

NECPE HELP LIBRARY

Interactive Training Guide

A chapter-based walkthrough for members who are new to the platform. Each chapter pairs a short video with plain-English steps — go at your own pace.



SECTION 01

Start Here

Sign in, learn the top bar as your map, and make Home your launch pad for everything else.

01 Welcome to NECPE

02 Sign In & the Top Bar

03 The Home Dashboard

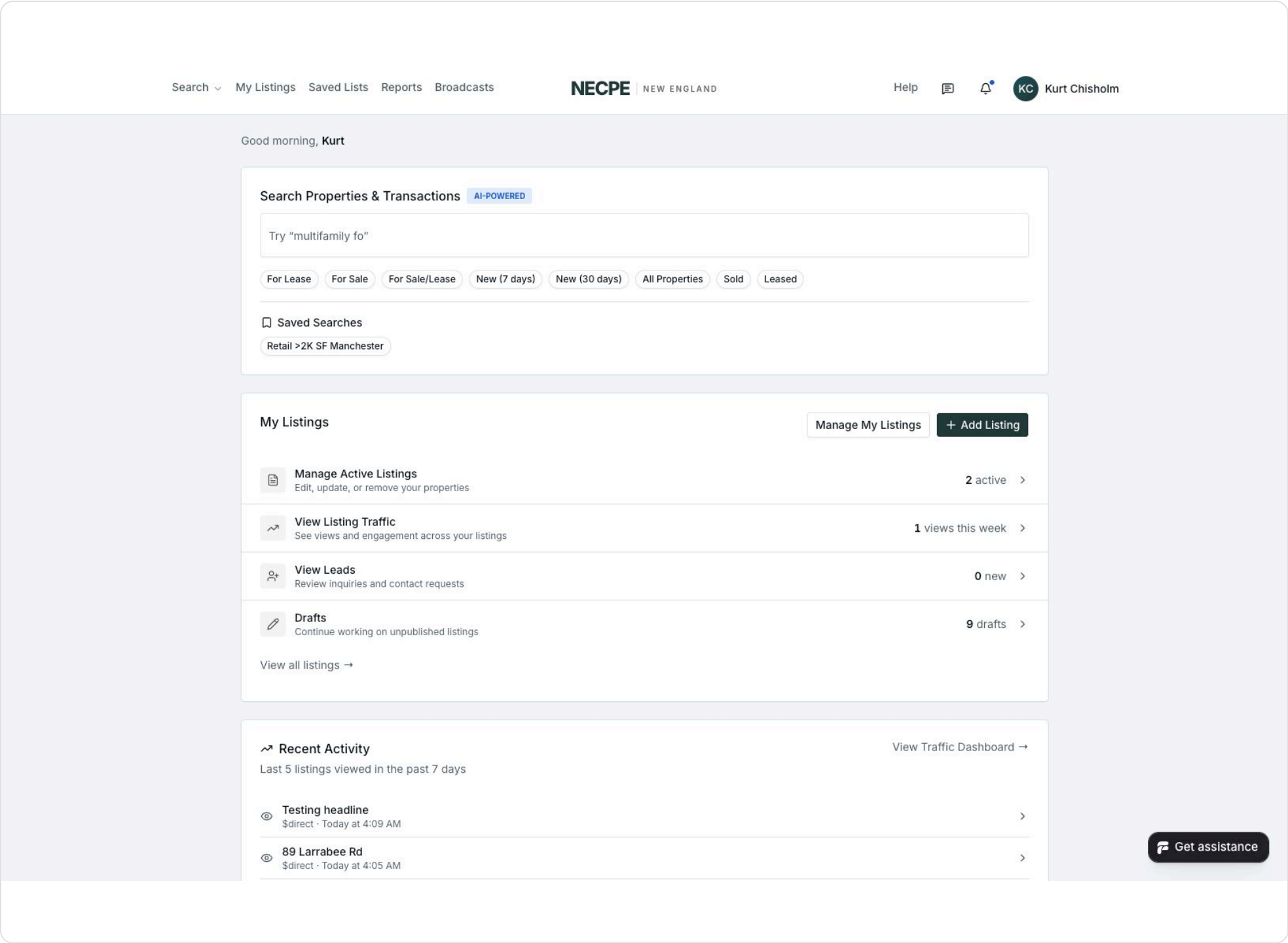


Welcome to NECPE

What this guide is, how to use it, and the first path a brand-new member should follow.

