



May 5, 2017

RE: Collaboration Center Registration & Setup

Dear MLS Partners,

Black Knight MLS (BK MLS) has identified two scenarios in the Paragon Collaboration Center (CC) setup which 1) allow a consumer to seamlessly login to a CC site setup by an agent without first being required to register and 2) where an agent can set their self-up as a contact with the same email address stored in their Paragon agent record to send CC notifications to themselves. Both scenarios can result in unintended consequences, which are described below and include what action is being taken by BK MLS.

Consumer Collaboration Center Registration

As part of the Paragon 5.58 Release, consumers who were unintentionally allowed to seamlessly login to a Collaboration Center (CC) site without first registering, was corrected. This change ensures the consumer (also referred to as clients) will be required to register once, after which the ability to seamlessly login will resume.

To assist in messaging this to your members, BK MLS has updated the Registration page consumers and clients will be presented with as follows:

Congratulations, your agent has created a "Collaboration Center" account for you!

If you are receiving this message for the first time, it means the system has detected official registration is still pending. Simply register below to ensure continuous access to your collaboration site. Rest assured if there is any existing activity, it will still be available following the registration process.

Agent Collaboration Center Setup

The Paragon system currently allows the ability for an agent to set themselves up as a contact with the same email address stored in the Paragon agent record and send CC notifications to themselves resulting in access and password conflicts. In this scenario the agent is both the consumer/client as well as the agent of record for the CC site. This prevents the agent from subsequently accessing the CC site as a consumer.

To correct this, agents must create a new contact for their own personal CC site and use a different email address other than the one used in the Paragon agent record.

Note: During the process of creating the new contact, agents will be able to apply existing saved searches to this contact.

BK MLS is working towards a solution to prevent the use of a duplicate email addresses when creating a CC site and or add alternative functionality to achieve the desired result.

We appreciate your patience and cooperation in communicating this to your members as BK MLS continues to refine and enhance the Paragon system.