



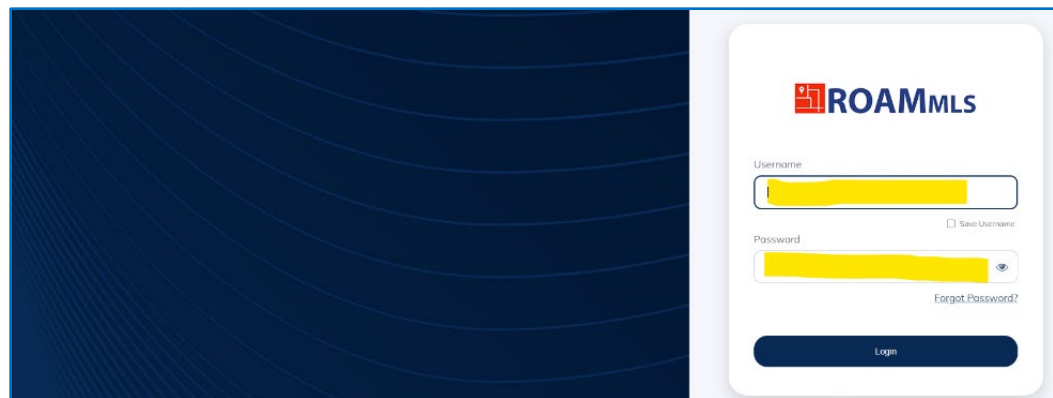
HOW TO USE YOUR NOMAR MEMBER PORTAL

Brokers & Office Delegates - June 2024

Lexie Martin
lexie@nomar.org
(504) 274-0791

Logging In

- To go directly to your NOMAR Portal, go to portal.nomar.org
 - If you receive an “Oops!” or “Page Not Found” error, ensure you are **fully logged out** of the MLS or LACDB rather than just closing the window.
 - If you are fully logged out and still receiving an “Oops” or “Page Not Found” error, try opening the Portal in a **Private or Incognito window**.
- Log in with **the same username & password that you use for the MLS**. Please note that **the password is case-sensitive**.
 - If you encounter any issues with your username or password, or if they are not working, don't worry. Take a **screenshot and email us at lexie@nomar.org**. We're here to help.
 - When you email us, **please include the screenshot, your full name, and the username & password** you are trying to use to log in. This will help us assist you more effectively.

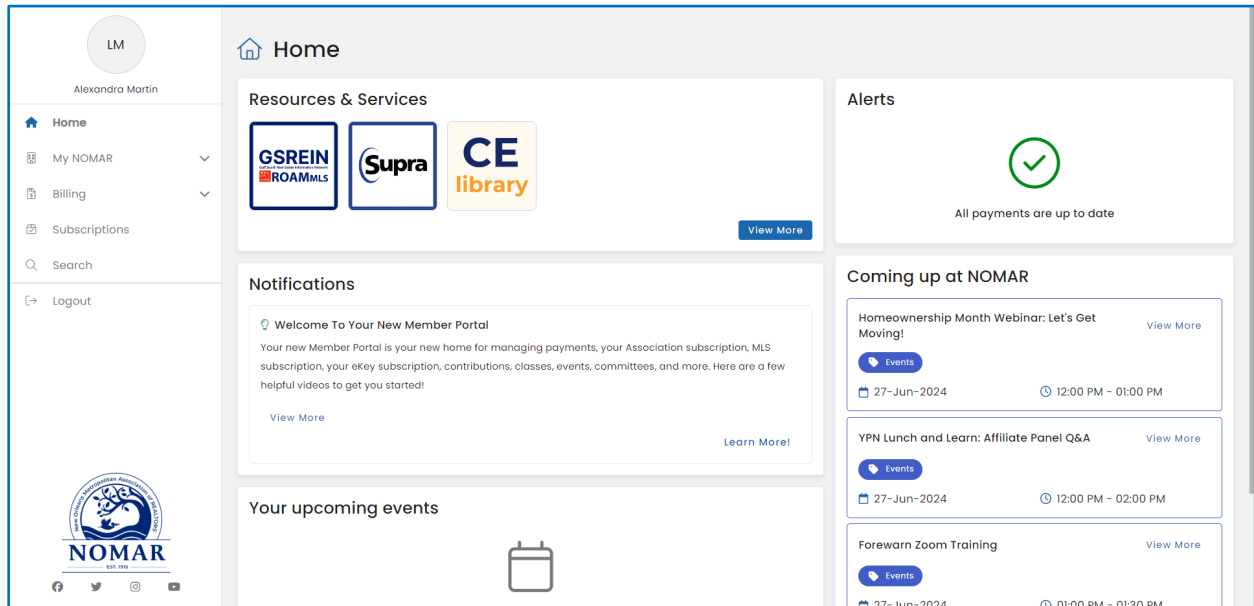


- Click **“Login.”**

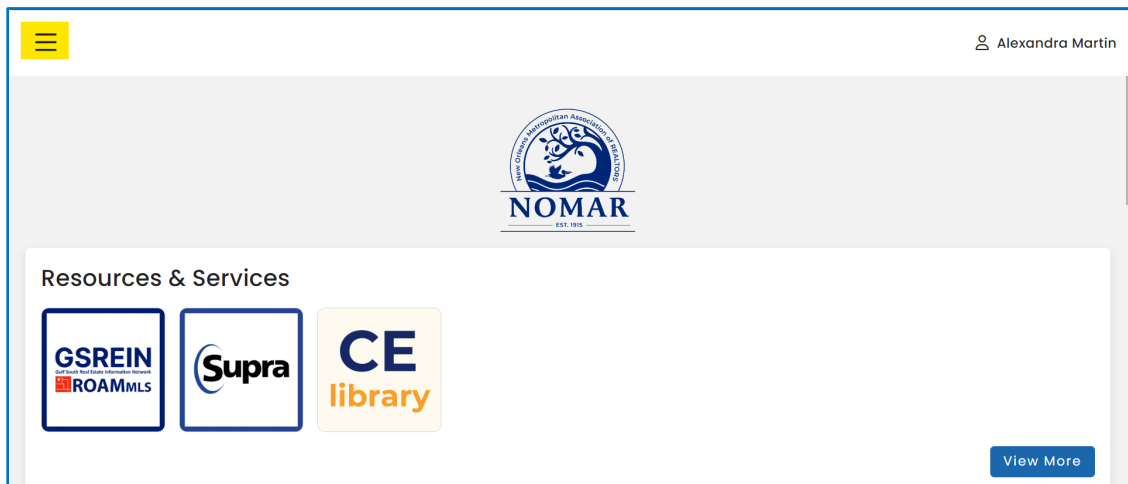


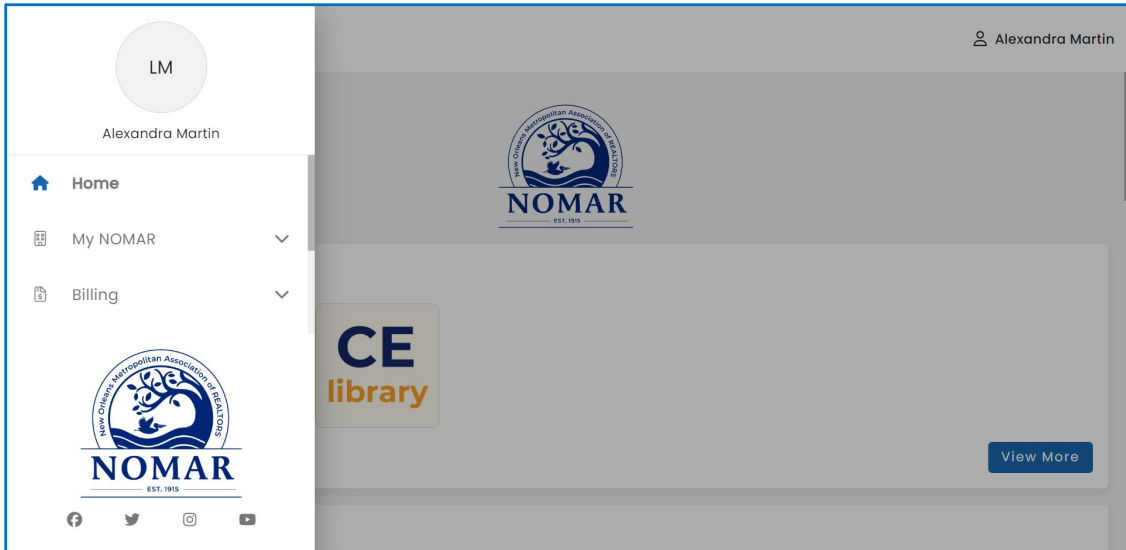
Your Home Screen

Welcome to your Home Screen! This is the hub for everything you will do in your Portal.



If you do not see the sidebar to the left of your screen, click the three lines in the upper left-hand corner. This will open the sidebar.





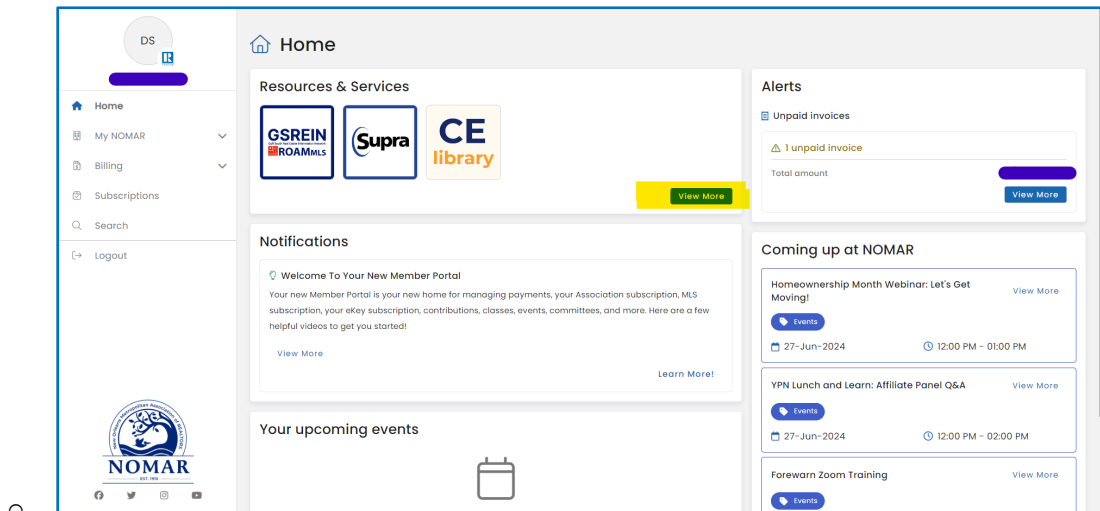
Agents will have three categories: “My NOMAR,” “Billing,” and “Subscriptions.” Brokers and those with Office or Group Delegation will have these categories, plus “Brokerage.”

Resources & Services

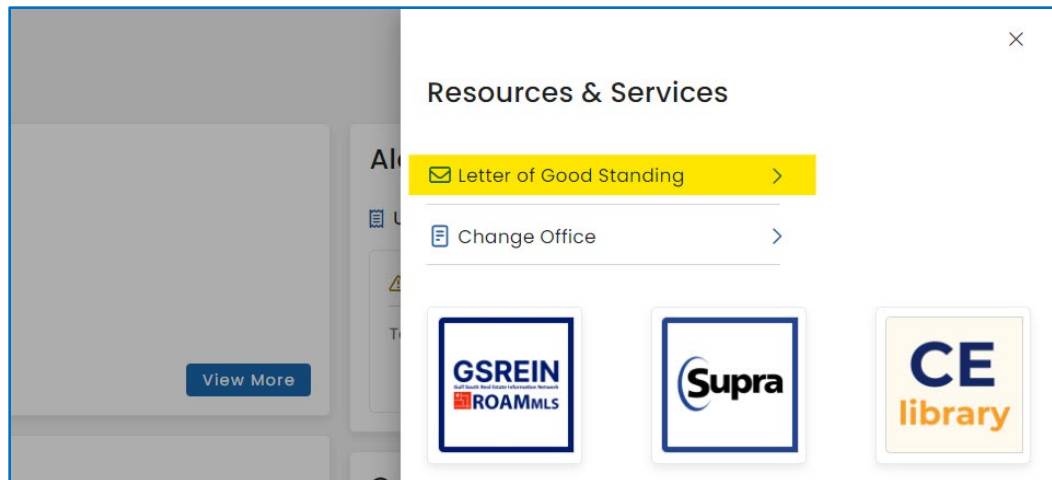
- In the center of the screen is **Resources & Services**
 - From here, you can **Download a Letter of Good Standing** or **Change Office**

How to Download a Letter of Good Standing

- In Resources & Services, click **“View More.”**



- From here, click **“Letter of Good Standing.”**



- The Letter of Good Standing will open in a **new tab**. From here, you can download the letter to your computer and send it to people as necessary.

