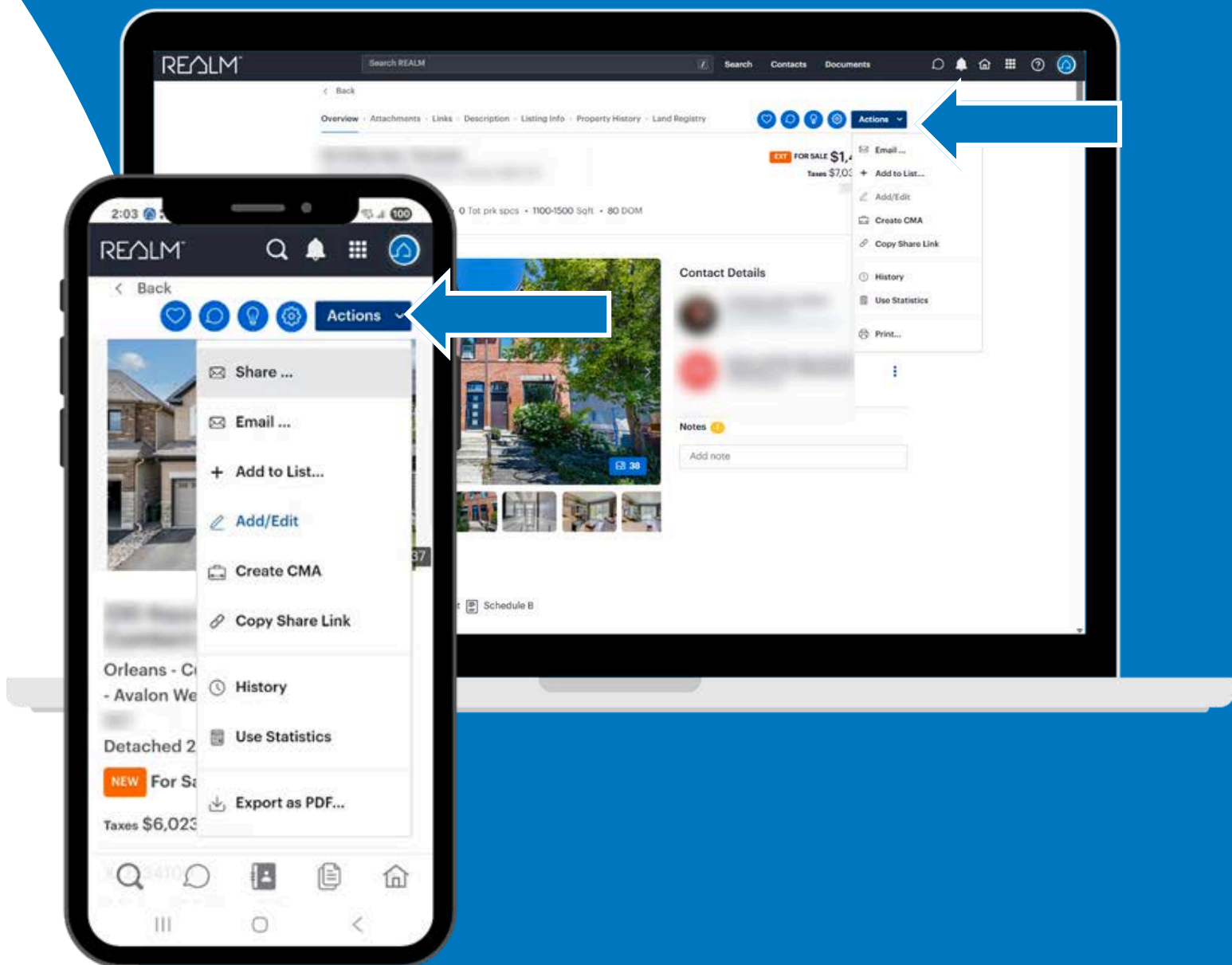
Listing Actions

In a listing there several tools to help you organize, share, and gain insight.

Using Desktop & Mobile

Select **Actions** and choose from:


-  **Share / Email (mobile only)** to choose an app (Email, Messages, WhatsApp, or Messenger) to share the listing
-  **Email (desktop only)** to send a client version of the listing with email build into REALM
-  **Add to List** to keep track of properties
-  **Add/Edit** to update your listing
-  **Create CMA** to create a CMA using the selected property
-  **Copy Share Link** to copy a link and paste it in your Email, What's App, Text or any other communication tools to share the listing
-  **History** to view, export as PDF or print the history of the listing
-  **Use Statistics** to find insight into the interest shown in this listing
-  **Print (desktop only)** to print a broker or client copy of the listing (from **Listing Detail form** select **Broker Full-Sheet** or **Client Full - Sheet** for a printout on one page)
-  **Export (mobile only)** to download as a PDF version of the listing




Tip: A listing emailed to a contact in your database on desktop will be added to the suggestions list for the contact when you choose the check beside “Also add the listing(s) to the Suggestions for any Client receiving this email”.

Listing In-App Actions


Using Desktop & Mobile




Like: Select to add to your likes list



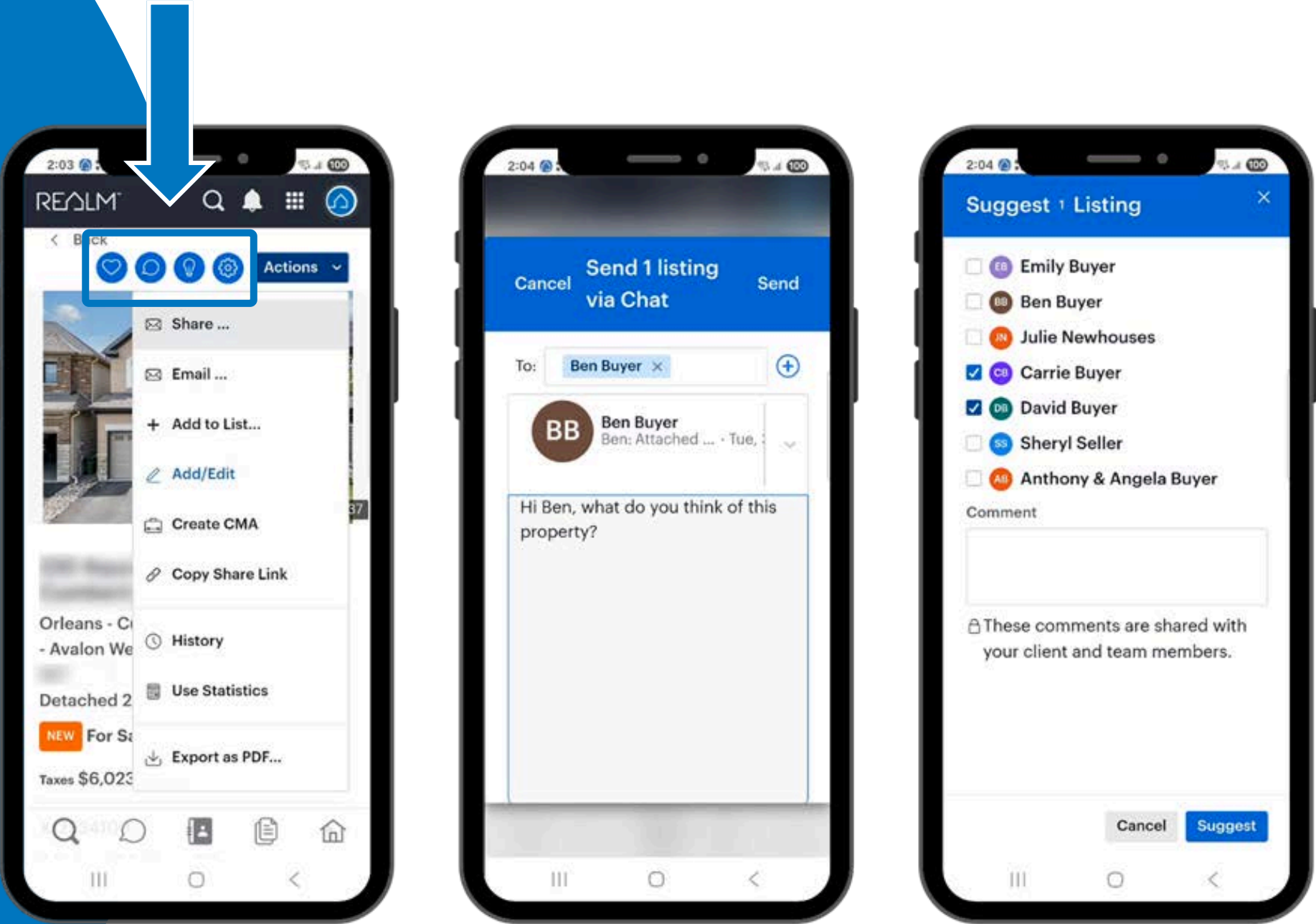
Chat: Send an in-app message to a contact, team or salesperson who uses REALM




Suggest: Suggest a property to a contact who uses REALM (instead of email)