THE SIMPLEST FIRST-DAY CHECKLIST

- ✓ Sign in and confirm your name appears in the top right.
- ✓ Run one simple search from Home, e.g. retail for lease in Manchester.
- ✓ Switch from Map to List view and scan the table columns.
- ✓ Open one property detail panel and one full property page.
- ✓ In My Listings, find your drafts, active listings, leads, and traffic.
- ✓ Open a draft and review Basics, Pricing, Media, and the public URL.
- ✓ Open Settings › Subscriptions and confirm email preferences.



NECPE home dashboard — AI search, saved searches, My Listings, and recent activity.



WALKTHROUGH VIDEO · LOOM · 1:11–2:06

Home command center and core jobs

Suggested stop: 2:06 · [Click to play inline](#)

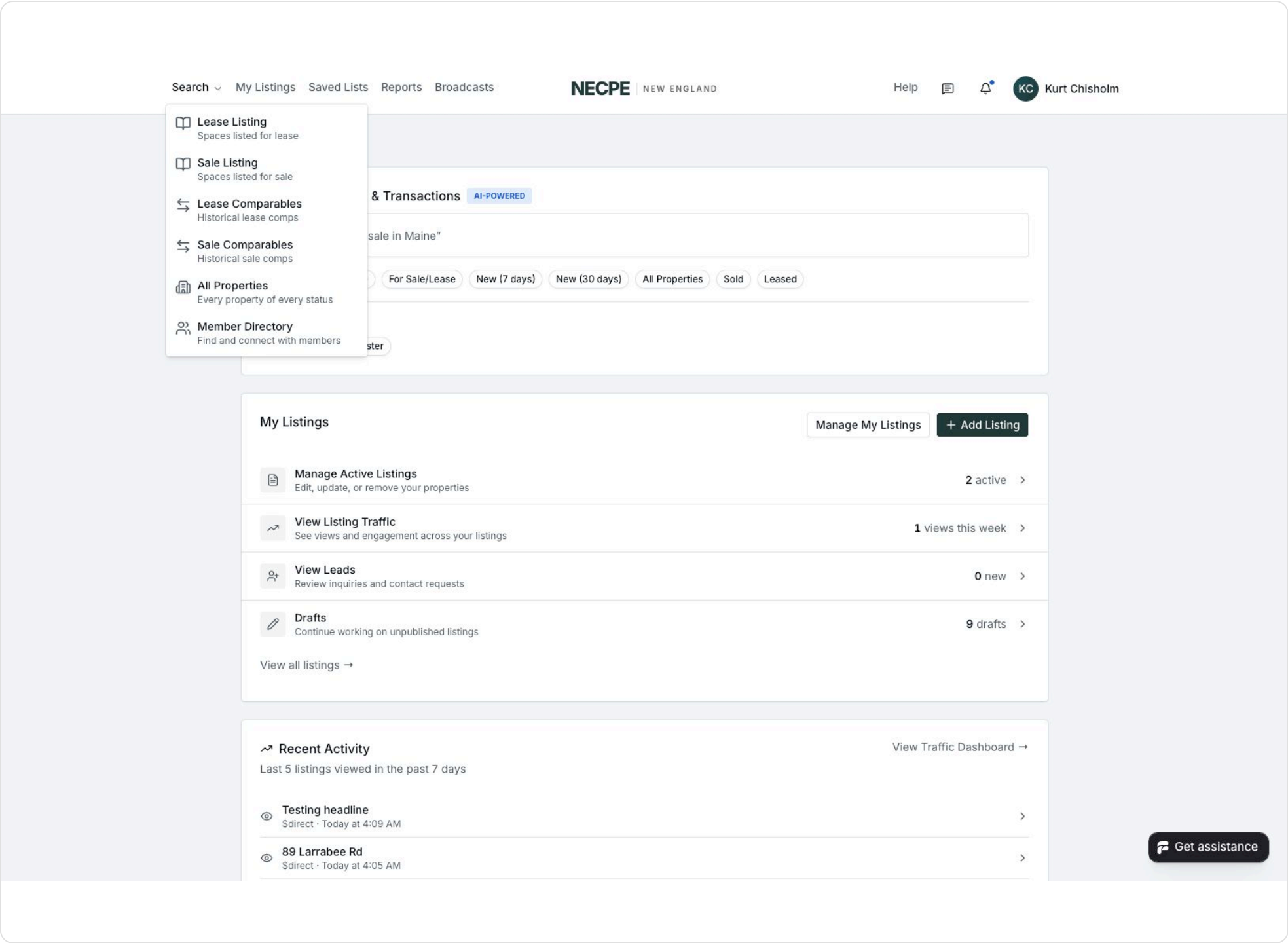
[Open in Loom ↗](#)

Sign In and Learn the Top Bar

Use the top navigation as your map — Search, My Listings, Saved Lists, Reports, Broadcasts, Help, and your account menu.

