

## calREDD™ MLS Customer Support - We're Here to Help

We realize whenever there's a conversion to a new MLS system, you're probably going to have questions or may need some technical assistance, and we're here to help.

Please note the following contact information:

calREDD™ MLS URL: <http://cv.calredd.com>

The calREDD™ Call Center is available by calling **800-432-8822**

E-mail questions or report system issues to [techsupport@calredd.com](mailto:techsupport@calredd.com)

Visit [calREDD.com](http://calredd.com) and click on Support and select Mariposa AOR from the drop-down menu

The calREDD™ Call Center observes the following hours:

<b>Monday – Friday</b>	<b>8am – 6pm PST</b>
<b>Saturday</b>	<b>9am – 1pm PST</b>

For Mariposa users the Call Center will have extended hours on the following days:

<b>Wednesday, April 28<sup>th</sup></b>	<b>8am – 7pm PST</b>
<b>Thursday, April 29<sup>th</sup></b>	<b>8am – 7pm PST</b>
<b>Monday, May 3<sup>rd</sup></b>	<b>8am – 7pm PST</b>
<b>Tuesday, May 4<sup>th</sup></b>	<b>8am – 7pm PST</b>
<b>Wednesday, May 5<sup>th</sup></b>	<b>8am – 7pm PST</b>
<b>Thursday, May 6<sup>th</sup></b>	<b>8am – 7pm PST</b>
<b>Monday, May 10<sup>th</sup></b>	<b>8am – 7pm PST</b>
<b>Wednesday, May 12</b>	<b>8am – 7pm PST</b>

When asking for assistance, be very specific in stating the nature of your problem, noting the function in which you're experiencing difficulty – Searching, Listing Input, Hotsheet, CMA, etc.

When needing assistance with a particular listing, please include:

- Street address
- City and county
- MLS number

Be sure to include your complete name, company name, the Association of REALTORS® in which you're affiliated and your contact information in all correspondence and/or phone messages.