

MaryAnn's Computer Corner **MLXchange Frequently asked Questions – Print and E-Mail**

If you have any questions about MLXchange functions or features, please email MaryAnn @ mbaer@marketlinx.com

1. Q: I would like to print one report for my client and a different report for myself at the same time. Is that possible?

A: Yes. You can print multiple report views at the same time (one after the other). Click on the **Print** button from either the Results or Details page and select the **Print Report(s)** choice. Click on the first report to print (it will become highlighted) then hold down the **Ctrl** key on your keyboard and click to select multiple reports. Click on the Print button. Besides printing multiple report views, you could also choose to print the Property History report and/or the Search Criteria and Statistics report.

2. Q: What is the MLXchange email address used for?

A: MLX Professional gives you many productivity tools including an E-mail account, a free Agent Web Site with private Client Web Pages, Internet lead capture, email template library, and enhanced client and task management. All manually "sent" emails out of MLXchange are saved in the client's history automatically (client must be saved in the Client Manager). To save all emails "sent" through the Auto-Notification feature, under **Client Notifications** you must choose YES to **Save history of email notifications**. Members have the choice where "incoming" or customers "Reply to" emails are saved. If you choose to use the MLXchange email account, the customer replies will be saved in the MLXchange **Messages Inbox** and on the HOME page **Today's Summary Inbox** link. This choice allows all the outgoing and incoming emails to be saved in the client's history. If you choose your primary email account as your reply-to address, email replies will not appear in messages or be tracked in client history.

3. Q: Why am I not getting email replies from my customers in my business email inbox?

A: As a new member, during the MLXchange install process, the "Reply To" email address defaults to **Use my MLXchange address as the Reply-to** as opposed to your primary e-mail address. If you wish to have your clients email replies go to your primary email address, go to **Settings, Personalize, Contact Information** and change the **"Reply To" e-mail address:** default to **Use my Primary address as the Reply-to**.

TIP: You can change this setting whenever you want, but be aware that attachments are not permitted in MLXchange emails at this time.

4. Q: How can I customize the email messages?

A: One of the biggest time saving features in MLXchange is the E-mail Template library. Why waste time composing similar email messages over and over, when you can create one message or several messages and store them in the email template library for immediate selection. To create new messages or copy and modify default email messages, go to **Settings, Personalize** and click on the **E-Mail Templates** link. You can also access the E-Mail Template library when sending an email from MLXchange on the **Send Email—Webpage Dialog, Send E-Mail** box. In the center, right side of the box, find the **Email Template Manager** link.

TIP: To copy and modify an existing template, highlight the email template name, click on the copy button, remove the "copy of" and personalize the Email Template Name which becomes the **Subject** line identification. Click SAVE, click on another template name than back on your saved message. You can now customize the message, insert merge fields and set your defaults.