

TransactionDesk® Frequently Asked Questions

For additional questions and 24/7 support, contact TransactionDesk® at the following phone number:

800-668-8768

Q: Will I have access to my zipForm® transactions? If not, how do I transfer my zipForm® transactions over to TransactionDesk®?

A: On January 1st, 2015 you will no longer have access to your zipForm® Transactions. If there are any forms that you need saved from zipForm® you may save them to your computer as a PDF by using the [step by step instructions you can find by clicking here](#). You may also store them on your email by clicking the email button in a transaction and sending the forms to yourself. You may also transfer the forms from zipForm® to TransactionDesk®. [Click here to download the PDF instructions](#).

[Download Instructions to Save zipForm® Files to your computer](#)

[Download Instructions to Move zipForm® Transactions to TransactionDesk®](#)

Q: Will we have access to the same GLVAR forms with TransactionDesk®?

A: Yes, all of the forms you had access to in zipForm® are licensed forms owned by the GLVAR and will be included in your TransactionDesk® account.

Q: Will there be additional training available?

A: There are a few options each member has to learn the new TransactionDesk® program. Each of these you can access through www.lasvegasrealtor.com/instantnet. There you can find recorded How To training videos on most features or you can schedule a free, live online training with an instructor. If you are looking to take your office paperless and would like an office webinar training you can also email webinars@instantnetsolutions.com.

Q: Is there an additional cost for any of the features in TransactionDesk®?

A: No. All of the features, including the unlimited document storage, Authentisign®, Broker Management System (If you are a Broker/Office Manager), tablet and smart phone use as well as many other functions are all included to you as part of your Membership Benefits.

Q: How much storage can TransactionDesk®'s DocBox® hold?

A: DocBox®, the document storage program in TransactionDesk®, holds an unlimited amount of storage for each account at no additional cost.

Q: How long will my transactions and saved documents be stored on TransactionDesk® before they are automatically removed?

A: TransactionDesk® holds on to every saved document and transaction for at least the legal retention period of the state. In Nevada, this is 5 years. They have also mentioned that in their history they have never deleted a single transaction or saved document but continue to buy additional storage.

Q: Is it possible to create an account for an assistant or office administrator who is not a REALTOR®?

A: Yes, you can contact TransactionDesk® support who can set up an account for your assistant or office administrator for \$99/year.

Q: Will my office have the ability to add a form library to TransactionDesk®?

A: Yes, if the office Broker contacts TransactionDesk® support they can add a new brokerage library of forms for their office to view for \$50 per page.