Detail view setting: Change the listing format

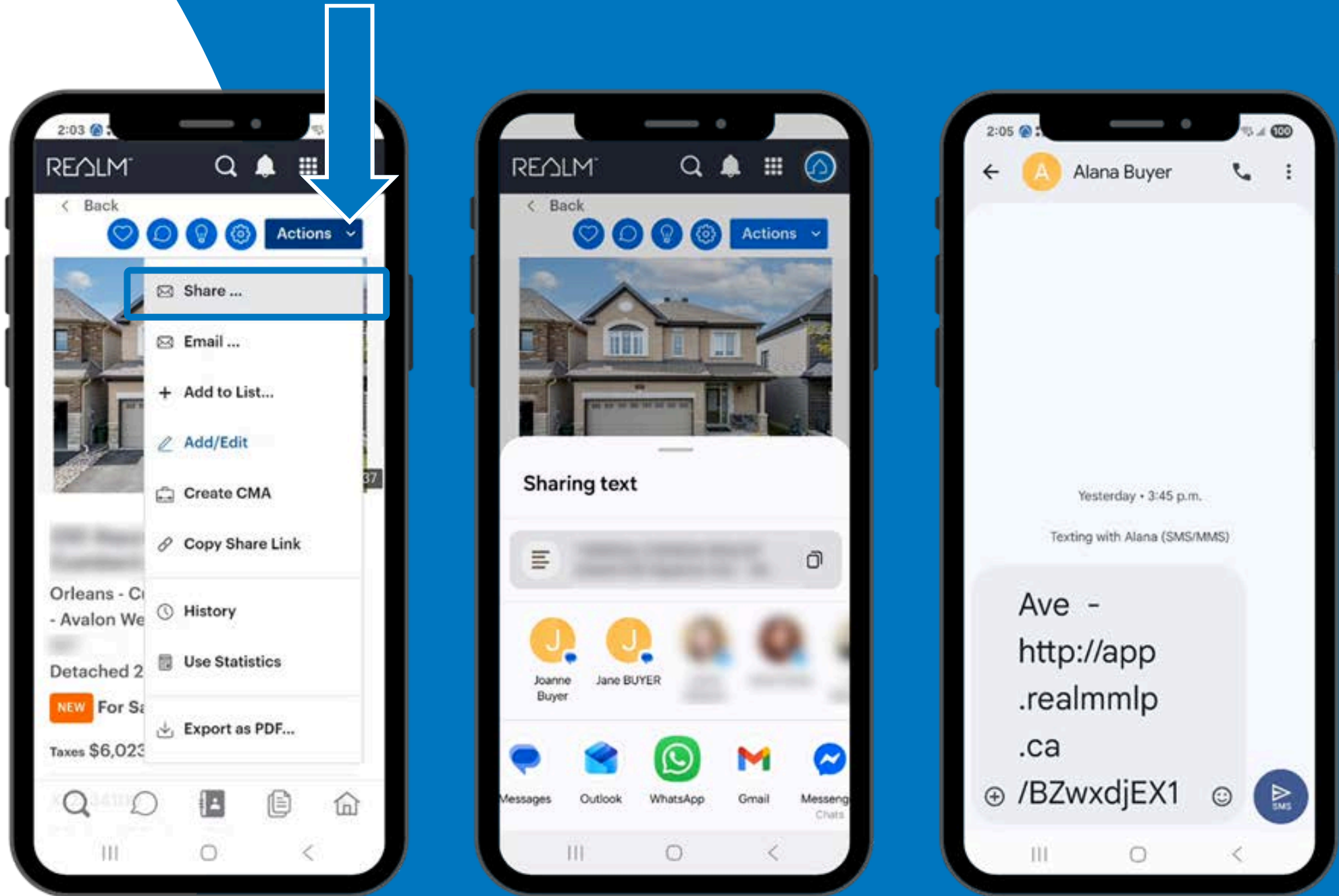


Listing Actions - Share

- 1 Tap **Actions** ▾
- 2 Select  **Share** to find a list of apps on your mobile device such as:
 - **Text message**
 - **Email**
 - **WhatsApp**



Tip: When you share a listing from the mobile app it will not be added to the contacts suggestions list. Add these listings to a list to help keep track of them.



Listing Actions - Add to List

Using Desktop & Mobile

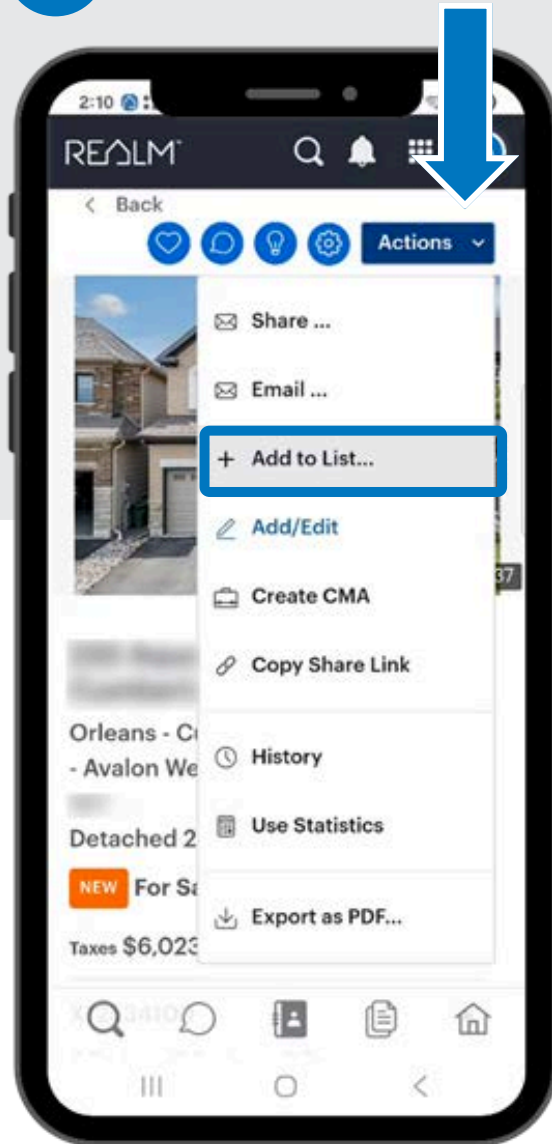


Tip: Saved lists can be found in your contact record.

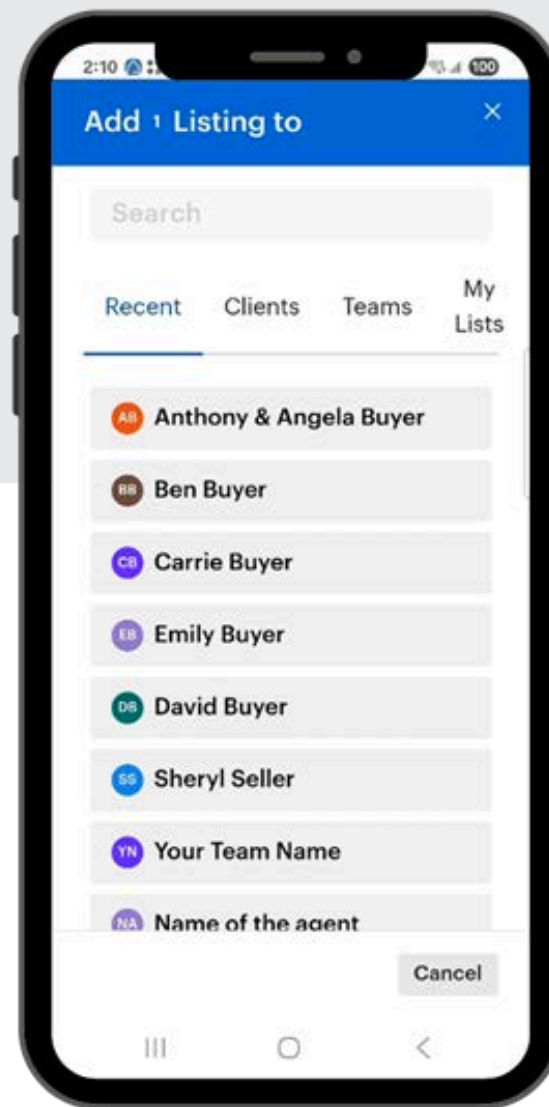
1 Tap (or click on desktop)

