

MyKW – your connection to everything KW

Instant Access

KWU Education
Instantly download KWU training materials to your computer!

Vendor Search
Simply type in the name of the product or vendor you're looking for to find a list of options to choose from.

Site Search & Favorites
Not sure where to find something? Simply type what you're looking for into the search field located at the top of every page! Once you've found it, save it as a Favorite for even quicker access the next time!



A Personalized Experience

Dashboard Report
For a complete set of reports, click on the REPORTS link at the top right of each page.

Referral Network
Find great agents and help them find you!

Calendar
Find out what's coming up in your local office as well as events hosted by Keller Williams International.

A Connection to Your Communities

Keller Williams Realty
Keep up to date with the latest news from the Keller Williams Realty International Support Center.

Your KW memberships
Access all tools, resources and forums available to make the most of your memberships with KW Commercial, Luxury Homes by Keller Williams, MAPS BOLD, the KW Distressed Property Community, and more!

Your Market Center
Keep up to date with local office news and resources.

TABLE OF CONTENTS

This user guide will give you an overview of the KW Intranet – also known as *mykw*. The *mykw* intranet is your key to finding all of the educational, marketing, technology, and research resources from Keller Williams Realty International. Our goal with this user guide is to share the highlights of *mykw* with you and give you enough information to begin exploring the depth of the resources within *mykw*.

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Logging In

When you log in at www.kw.com or <http://mykw.kw.com>, you are signing into the KW Intranet, also known as *mykw*.



Editing Your Agent Profile

To add your agent photo (or logo graphic), to change your agent contact information, or to lookup your KW associate ID – or to otherwise update any of the information in your KW associate record, click the link to “edit” your profile. It is located in the top, left corner of the mykw home page.

Your Communities

Communities are the KW groups in which you have some form of membership or relationship. For example, every market center has its own community page. And if you are a member of the Luxury Homes or Commercial divisions at KW, these groups have membership pages complete with educational and marketing tools.

There can also be *Communities* that are open to all KW associates and do not require a specific membership. The *Distressed Properties* community is an example of this. In the spirit of sharing information, this community page is available to all KW associates. Click this link to learn more about working with distressed properties and also to lookup a local distressed properties expert.

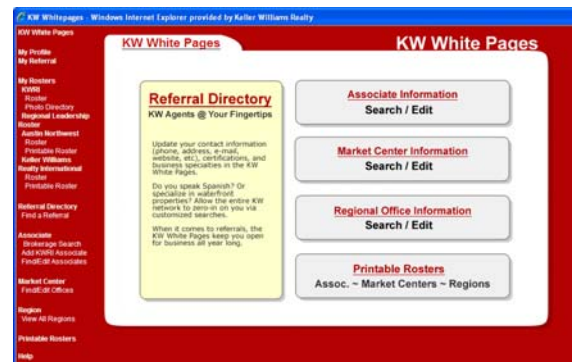
KW White Pages

The KW White Pages are KW’s online directories – created as a convenient search tool for you.

Here, you can search for agents,

search for a market center, search for regional contacts, and print a variety of market center and regional “roster” reports.

Timesaver tip: There is no **Back** button on the browser window for the KW White Pages, but you can use the Backspace key on your keyboard to go back one screen at a time.



Need help on any of the mykw tools and options?
Visit <http://answers.kw.com>

My Profile [edit]



Your Name Here

My Communities
Distressed Property
KW Commercial
KW Luxury Homes

Additional Resources
White Pages
KW Webmail
P&G Manual

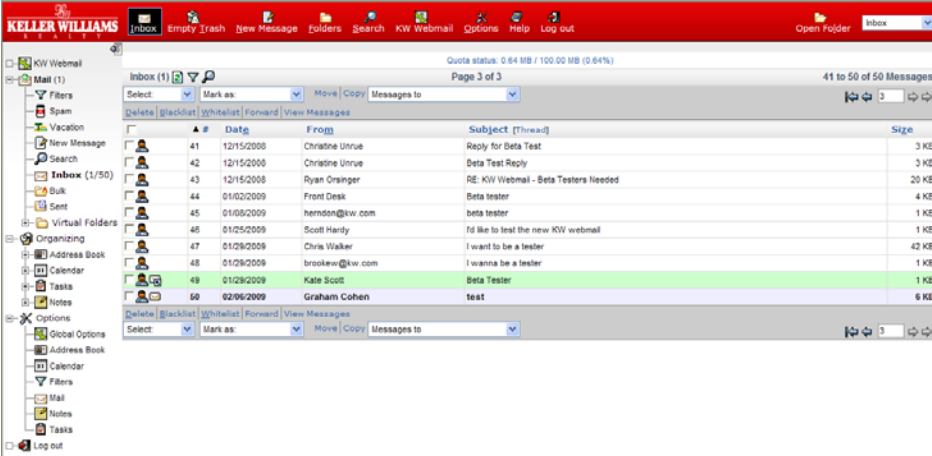
Activity Cap Info

Listing and Sales
by Month July

	Units	Volume
Listings Taken	8	6,549,830
Listings Sold	6	2,308,500
Sales Written	19	14,387,200
Sales Closed	5	1,992,400

KW Email (Webmail)

The KW Webmail login screen (which you can go to directly in any browser window) is accessible through the link, <http://webmail.kw.com>. Each KW associate can create a KW.com email address, accessible through a browser window on any Internet computer. Storage capacity for the account is 200MB, and you can setup Microsoft Outlook on your computer to work with your kw.com email account. HTML message composition is available, and you can white/black list messages from specific domains to help in filtering out spam.



