FAQs

Do I have to use the new Realworks?

Answer - Yes, as of 1st December new forms meeting requirements of the new POA Legislation will only be available in the new Realworks

TECHNICAL

What operating systems are supported?

Answer - Realworks will operate on:

- Microsoft Windows 7+
- Mac OSX 10.7+
- Linux (e.g. Ubuntu)
- Android 4.1+ (Jelly Bean or newer)
- iOS 6+ (iPad, iPhone)

What browser versions are supported?

Answer - Realworks will operate on:

- Google Chrome 35+
- Mozilla Firefox 30+
- Safari 6+
- Internet Explorer 10+

NB Every browser updates regularly to keep up with emerging trends, if you are having trouble in any particular browser that was previously working call the Realworks support line on (07) 3249 7350

Will the new Realworks work on my mobile device?

Answer - YES it will work on any tablet device that has a browser and internet connection.

ACCOUNT ACCESS

How do we get access to Realworks?

> **Answer** – Subscription to a free 14-day trial is as easy as visiting realworks.com.au, clicking subscribe, completing the short online form and clicking 'Submit'. Login credentials will be e-mailed to you within the same business day provided your application is received before 4.00PM. Once your 14-day trial expires you can pay for a full subscription online via the 'Account details' > 'Subscribe' area.

How do we get staff access to use Realworks?

> **Answer** – You will receive an initial Principal（administrator）login, once logged in to the system further users can be created through the 'Users' option located in the left hand navigation menu. Only principal users can create other user logins, for further information please refer to the 'Help' guide located in the 'Help' section of the navigation menu.

Can I pay my subscription for a year (in advance) not just three months at a time?

> **Answer** – NO but when paying for your subscription you will note that there is an "Automatically renew" selector. If this is left ticked the system will use the same card details to pay for another 3 months of access when the current period is about to expire.

SET UP

Do we have to set up Pre Set data like previously?

> **Answer** – YES, you will need to set this up from scratch.

Will my CRM software integrate with the new Realworks?

> **Answer** – YES, several major CRM products already have the capability to merge to the new Realworks, others are currently in development and will have the function enabled soon. Please see the list of current and future CRM providers at https://realworks.com.au.

FORMS

Can I transfer an existing contract into another one within the new system?

> **Answer** – YES, the function is called 'Duplicate'.

Will the fields be expandable?

> **Answer** – Not currently. We hope to provide this ability in a later release; currently our form development team are producing an expanded version of the Entry/ Exit Condition Reports.

Realworks FAQs

When there are form updates, do users need to do anything?

Answer – Realworks forms are kept up-to-date with the latest legislation changes, form updates are announced in the 'News' section. If there is a legislation change tomorrow, your draft forms and agreements will be automatically updated the next time you open them for editing, already saved forms that have a new version available will appear with an orange exclamation mark.

Can we use electronic signatures on the forms?

Answer – Not currently.

Can I open or work on more than one contract at a time?

Answer – YES via another browser tab or window.

Help and Support

How do I get help when needed?

Answer - Realworks has a great built in help section. Also you can submit a help request within Realworks.

Have the Realworks support hours and contact details change?

Answer – No, support hours and contact details remain the same. The help desk will be available Monday to Friday, 8.30AM to 5.00PM Contact details are Phone: 07 3249 7350 and Email: realworks@reiq.com.au

REALWORKSLIVE USERS

What will happen with my already completed contracts, will they come across into the new system

Answer – No, if you haven't already saved your completed contracts and forms to your local PC or network as PDF's you will need to complete this ASAP as the old system has now been decommissioned so any serious errors will not be repairable and all existing data could be lost. Please call Realworks support if you need instructions on how to do this step, either call 07 3249 7350 or email us at realworks@reiq.com.au.

What will happen with my already purchased forms?

Answer – Realworks support staff will work with you to get the remaining credit in RealworksLive across to the new Realworks, the process is as simply as accessing a copy of the latest template report from your old system and e-mailing it to realworks@reiq.com.au along with your customer number/ office details.