

Edit an Existing Listing in Matrix (Listings Manager)

Edit an existing listing in Matrix from ADD/EDIT (Listings Manager). Find the listing, select Edit, then update listing data, price, status, photos, or supplements as needed. Which options appear depends on the listing's current status and your board's configuration. Cancelled, Pending, and Closed listings cannot be edited by you - contact the board for changes.

Open a listing for edit

1. In the main menu, select ADD/EDIT to open Listings Manager.
2. Enter the Listing ID to find the listing.
3. Select Edit.

Edit listing data

1. Select the Add/Edit option.
2. Update fields as needed.
3. Select Save as Incomplete or Submit as appropriate for the listing's status.

Manage photos

1. After selecting Edit, select Manage Photos.
2. Select Add Photos to upload images. Drag photos to set order - the first photo is the primary listing photo.

Manage documents

1. After selecting Edit, select Manage Supplements.
2. Select Add Supplements, enter a Description, choose a Type, select the file with Choose, then select Upload.

Update listing price

1. After selecting Edit, choose Price Change when it is available.
2. Enter the new price and complete any prompts Matrix shows.
3. Confirm the updated price on the listing.

Update listing status

1. After selecting Edit, choose the appropriate status change option:
 - Change to Active
 - Change to Conditional

- Change to Hold/Suspended
- Change to Pending
- Change to Cancelled
- Change to Closed

2. Complete any prompts Matrix shows for that status change.

3. Confirm the listing status updated as expected.

Which status options appear depends on the listing's current status and your board's configuration. You will not always see every option on every listing.

Tips

- Cancelled, Pending, and Closed listings cannot be edited by the listing agent. Contact the board if a change is required.
- Do not create a second listing to fix a wrong address; edit the original or follow your association's correction process.

Source: <https://support.itsosystems.ca/kb/122>