WHAT THE SEARCH MENU OPENS

- ✓ **Lease Listing** — spaces or properties offered for lease.
- ✓ **Sale Listing** — properties offered for sale.
- ✓ **Lease & Sale Comparables** — historical deals for pricing.
- ✓ **All Properties** — everything NECPE knows, across statuses.
- ✓ **Member Directory** — find and connect with members.
- ✓ The right side — Help, feedback, notifications, and your account menu.



Top navigation with the Search menu open — listings, comparables, all properties, directory.

WALKTHROUGH VIDEO · LOOM · 0:00–0:59

Sign in to NECPE for the first time

Suggested stop: 0:59 · Click to play inline

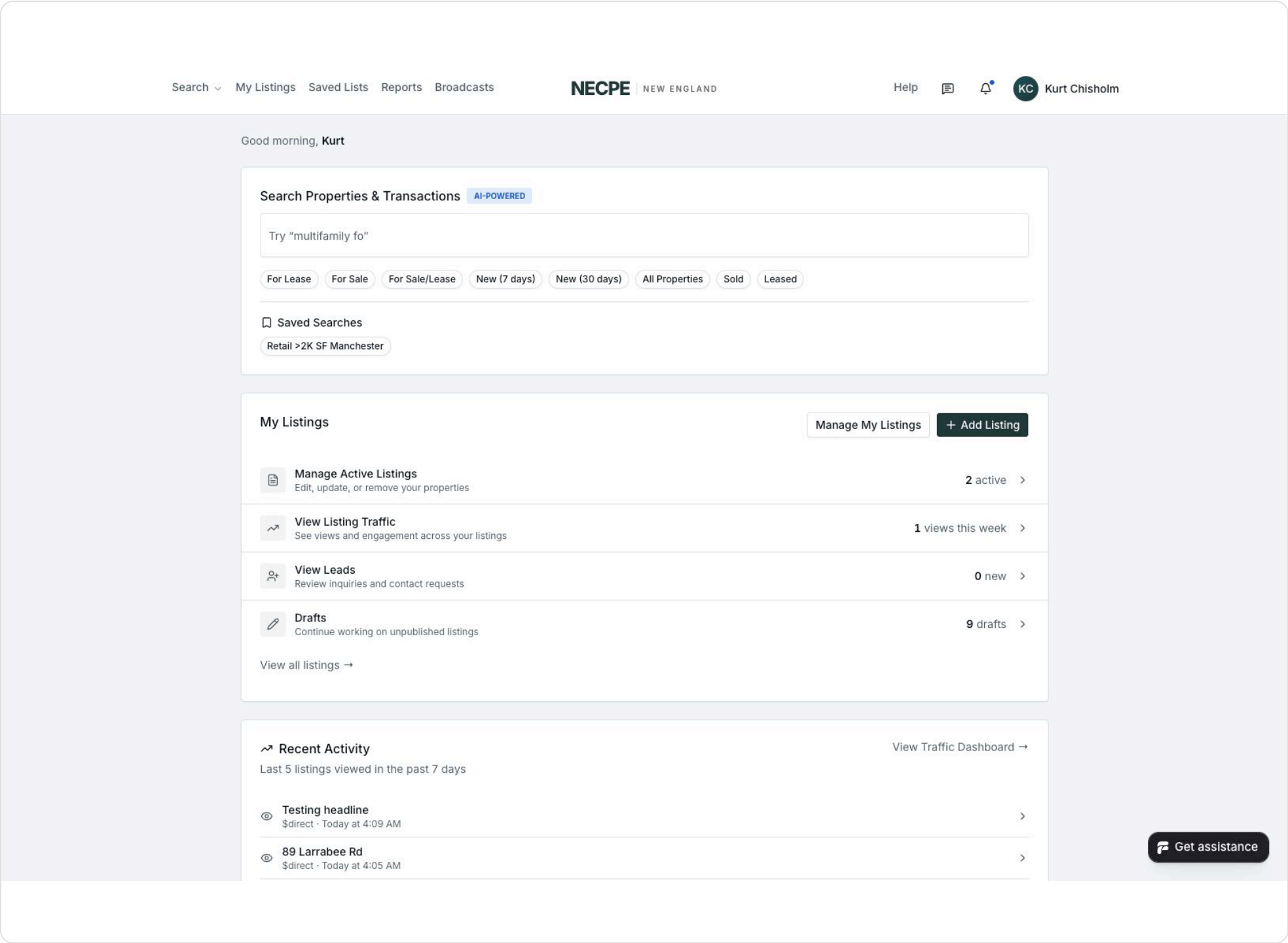
[Open in Loom ↗](#)