P&G Manual

The KW Policy & Guidelines manual is for all KW associates. It spells out the policies created and approved by the International Associate Leadership Councils to help insure professionalism and fairness in our company.

Agent Dashboard Report

Activity Cap Info

Listing and Sales
by Month July

	Units	Volume
Listings Taken	8	6,549,830
Listings Sold	6	2,308,500
Sales Written	19	14,387,200
Sales Closed	5	1,992,400

The stats on your Agent Dashboard give you a quick overview of your monthly productivity and progress towards your cap. Note that these numbers are updated once a month, based on data sent from market centers to KWRI.

Need help on any of the mykw tools and options?
Visit <http://answers.kw.com>

Featured Sites

KW CARES

Help others by supporting **KW CARES**
Take it to heart.®

[Visit the KW Cares website](#)
[Making Greensheet Donations](#)

SUPPORT

Can't find what you're looking for? This site is still a work in progress. Email us your feedback.

FEEDBACK

Need Help?

You can learn all about Keller Williams' products and services by visiting our Help Centers. Locate the product you're using, and click the link for help.

SUPPORT

HELP

Featured Sites

Featured sites are the most popular KW websites. They are conveniently grouped together on the home page for easy access, since they are the most popular KW sites.

Featured Sites

- Agent Mountain
- Commercial Intranet
- Family Reunion
- Greensheet
- KW Cares
- KW Commercial
- KW Luxury Homes
- KW Main Calendar
- KW Photobucket
- KW on Facebook
- KW on Twitter
- KW on YouTube
- KW.com
- KWConnect
- KWLS
- Leadership Mountain
- Online 411

Getting Help from the KWRI Support Center

The **SUPPORT** button takes you to the knowledgebase page for the KWRI Support staff, <http://answers.kw.com>. On this website, you can type in words and phrases and see the typical solutions to the most common questions and issues reported to our Support team. If you do not find the answer you are looking for immediately, you can then submit a form to the Support team for response.

Glossary | Contact | Favorites | Login

Welcome to **Answers.KW.com** **eAgentc** by **KELLER WILLIAMS.**
REALTY

> Knowledgebase Home > Support Home

>Welcome to our knowledge base. To find what you're after, use the search box below or choose a category to view listed articles.

Search the Knowledgebase [Advanced Search](#)

Browse by Category
-- Select Category --

View Articles by Category

→ Commercial (6) Commercial Division	→ eAgentc IDX powered by Wolfnet (31)	→ Email Administration (236)
→ General (16) General knowledge not associated with specific KW technology	→ Keller Williams University (27)	→ KW Agent Website Training (6) KW Agent Website Training
→ KW Cares (4)	→ KW.com (64)	→ KWConnect (10)
→ KWLS/Greensheet (62)	→ Listhub (12)	→ MSYS (11) Millionaire Systems
→ MyKW.kw.com (115) Our New Intranet Website	→ MYKWConnect (12)	→ MYOB (2) Manage Your Own Business
→ New Market Center LAUNCH! (11) MC Leadership Resources	→ Non-KW Technology (19)	→ Top Producer (61)
→ Training Schedules (3) Schedules and Q&A	→ Web Offices (Office Intranets) (12)	→ Website Administration Tool (220)
→ WinMore (21)		

Our Support staff responds to emails Monday through Friday, 8am to 5pm CST. We strive for a 24 hour response time for each email received.

KW Now – Weekly News from the KWRI Support Center

The top, middle section of the mykw home page features weekly news updates from KWRI. This is your best news source to learn of the company-wide research, educational, marketing, and technology resources that are available to you.

TUESDAY, DECEMBER 22 2009

kw | NOW [ARCHIVES]

KW NEWS



Next News: [Tips to emerge a successful team leader](#)

Community News **Industry News**

[Luxury IDX Feature](#)
by KW Luxury Homes

[New Marketing Templates](#)
by KW Commercial

[CONGRATS to Larry Culbertson!](#)
by KW Commercial

[NEW! KW Luxury Homes email addresses](#)

Poll 

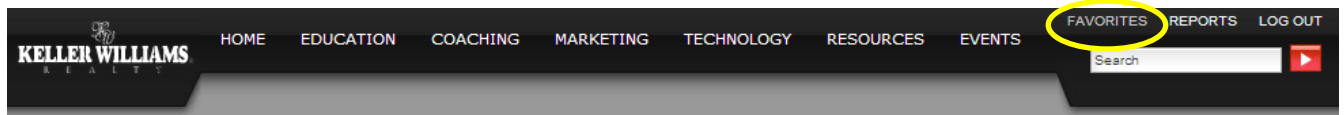
Do you have a Facebook account?