Actions ▾

2 Select **+** Add to List



3 Tap (or click on desktop) **your client**

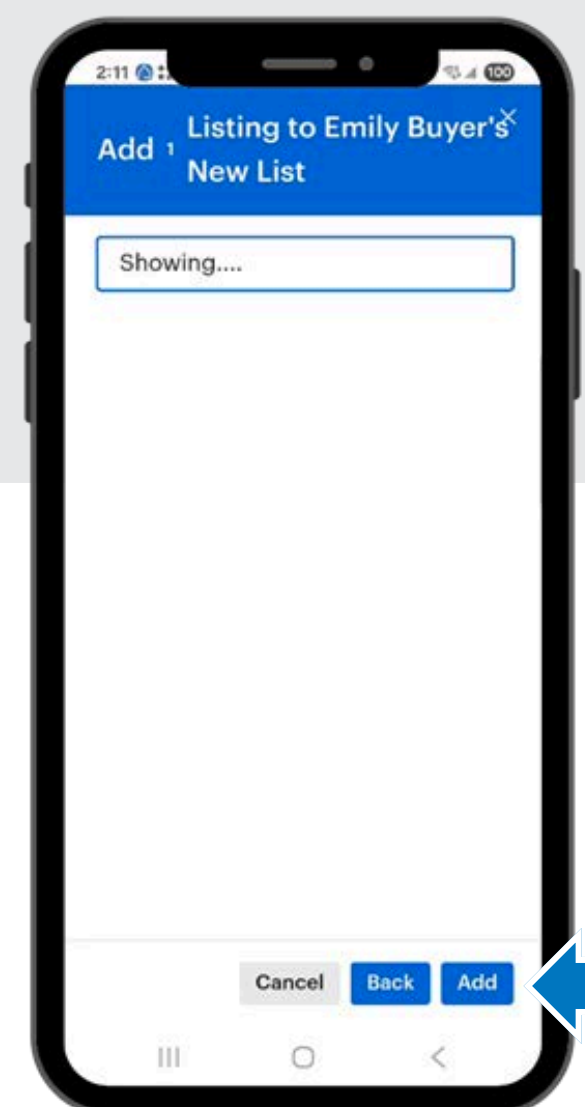


4 Tap (or click on desktop) **New List**



5 Enter a list name

6 Tap (or click on desktop) **Add**

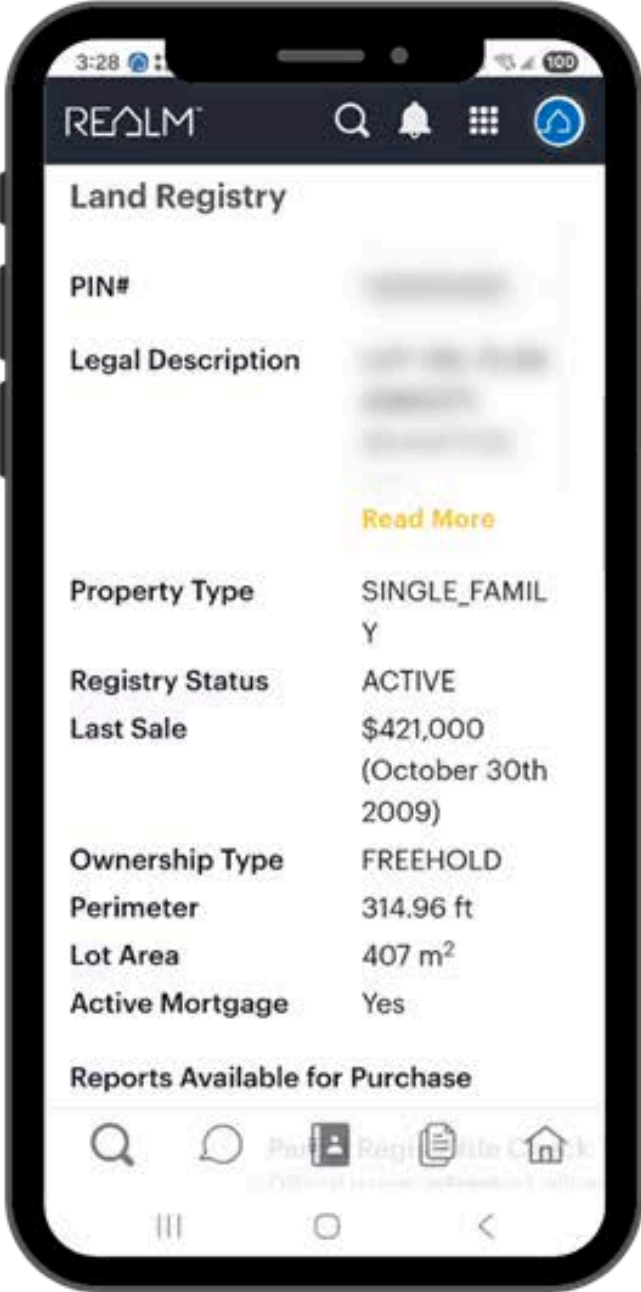
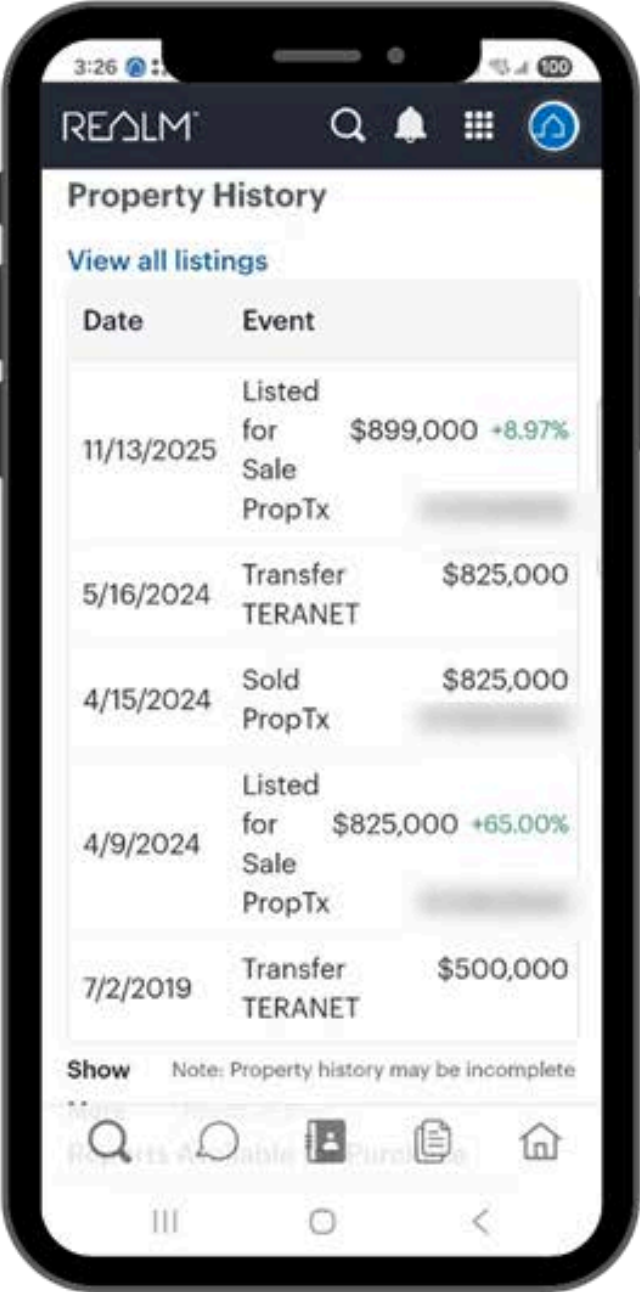


Review Listing Details

Using Desktop & Mobile











Scroll through the listing and find:

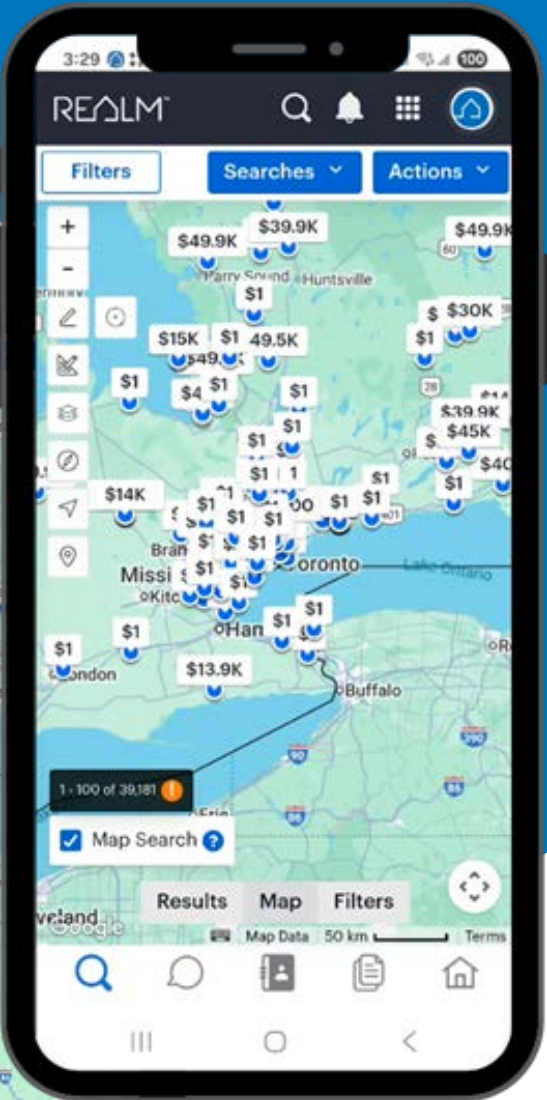
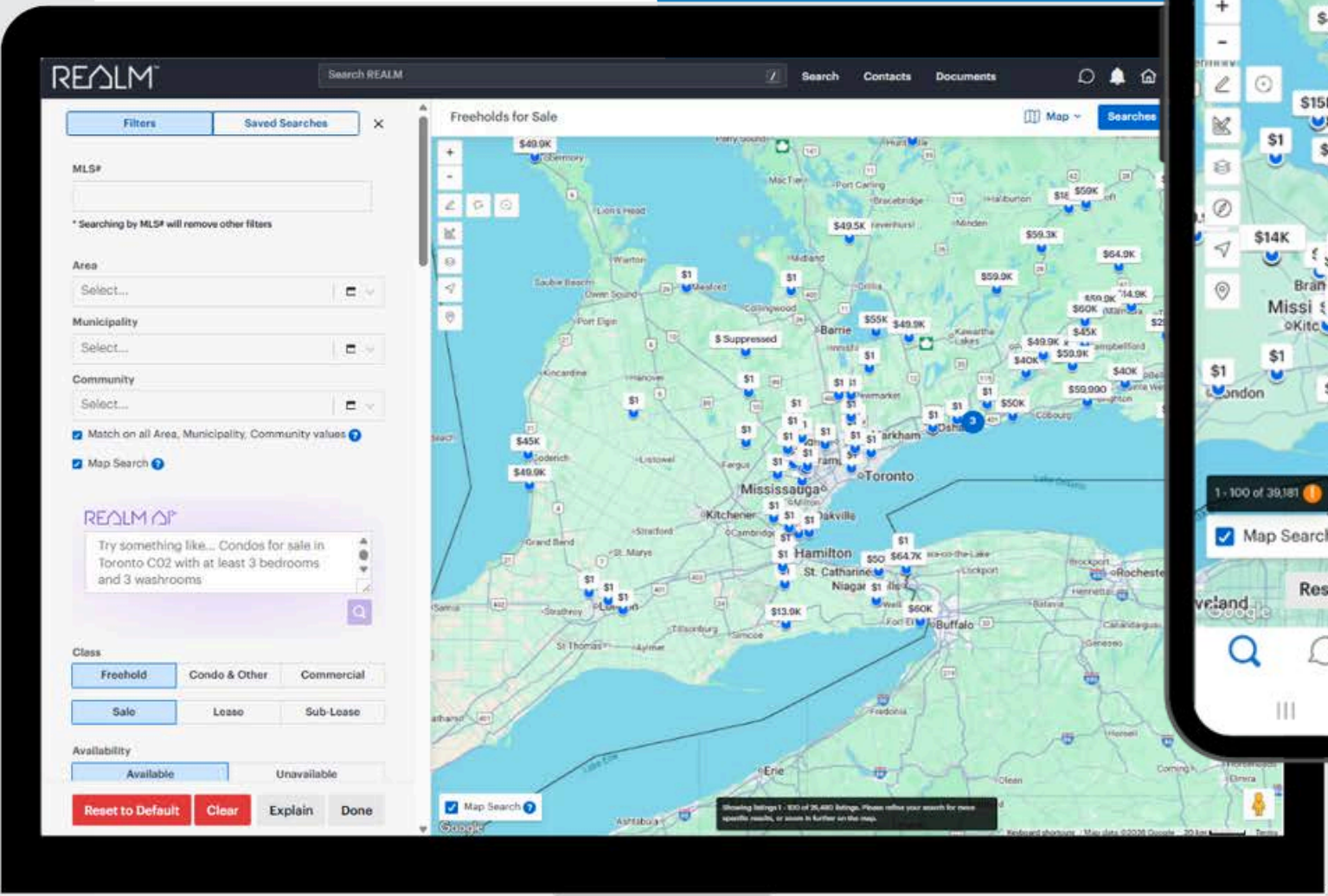
- Links
- Complete property history
- Land registry details