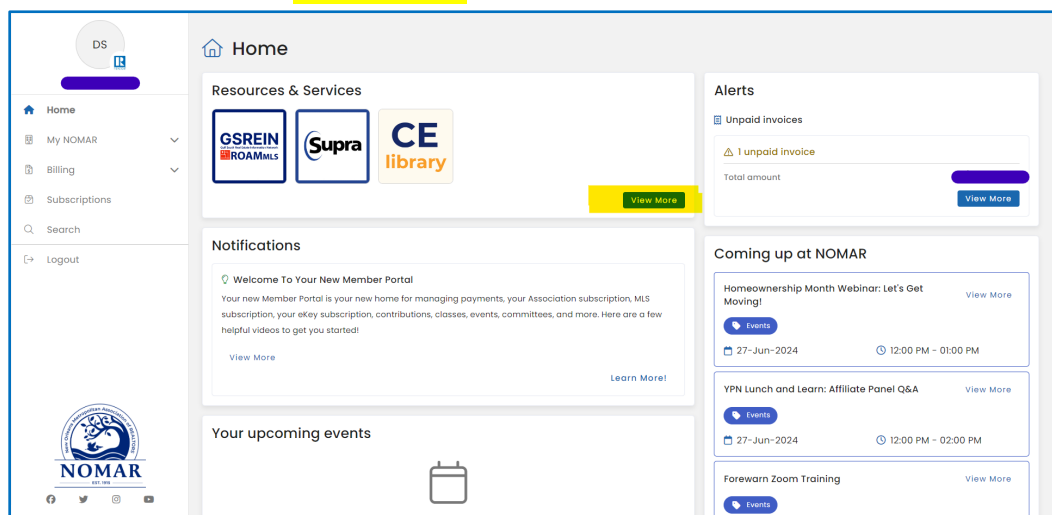
How to Transfer to a New Brokerage or Another Office in the Same Firm

REALTORS moving to an office with the same MLS of choice (Matrix to Matrix or Paragon to Paragon) can transfer to their new office via their NOMAR Portal by following the steps below.

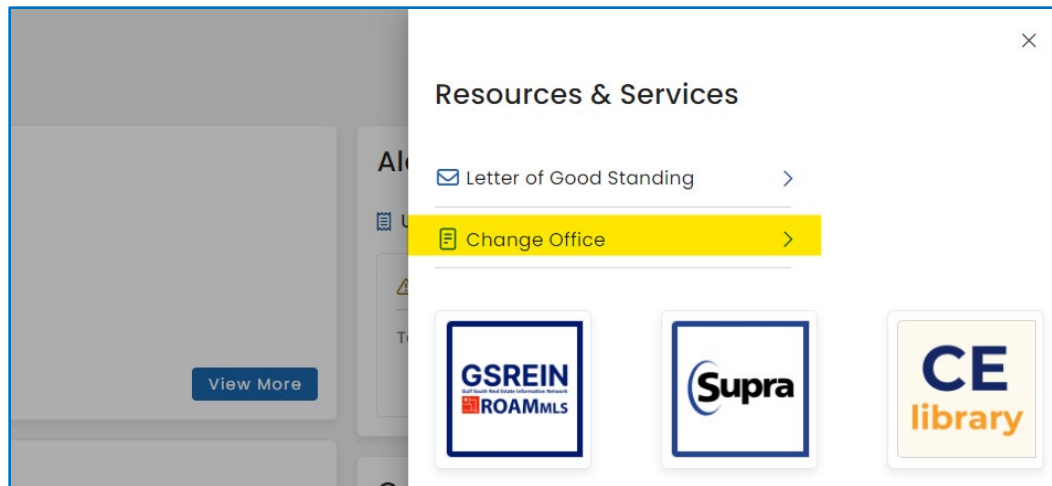
REALTORS moving to an office with a different MLS of choice (Matrix to Paragon or Paragon to Matrix) will receive an error message and should request that their Broker follow the steps in their Portal for an Office Transfer Request.

If you receive an error message at any point, stop what you are doing, take a screenshot, and send an email to lexie@nomar.org. In the email, include the **screenshot**, your **full name**, and the **office** to which you are trying to move

- In Resources & Services, click **“View More.”**



- From here, click **“Change Office.”**



- If the site does not validate your license automatically, type in your license number and click **“Validate license.”**
 - Please note that if you have a “short” number, you may need to include the four zeros at the beginning of the number. The final license number should be eight digits
 - Example: “1111” becomes “00001111,” and “0111” becomes “00000111.”
- Once your license is validated, click **“Next.”**

 A screenshot of the 'Change Brokerage' form on the NOMAR website. The form is titled 'Change Brokerage' and features the NOMAR logo at the top left. It is divided into two main sections: 'Your Details' and 'Your Louisiana Real Estate License'.

 In the 'Your Details' section, there are four input fields: 'First Name *', 'Last Name *', 'Cell Number *', and 'Email Address *'. Each field contains a redacted name or number.

 In the 'Your Louisiana Real Estate License' section, there are six input fields: 'Name on License *', 'License Number *', 'License State *', 'License Type *', 'License Status *', and 'License Expiry *'. The 'License State' field is set to 'LA', 'License Type' is 'Salesperson', 'License Status' is 'Active', and 'License Expiry' is '30-DEC-2024'.

 Below the license fields, there is a green checkmark and the text 'Your License has been validated.'. A green 'Next' button is located at the bottom right of the form.

- **Select your new office** from the list and click **“Next.”**

Charge Summary for [REDACTED]

Description	Amount
Change Brokerage	No Charge
Total	\$0.00

^includes tax

Please sign below *

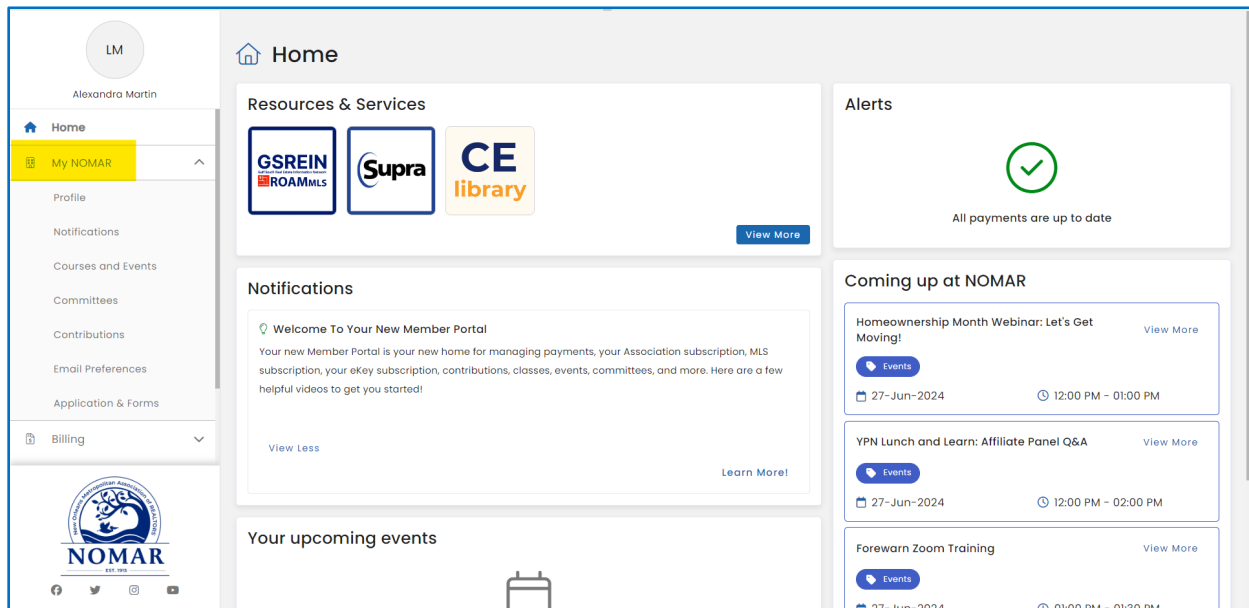
Sign here

Previous Complete

- You will receive a screen letting you know that the change will take approximately 15 minutes to take effect.
 - **Log out of your Portal and the MLS.** Log back in after **at least 30 minutes** to ensure the changes have occurred.

My NOMAR

Profile



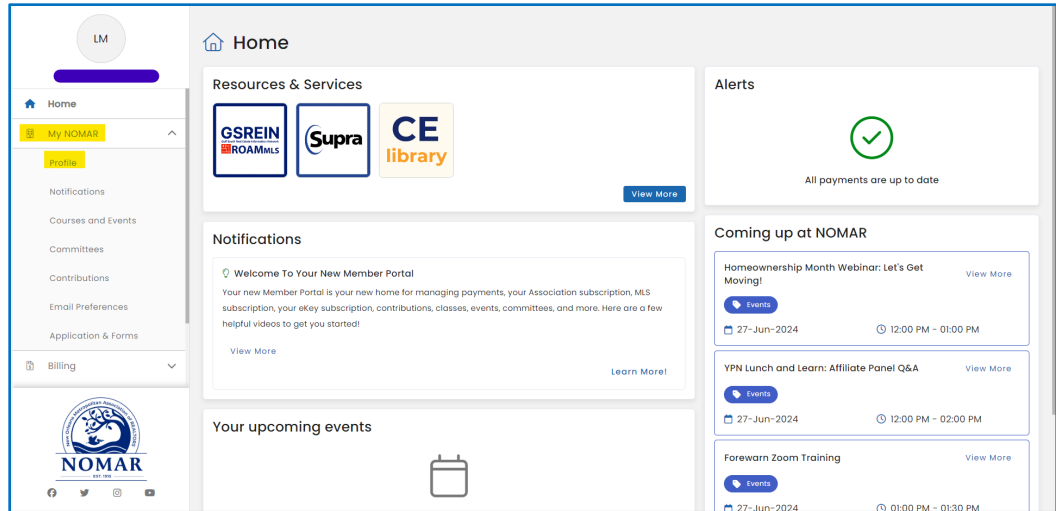
How to Change Your NOMAR Contact Information

While at NOMAR, you may want to update your personal information, such as your name, phone number, email address, or home address. **Updating this information in your NOMAR Member Portal will NOT automatically update the information in the MLS. If you want to update your personal information in the MLS, please follow the instructions for “How to Update Your Contact Information in the MLS.”**

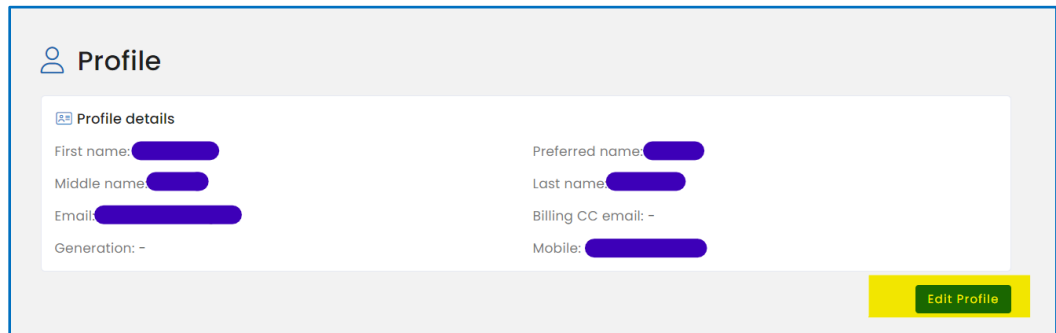
If you are a **Secondary Member** or have an **MLS-only** relationship with NOMAR, **you cannot update your personal information** from your profile; you must contact your **primary board** to make these changes.