Yes

No

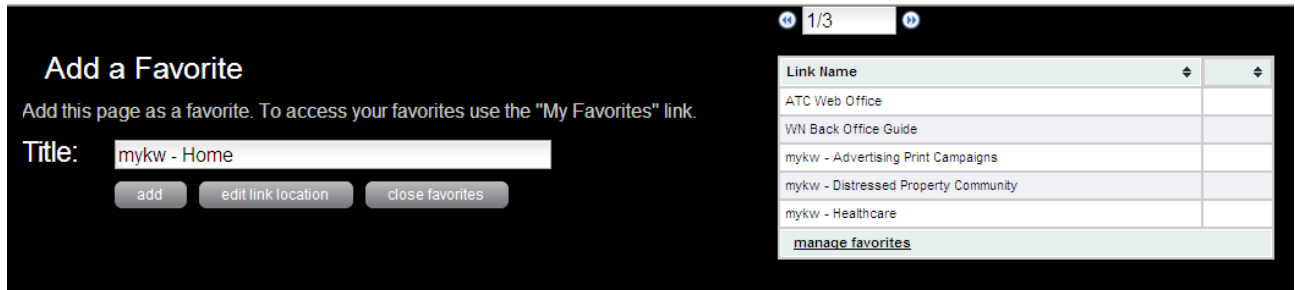
Need help on any of the mykw tools and options?
Visit <http://answers.kw.com>

Favorites

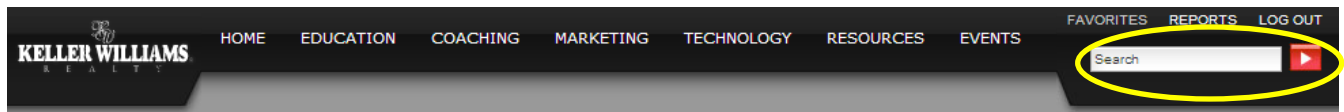


If you have come across a page that you are likely to visit again, add it to your Favorites! Click **Favorites** at the top of the mykw navigation bar and then click the **Add** button.

You can also add pages from non-KW websites by copying the URL and pasting it into the Favorites tool.



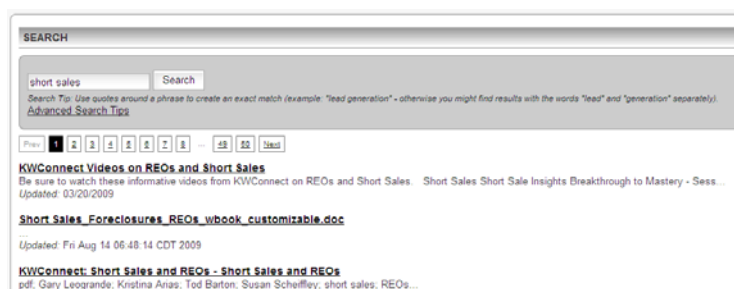
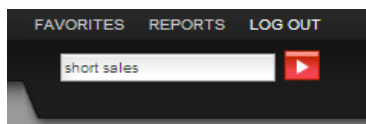
Site Search



If you're not sure where a specific document or resource resides on mykw, the site search is your best method for finding it on mykw. Think of the site search as working hand-in-hand with Favorites. Search for specific documents and tools, and then when you find them, add them as a Favorite.

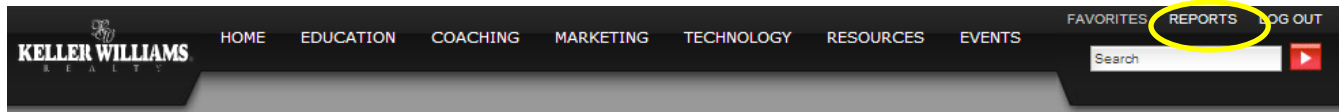
Note that the site search on mykw searches not only pages and documents on the mykw website, but also on popular KW websites such as KWConnect.com, AgentMountain.com, LeadershipMountain.com, and KellerWilliamsUniversity.com. With all of these websites searchable from mykw, you truly have one website that is the source for all of your KW educational, marketing, and technology resources.

With the addition of market center Community Sites, documents shared on these sites will also be searchable from mykw.