Search using Map Tools

Using Desktop & Mobile

-  Zoom in
-  Zoom out
-  Toggle draw mode
-  Draw a polygon
-  Draw a circle
-  Toggle Measurement Mode
-  Map layers
-  Places of Interest
-  Show your current location
-  Jump to a location


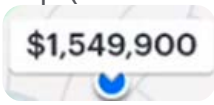


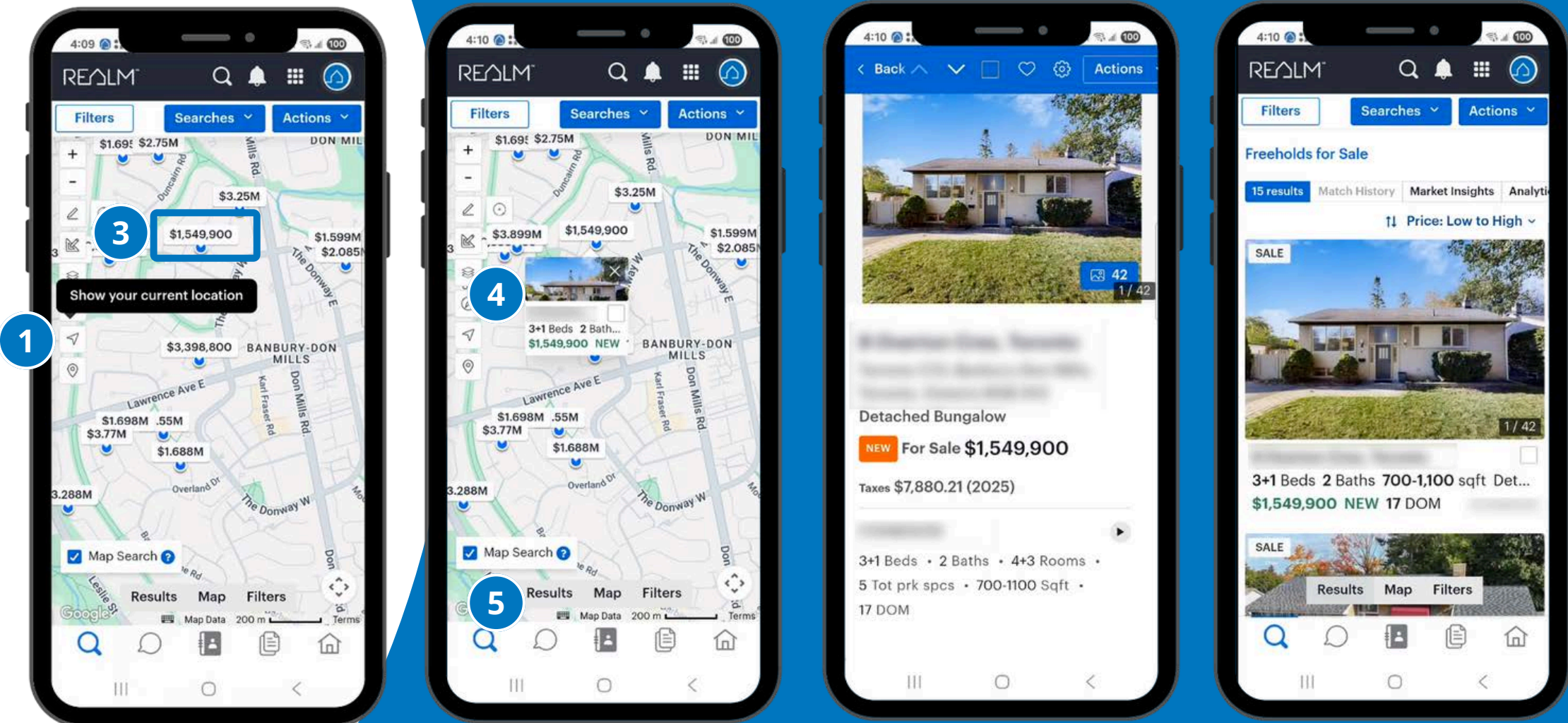
Tip: With Jump to location, you can search by an address, intersection, or location (such as school, place of worship, transit station, etc.) and the city to go to the desired location on the map.

Find Listings in the Immediate Area

Easily search listing using your current location to quickly see all the listings that are available near you.

Using Desktop & Mobile

- 1 Tap (or click on desktop) 
- 2 Adjust the map window
- 3 Tap (or click on desktop) the listing 
- 4 Tap (or click on desktop) the information window to open the listing
- 5 Tap (or click on desktop) **Results** to view all listings in the map window



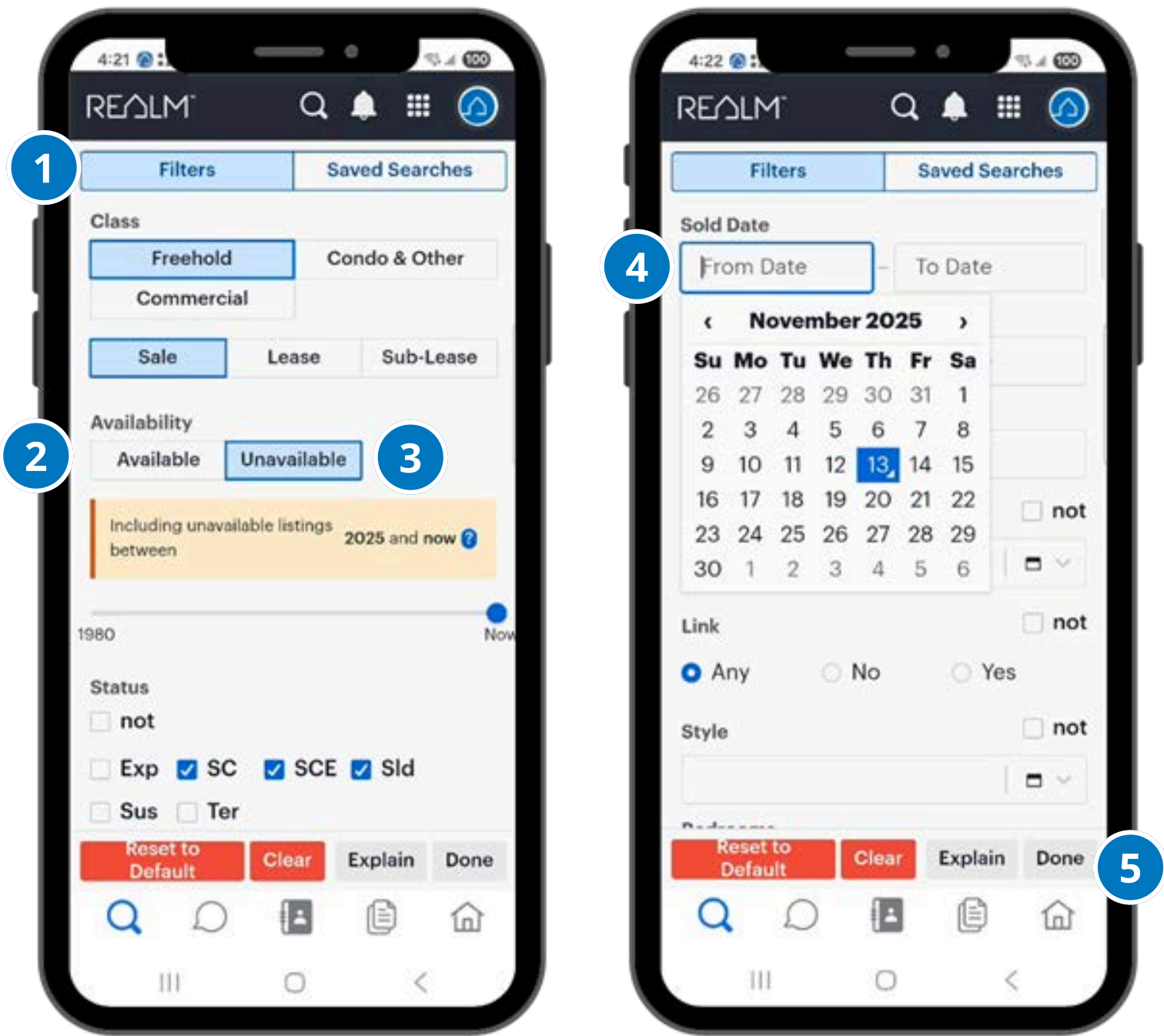
Easily Find Solds in the Same Area

- 1 Tap (or click on desktop) **Filters**
- 2 Tap (or click on desktop) **Available** to remove this selection
- 3 Tap (or click on desktop) **Unavailable** to select it
- 4 Scroll to Sold Dates and enter a From Date
- 5 Tap (or click on desktop) **Done**



Tip: To search for a specific number of days, type "t" for today "-" the number of days.


