Introducing the new Paragon Connect app

Download in the Apple App Store and Google Play Store

Paragon Connect puts the power of the MLS in the palm of your hand. On-the-go access means you have the same experience on your phone as you do on your desktop or tablet.

## Why choose the Paragon Connect app?

- Ease of access with app shortcut on home screen
- Same seamless experience as Paragon Connect
- Facial recognition
- Touch ID

Why can't I see my MLS in the app?

- A contract amendment is required and there is a minimal cost for the app
- Contact your Paragon Connect account manager
- When the contract amendment is signed, you will be given a launch date
- After the launch date, you will see your MLS in the list on the app

How do my members get the app?

- Go to the Apple App Store or Google Play Store, search for the **Paragon Connect** app and download it
- The member will tap the **Paragon Connect** app from their phone, select their state/province, pick their MLS, and then enter their credentials
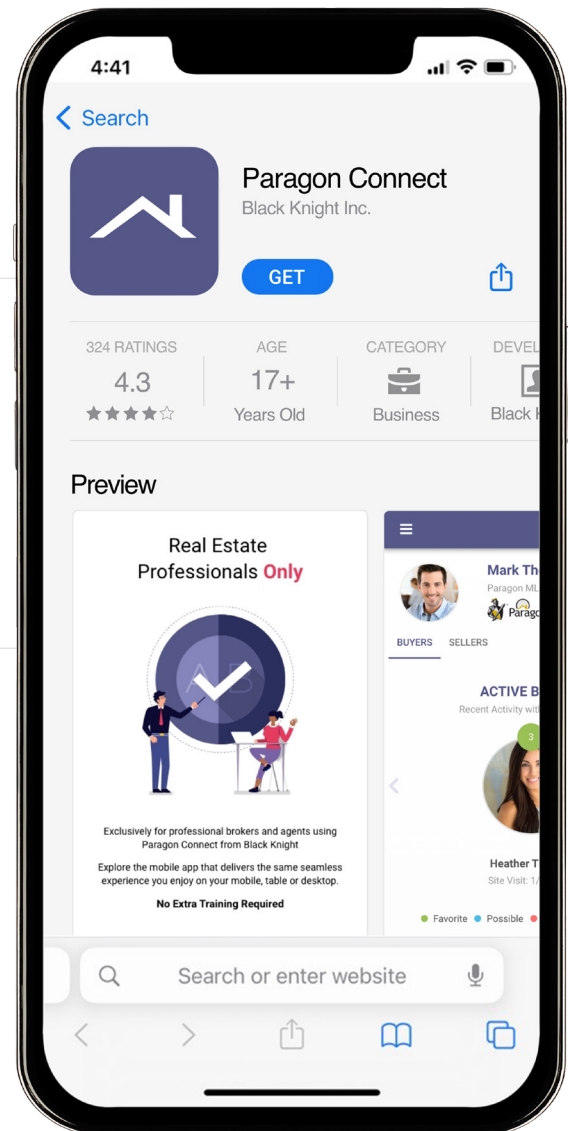
BLACK KNIGHT IS PROUD TO BE PART OF ICE
ICE + BLACK KNIGHT I THE **ULTIMATE** CONNECTION

General Questions

ACCESS

Do my members have to use the native app to access Paragon Connect on their smart devices?

No, they can use Paragon Connect like today without an app.

If a member of my MLS downloads the Paragon Connect native app and we have chosen not to turn it on, what happens?

Only those MLSs who have executed a contract amendment will be included in the authorized MLS list for accessing the Paragon Connect app. If your members download the app, they will not see your MLS in the authorized list of choices. Users are restricted from logging in to unauthorized MLS organizations.

**Will the native app support SSO dashboards?**

We are unable to support SSO dashboards on the Paragon Connect native app. Our research indicated that logging in from a phone to a dashboard does not provide a positive user experience. As a result, the app delivers a seamless and optimized user experience for your members.

Will the native app work on both Android and Apple?

Our Paragon Connect native app seamlessly functions on both Apple and Android platforms, providing a consistent user experience across devices.

Will I be able to save an icon on my phone for this app?