Please note: Your Preferred Name will not appear on the MLS. **To change the name you want to appear on the MLS, please get in touch with membership@normar.org.**

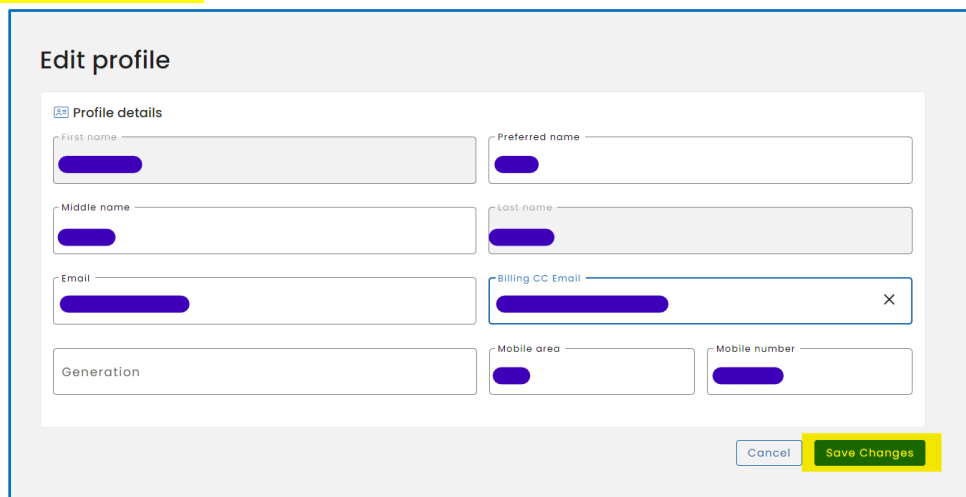
- To update your personal information, click **“My NOMAR.”** This will open a drop-down menu. From the drop-down menu, select **“Profile.”**



- To edit the information, click **“Edit Profile.”**



- Make changes to your information as necessary.
 - Information that is **grayed out** cannot be changed from your profile.
 - If everything is grayed out, NOMAR is not your Primary Board. To make these changes, please get in touch with your Primary Board.
- Click **“Save Changes.”**



- **Log out of your Portal and the MLS.** Log back in after at least 30 minutes to ensure the changes have occurred.

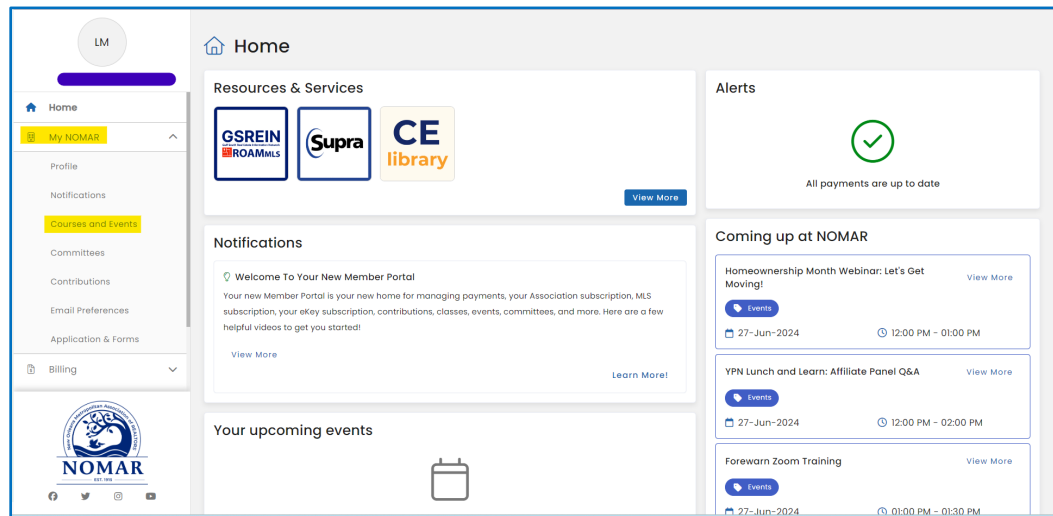
If you have changed your personal information in your Profile and would like the change to be **reflected in the MLS**, you will need to **make the change in the Subscriptions tab** as well. Instructions for this process can be found in this guide's [“Subscriptions” section](#).

Courses & Events

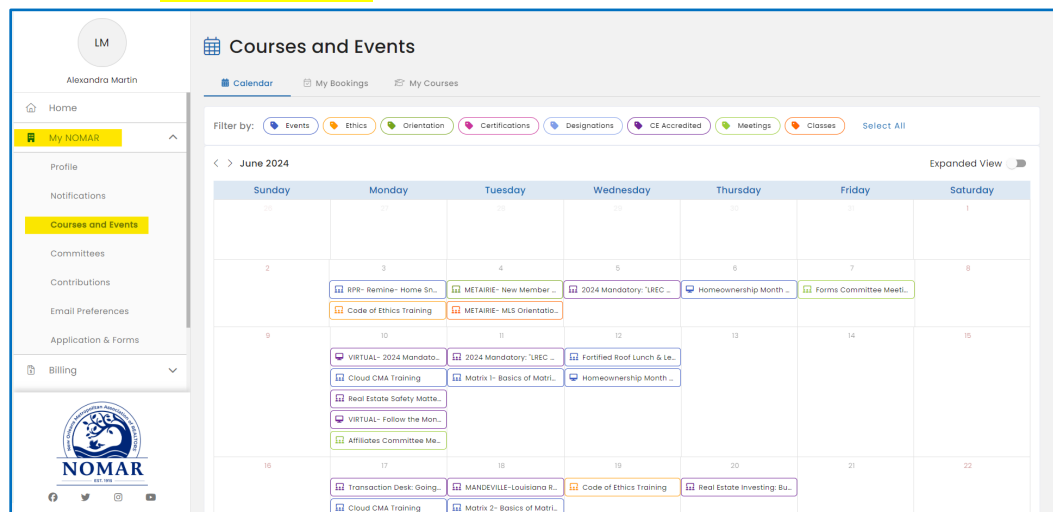
How to Register for a Course or Event

A video tutorial for this process can be found [HERE](#)

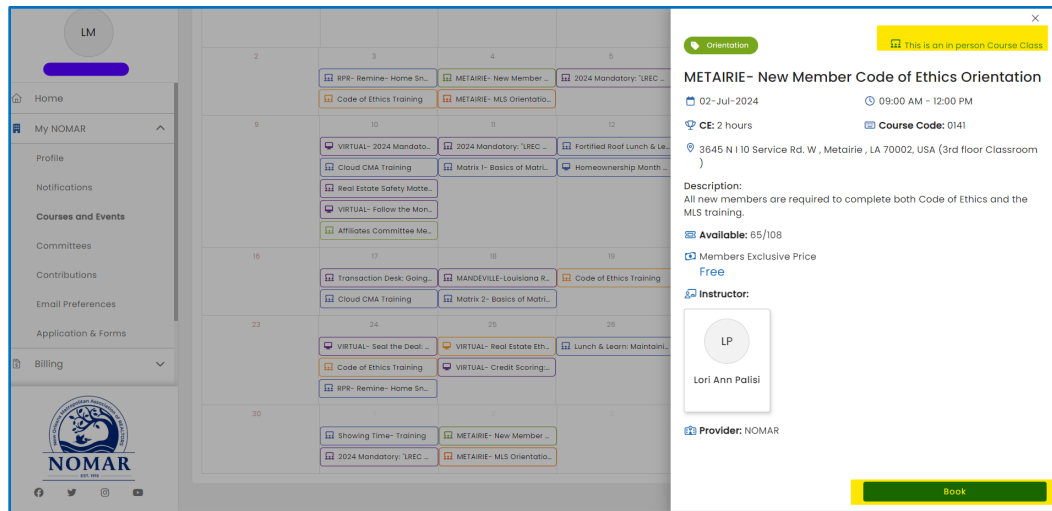
- In the My NOMAR drop-down menu, click **“Courses & Events.”**



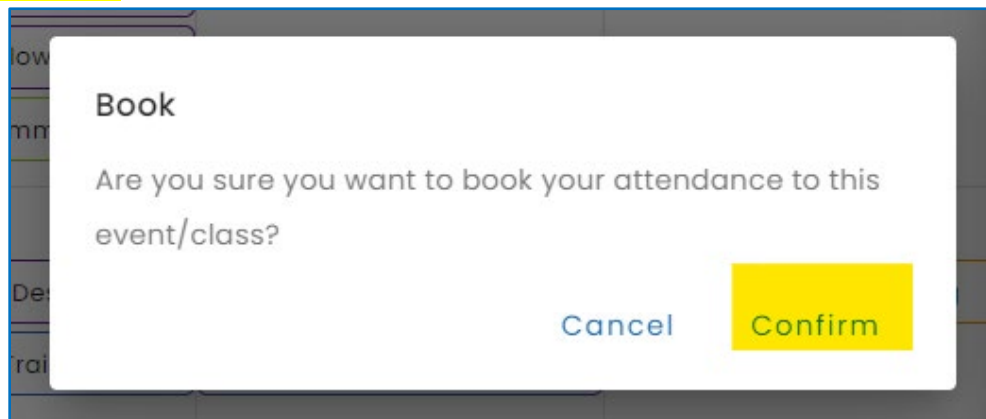
- From the Calendar, **select the event** that you would like to register for



- Note whether the event is in-person or virtual.
- To register for the event, click **“Book.”**