For example, to see sold listings for the last 30 days type "t-30" in the Sold Date field.



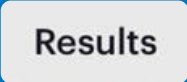
Easily Find Solds in the Same Area

- 1

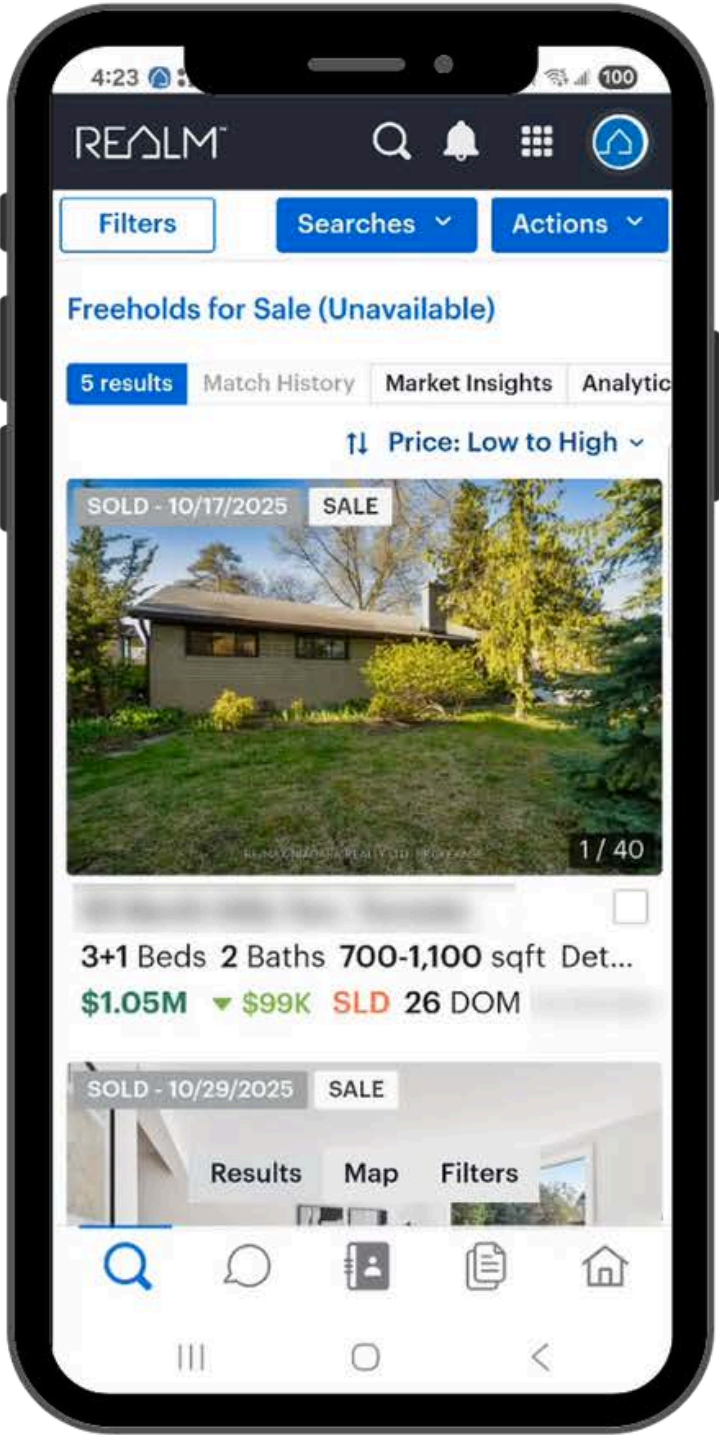
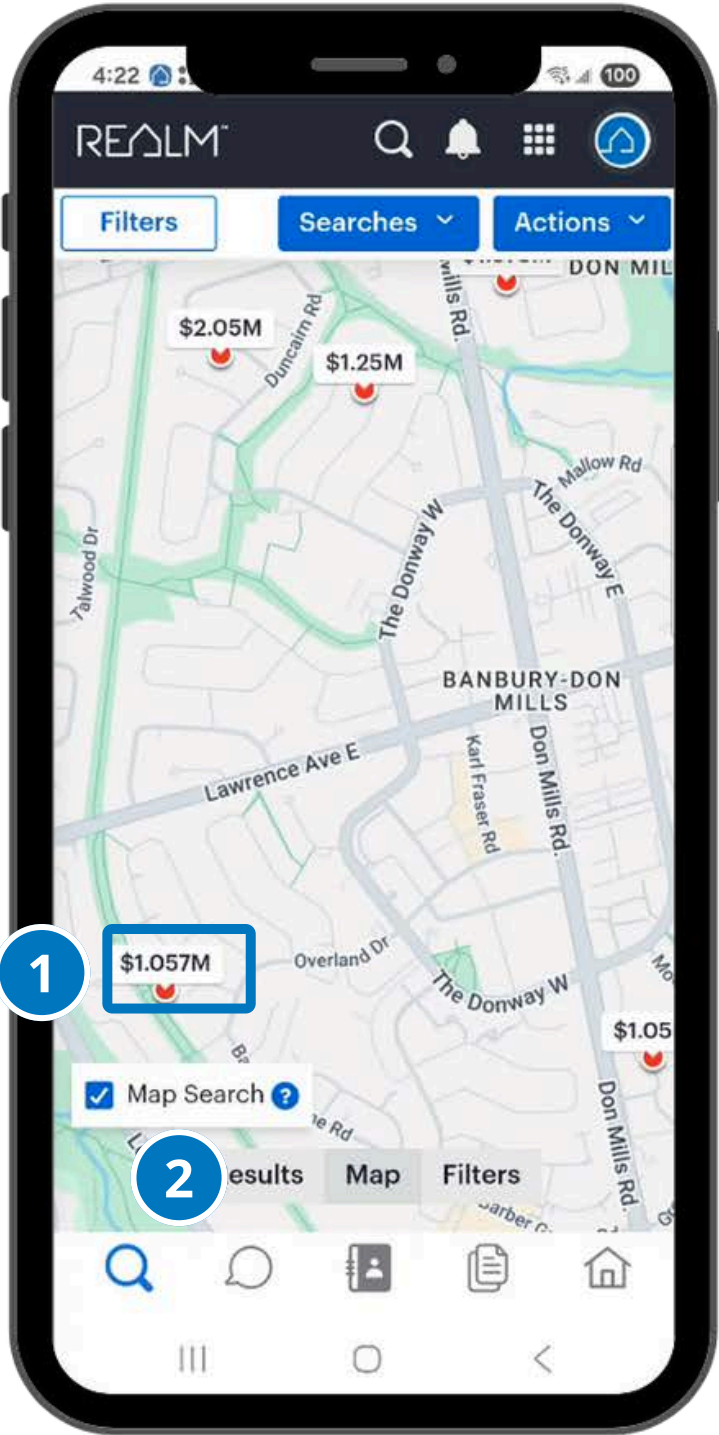
Tap (or click on desktop) the sold record to open


- 2

OR tap (or click on desktop) the list of properties to review



Note: the **Sold** date will be shown in the top left corner of the image of the property.



Map Layers provide Insight


Quickly view market and listing data at a glance using the various map layers.

Using Desktop & Mobile

From search results in the map window:

1

Click (or tap on mobile)



2

Select a layer

3

Review the insight



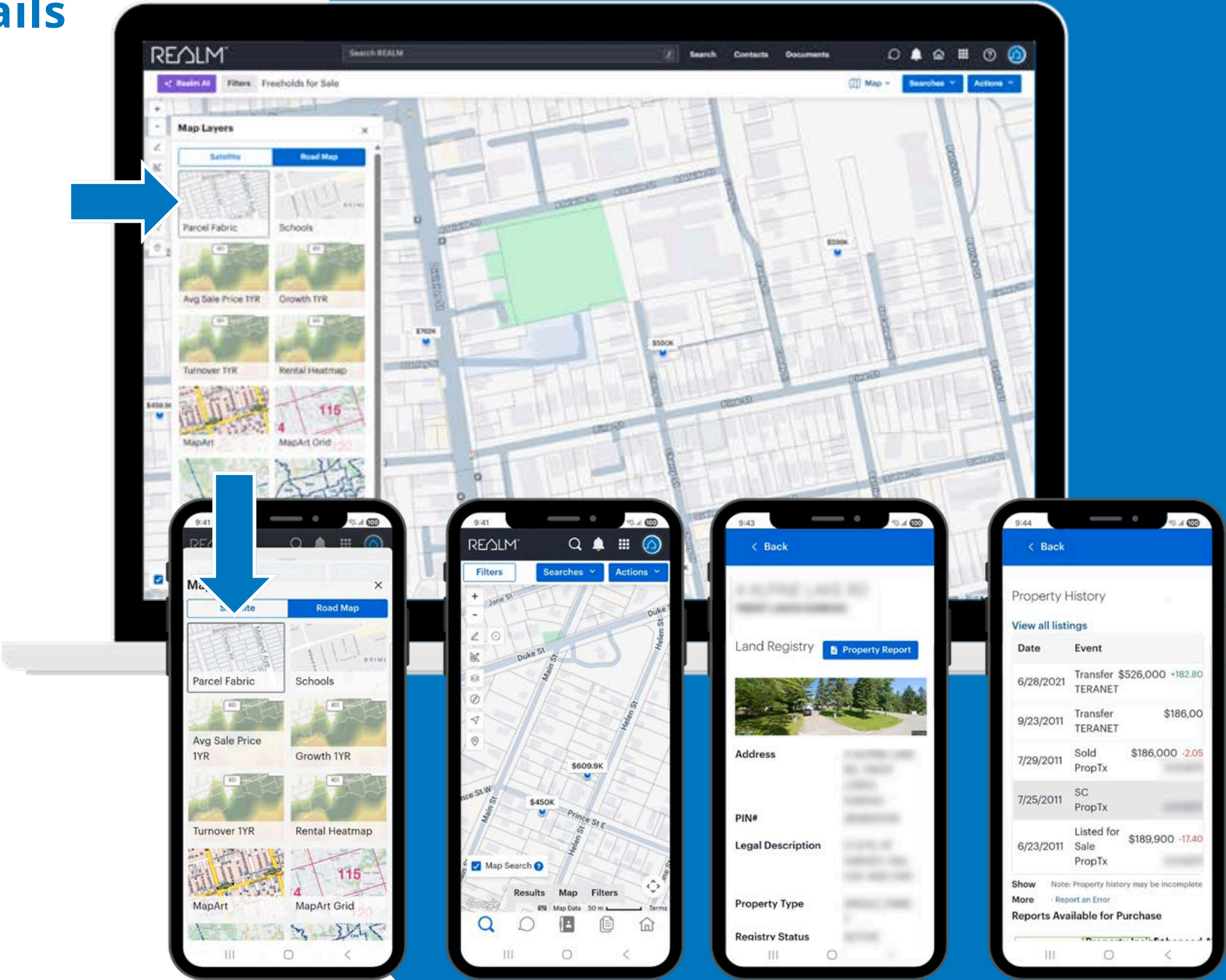
Tip: When a layer is selected a box will surround it. To remove the layer, click on it to remove the box.