Use the Home Dashboard

Home is the command center — plain-English search, quick filters, saved searches, listing shortcuts, and recent activity.

WHAT TO CLICK ON HOME

- ✓ Type into Search Properties & Transactions for plain-English search.
- ✓ Use quick filters — For Lease, For Sale, New (7/30 days), Sold, Leased.
- ✓ Click a Saved Search to return to a common market view.
- ✓ Use Manage My Listings to edit active, draft, sold, or leased listings.
- ✓ Use View Listing Traffic to see who’s been looking.
- ✓ Use View Leads when someone submits an inquiry.
- ✓ Recent Activity links each listing view to its traffic page.



Home — search, quick filters, saved searches, listing shortcuts, and recent activity.



WALKTHROUGH VIDEO · LOOM · 1:11–2:06

Use Home as the command center

Suggested stop: 2:06 · [Click to play inline](#)

[Open in Loom ↗](#)

How do I sign in?

Open NECPE and click Sign In. The first time, use “Forgot password?”, set a password from the email link, then sign in. You land on Home.

Where is the old menu?

Everyday work lives in the top bar — Search, My Listings, Saved Lists, Reports, Broadcasts, Help. Account settings sit under your initials on the right.

What should I click first?

Start on Home. Use the big search box to find properties, or My Listings to work on listings you own.

What if I get lost?

Click the NECPE logo to return Home, then choose Search for market research or My Listings for your own inventory.

SECTION 02

Search

Find anything — start broad on the map, compare in list view, then open the full property record.