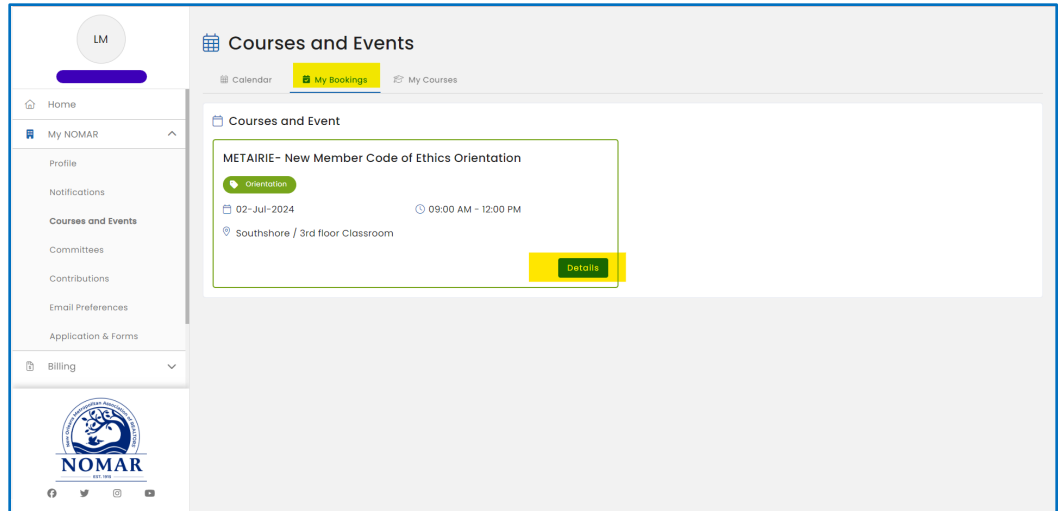


- Click **“Confirm”**

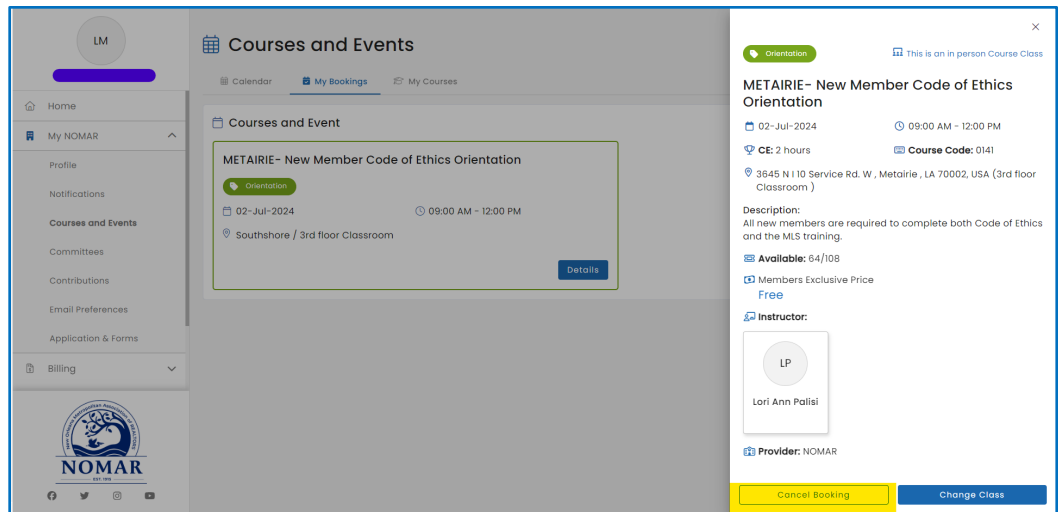


How to Cancel a Course or Event

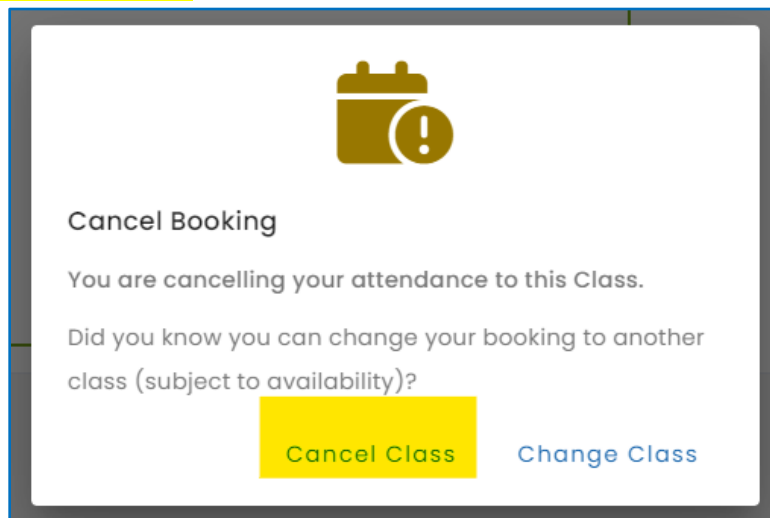
- To Cancel a course, go to **“My Bookings”** at the top of the page.
- Find the event or course you want to cancel and click **“Details.”**



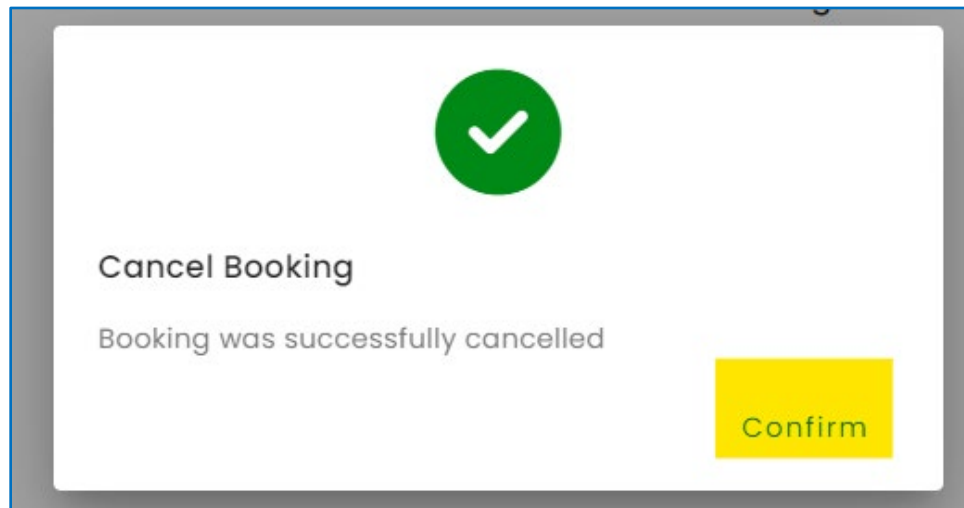
- When the course or event opens, click **“Cancel Booking.”**



- Click **“Cancel Class.”**



- Click **“Confirm.”**

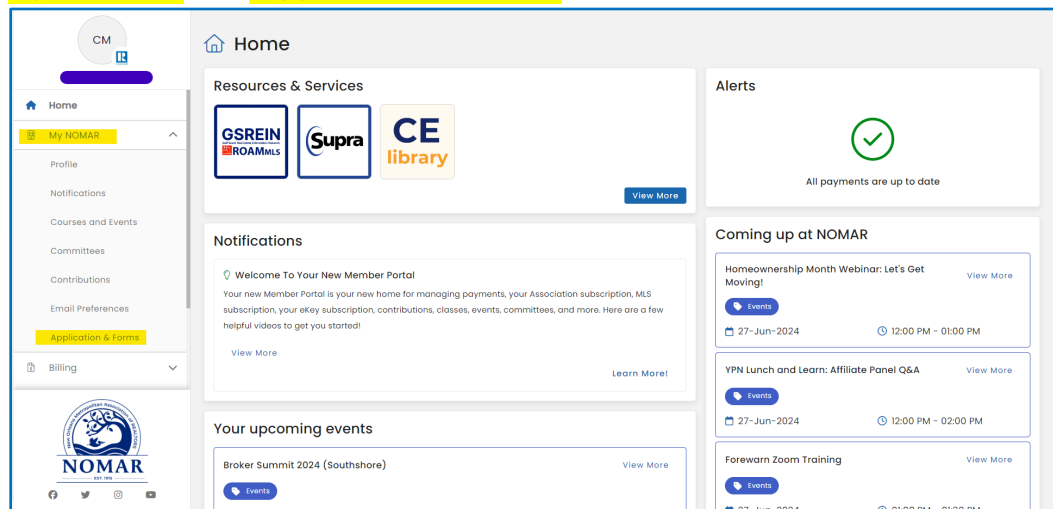


Applications & Forms

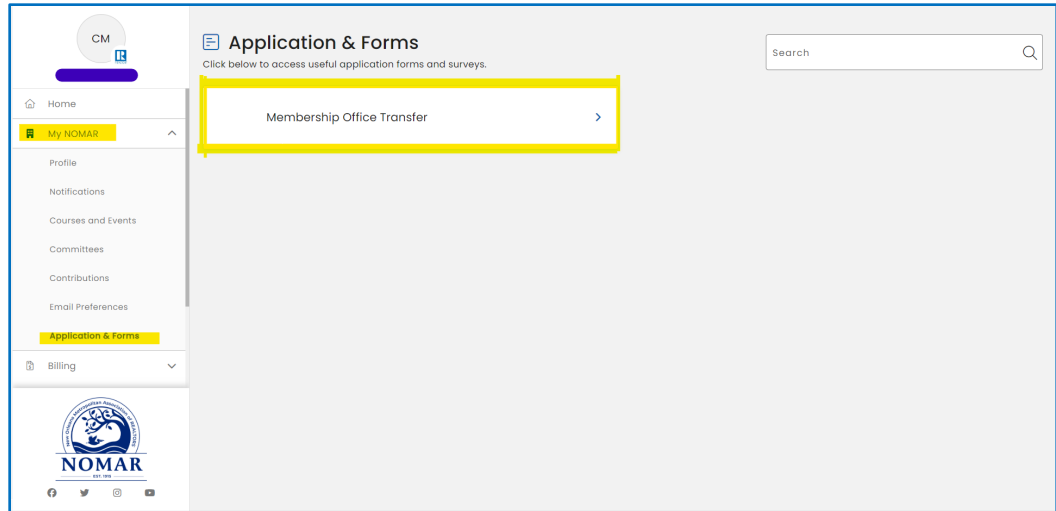
How to Transfer an Existing NOMAR Member to Your Brokerage

If your new agent is moving from a Matrix office to a Paragon office or vice versa, NOMAR staff will need to transfer the agent to your office. For this to happen, the Broker must complete an **Office Transfer Request** form. Once they have done so, NOMAR staff will move the agent to the new office based on the provided information.

- Under **“My NOMAR,”** click **“Applications & Forms”**




- Select the form labeled **“Membership Office Transfer.”**



- Fill out the name, email, phone number, and license number for the member transferring to your office and click **“Search.”**
- Once the Agent is validated, click **“Next.”**

- Fill out the information for the Broker and office to which the member is transferring (even if the member is only going from one branch to another but keeping the same broker) and click **“NEXT.”**



Membership Office Transfer

5. Broker Name *
The broker whose office the member is transferring to.

6. Broker License Number *
The license number for the broker to which the member is transferring.


7. New Office Name *
The office to which the member is transferring.

8. New Office License Number (if applicable)
The corporate license number for the office the member is transferring to.

9. New Office Address *
The full street address, including city, state, and zip code

[Previous](#) [Next](#)

- Fill out the MLS Office Code, access level, and Delegation needed and click **“NEXT.”**



Membership Office Transfer

10. MLS Office ID *
This is the 6-digit code associated with your office on the MLS. (Example: NOMR01 or NM1100)

11. MLS Access Needed *
Head Brokers (Designated REALTORS®) may have a business need to delegate broker-level access to agents to help manage operations. These are the following options:

- None: The individual does not have an MLS subscription
- Standard: This option allows the subscriber to view listings only
- Edit: This option provides Edit/Input access
- Office: This option provides broker-level functions for an individual office
- Group: This option provides broker-level functions for all branch offices within the firm


12. Delegation Needed *
Designated REALTORS® may have a business need to delegate broker level access in the member portal to a team member to help manage operations. Team members with this access are called Delegates. An office can have an unlimited number of Delegates.

When a Delegate is assigned, the Designated REALTORS®, Office Contact Manager and all other Delegates are notified.

- None: No Delegation
- Office: Delegation for the Office they are in
- Broker: Delegation for all offices in this Group associated with this Designated REALTOR
- Group: Delegation for all offices in this Group

[Previous](#) [Next](#)

- Agree to the Terms & Conditions and click **“NEXT.”**



Membership Office Transfer

13. Terms & Conditions for Office Transfer *
Transfer Agreement

By submitting this application I agree to abide by the Bylaws and Code of Ethics of the National Association of REALTORS® (NAR), Louisiana Association of REALTORS®, the New Orleans Metropolitan Association of REALTORS® (NOMAR) and rules and regulations of the ROAM MLS, as amended from time to time. I also affirm that the information provided herein is true and correct to the best of my knowledge. I agree that failure to provide complete and accurate information as requested, or any misstatement of fact, can be grounds for revocation of my membership.


I understand that this is a legal agreement between me and NOMAR, and, if indicated, between me and ROAM MLS. This Agreement shall continue until terminated by NOMAR and/or ROAM MLS, as applicable, for my breach of the Agreement, including, for example, my failure to pay fees, my failure to attend required classes, for failure to abide by the NOMAR and/or ROAM MLS Rules and Regulations, as applicable. NOMAR and ROAM MLS reserve the right to amend this Agreement without prior notice.

I acknowledge that it is my responsibility to the Board to see that dues are paid in a timely manner, and that invoices are available in the Member Portal; and that I may be asked to pay a reinstatement fee when renewing membership after the due date as stated on the invoice. REALTOR® local, state, and national dues are non-refundable.

I accept to the Transfer Agreement of the New Orleans Metropolitan Association of REALTORS® noted above.

[Previous](#) [Next](#)

- Your name will be auto-filled. Select the date, sign in the box, and click **“Complete.”**



Membership Office Transfer

14. Office Transfer Request Submitter Name *


15. Submission Date *

16. Signature *

Sign here

[Previous](#) [Complete](#)

- When this has been completed, NOMAR staff will be notified to make the change and move the member to your office with the permissions you selected.