Find Land Registry details Using the Map

Using Desktop & Mobile

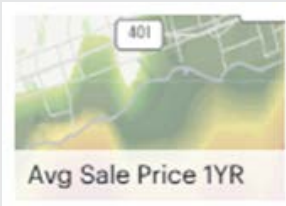
- 1 Select **Parcel Fabric** to view the ownership parcel
- 2 Zoom to the property of interest and click on it to view land registry and property history details




Gain Insight from Heat Maps

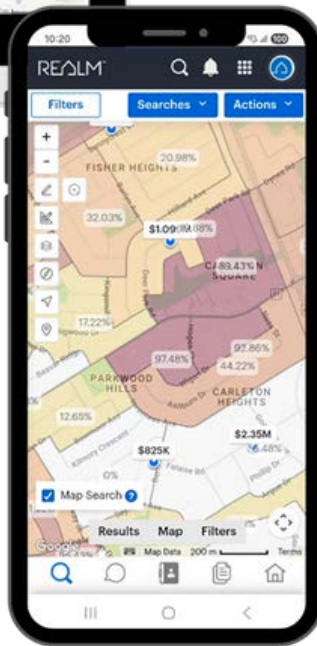
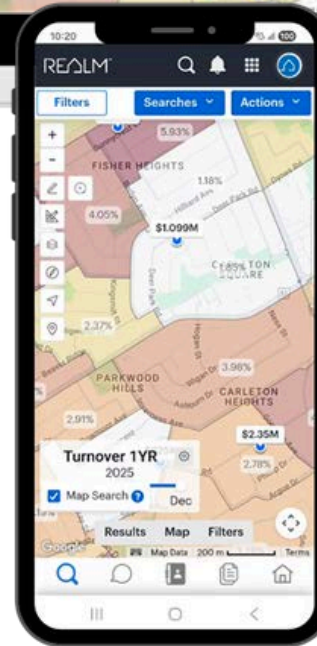
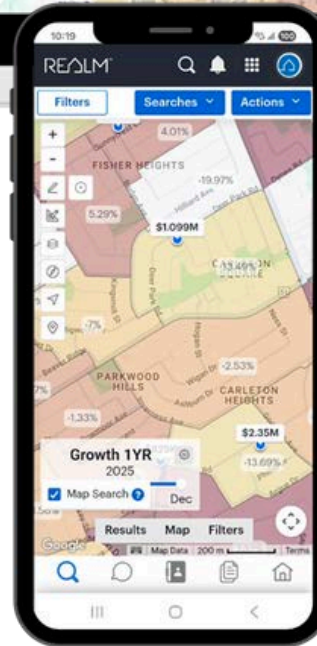
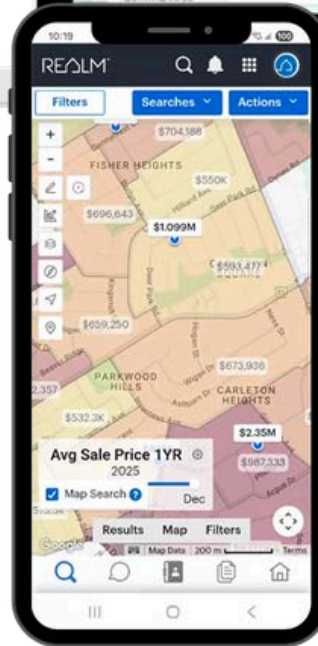
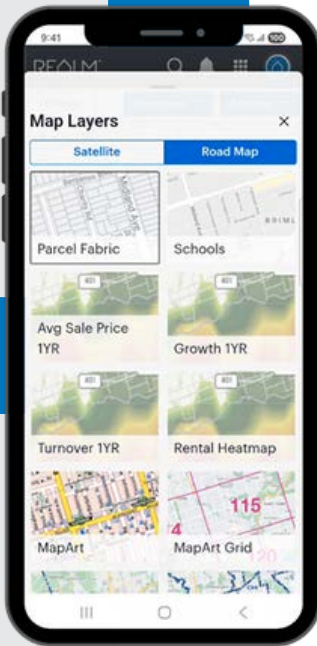
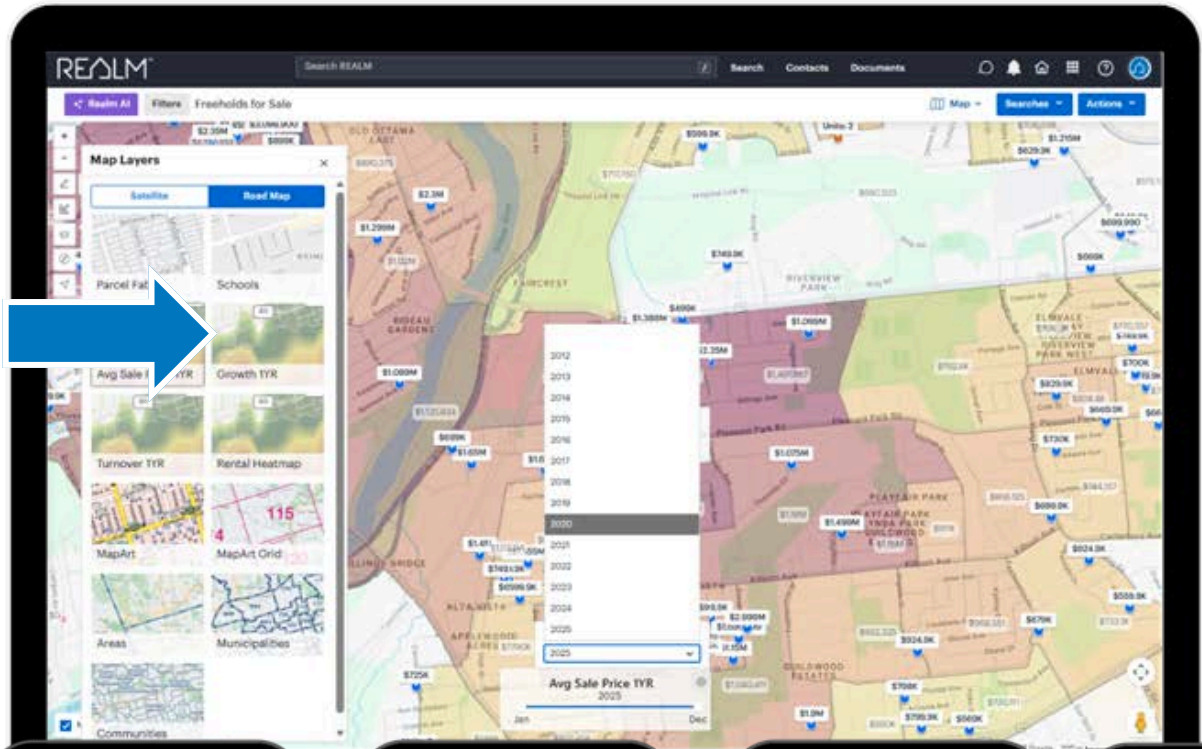
Using Desktop and Mobile

- 1 Select **Avg Sales Price**, **Growth** or **Turnover** to view statistics from residential sold data from land registry



- 2 Select  to change the year to view historical data

- 3 Select **Rental Heatmap** to view the % of properties that are rentals.








