



# Single Agent Onboarding Guide

# Onboarding Guide

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Welcome to eXp!

# Pre-Registration

Discover what eXp Realty has to offer and how we can be a fit for you!

 **Consult with your local eXp Realty Agent**

 **Got Questions?**

Visit with Staff in Onboarding and Agent Support

- Lobby Hours in eXp World 7 days a week!
  - Monday through Friday 5am-8pm PST / 8am-11pm EST
- Call: 833-303-0610, press 1 for Pre-Onboarding Assistance
- Email: [AgentOnboarding@exprealty.net](mailto:AgentOnboarding@exprealty.net)

**State Specific Questions?**

 Check-out our [State Joining Guides!](#)

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# Pre-Registration Teams & Brokerages

Discover what eXp Realty has to offer & how we can be a fit for you



## Before Registering with eXp Realty

- **General Questions** - Consult with one of our Team Integrations Specialists to learn about types of teams at eXp Realty or how to plan a transition to eXp Realty.
  - Email [TeamIntegrations@exprealty.net](mailto:TeamIntegrations@exprealty.net)
  - Call - 833-303-0610 - press 3 for Team Support
- **State Specific Questions** - Things like team names, marketing, branch offices, sales or business questions contact the Broker team
  - Check-out our [State Joining Guides!](#)
  - Email [StateAbbreviation.Broker@exprealty.net](mailto:StateAbbreviation.Broker@exprealty.net)
  - Visit them in eXp World - GO TO menu in the upper left
    - Broker State Rooms from the drop down
    - Choose your state from the map.

[Teams](#) at eXp Realty explained   Sample [Team Documents](#)

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# Registration - First Step Towards Onboarding



## Let us know that you're interested in joining eXp Realty

- Register at [join.exprealty.com](https://join.exprealty.com)
- We will set you up with a Guest Pass



## Confirm your Guest Pass to our Join Application dashboard

- eXp Realty Tech Services will email your Guest Account credentials with instructions on how to set up your Guest Account.
- Look for an email with the  
**Subject Line: Welcome from eXp Realty! Let's get started!**
- You will normally receive this email within 30 minutes. If you do not, please contact:
  - Email - [AgentOnboarding@exprealty.net](mailto:AgentOnboarding@exprealty.net)
  - Call - 833-303-0610, press 2 for Join Application questions
  - Chat - in the bottom right hand side of the Registration website
  - Visit us in eXp World - GO TO menu in the upper left  
→ Onboarding and Agent Support Lobby

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# Getting ready to apply...



**Before proceeding with your application, be mindful of the following:**

- Be ready to name your sponsor (if you have one), this is an irrevocable decision. Questions? Here's a short [video](#) on sponsorship at eXp Realty.
- If you are joining as part of an existing agent team or brokerage, remember to indicate when applying.
- If you are joining with a new to eXp Realty team or brokerage, make sure you have connected with your Team Integrations Specialist prior to starting your application!
- If you need, or think you need, a Letter of Intent for joining, review the [instructions here](#) before starting your application.

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# Completing your application



## Be prepared with the following:

- Real Estate license number if you have one already
- Preferred method of commission disbursement (personal or business as allowed in your state)
- Direct Deposit information
- Payment authorization for the set-up fee (charged once you've been converted to active within eXp Realty)
- Which REALTOR Association and Multiple Listing Service you wish to be affiliated with.
  - Have you gotten their new agent or transfer packet?
  - Do you know the costs associated with joining these organizations?
  - are you prepared to affiliate once your license has been transferred with the state?

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# License Verification & ICA Review by eXp Realty Staff



**This typically takes the team a few hours to complete (depending on the time & day you apply)**

- Currently our Regional Teams review applications and ICAs by time zone
  - 8am - 5pm Monday-Friday
- Once reviewed
  - You will receive a text message it has been fully executed
  - To download your copy, you can login to your joining dashboard with your guest credentials from the email with the **Subject line: Welcome to eXp Realty! Let's get started!**
  - Please note, if revisions are needed, you will be notified via email first and phone or text later.

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# License Transfer & REALTOR/MLS affiliation by your State Broker Team

- ✔ Your Broker Team will be reviewing your MLS, Association and License needs.
- ✔ You'll know the Broker Team is busy working on your activation or transfer when you receive the email with the  
**Subject Line: Quick Update on License Transfer for eXp Realty**

The process and timing of license transfer or activation varies by state, and some may have **agent-facing steps** you must perform as well.

- Under most circumstances, if you have not received notification your license was transferred or have heard from the Broker Team regarding transfer/activation within 24-hours (M-F), please contact the team by:
  - email [StateAbbreviation.onboarding@exprealty.net](mailto:StateAbbreviation.onboarding@exprealty.net)
  - drop into the World **Go To Menu -> Broker State Floor -> State**

\*If you are in NY, TN & DE you MUST speak with the Broker team to progress with License Activation/Transfer per state regulations. Please be proactive in reaching out to the Broker Teams.

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# WHY and HOW to become REALTOR/MLS affiliated

- ✔ REALTOR Associations require licensees affiliated with a REALTOR Firm to become REALTORS themselves.
- ✔ eXp Realty is a REALTOR Firm. All agents who choose to join eXp must, within days of joining, associate themselves with a REALTOR Board and MLS eXp Realty belongs to.
- ✔ eXp Realty does not control the costs or steps associated with joining these organizations.
- ✔ Licensees need to be proactive in investigating the costs and steps PRIOR to joining eXp Realty.
- ✔ Many Associations provide the Sales Contracts & Forms, each state is unique. eXp Realty is not affiliated with a forms provider. Please confirm with the Broker Team or check the [State Joining Guide](#) for instructions in your state.

# Other REALTOR/MLS Services



## Ancillary services

- If payment or documentation for other ancillary services like Showingtime or eKey connectivity are required,
  - Make sure you deliver the documents to the Broker Team
  - Are ready to pay for the services
  - Are ready to get the signed documents to the Association/MLS so they can complete the affiliations and subscriptions.
- Questions?
  - Email [StateAbbreviation.onboarding@exprealty.net](mailto:StateAbbreviation.onboarding@exprealty.net)
  - Visit them in the World from the GO TO menu in the upper left
    - Broker State Rooms from the drop down
    - Choose your state from the map.

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# Getting to Active Agent Status at eXp Realty!



## Access your OFFICIAL Agent Passport account

- Look for your welcome email

### Subject Line: Welcome to eXp Realty!

- Your eXp Passport will become active! Your Passport Account allows you to access many of the eXp Realty tools you will use with with just one password.
  - eXp Enterprise & My eXp - what and why
  - the Marketing Center
  - Workplace & Workchat (by Facebook) - why (computer, phone)
  - Official World access as an eXp Agent -The color of your name will change from green to blue!

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# Now that you're active with eXp Realty...

## Skyslope



- You will receive an email **Subject: Welcome to Skyslope**  
This is eXp Realty's paperless transaction management tool!

## Business Cards



- Redeem your New Agent Welcome Kit here:  
<https://exp.buildasignenterprise.com/new-agent-starter-kit>
- Review the Starter Kit FAQ for additional information:  
<https://exp.buildasignenterprise.com/faq-2>
- **PRO TIP:** If you would like your website or RingCentral number on your cards, please make sure to set them up right away. Details in the [Getting Started Guide](#).

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# Welcome to eXp!



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