Need help on any of the mykw tools and options?
Visit <http://answers.kw.com>

Reports System



When you click on REPORTS, you are taken to the mykw Reporting System. The dashboard on the front page of the Reporting System provides a snapshot of the most popular key metrics:

My Favorite Reports

- Financial Statement
- Exceptions Summary

- Commercial
- Financials
- Production
- Recruiting
- Roster
- Snapshot

ADVANCED REPORTING INTERFACE

Region
Market Center
Agent
Print

Key Metrics

August	Last 3 Months	YTD	
% Change	2009	2008	
Active Agent Count	-3%	1,139	1,169
Listings Taken Units	21%	581.1	482.2
Listings Taken Volume	-3%	201.7M	208.9M
Listings Sold Units	7%	209.9	195.5
Contracts Written Units	14%	590.0	519.9
Contracts Closed Units	7%	462.	431.
Contracts Closed Volume	-2%	108.5M	110.8M
Gross Closed Income (GCI)	10%	2.8M	2.5M
Profit Share	150%	37.3K	14.9K
Owners Profit	20%	60.5K	50.6K
Listings Sold Vs. Taken	-11%	36%	40%

Select a Region

Phase Metric Chart

for All Market Centers

Metric: MC Count
Category: All

Phase Metrics

	Launch	Growth	Achievement	Total
Market Centers		4	3	7
Active Agents	610	528		1,139
Ave. Active Agents	153	176		163
Listings Taken	296	285		581
Ave. Listings Taken	74	95		83
Contracts Closed Vol.	64,350,575	44,230,931		108,581,506
Ave. Contracts Closed	16,087,644	14,743,844		15,511,644

KW Lifetime Profit Share

Level	Keller Williams	Region
\$1,000,000	15	0
\$500,000	43	0
\$100,000	339	1
\$50,000	758	7
\$10,000	3,974	34
\$5,000	7,397	68
\$1,000	19,091	231
\$500	24,927	318

Yearly Comparison Chart - Agent Count

Agent Count: 1,200

2006: 1,100
2007: 1,050
2008: 1,150
2009: 1,139

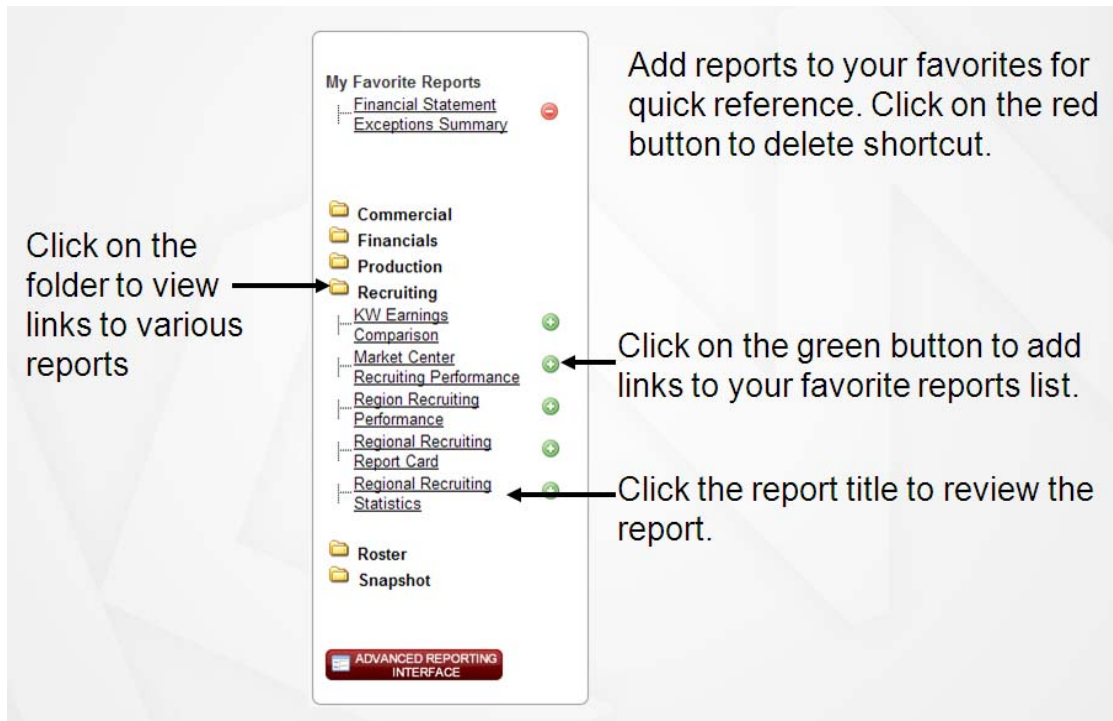
Monthly: Jan, Feb, Mar, Apr, May, June, July, Aug, Sept, Oct, Nov, Dec

Cumulative

Select Region, Market Center or Agent (availability based on role)

Comparison chart dynamic based on criteria selected

If you want to go deeper into individual reports, the folder list in the left-hand navigation is your key. Click on the folder under which you expect to find the report you are looking for.



Some reports will run with no further input from you. Others will require *parameters* (such as the year) in order for the report to run.

