

# Greater Boston Association of REALTORS® and Lone Wolf Member Benefit FAQ



[lwolf.com](http://lwolf.com)  
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## Member Benefit provided by Greater Boston Association of REALTORS®

The GBAR Board of Directors has voted to continue delivery of the GBREB Standard Forms Library on the zipForm® Plus platform and partner with Lone Wolf to provide and service the product. As a GBAR member, you will have continuous, uninterrupted access to your zipLogix account, transaction history and forms files. There is no new log-in account nor credentials to set-up, no need to back-up or transfer files and no additional cost to you.

As a GBAR member you will continue to have access to zipForm (Agent Edition) and zipForm Mobile – the desktop and mobile versions of zipForm®.

Previously, Massachusetts Association of REALTORS® provided Digital Ink, the zipForm® e-signature solution and MLS-Connect, via MLS PIN. These products, along with other products and services, are available for you to purchase in the Shop.

## Frequently Asked Questions

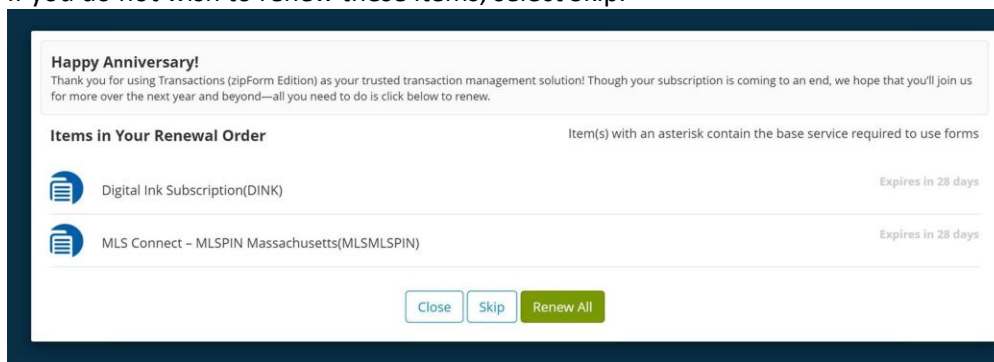
### My account is renewing, what do I do?

1. Log into your account (accessible at <https://www.zipformplus.com/>)
2. You will accept the new License Agreement. This will renew all products provided by GBAR as a Member Benefit.



3. You will see a notice that Digital Ink and MLS Connect (previously provided by MAR) are up for renewal as well. If you would like to renew these items, you can select the Renew All button, which will take you to your shopping cart.

If you do not wish to renew these items, select Skip.



### **What is zipForm (Agent Edition)?**

zipForm (Agent Edition) is a transaction management software designed to keep industry professionals at the center of every transaction. There are a number of features included in the Agent Edition, such as, zipCommunity, where you can work with clients and fellow agents on transactions entirely online via video, audio or chat, Agent Dashboard, where you can view transaction activities and see listing performance, and more!

### **What is Digital Ink?**

Digital Ink is the digital signature solution designed specifically for the real estate professional. This solution revolutionizes the customer experience, offering an automated and straightforward process.

### **What is MLS-Connect via MLS PIN?**

MLS-Connect is an integration between an MLS and the zipForm platform, allowing the automation of the flow of data. The integration with MLS PIN allows the agent, when logged into zipForm®, to pull in the transaction information from MLS PIN. The MLS Listing data will pre-populate in the transaction's fillable forms, saving you time and reducing errors from manual entry.

### **What does it mean to renew my account?**

Products and form libraries, you purchase expire after 1 year. Each year, you read and agree to the License Agreement, and renew the products and libraries you'd like to keep for the next year. GBAR member accounts are renewed by February 1<sup>st</sup> each year. This means, beginning on January 1<sup>st</sup>, you will receive in-app pop-ups reminding you to renew your account.

### **What does this cost me?**

Your member benefits products, the GBREB Forms, MassForms™, zipForm (Agent Edition) and zipForm Mobile will be available to you at no cost. Additional products and libraries are available to you with their cost being viewable in the zipForm® Shop.

- An annual Digital Ink subscription is available for \$99
- An annual MLS-Connect integration with MLSPIN is available for \$24.95

### **How do I get help renewing my account?**

Should you need help renewing your account, please leverage these tools/services available to you:

- Community Help Article: <https://lwolf.force.com/s/article/ZF-Renew-a-Product-or-Form-Library-Purchase>
- Email: [zipsupport@lwolf.com](mailto:zipsupport@lwolf.com)
- Phone: 1 (586) 840-0140

### **Where can I get training on the products and services?**

The [zipForm Training Page](#) has zipForm specific training videos covering fundamentals through advance features.

The [Lone Wolf Software Training Calendar](#) is your go-to for live online training sessions. Select your product and review the schedule training sessions for the month to find the product and feature you want to learn more about. The calendar is updated monthly.

**How can I get support if I have a question or issue?**

Our Lone Wolf Support Team is here to help you whether you have a question on how to do something or need to report an issue.

In zipForm® on the bottom right corner is a Guided Help button in green. Here are quick guides in the system, short walk-through tutorials, video tutorials. These are excellent when you're learning the system, and helpful reminders if it's been awhile.

Also, in zipForm® on the bottom in the middle of the screen is a Support button. When you click on this a new window opens allowing you to Chat with our Support Team directly. This is great when you need a quick resolution while working.

The [Lone Wolf Community](#) is a self-service portal for users with help articles published by Lone Wolf's Support and Product Development teams. You can search any topic you'd like in the search bar, or find relevant articles in listed on the product tiles.

You can also contact our Support Team using any of the following:

- Email: [zipsupport@lwolf.com](mailto:zipsupport@lwolf.com)
- Phone: 1 (586) 840-0140