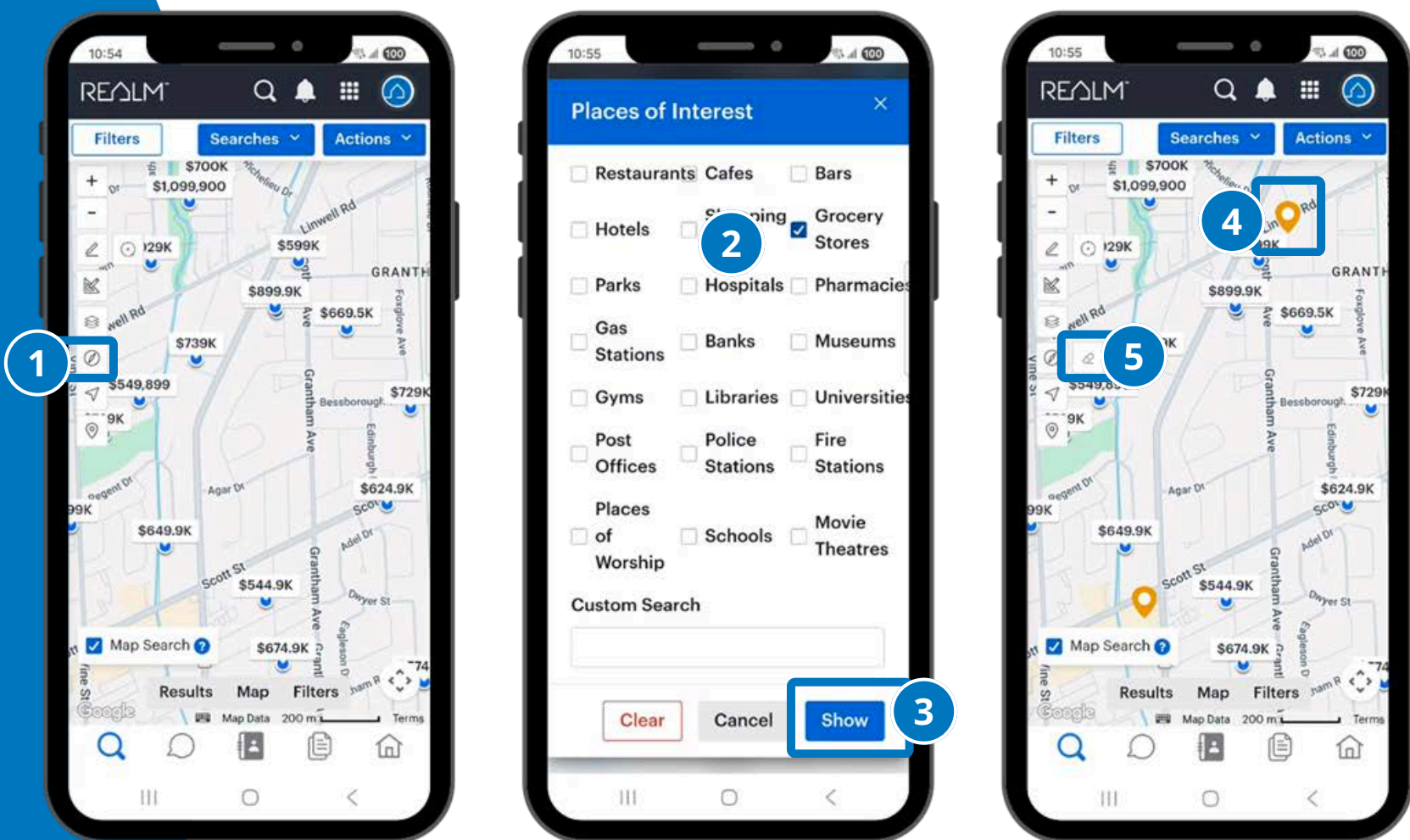
Tip: Heat maps display the results using warm colours that range from Red > Orange > Yellow > No Colour. Red is the highest results in value and percentage, and no colour is the lowest. If you adjust the map the colour coding may adjust based on the areas shown in the map.

Places of Interest

You can find restaurants, shopping malls, places of worship and more with these steps:

Using Desktop and Mobile

- 1 Tap (or click on desktop) the Places of Interest icon 
- 2 To choose a place tap (or click on desktop) the box  beside the place
- 3 Tap (or click on desktop)  to see where the places are located
- 4 For more details click (or tap on mobile) the PIN 
- 5 To remove the selected places, click (or tap on mobile) the Clear Places of Interest 



Schools Location & Catchment

Using Desktop and Mobile

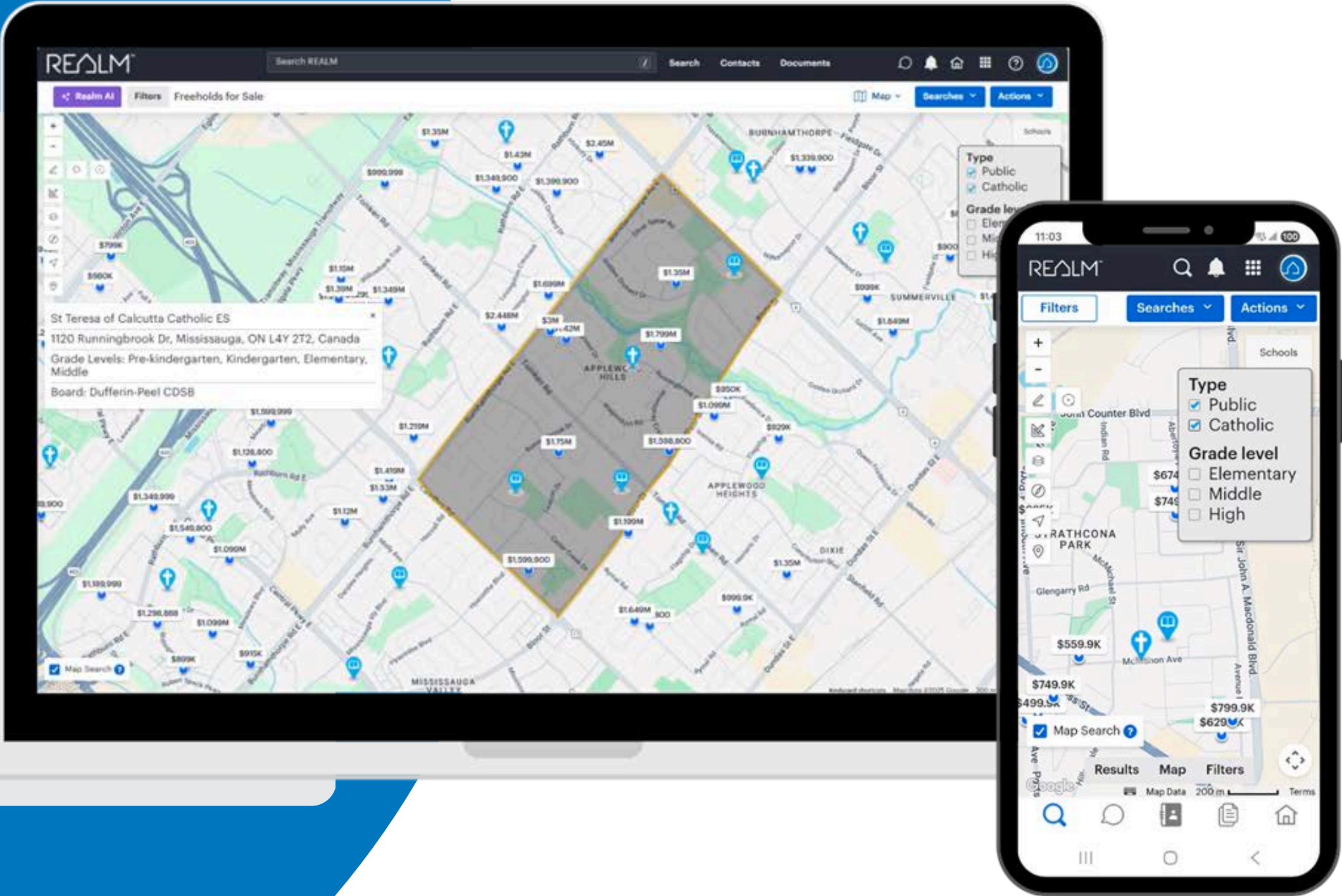
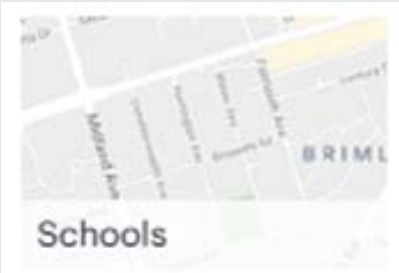
Select Schools to identify the location & catchment for public and catholic schools by grade level