Parameters can include:

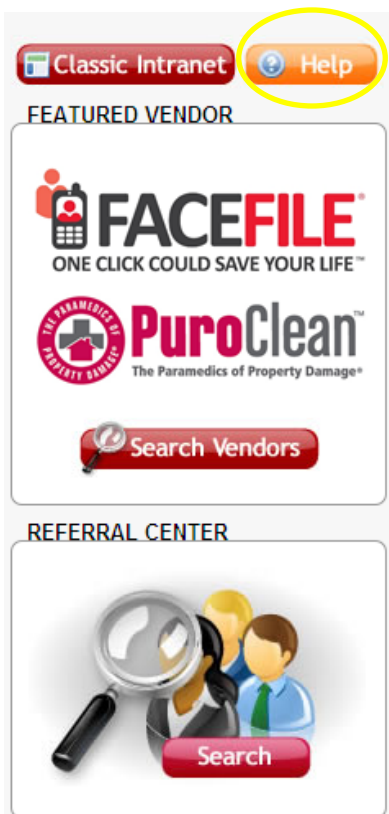
- Month/Year
- Specific Market Center(s)
- Specific Metrics

Note: When reports have multiple pages, the way to see past the first page is to click the right arrow.

To change parameters, click here

Click the arrows to review continuous pages for report or additional market centers (regional reports)

MC Name/Number	MC Address	City, ST Zip Code	OP: Name	MCA: Name	TL: Name
August 2009					
Balance Sheet					
Current Assets			Actual		
Cash-Operating Checking			141,304.98		
Cash-Money Market/Depository			116,214.40		
Cash - Escrow/Trust			54,211.00		
TOTAL CASH			311,730.38		
***Accounts Receivable - Associates			10,413.65		
ACCOUNTS RECEIVABLE TOTAL			10,413.65		
TOTAL CURRENT ASSETS			322,144.03		



Help

The “Help” button on the mykw home page is an excellent educational resource – especially for those new to mykw. It features an introductory video about the mykw Intranet site, and it also provides links to:

- Technology Training Videos – Click this link for KWConnect video training on the technology topics such as KW Agent Websites, KWLS, and Greensheets. These videos provide a more in depth look at specific KW technology tools like Agent Websites and the Keller Williams Listing Service used to market your listings online.
- Tips and Tricks – Click this link to see quick (under 2 minute) videos showing how to accomplish common technology tasks. Topics include tasks such as search for vendors, approving Greensheets, using reports, and much more!
- KW International Support Center Video - Click here to watch the Agent Orientation video, hosted by KWRI’s Chief Operations Officer, Mary Tennant.
- In addition, at the bottom of this page, there is a table that shows

the location of certain popular reports within the new Reporting System on mykw. Use this as a handy reference to find specific reports.

Looking for a Report?	
Start by reviewing the myKW Reports informative flyer! Below are some common reports from the Classic Intranet and where you can find them now under the Reports link on myKW.	
<p>Classic Intranet Directories: MC, RD, KWRI, etc.</p> <p>KW Growth: -Cumulative Profit Share -Cumulative GCI -Recruiting Trends -KW Growth Chart</p>	<p>New myKW Reports Rosters folder in Reports or My Rosters in White Pages</p> <p>-Financials Folder then KWRI Profit Share -Financials Folder then KWRI Cumulative GCI -Use classic report -Use classic report</p>

Classic Intranet

Help

FEATURED VENDOR



Search Vendors

REFERRAL CENTER



CALENDAR

12/22/2009 2:00 pm - 3:00 pm
MyKW.KW.Com: Understanding Our New Intranet

12/24/2009 8:00 am - 5:00 pm
Christmas Eve- No work

12/25/2009 8:00 am - 5:00 pm
Christmas Day- No Work

View Calendar

Search for Vendors

The Vendor Search allows you to search our database of nationally approved KW vendors. Click the Search Vendors button on the mykw home page, and then type the product/service or company name that you're looking for. If you're typing in a product phrase like "yard signs" or "business cards" put the phrase in quotation marks for best results. The vendor search checks each vendor's description for words that match your search, and like google, lists the vendors in order of relevancy to the word or phrase searched.

For each vendor in the system, you have the ability to write a review and rate the vendor using a 5 star rating system!

SEARCH FOR APPROVED VENDORS BY NAME OR BY DESCRIPTION

"business cards" Search

Search Tip: Use quotes around a phrase to create an exact match (example: "business cards" - otherwise you might find results with the words "business" and "cards" separately).

Advanced Search Tips

[Search by Category]

[View All]



Smith Printing & Innovations

Specializing in your printing needs offering a full line of Business Cards (some with foil logos), Stationery Items, Brochures, Doorhangers & Post Cards. Logo Apparel including shirts (Ladies' & Men's), Jackets & Hats.



SSW Printing

SSW Printing provides full service full color printing just for the real estate market. We offer Full Color business cards for \$59, with no extra fees of any kind for backside printing and UV Gloss Coating. Please check our website www.sswprinting.com for more information.