04 Search with the Map

05 List View, Columns & Selection

06 Open a Property Detail

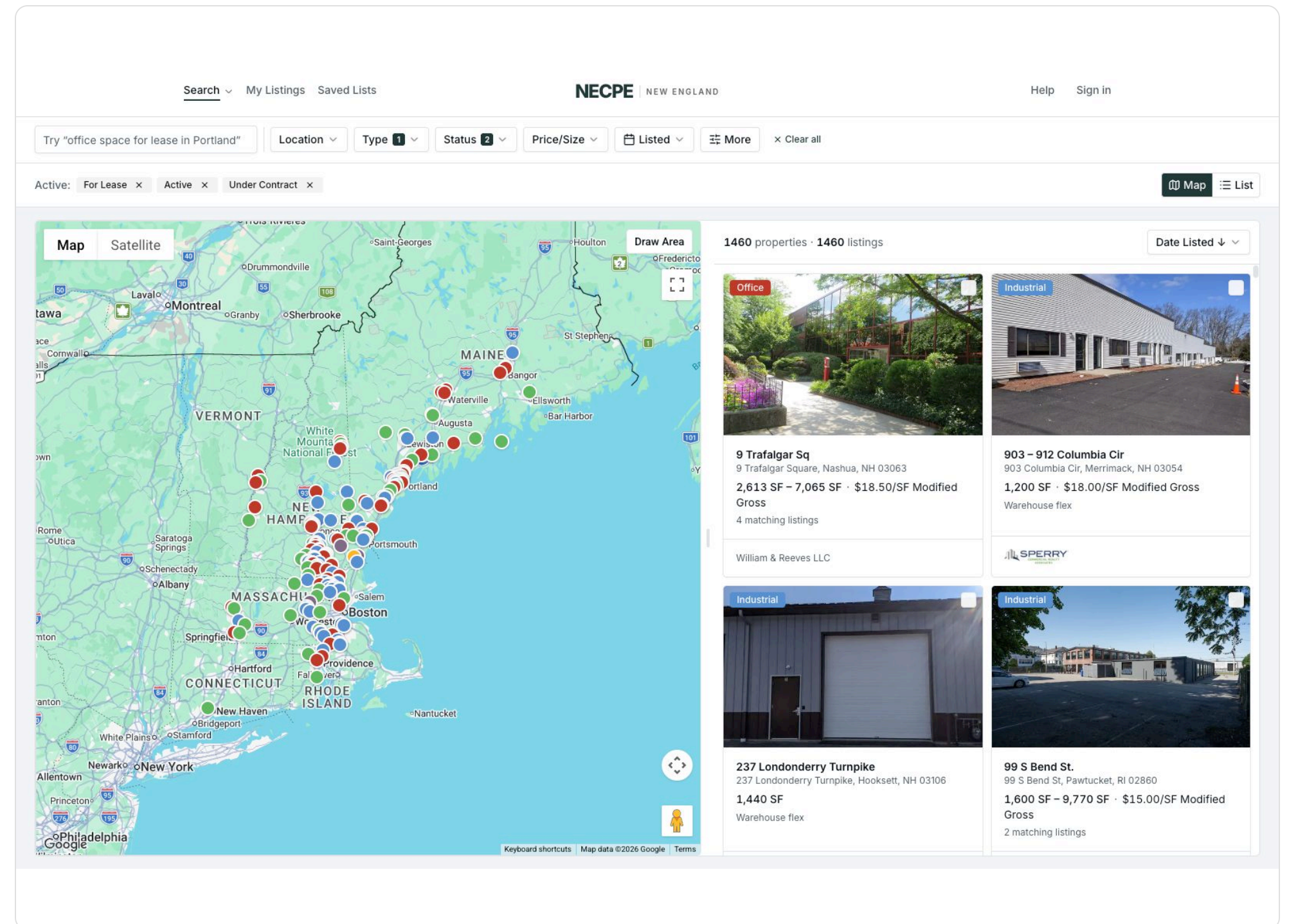


Search with the Map

Start broad, then narrow by location, type, status, price, size, and listed date.

BASIC SEARCH FLOW

- ✓ Open Search from the top bar, or click a quick filter from Home.
- ✓ Confirm the type: Lease, Sale, Lease/Sale comps, or All Properties.
- ✓ Use Location for city, county, submarket, or a drawn area.
- ✓ Use Type for office, industrial, retail, multifamily, land, or flex.
- ✓ Use Status for active, under contract, pending, leased, sold, and more.
- ✓ Use Price / Size for rate, asking price, building size, or available SF.
- ✓ Use Clear all to start over — an empty map is usually one hidden chip.



Search map view — filters, active chips, the map, and result cards.



WALKTHROUGH VIDEO · LOOM · 15:02–16:29

Natural-language search and map filtering

Suggested stop: 16:29 · [Click to play inline](#)

Open in Loom ↗

Use List View, Columns & Selection

List view is best for comparing many records quickly — or selecting several for a list.

COMPARE, THEN SAVE

- ✓ Click List near the top-right of the search results.
- ✓ Keep Grouped by Property on to nest spaces under their building.
- ✓ Turn grouping off for a denser, row-by-row list.
- ✓ Use Columns to show the fields you actually need.
- ✓ Sort by Date Listed (or another column) to reorder.
- ✓ Check rows, then click Save to list in the action bar.
- ✓ Name a new list, or add to an existing one.

Search

My Listings

Saved Lists

Reports

Broadcasts

NECPENEW ENGLAND

Help

KC Kurt Chisholm

Try "office space for lease in Portland"