When you download Paragon Connect from the Apple App Store or Google Play Store, an app icon will be installed on your device, providing direct access to the native app. Alternatively, for users of the web version, it's possible to create a shortcut app icon that launches the web version of Paragon Connect for easy accessibility. WATCH HOW TO DOWNLOAD THE APP.
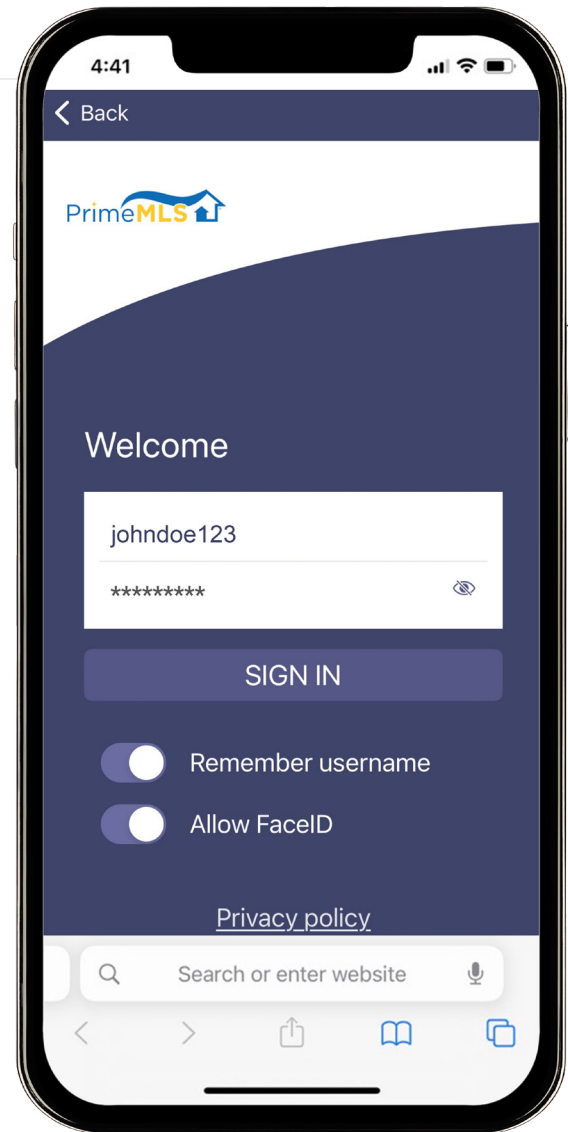
THIRD-PARTY INTEGRATIONS

Will I be able to access the same third-party integrations as in the web version?

You can access identical third-party integrations on the native app just as seamlessly as on the web version of Paragon Connect.

Will I be able to access other third-party native apps?

Paragon Connect currently uses the same the same third-party native apps as its web version. As we introduce additional features to the native app, the potential for interacting with other native apps will expand.

CONTACTS AND SEARCH

Will my members' contacts and saved searches be on the app?

Yes.

Will I be able to integrate my phone contacts with the app?

The current version of Paragon Connect does not include the capability to access your phone contacts, but our roadmap includes plans to incorporate this feature in the future.

Do my saved searches, contacts and settings sync with Paragon Connect?

Paragon Pro, Paragon Connect, and the Paragon Connect app operate on the same shared database, enabling seamless synchronization of any saved or modified data such as searches, contacts, preferences and more. Any changes made in one application will automatically reflect in the other, allowing for a consistent and unified user experience across platforms.

NOTIFICATIONS AND SHARING

Will I be able to use push notification features with the app?

While the current version of Paragon Connect does not include push notification features, our roadmap includes plans to implement this functionality in future updates.

Will I be able to share the app?

You can easily share a link to download the Paragon Connect app, but it's important to note that the login credentials for the application are unique and should not be shared.

SYSTEM USE

Can I use both Paragon Pro and Paragon Connect?

You can currently use both Paragon Pro and Paragon Connect simultaneously. The content between the two applications remains synchronized for a seamless experience while allowing users to leverage the benefits of both systems in their workflows. As our future next-generation product, Paragon Connect will eventually replace Paragon Pro.

Do you plan on sunsetting Paragon Pro soon?

While we have no immediate plans to sunset Paragon Pro, our primary focus is on the development and enhancement of Paragon Connect as our next-generation platform. As time progresses, you can expect to see new features introduced in Paragon Connect, as we gradually prepare for the eventual migration of users from Paragon Pro to Paragon Connect.

For more information: help.paragonrels.com/