

# RESOURCE LIST

## GETTING STARTED WITH KW TECH

A CURATED GUIDE OF SHORT VIDEOS WITH STEP-BY-STEP DIRECTIONS AND ACTION ITEMS LEADING YOU THROUGH HOW TO SET UP AND USE COMMAND TO BUILD A SUCCESSFUL REAL ESTATE BUSINESS.



## 66 DAY CHALLENGE

THIS CHALLENGE HELPS KELLER WILLIAMS AGENTS MASTER KW COMMAND TO GROW THEIR BUSINESS. INSPIRED BY *THE ONE THING*, IT AIMS TO BUILD A DAILY HABIT OF USING COMMAND WITHIN 66 DAYS.



## KW TRAINING VIDEOS

WHETHER YOU'RE JUST GETTING STARTED WITH COMMAND ON YOUR OWN OR YOU'RE LOOKING TO FURTHER LEVERAGE THE APPLETS TO GROW YOUR BUSINESS, YOU'LL FIND EVERYTHING YOU NEED RIGHT HERE AND THESE SPECIALLY CURATED VIDEOS STRAIGHT FROM KWRI

*\* you will need to be logged in to command to access this resource*



## KW STEP BY STEP GUIDES

THESE THESE STEP-BY-STEP GUIDES PROVIDE YOU WITH SCREENSHOTS AND WRITTEN INSTRUCTIONS TO ACHIEVE YOUR KW TECHNOLOGY GOALS.



## NON KW - BASIC TECH

INTIMIDATED BY COMPUTERS? NEW TO EMAIL OR THE WEB? WANT TO STAY SAFE ONLINE OR UNDERSTAND HOW YOUR OPERATING SYSTEM WORKS? WE'VE GOT YOU COVERED



## KW AI - KWIQ

AN INFORMED BUSINESS COMPANION FOR ALL THINGS KELLER WILLIAMS. QUESTIONS ABOUT KW MODELS & SYSTEMS, CLASS CONTENT, AND COMMAND



## KW SUPPORT

VISIT THE ? IN THE TOP RIGHT CORNER OF COMMAND AND SELECT CHAT WITH SUPPORT OR VISIT ANSWERS.KW.COM AND CLICK SUPPORT IN THE BOTTOM RIGHT - WAIT FOR AND CLICK "GET IN TOUCH" TO TALK TO A LIVE SUPPORT TEAM MEMBER OR LEAVE THEM A MESSAGE TO COME BACK TO LATER.

 Chat with Support

 Support

## EMAIL FOR KW SYSTEM SUPPORT

EMAIL ANY KW TECH QUESTIONS TO:

**TECH@ETOPSUCCESS.COM**

HOURS: 9-5 MON-FRI | SOME EVENINGS | SOME WEEKEND



# Tech Help Guide

*Are all of these a yes?*

## Initial Troubleshooting Steps for Command

- 1) Are you working on a PC/MacBook or the app on mobile?
- 2) Are you working in Chrome?
- 3) Is Chrome up to date?
- 4) Have you cleared browser cache / cookies?
- 5) Have you tried working in an Incognito window?
- 6) Have you searched Answers.kw.com?

*What's Next?*

### Training

Assist with  
understanding KW  
Technology

#### Resources

- Join KW Tech Q&A
- Schedule 1 on 1

#### Visit

- Answers.kw.com
- Training Calendar
- Youtube Videos



### Bug

KW Tech isn't  
performing as  
expected

#### Action Resulting In

- an error message
- unexpected performance
- a crash
- incorrect results

Schedule with a team  
member to Report



### Feature Request

Engage with making  
Command better for  
all

#### Submit

- ideas.kw.com

#### Become the Solution

- Contact a team member to apply to be a LABS Advisor