Location

Type1

Status2

Price/Size

Listed

More

Clear all

Active: For LeaseActiveUnder Contract

1460 properties · 2358 listings | Grouped by Property

ColumnsDate Listed↓MapListSaved Views↓

	PROPERTY	TYPE	SIZE	PRICE / RATE	STATUS	LISTED	DOM	BROKER
☐	9 Trafalgar Sq 9 Trafalgar Square, Nashua, NH 03063	Office	35,000 SF					
☐	Suite 102	Lease	2,613 SF	\$18.50/SF Modified Gross	active	Jun 15, 2026	1 day	Deane Navaroli William & Reeves LLC
☐	Suite 101	Lease	7,065 SF	\$18.50/SF Modified Gross	active	Jun 15, 2026	1 day	Deane Navaroli William & Reeves LLC
☐	Suite 150	Lease	6,220 SF	\$18.50/SF Modified Gross	active	Nov 27, 2023	932 days	Deane Navaroli William & Reeves LLC
☐	Suite 220	Lease	6,515 SF	\$18.50/SF Modified Gross	active	Mar 23, 2021	1911 days	Deane Navaroli William & Reeves LLC
☐	903 – 912 Columbia Cir 903 Columbia Cir, Merrimack, NH 03054	Industrial	14,264 SF					
☐		Lease	1,200 SF	\$18.00/SF Modified Gross	active	Jun 12, 2026	3 days	Dave Tanguay Sperry - Commercial Realty Associates
☐	237 Londonderry Turnpike 237 Londonderry Turnpike, Hooksett, NH 03106	Industrial	11,520 SF					
☐	Suite 4	Lease	1,440 SF	—	active	Jun 12, 2026	3 days	Dave Tanguay Sperry - Commercial Realty Associates
☐	99 S Bend St. 99 S Bend St, Pawtucket, RI 02860	Industrial	16,367 SF					
☐		Lease	9,770 SF	\$15.00/SF Modified Gross	active	Jun 12, 2026	3 days	Thomas O Sweeney Sweeney Real Estate &Appraisal
☐		Lease	1,600 SF	—	active	Oct 1, 2025	257 days	Thomas O Sweeney Sweeney Real Estate &Appraisal
☐	2066 Broadway 2066 Broadway, South Portland, ME 04106	Industrial	16,886 SF					
☐		Lease	3,675 SF	\$15.00/SF NNN	active	Jun 12, 2026	3 days	P. Gregory Hastings II,SIOR The Dunham Group

Get assistance

Search list view — grouped-by-property columns and rows, with Save to list.

WALKTHROUGH VIDEO · LOOM · 16:29–17:47

List view, columns, and saved views

Suggested stop: 17:47 · Click to play inline

Open in Loom ↗

Open a Property Detail

Use the side panel for a quick review, then open the full page for everything — photos, listings, and comps.

SIDE PANEL VS. FULL PAGE

- ✓ Click a result name to open the preview panel.
- ✓ Review photo, address, type, size, year built, zoning, and listings.
- ✓ Save to list, or Share when you're ready.
- ✓ Open the full page for the complete record.
- ✓ On the full page, read the listing cards first.
- ✓ Check Property Highlights for size, floors, zoning, utilities.
- ✓ Scroll to Comparables for historical lease / sale data.

9 Trafalgar Sq

Office

General

9 Trafalgar Square, Nashua, NH 03063 · Hillsborough County



Property Highlights

Size	35,000 SF · 1.8 Acres
Occupancy	Multi Tenant
Buildings · Floors	1 · 2
Year Built	1984
Zoning	PI

View full details

ACTIVE LISTINGS · 4

Suite 102

Office For Lease · Office

2,613 SF

\$18.50/SF Modified Gross

Modified Gross · Modified gross

Suite 101

Office For Lease · Office

7,065 SF

\$18.50/SF Modified Gross

Modified Gross · Modified gross

Suite 150

Office For Lease · Office

6,220 SF

\$18.50/SF Modified Gross

Modified Gross · Modified gross

Suite 220

Office For Lease · Office

6,515 SF

\$18.50/SF Modified Gross

Modified Gross · Modified gross

Save to list

Share

Open full page

×

Search side panel — photos, highlights, listings, Save, Share, and Open full page.



WALKTHROUGH VIDEO · LOOM · 9:06–9:40

Open the property detail and share it

Suggested stop: 9:40 · Click to play inline

Open in Loom ↗

Listings vs. comparables?

Listings are current or recent opportunities; comparables are historical lease/sale deals used for pricing.

Multiple listings under one property?

One building can have several suites or offers; grouped view keeps them together under the property.

Can I search in plain English?

Yes — “retail under 2,000 SF in Manchester NH.” NECPE turns the phrase into filters where it can.

What does Grouped by Property do?

On: rows organized by building. Off: denser per-listing rows for comparison and sorting.

Why did my search return nothing?

Check the active chips — a filter is probably too narrow. Click Clear all to start over.

What is a Saved View?

A saved search that remembers its filters and reruns later — different from a Saved List of hand-picked items.

Can I select several at once?

Yes — use the checkboxes in map or list results, then Save to list.

Map view or List view?

Map when location matters most; List to compare by columns like size, rate, status, or date.

SECTION 03

Listings

The owner side of NECPE — create, edit, publish, and measure the listings tied to your account.

- 07 Manage My Listings
- 08 Edit or Create a Listing
- 09 Photos, PDFs & the Public URL
- 10 Review Leads & Traffic



Manage My Listings

The owner side of NECPE — drafts, active listings, statuses, publish actions, leads, and traffic.