Proforma Steinbacher

Proforma is your single source provider of business cards, stationery, post cards, flyers, forms, promotional products, branded apparel and multi-media. Printed Products: Business Cards, letterhead, envelopes, folders and forms. Full color business cards starting at just \$18.99. Ad Specialties/Gifts: Over 800,000 products on their logomall link. Many realtor specific items to choose from. Apparel - See the latest in fashions branded with the Keller Williams logo. Direct Mail: Ad agency quality personalized post cards and flyers. Personalize and proof online. No set-up costs. Take your personal marketing to the next level. Whether its a full color business card

FEATURED VENDOR



REFERRAL CENTER



CALENDAR

12/22/2009 2:00 pm - 3:00 pm
[MyKW.KW.Com:Understanding Our New Intranet](#)

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[Christmas Day- No Work](#)



Referral Center

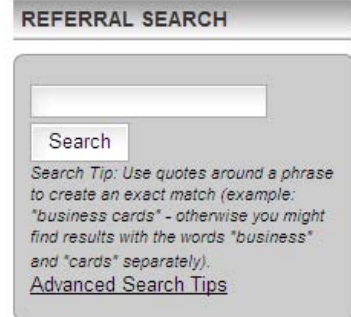
The Referral Center on the mykw home page is your connection to the vast KW network of associates. There are two aspects of the Referral Center that you want to be aware of:

1. Your agent referral profile is your key to being found when other agents are searching for a referral agent. You do not automatically have a referral profile – you need to create one, and you do this through the “edit referral profile” button. **Note:** it is *free* to create a referral profile, so take care of this today!



Hint: Before filling out your referral profile, do some searches for other agents and make a list of the important words and phrases that others might use to find you. For example, do you work with first time home buyers? Do you speak other languages? Do you work with investors? The more information that you include about your niche markets and areas of specialty, the more likely you are to be found in a search!

2. To find other agents use the “Referral Search”, type words that indicate the geographical area and specialties you wish to find. For example, type in **Denver Spanish** – to get a list of agents who service the Denver, CO area and/or speak Spanish.



FEATURED VENDOR



Search Vendors

REFERRAL CENTER



CALENDAR

12/22/2009 2:00 pm - 3:00 pm
[MvKW.KW.Com:Understanding Our New Intranet](#)

12/24/2009 8:00 am - 5:00 pm
[Christmas Eve- No work](#)

12/25/2009 8:00 am - 5:00 pm
[Christmas Day- No Work](#)

View Calendar

Calendar

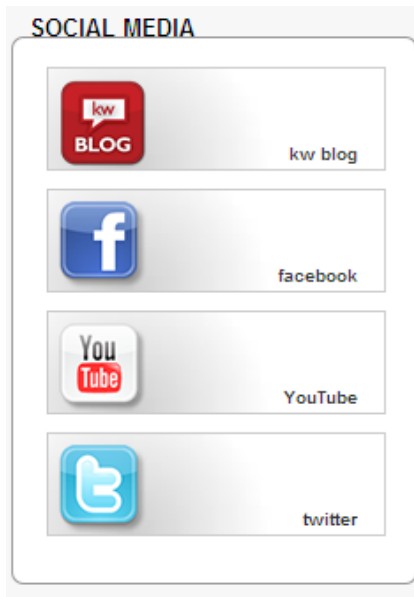
The Calendar accessible from the home page of mykw is the master KWRI calendar. This means that it includes company-wide events such as Family Reunion and Mega Camp, as well as any events from a Regional or Market Center level that have been entered. (Regional and Market Center events will be entered through the Community Sites.)

When you view the calendar, use the Legend to turn on or off color-coded categories of events, so that you can focus on the most relevant items for you. Note that the calendar data can be exported into your personal Outlook calendar. This is a one-time export, meaning that any updates to the KWRI calendar would need to be re-exported to your calendar.

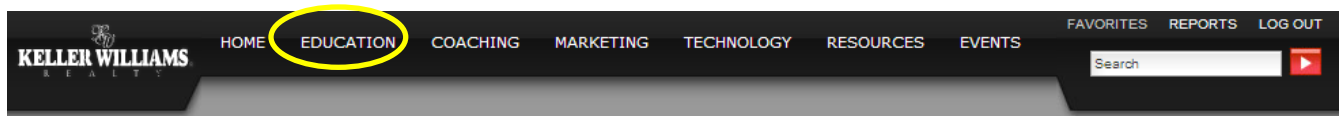
Export calendar to Outlook
 Save .ics file to your computer. From Outlook choose file --> Import and Export, select Import an iCalendar or vCalendar file (.vcs). Select the .ics file you previously saved and hit ok. This Month Export to Outlook

KW Social Media Sites

The KW social media sites are listed for your convenience towards the bottom, right of the mykw home page. These sites serve as a quick way of staying connected with the online KW community!