Public Schools



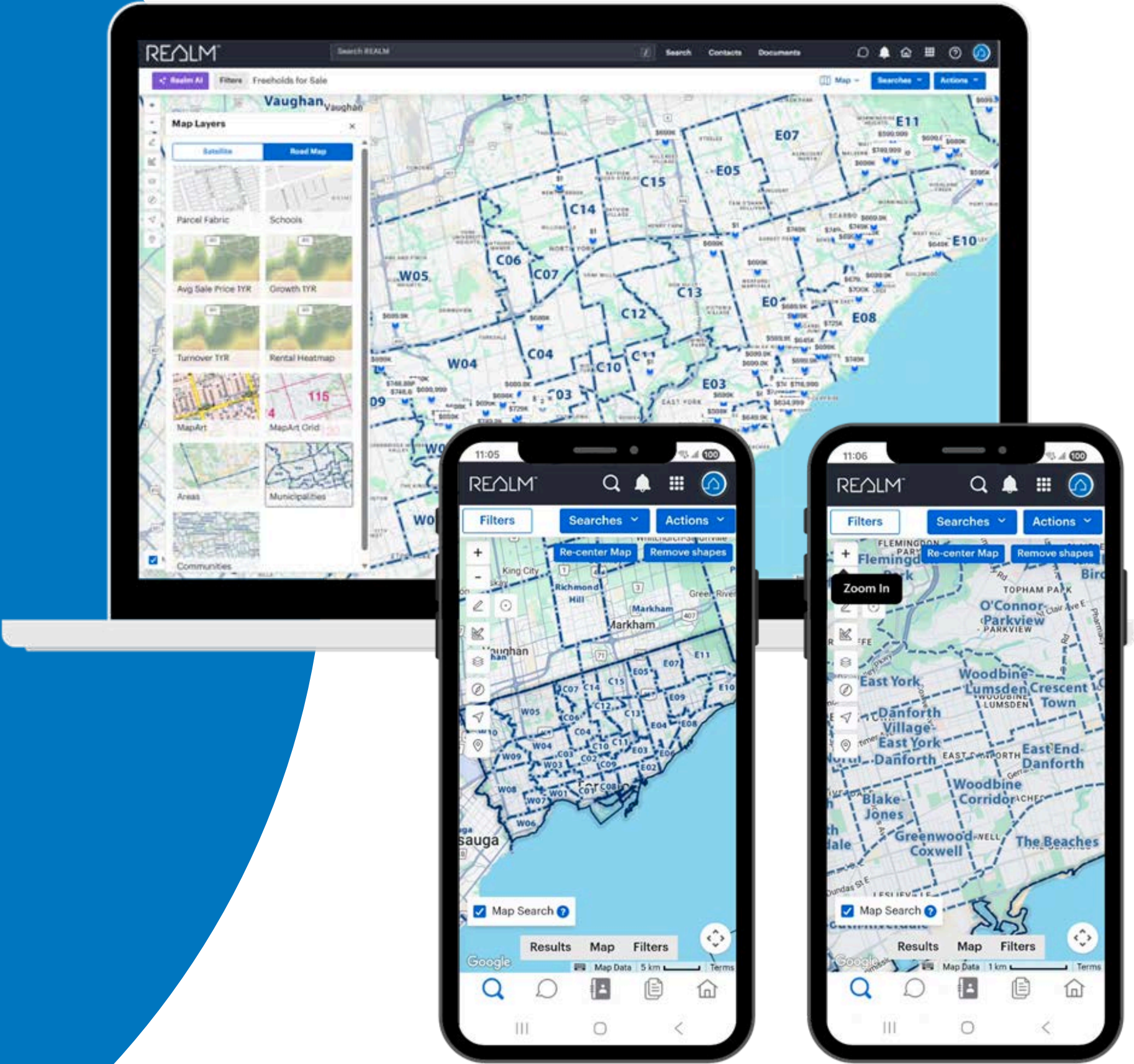
Catholic Schools



Mapping Areas

Using Desktop and Mobile

- MapArt:** A map similar to the style of map art.
- MapArt Grid:** select this map layer to view the gridlines for the GTA.
- Areas:** select this layer to view the boundaries for area location on the map window.
- Municipalities:** select this layer to view the boundaries for TRREB defined areas and municipalities on the map window.
- Communities:** select this layer to view the boundaries for communities on the map window.

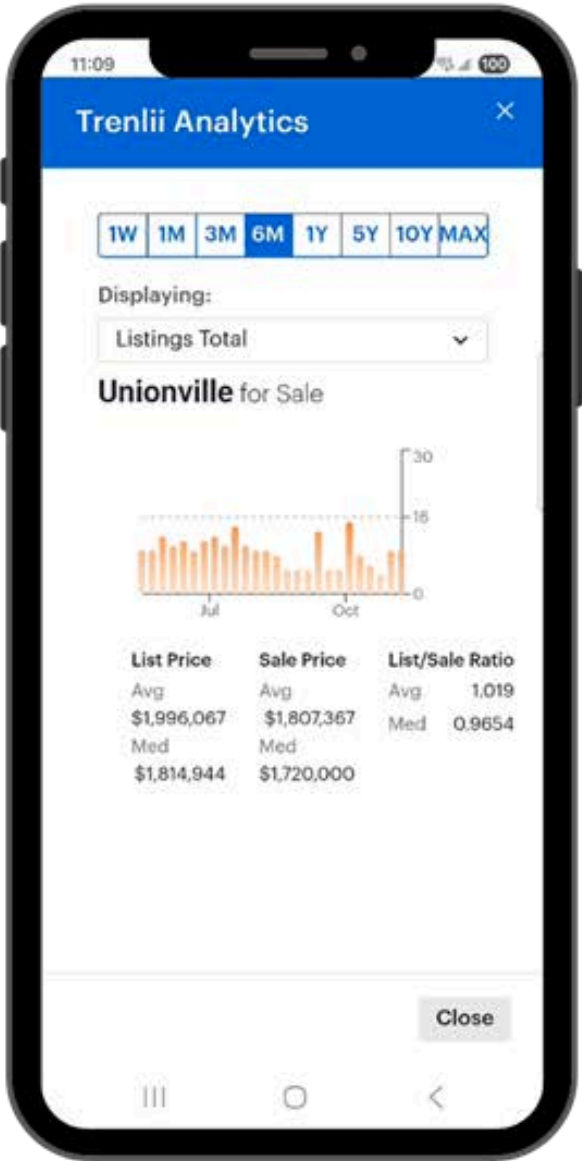
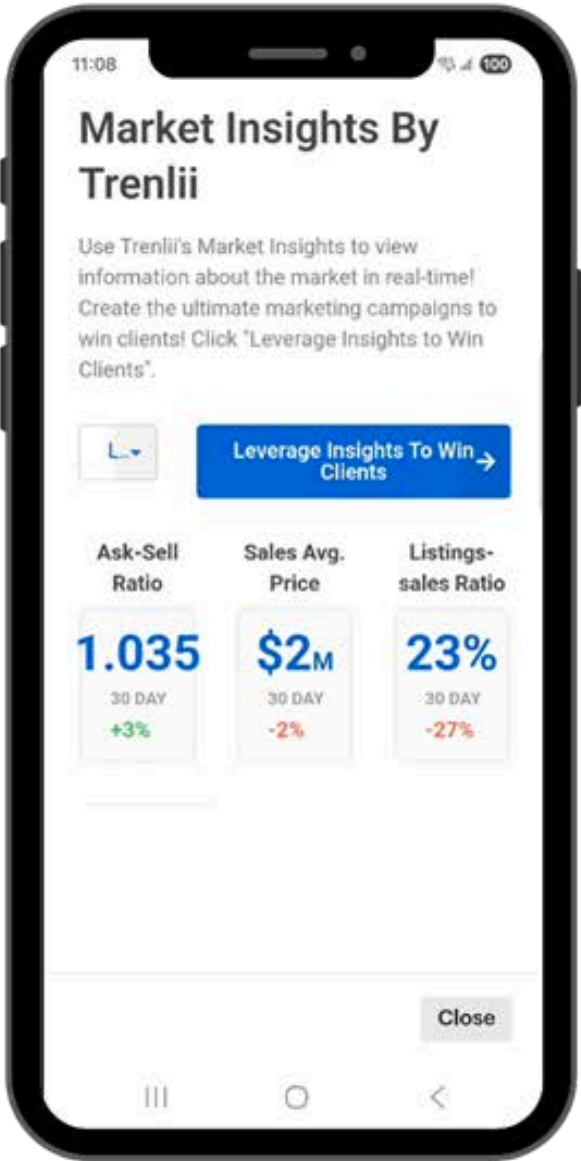
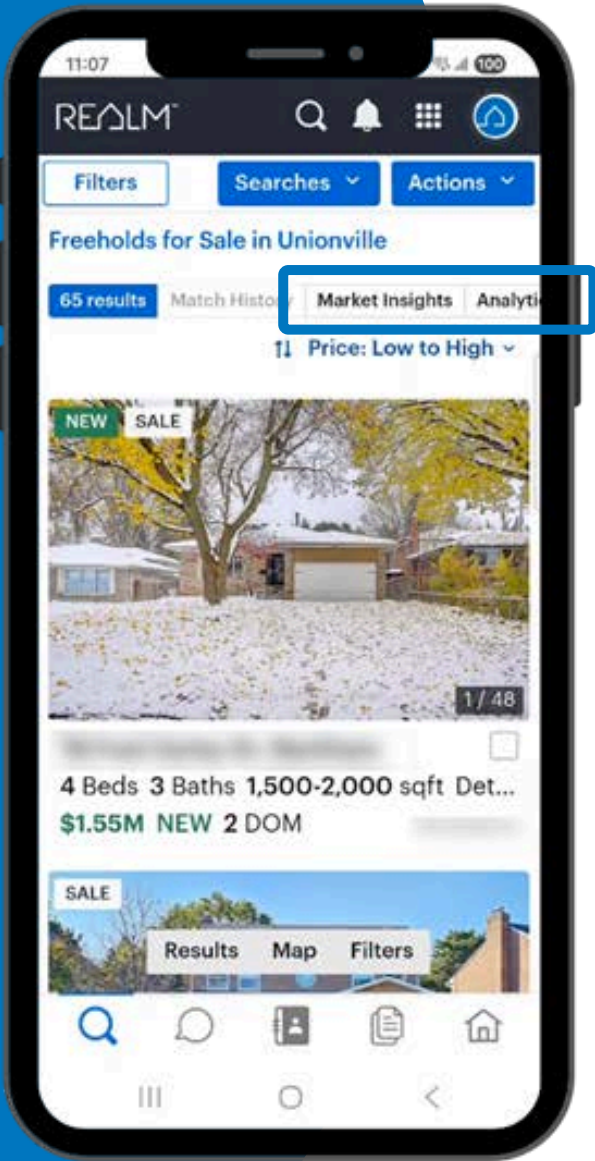


Market Insights & Analytics

Using Desktop and Mobile

From search results:

- 1 Tap (or click on desktop) **Market Insights** to view Market insights by Trenlii
- 2 Tap (or click on desktop) **Analytics** to view charts that show stats based on the timeframe and ratio selected





Need Help Getting Started or Support? We've got you covered!

Desktop

Select the **? icon** from navigation bar and choose from:

- **PropTx Help** to find hours of support and contact details.
- **REALM Resources Library** to find video tutorials, help articles, and FAQs.
- **Show me how** to access guided tours.
- **Chat with Support:** to access the REALM AI Chatbot.

Mobile

Select Help in your profile avatar to find hours of support and contact details for PropTx Help.

For quick tips, follow us on Instagram [@realm.mlp](https://www.instagram.com/realm.mlp) or Facebook at [REALMmlp](https://www.facebook.com/REALMmlp).

Free Webinars

Register for an upcoming webinar training session provided by Teranet through visiting TheNewREALM.ca/training



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