WHAT THE PAGE DOES

- ✓ Switch My listings / All listings if your permissions allow.
- ✓ Open Leads for inquiries; Traffic for analytics.
- ✓ New Property when the building or parcel doesn't exist yet.
- ✓ New Listing when the property exists and needs an offer.
- ✓ Filter by Active, Under Contract, Pending, Sold, Leased, and more.
- ✓ Publish makes a draft live once required fields are complete.
- ✓ Unpublish removes a live listing from public display.

Search ▾My ListingsSaved ListsReportsBroadcasts

NECPENEW ENGLAND

Help🗨🔔KC Kurt Chisholm

MY PORTFOLIO

My listings / All listings

LeadsTraffic+ New Property+ New Listing

Filter: AllActiveUnder ContractPendingOn HoldSoldLeasedWithdrawnExpired

☐	STATUS	PROPERTY	TYPE	PRICE / RATE	UPDATED	ACTIONS
☐	Draft	20 Birch Lane 20 Birch Lane, Arundel, ME 04046	Lease: Industrial	—	Yesterday at 9:24 AM	<button>Publish</button>  
☐	Draft	293 S Main St 293 S Main St, Manchester, NH 03102	Sale: Retail	\$610,000	Yesterday at 9:22 AM	<button>Publish</button>  
☐	Draft	N/A		—	Yesterday at 9:19 AM	<button>Publish</button>  
☐	Draft	293 S Main St 293 S Main St, Manchester, NH 03102	Sale: Retail	\$610,000	7 days ago	<button>Publish</button>  
☐	Draft	N/A		—	7 days ago	<button>Publish</button>  
☐	Draft	N/A		—	7 days ago	<button>Publish</button>  
☐	Draft	N/A		—	7 days ago	<button>Publish</button>  
☐	Expired	293 S Main St 293 S Main St, Manchester, NH 03102	Sale: Retail	\$610,000	7 days ago	<button>Unpublish</button>  
☐	Expired	95 Sundial Ave 95 Sundial Ave, Manchester, NH 03103	Sale: Industrial	\$2	7 days ago	<button>Unpublish</button>  
☐	Draft	390 Highland Ave 390 Highland Ave, Littleton, NH 03561	Lease: Industrial	—	7 days ago	<button>Publish</button>  
☐	Draft	390 Highland Ave 390 Highland Ave, Littleton, NH 03561	Lease: Industrial	—	7 days ago	<button>Publish</button>  
☐	Active	293 S Main St 293 S Main St, Manchester, NH 03102	Sale: Retail	\$610,000	Jun 9, 2026	<button>Unpublish</button>  
☐	Active	293 S Main St 293 S Main St, Manchester, NH 03102	Sale: Retail	\$610,000	Jun 9, 2026	<button>Unpublish</button>  

Get assistance

My Listings — status filters, New Listing / Property, Leads, Traffic, and Publish.



WALKTHROUGH VIDEO · LOOM · 3:45–4:17

My Listings table and status filters

Suggested stop: 4:17 · Click to play inline

Open in Loom ↗

Edit or Create a Listing

A long form, but the left rail breaks it into plain sections — and it auto-saves as you work.

SECTIONS IN THE LEFT RAIL

- ✓ **Basics** — type, property, status, title, SF, use, description.
- ✓ **Pricing & Terms** — asking rate, rate type, asking price.
- ✓ **Availability** — available date, expiration, possession, sublease.
- ✓ **Specifications** — floor, suite, signage, utilities, parking.
- ✓ **Verification** — last verified, showing instructions, disclosure.
- ✓ **Agents** — associated agents and the primary contact.
- ✓ **Notes & Media** — remarks, photos, and attachments.

Search ▾My ListingsSaved ListsReportsBroadcasts

NECPE | NEW ENGLAND

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EDIT LISTING · DRAFT

Auto-saved · Yesterday at 9:24 AM

Publish Listing

Basics

Pricing & Terms

Income & Expenses

Availability

Specifications

Verification & Disclosure

Agents

Notes

Media

Basics

Listing Type

Property

Status

Title

Listing Code

Available SF

Primary Use

Tags

Public URL preview

Generated automatically from the property address, location, listing details, and public ID. It is not editable. Changing those fields may change the public URL; old URLs continue to redirect by public ID.

Get assistance

Listing editor — the left rail breaks a long form into plain, named sections.