Education Tab

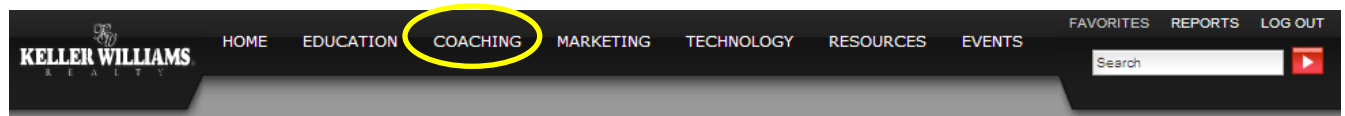


The Education Tab is one of the most popular pages on mykw because KWU is offering on-demand access to the real estate industry's best education and training. We're doing whatever it takes to remove the barriers to training for agents and market centers. To download KWU courses directly to your desktop click "Keller Williams University" on the Education Tab on MyKW or visit kwu.kw.com.

Other highlights of the Education Tab include:

- Access to KWConnect – the online, on-demand video-based learning program offered by KW.
- Access to Agent Mountain – Gary Keller's website for his interviews with top agents.
- Access to Leadership Mountain – Mark Willis and Mary Tennant's website for sharing critical strategies and resources with KW leadership.

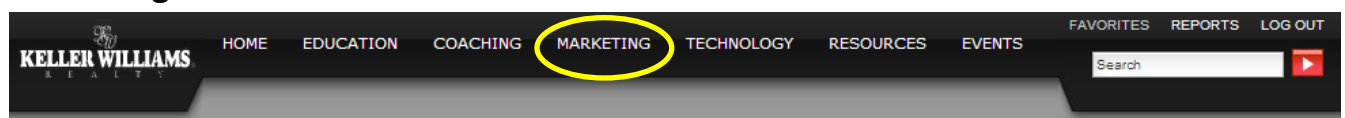
Coaching Tab



The Coaching Tab provides quick access to:

- MAPS Coaching – available to groups or individuals
- Masterminds – seminars led by Gary Keller, Mark Willis, Mary Tennant, and Dianna Kokoszka
- Information on popular programs such as Power Hour and BOLD!

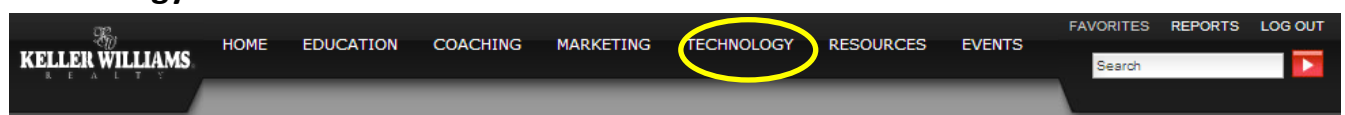
Marketing Tab



On the Marketing Tab, you have quick access to:

- Agent marketing materials – this is where you can download free lead generation campaigns, listing presentations, press release templates, social media tips, and the J.D. Power & Associates Award materials.
- Recruiting marketing materials – this is your source for recruiting materials, ads, press releases, and KW event marketing materials for use in the market center.
- Branding guidelines – here you can download all the KW logos, color standards, and related branding guidelines.

Technology Tab



On the Technology page, you have quick access to:

- Agent Websites – every KW associate can create their own agent website. This is where you set it up and customize it!
Note: Be sure to check out the related user guides and instructional videos to help guide you through the process! Of particular note is the *IDX User Guide* that provides instructions on customizing WolfNet IDX for Internet lead generation.
- KWLS – the Keller Williams Listing Service allows you to market your listings online when you want, where you want. By entering a listing into the KWLS, your properties receive free international exposure on the Web through KW.com, market center Websites, your eAgentC agent Website, and

all our listing partners. Your listings will always appear with your information as the listing agent, meaning only you will get the leads from your listings.

Note: Be sure to check out the related user guides and instructional videos to help enter listings!

- Greensheet - the Greensheet is the web-based financial documentation for all of your transactions.

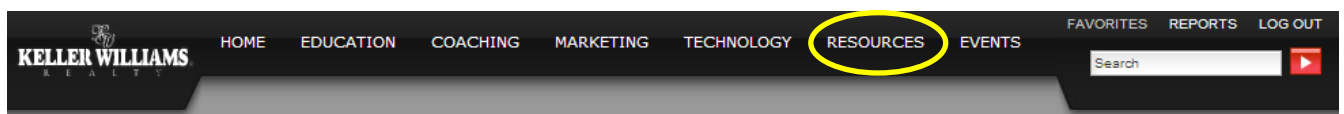
Note: Be sure to check out the related user guides and instructional videos to help enter Greensheets!

- KW Email - Each KW associate can create an email account on the kw.com domain, accessible through a browser window on any Internet computer. Storage capacity for the account is 200MB, and you can setup Microsoft Outlook on your computer to work with your kw.com email account. HTML message composition is available, and you can white/black list messages from specific domains to help in filtering out spam.

On the Technology Tab, you can do everything related to KW Email, such as: signing up for KW Email, setting your password, forwarding your KW email address, and accessing Webmail.