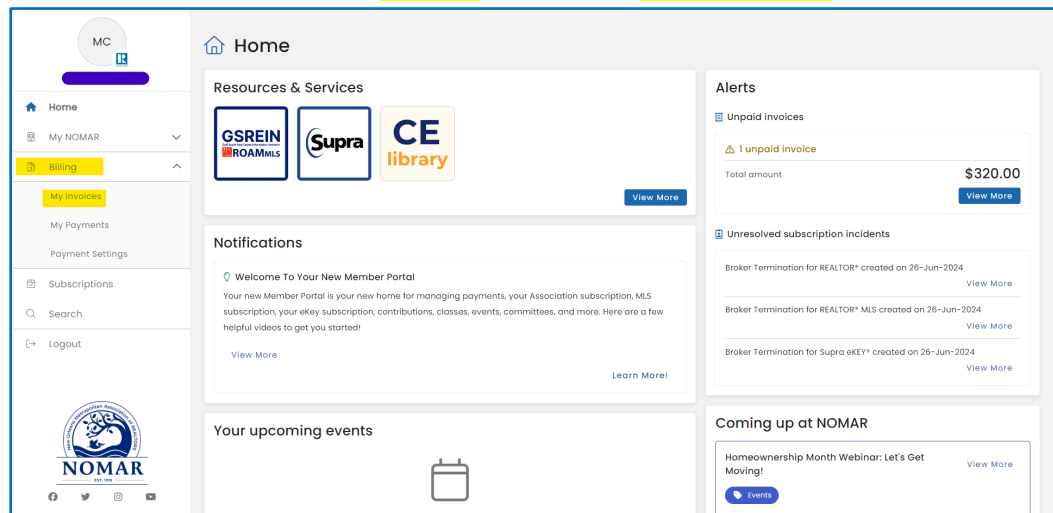
Membership Office Transfer

Thank you for your submission; this change will be made within two business days

Billing

My Invoices

- To access your unpaid invoices, click **“Billing,”** then click **“My Invoices.”**



- From here, you can **view, download, and pay** these invoices. We will go through the process for each of these.

How to View & Download an Invoice

- To view or download an invoice, **click the arrow icon to the far right** that looks like this. You can do this for unpaid invoices in **“My Invoices”** or paid invoices in **“My Payments.”**

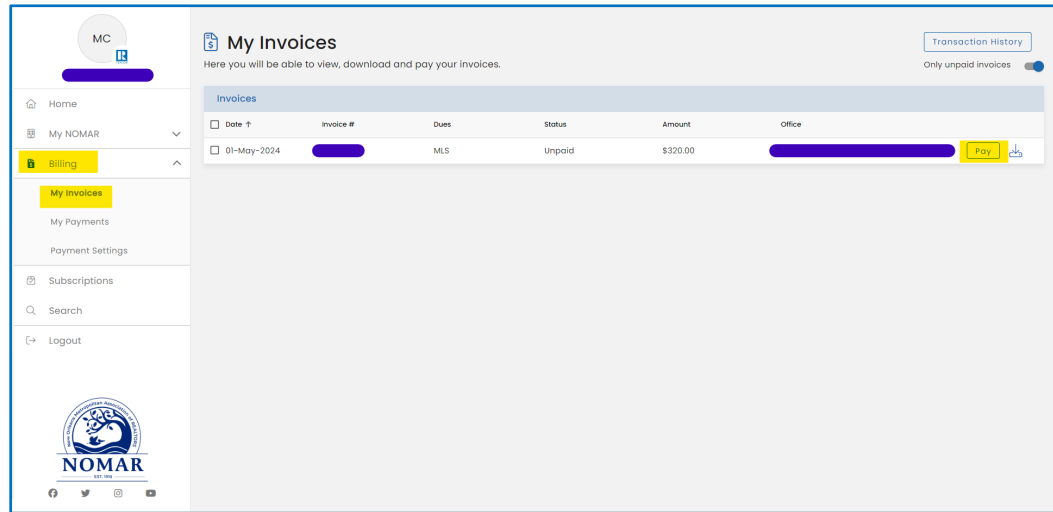


- This will open the total invoice in a **new tab.**
- From here, you can download the invoice as a PDF like any other document. This will depend on your computer.

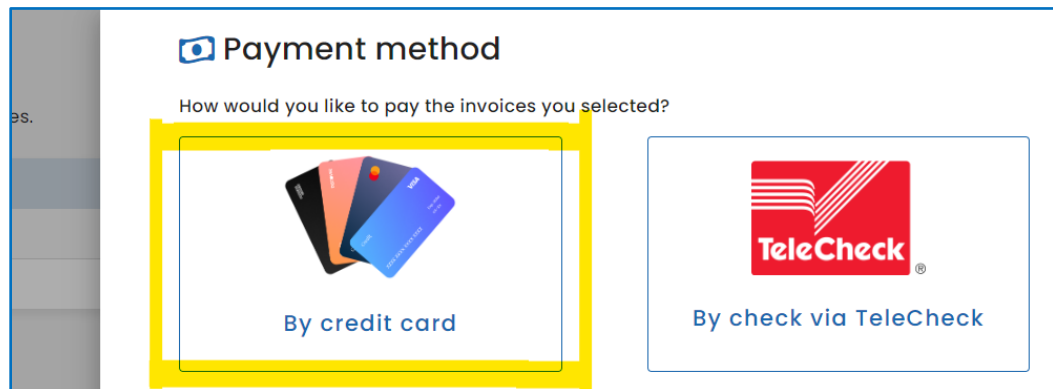
How to Pay an Invoice Online

A video tutorial of this process can be found [HERE](#)

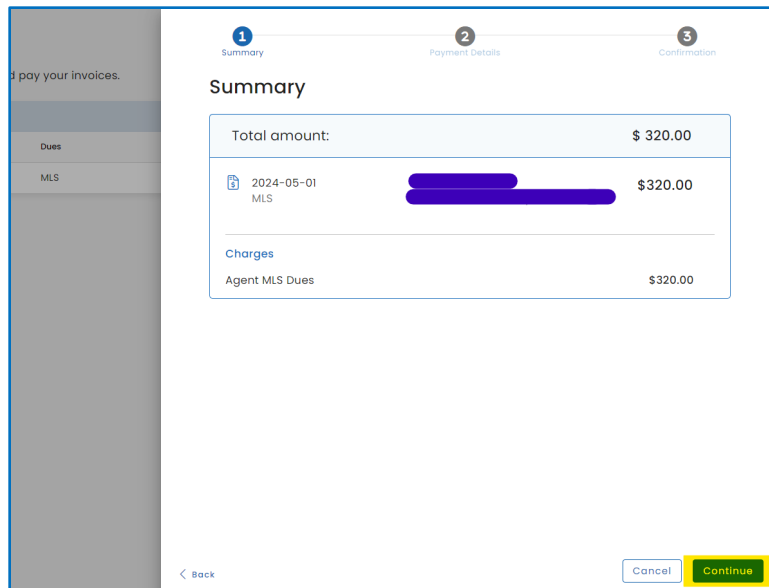
- To pay the invoice, click **“Pay”** next to the invoice



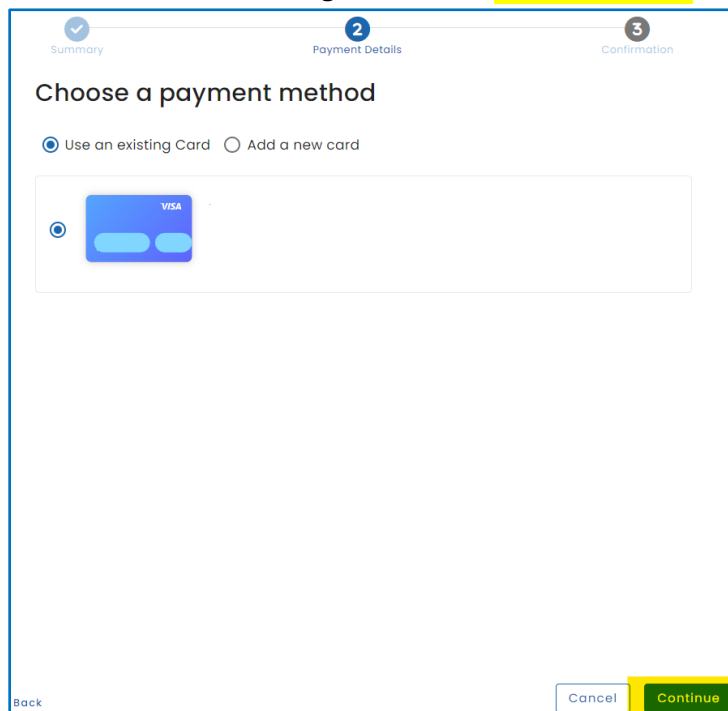
- Choose your payment method.** For this tutorial, we will be using a credit card



- In the Summary, you will see the date, invoice number, amount, and what the charges are for. Click **“Continue.”**



- If you would like to use an existing card on file, **select the card** and click **“Continue.”**



- If you do not have a card saved to your account, select **“Add a New Card.”**
- Input your card details and click **“Continue.”**

Download and pay your invoices.

Dues

MLS

Summary 2 Payment Details 3 Confirmation

Choose a payment method

Use an existing Card Add a new card

Card Details

Credit Card Number * Exp Date *

Name *

Street 1 * State * LA

City * Zip *

valid thru **/**

YOUR NAME HERE

Save this card in payment methods

< Back Cancel Continue

- Click **“Confirm”** to confirm the payment.

Payment Settings

Click **“Billing”** and **“Payment Settings.”** From here, you can add a new card on file and set up AutoPay

LC

Payment Settings

Manage your payment methods here.

Home

My NOMAR

Billing

My Invoices

My Payments

Payment Settings

Subscriptions

Brokerage

Search

Logout

There is nothing to show

Add your credit cards here, to make payments faster.

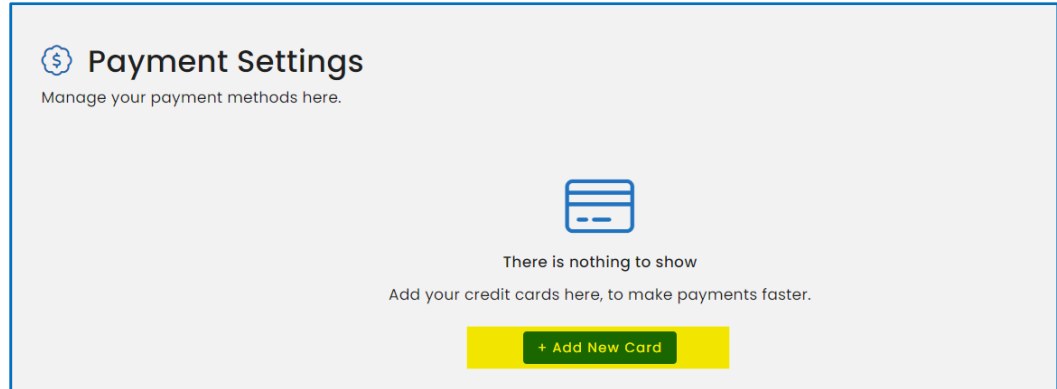
+ Add New Card

NOMAR

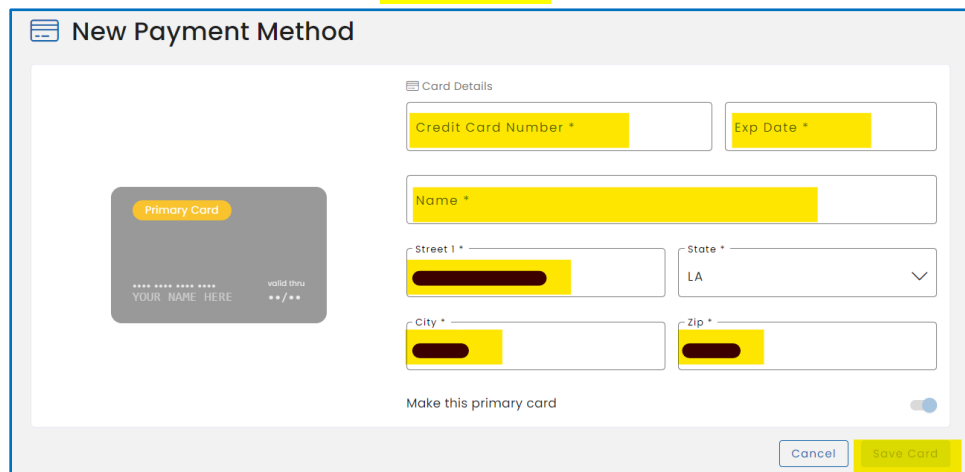
How to Add a Card on File

If you want to set up AutoPay but have not yet saved a card, you must first **Add a Card**.

