

FREQUENTLY ASKED QUESTIONS RE: E-FORMS

- 1. My CD arrived but not the unlock information.**
 - a. Assuming the CD has been activated*, log into Activation/Maintenance Menu and insert the contact name.
 - b. When file opens, the license and password will be available on the activation page.
 - c. E-mail the information by clicking on Update and Send Email button at bottom of information screen.

- 2. I am a GBAR member, how do I access eForms on line?**
 - a. Enter www.formsforrealestate.com
 - b. Select E-Forms from the selections on the blue field. (Disregard the Login for Member Pricing section.)
 - c. On next page, click on E-Forms Login.
 - d. Enter first name, last name, and the temporary password "GBREB."
 - e. Follow the prompts and customer selects a personal password.

- 3. What are the differences between the CD and Internet versions of the software?**
 - a. In the CD version of E-forms, GBREB forms may be installed and accessed on two computers.
 - b. In the Internet version of E-forms, GBREB forms are password accessible online from any computer with internet capabilities.
 - c. More information/FAQ is available at www.formsforrealestate.com under E-forms.

- 4. What are the advantages of each version?**
 - a. **Internet.**
 - i. Forms in the Internet version may be accessed from any computer with internet capabilities. However, if the Internet is down, there is no access.
 - ii. Updates occur instantaneously.
 - b. **CD**
 - i. In the CD version, GBREB forms may be downloaded ("unlocks") onto two computers
 - ii. Updates come through links which must be downloaded.

- 5. Which version would I get most quickly?**

Both versions may be activated in the same time frame provided no CD is issued.

- 6. What changes may I make to the forms? Or May I make changes to the forms?**
 - There is a limit to allowed changes. Controls are built into the software.
 - Logos may be added but the company must negotiate with Instanet; there is a charge.

7. I am a non-member and need a form right away. May I download one of the GBREB forms?

GBREB E-Forms is not set up for one-time downloads.

8. I only use one of your forms but do I have to purchase the entire package?

GBREB does not sell electronic versions of single forms, only the package which includes all residential, rental, and commercial forms.

9. Our E-Forms license is in the name of the owner/principal, but I am the contact person and the primary user. How do I make sure GBREB contacts me instead of the owner/principal?

One way is to use your e-mail address as the address of record in the e-form file.

10. Who is the responsible person when an active e-forms member no longer works for the company? Who has the right to the e-forms?

11. Part of my form is cutting off when I print it; how do I fix it?

When there is just a little bit getting cut off, bring up the printer dialog box. Look for a drop-down menu named 'page scaling' (only on Adobe Reader 6 and 7). Choose fit to paper (Adobe Reader 6) or fit to printer margins (Adobe Reader 7).