- ProManage/Top Producer – ProManage incorporates KW lead generation materials, KWU educational models, and contact management products. From the Technology page, you can download professionally designed KW lead generation campaigns.
- Tech Handouts & Educational Materials – this link provides you with an extensive list of technology related quick start guides, user guides, and training handouts and slideshows.
- Technical Support – The Technical Support link takes you to the knowledgebase page for the KWRI Support staff, <http://answers.kw.com>. On this website, you can type in words and phrases and see the typical solutions to the most common questions and issues reported to our Support team. If you do not find the answer you are looking for immediately, you can then submit a form to the Support team for response.

Resources Tab



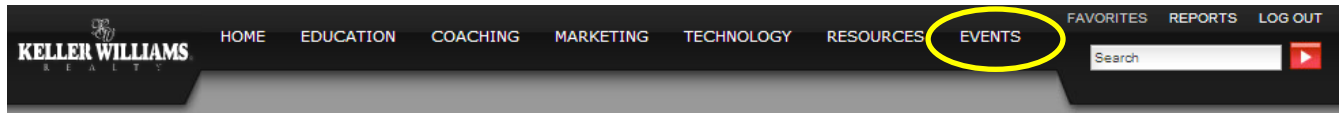
The Resources Tab provides a wide variety of information such as:

- KW RED Day
- KW Wellness Program
- Common market center forms
- Awards policy

*Need help on any of the mykw tools and options?
Visit <http://answers.kw.com>*

- IALC Roster
- Policy and Guidelines Manual
- ALC Mission

Events Tab



The Events Tab is your source for all KWRI sponsored events. Whether you are looking for upcoming training and networking events, or you are ready to register – this is your starting point.

The typical events posted include:

- Franchise Systems Orientation
- Fierce Conversations
- Train the Trainer
- Family Reunion
- Mega Camp
- And many more!

Register, get information on hotel accommodations, find a roommate and begin to plan your training journey on the Events Tab.

Appendix: Advanced Search Tips

These tips apply to the mykw Site Search, the Vendor Search, and the Agent Referral Search.

For those who like to be more specific when searching, these are some advanced search tips. It is not necessary to use or understand the advanced search tips – we are providing this information for those who are inclined to craft a complex search query.

Search Terms

A search is broken up into *terms* and *operators*. There are two types of search terms: *single terms* and *phrases*.

1. A single term is a single word such as *condo* or *Spanish*.
2. A phrase is a group of words surrounded by *double quotes* such as "first time home buyers".
3. Multiple terms can be combined together with search operators to form a more complex query.

OR

MyKW's default behavior is to consider any of the terms when no search operator (OR, AND, +, AND NOT) is present. This means that if there is no search operator between two terms, the *OR* search operator is used. The *OR* operator links two terms and finds a matching document if either of the terms exist in a document. To search for documents that contain either the word "condo" or "Spanish" use the query: *condo Spanish*

AND

The *AND* operator matches documents where both terms exist anywhere in the text of a single document. To search for documents that contain "short" and "sales" use the query: *short AND sales*

+

The "+" sign requires that the term after the "+" symbol exist somewhere in the document. To search for documents that must contain "rental" and may contain "investment" use the query: *+rental investment*

AND NOT

The *AND NOT* operator excludes documents that contain the term after *AND NOT*. To search for documents that contain "investment" but not "rental" use the query: *investment AND NOT rental*

Note: The *AND NOT* operator cannot be used with just one term. For example, the following search will return no results: *AND NOT rental*

-

The "-" sign excludes documents that contain the term after the "-" symbol. To search for documents that contain "investment" but not "distressed properties" use the query: *investment -"distressed properties"*

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Proximity Searches

MyKW supports finding words that are within a specific distance away. To do a proximity search use the tilde, "~", symbol at the end of a phrase. For example, to search for "investment" and "properties" within 10 words of each other, enter: *"investment properties"~10*

Boosting a Term

To boost a term use the caret, "^", symbol with a boost factor (a number) at the end of the term you are searching. The higher the boost factor, the more relevant the term will be.

Boosting allows you to control the relevance of a document by boosting its term. For example, if you are searching for: *reo short sale*

and you want the term *reo* to be more relevant, boost it using the ^ symbol along with the boost factor next to the term. You would type: *reo^4 short sale*

This will make documents with the term *reo* appear more relevant. You can also boost phrase terms as in the example: *"short sale"^4 reo*

By default, the boost factor is 1. Although the boost factor must be positive, it can be less than 1 (e.g. 0.2).

Grouping

MyKW supports using parentheses to group clauses to form sub queries. This can be very useful if you want to control the logic for a query. To search for either "reo" or "foreclosure" and "investment" use the query:

(reo OR foreclosure) AND investment

Escaping Special Characters

MyKW supports escaping special characters that are part of the query syntax. The current list special characters are + - && || ! () { } [] ^ " ~ * ? : \

To escape these character use the \ before the character. For example to search for (1+1):2 use the query:

\(1\+1\)\:2