- You will see your saved payment methods listed here. If you have not yet saved a payment method to your account, click **+Add New Card.**




- Input your card information and click **"Save Card."**

A screenshot of the "New Payment Method" form. The form is titled "New Payment Method" and has a "Card Details" section. The fields include: "Credit Card Number *" (with a yellow highlight), "Exp Date *" (with a yellow highlight), "Name *" (with a yellow highlight), "Street 1 *" (with a yellow highlight), "State *" (with a dropdown menu showing "LA"), "City *" (with a yellow highlight), and "Zip *" (with a yellow highlight). There is a "Make this primary card" toggle switch at the bottom right. At the bottom of the form, there are "Cancel" and "Save Card" buttons. On the left side of the form, there is a placeholder image of a credit card with the text "Primary Card" and "YOUR NAME HERE".

How to Set Up AutoPay

If you have yet to set up automatic payments since before September 2023, you must do so again in your NOMAR Member Portal.

- To activate Auto Pay, click **"Activate."**

 **Payment Settings**
Manage your payment methods here.

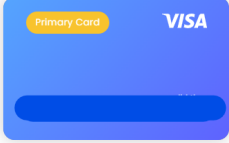
Auto Pay Inactive Activate

Autopay can be enabled to pay your invoices for selected subscription types automatically using the Primary Payment Method stored with your account.

If your subscription is suspended when we create the invoice, it won't automatically be paid, even if you have Auto Pay set up. This is also true if your subscription is suspended anytime between the invoice creation and the automatic payment date.

Payment Methods

Primary Payment Method



+ Add New Card

- Select the subscriptions for which you would like to activate AutoPay and click **“Save Changes.”**

Edit Auto Pay

Select the subscription types that you would like to enable autopay for below.

All

Subscription type

- Association Membership
- MLS
- CID

*Automated payments via Autopay begin with the next bill period. Existing invoices require manual processing.

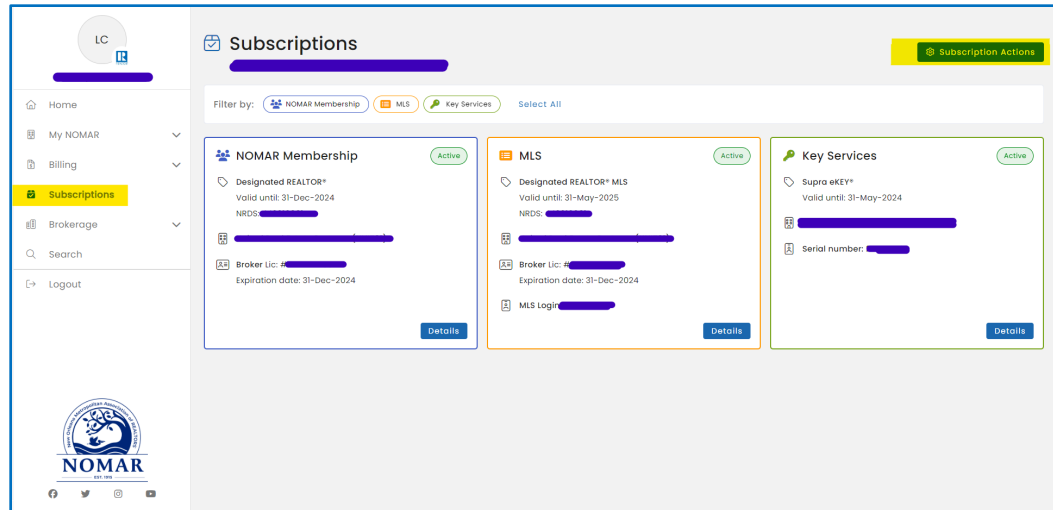
Cancel Save Changes

Subscriptions

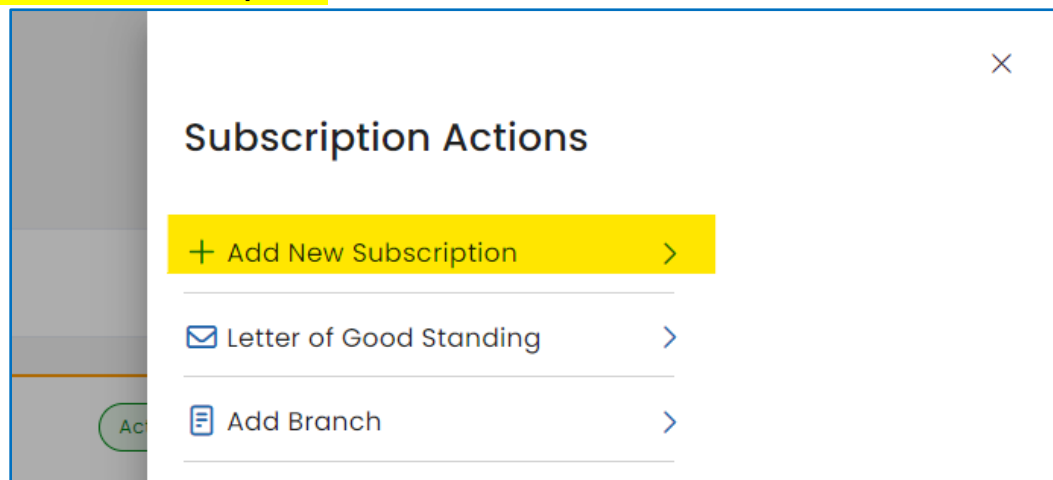
Through the Member Portal, you can add a **subscription** to premium services and member benefits, such as a membership in our Commercial Investment Division or access to a Supra eKey.

How to Add a New Subscription

- In your Portal's **"Subscriptions"** section, click **"Subscription Actions."**



- Click **"Add a New Subscription"**



- **Select the subscription** you want to add and click **"Apply."**

<

Add a new subscription

Office

Product *

CID

Product type *

CID Member

Apply:

Now Next billing period

Apply

- **Choose your payment method.** For this tutorial, we will be using a credit card.

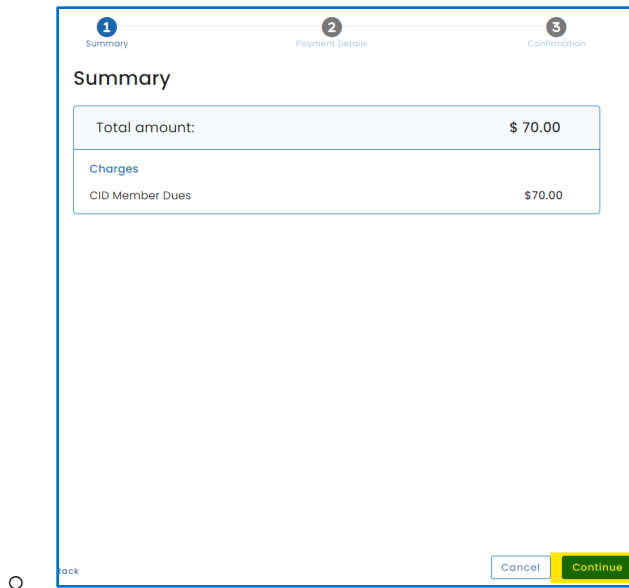
Payment method

How would you like to pay the invoices you selected?

By credit card

By check via TeleCheck

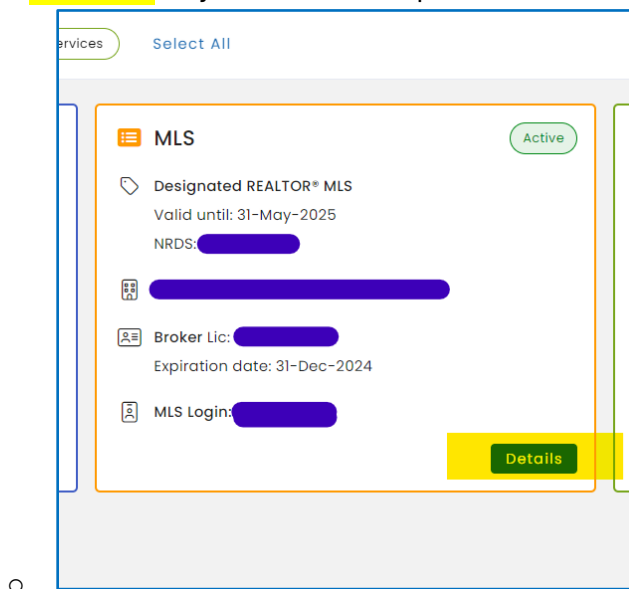
- In the Summary, you will see the date, invoice number, amount, and what the charges are for. Click **“Continue.”**



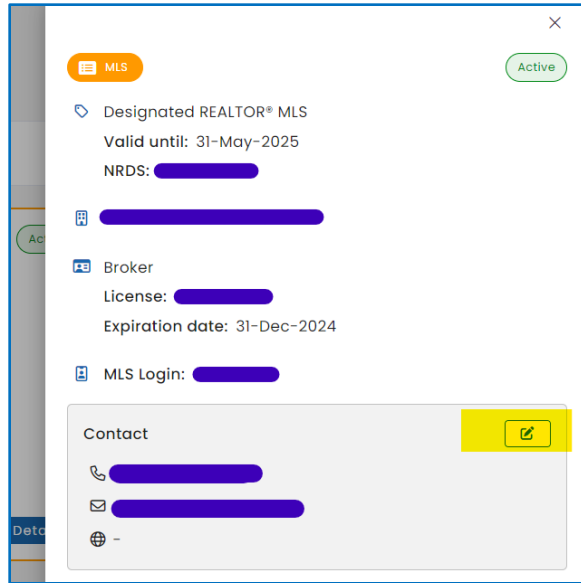
- If you would like to use an existing card on file, **select the card** and click **“Continue.”**
- If you do not have a card saved to your account, select **“Add a New Card.”**
- Input your card details and click **“Continue.”**
- Click **“Confirm”** to confirm the payment.

