



Getting Started with the Luxury Presence App

Onboard quickly, maximize your app's potential, and drive client adoption.

1. Log In as an Agent

- Open the app for the first time and select “**Log in as an Agent.**”
 - Enter your phone number to access your account.
 - You'll see all MLS properties, filters, contacts, and activity synced with your account.
 - **If this information is missing**, email mobileapp@luxurypresence.com to confirm your account is properly connected.
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2. Test Collaboration with a Friend or Family Member

Before sharing with clients, practice with someone you know.

- Make sure they're saved as a contact in your phone.
 - If they're not showing in your **website dashboard**, you'll need to **add them manually in the app**.
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3. Add a Contact

- Go to the **Contacts** page.
 - Tap the “+” in the upper right.
 - Add them manually or import from your phone contacts.
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4. Start a Collaboration

- Navigate to the collaboration page.
 - Tap the “+” in the upper right.
 - Select either one contact or multiple to create a group.
 - Tap continue at the bottom, followed by create and invite at the bottom of the next page.
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5. Client Experience

- They'll receive your invite via email/text.
 - The link will take them to the app store to download the app.
 - After logging in, they'll see the shared collaboration.
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6. Practice Engagement

- Have your test contact like, dislike, and comment on listings.
 - Watch how their activity appears in your collaboration view.
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7. Roll Out to Clients

Once you're comfortable, start sharing searches and properties with clients to boost engagement.

Best Practices for Setting Up a New Collaboration & Search

1. Confirm the client is added as a contact in your app.
If they aren't already listed, create a new contact by tapping the + button in the top-right corner of your Contacts page.
 2. Create a new collaboration (skip this if one already exists).
Go to the Collaboration page and tap the + in the top-right corner to start a new collaboration.
 3. Select your contact and click Continue, then choose Create and Invite.
This will set up the collaboration and send your client an invitation to download the app, if they haven't already.
 4. Add a saved search to the collaboration.
Open the collaboration you just created, then tap the + at the bottom and choose Saved Search.
You'll be taken to the search page, where you can set the location and filters. Once done, tap Save Search in the bottom-right corner, then choose Client Search.
You'll see your list of collaborations—select the appropriate one, tap Continue, and you can customize alert settings or include a message before sharing.
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General Login Tip

Make sure your client logs in using the same email address you used to invite them.

For example, if Samantha's contact email is samantha@gmail.com, she must sign up or log in with that exact email to be connected to your shared collaboration.

If she chooses Apple Login or uses a different email, it will create a duplicate contact, and she won't be linked to your existing collaboration.

Need Help?

- For troubleshooting or a refresher walkthrough, email mobileapp@luxurypresence.com
-  Tutorial Video Library – training.luxurypresence.com/mobile-app-agent

- 📖 **Knowledge Center** (FAQs & step-by-step guides) – help.luxurypresence.com
- 🎓 **Weekly Webinar Registration** – [Register Here](#)