How to Update Your Contact Information in the MLS

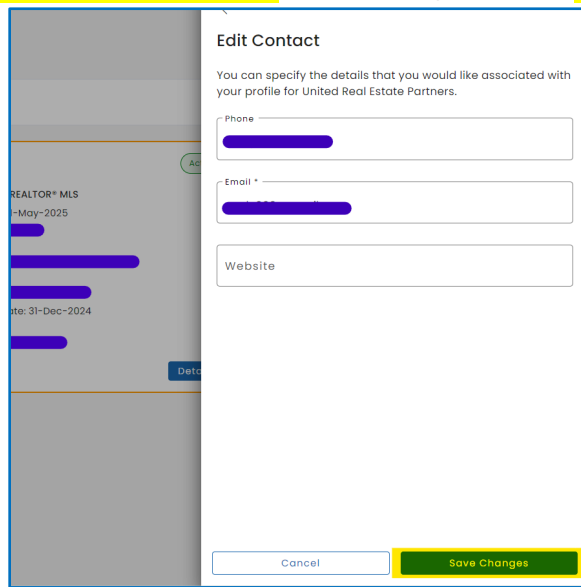
- Click **“Details”** on your MLS Subscription



- To edit your contact information, click the **notepad** next to your contact information



- Edit your contact information as necessary and click **“Save Changes.”**

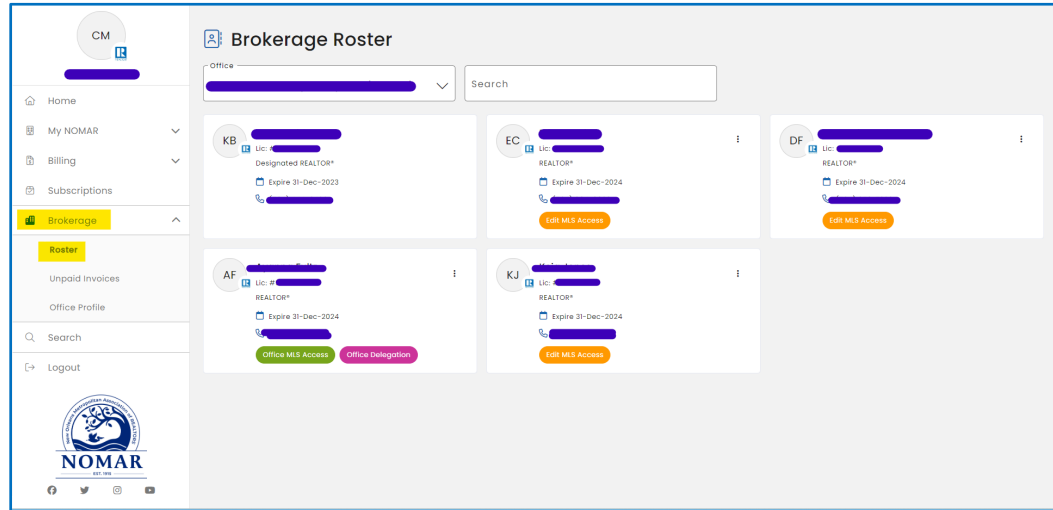


- Make sure that you are logged out of the MLS and wait about 30 minutes before logging back in to see the change reflected

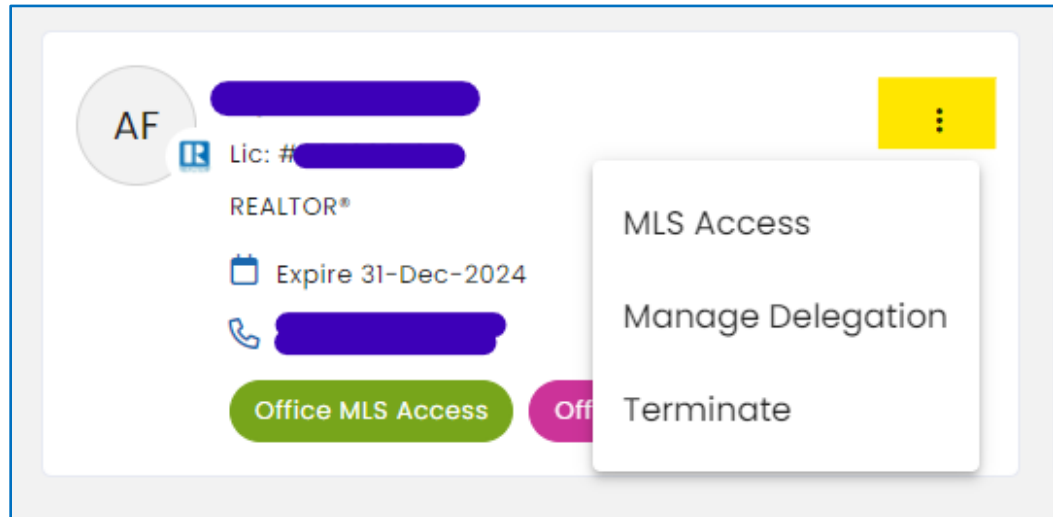
Brokerage

Roster

- To access your agents' information, click **“Brokerage.”**
- This will give you a drop-down menu. Once the drop-down menu has opened, click **“Roster.”** From here, you can see all the agents in your office.
 - If you have multiple offices, a drop-down menu will be at the top of the screen. Use this menu to select the office roster you would like to see.

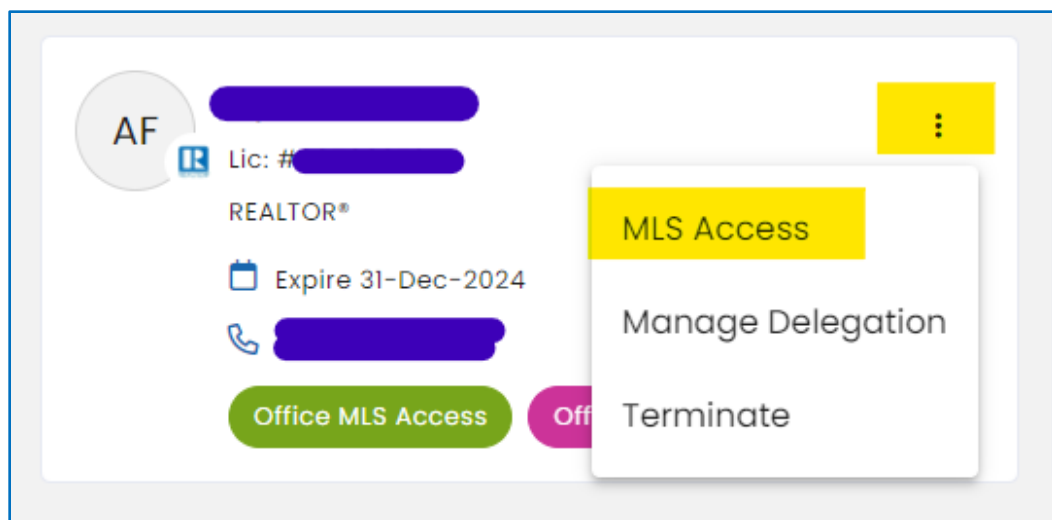


- Click the **three dots** next to the agent's name to manage MLS access, office delegation, and terminations. We will go through the process for each of these.

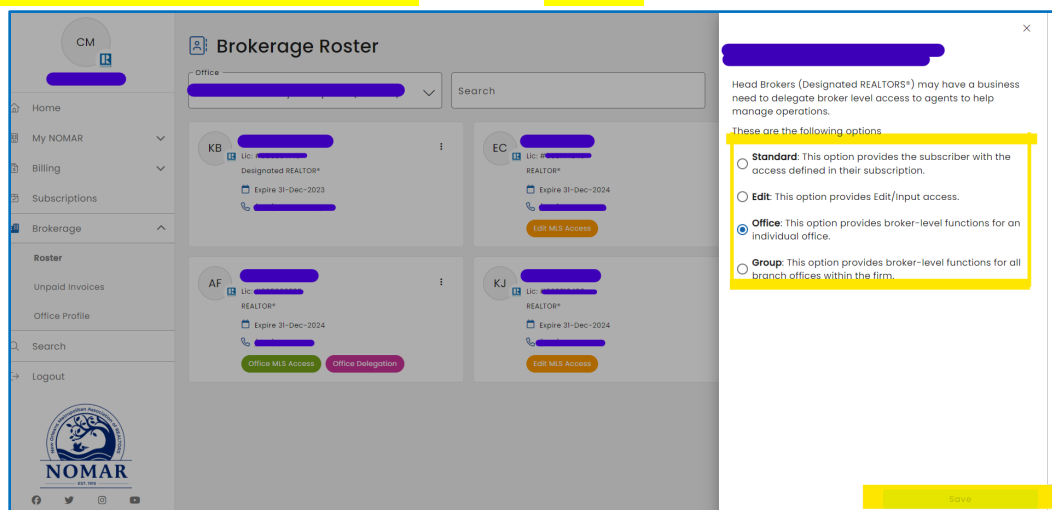


How to Change an Agent's MLS Access

- After clicking the three dots next to the agent's name, click **“MLS Access.”**



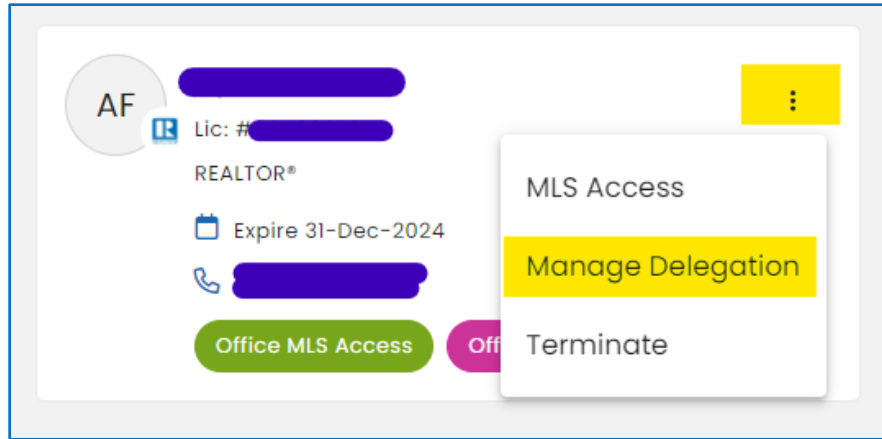
- When an agent first joins your office (whether a new agent or transferring from another office/brokerage), they **will automatically have “Standard” access**, which **only allows the agent to view the MLS**
- **Select the desired level of MLS access** and click **“Save.”**



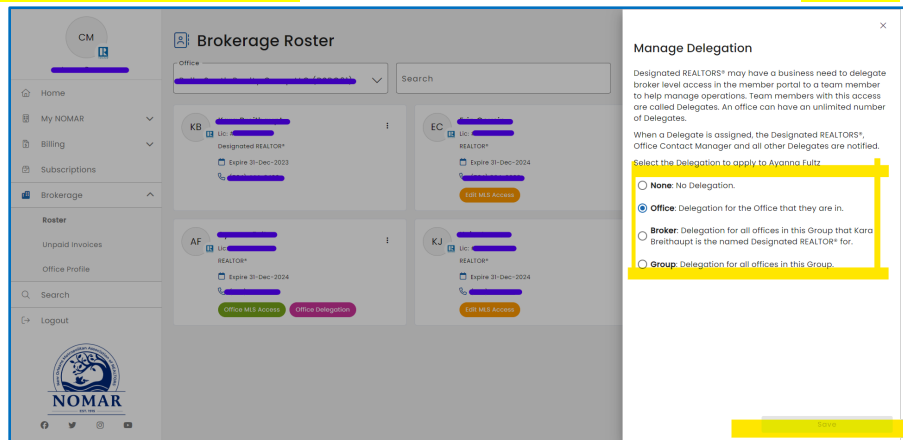
How to Give Agents and Admins Broker-level Portal Access

Many brokerages have a Designated Realtor who oversees scores of offices, but each office has its **broker or agent who manages the office**. In our system, these people are called **“Delegates.”** Here is how you can **create a Delegate** for a given office.

- After **clicking the three dots** next to the agent’s name, click **“Manage Delegation.”**

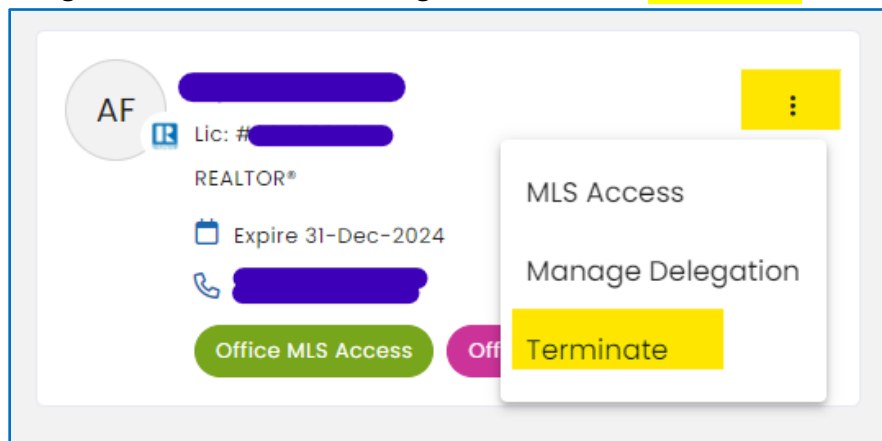


- Select the level of Delegation (if any) suitable for your agent and click **“Save.”**



How to Terminate Agents & Remove Them from Your Roster

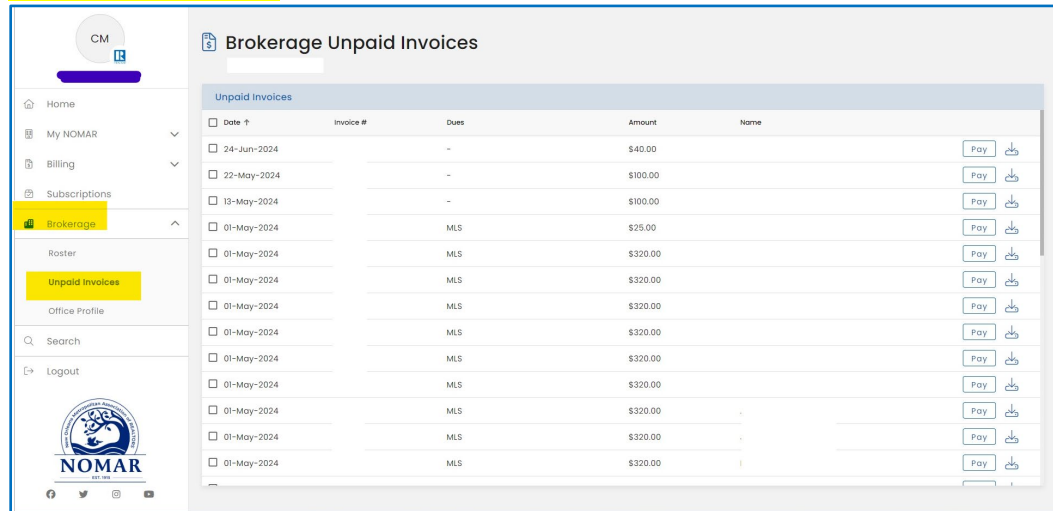
- After clicking the three dots next to the agent’s name, click **“Terminate.”**



- Verify that you are terminating the correct agent and click **“Confirm.”**

Unpaid Invoices

- To access your agents' unpaid invoices, click **"Brokerage."**
 - This will give you a drop-down menu. Once that drop-down menu has opened, click **"Unpaid Invoices."**



Date	Invoice #	Dues	Amount	Name	Pay	Download
24-Jun-2024		-	\$40.00		Pay	Download
22-May-2024		-	\$100.00		Pay	Download
13-May-2024		-	\$100.00		Pay	Download
01-May-2024		MLS	\$25.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download
01-May-2024		MLS	\$320.00		Pay	Download

- If you have multiple offices, you can **select the office** that you would like to see invoices for from the drop-down menu
 - Please note that the names and invoice numbers of the agents will be visible to you; they have been redacted from the screenshots included here to respect the confidentiality of the agents
- From here, you can **view, download, and pay these invoices**. We will go through the process for each of these.

How to View & Download an Unpaid Invoice

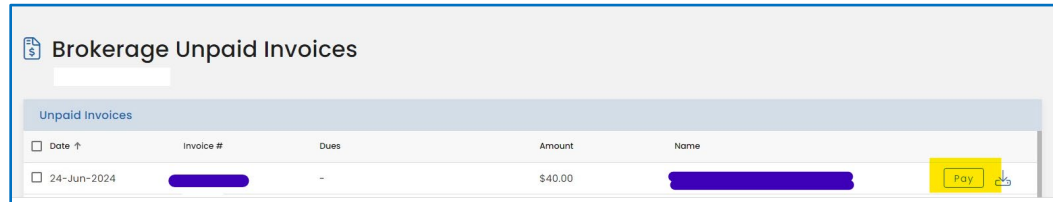
- To view or download an invoice, **click the arrow icon to the far right** that looks like this. You can do this for unpaid invoices in **"My Invoices"** or paid invoices in **"My Payments."**



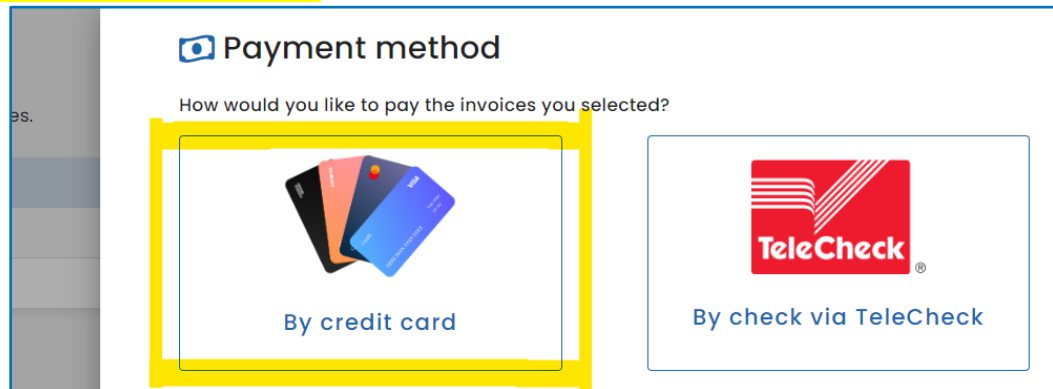
- This will open the total invoice in a **new tab**.
- From here, you can download the invoice as a PDF like any other document. The process for this will depend on your computer.

How to Pay an Agent's Unpaid Invoice Online

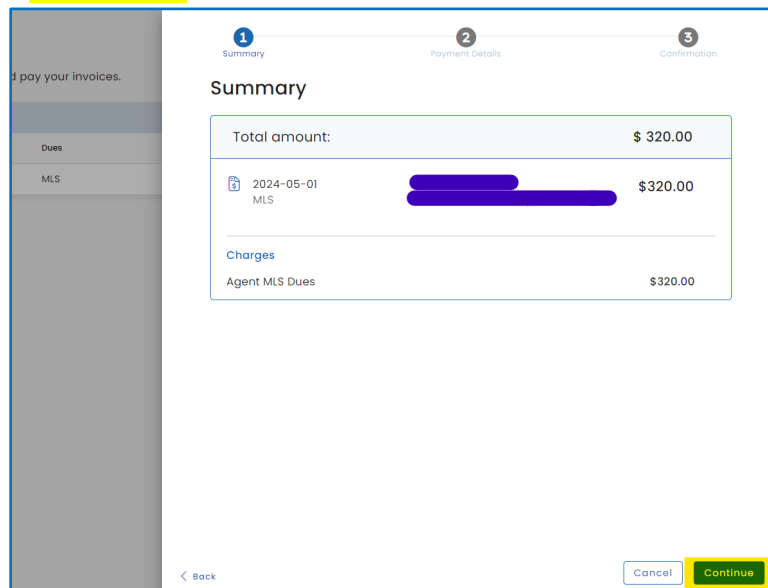
- To pay the invoice, click **"Pay"** next to the agent's name.



- Choose your payment method.** For this tutorial, we will be using a credit card.



- In the Summary, you will see the date, invoice number, amount, and what the charges are for. Click **"Continue."**



- If you would like to use an existing card on file, **select the card** and click **"Continue."**
- If you do not have a card saved to your account, you must **"Add a New Card."**
- Input your card details and click **"Continue."**

- Click **“Confirm”** to confirm the payment.

Office Profile

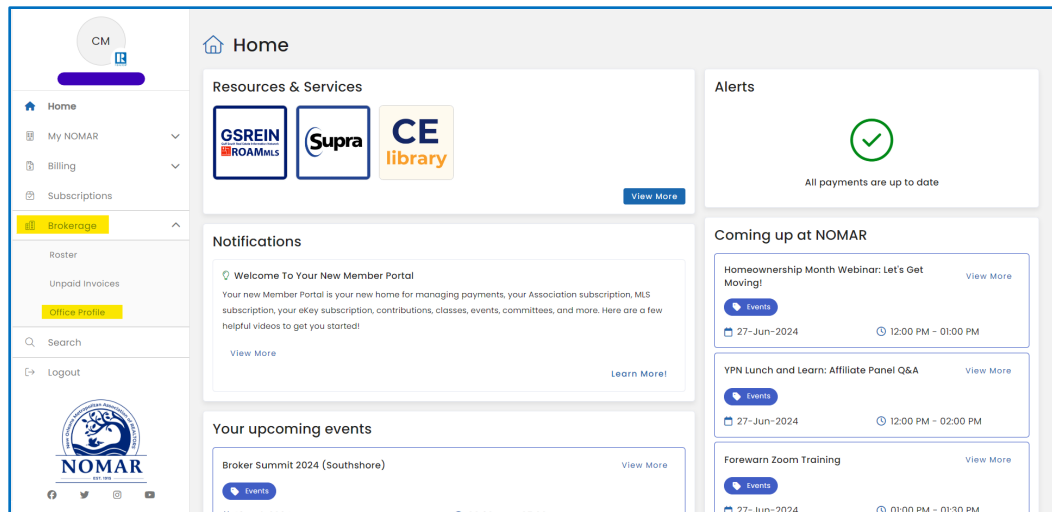
How to Update Your Office Information

While at NOMAR, you may want to update your office information, such as your Office Name, phone number, email address, or mailing address. **Updating this information in your NOMAR Member Portal will also update the information in the MLS.**

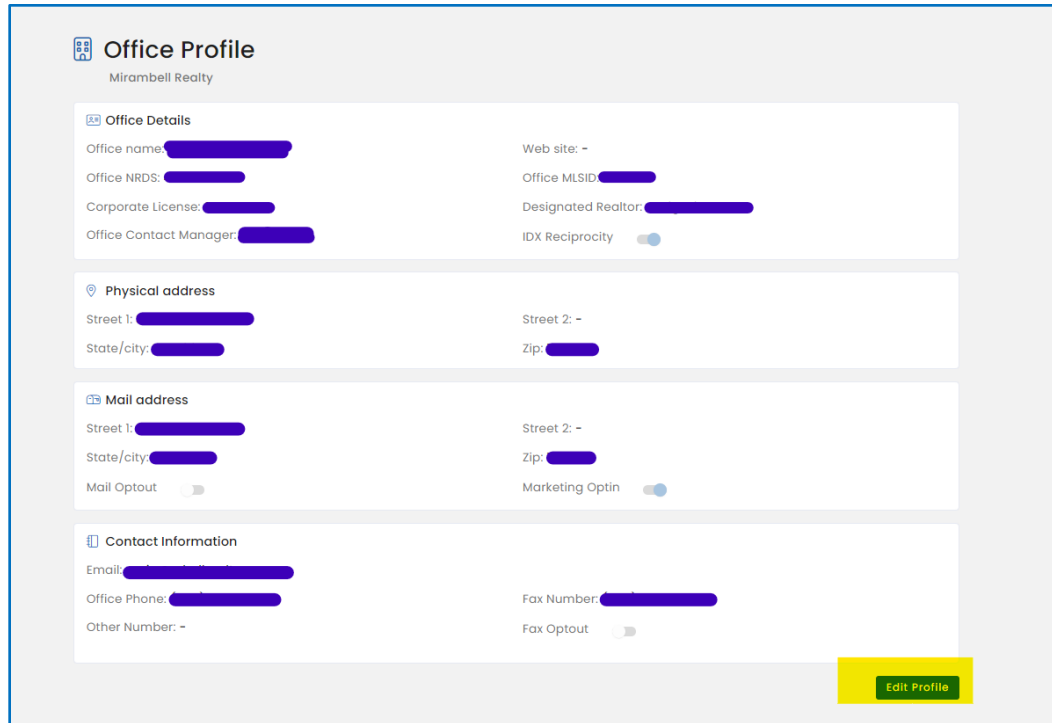
If you are a **secondary member** or have an **MLS-only relationship** with NOMAR, you cannot update your personal information from your profile, so you must contact your **primary board** to make these changes.

Please note: The Office Name cannot be changed from the Office Profile. To change it, please contact membership@normar.org.

- To update your personal information, click **“Brokerage.”** This will open a drop-down menu. From the drop-down menu, select **“Office Profile.”**



- To edit the information, click **“Edit Profile.”**



- Make changes to your information as necessary. Information that is grayed out is unable to be changed from your profile.
- Click **“Save Changes.”**