▶

WALKTHROUGH VIDEO · LOOM · 4:10–6:28

Add a property or listing, then review extracted data

Suggested stop: 6:28 · Click to play inline

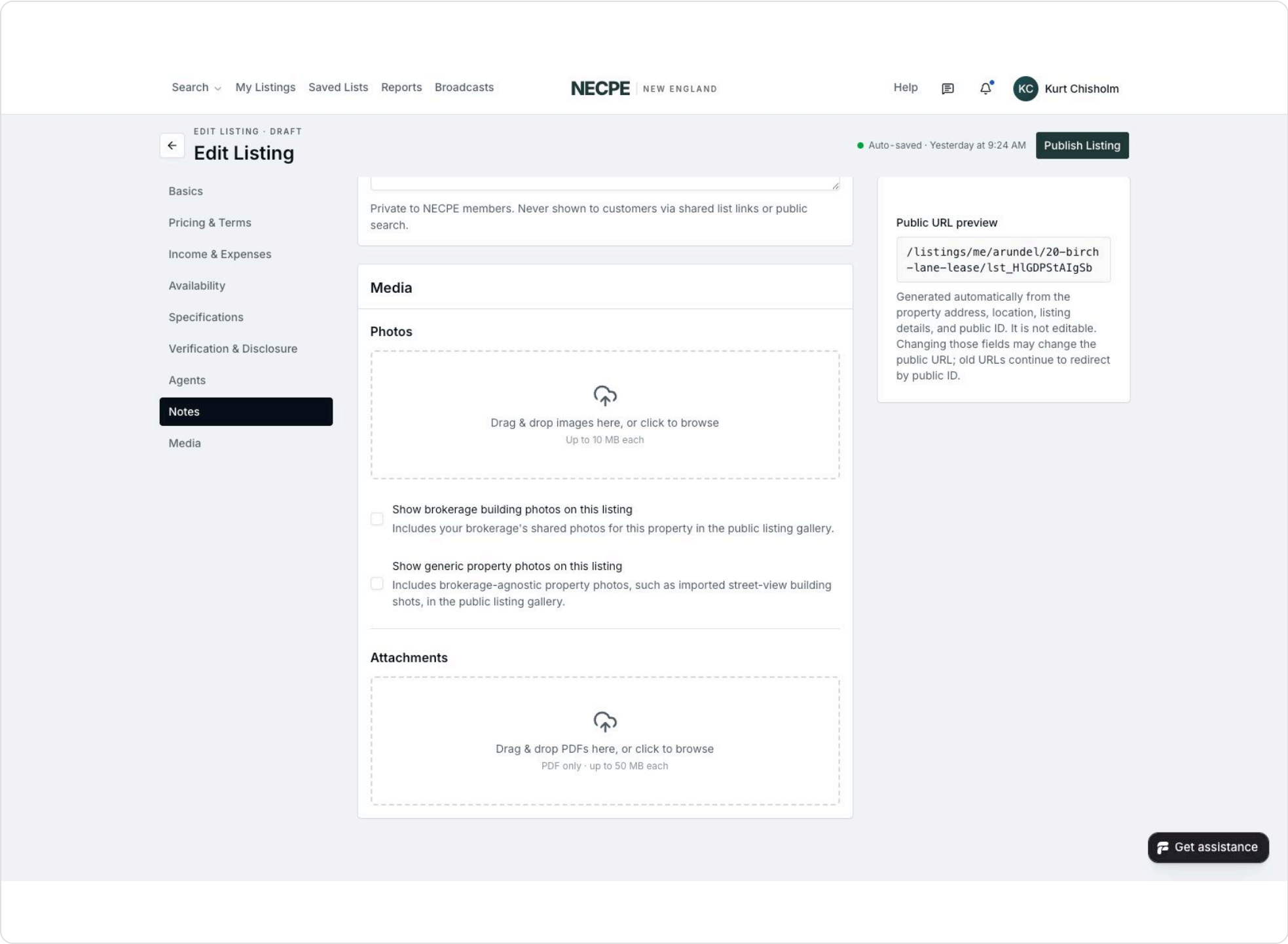
Open in Loom ↗

Add Photos, PDFs & the Public URL

Media is where a listing becomes useful to a customer. The public URL preview is generated automatically.

PHOTOS AND ATTACHMENTS

- ✓ Drag images into Photos, or click to browse.
- ✓ Use clear exterior, interior, floor, suite, and aerial shots.
- ✓ Toggle brokerage or generic property photos to include them.
- ✓ Put flyers, brochures, and floor plans in Attachments (PDF).
- ✓ Keep customer-facing PDFs clean — no private notes.
- ✓ Don't edit the public URL — NECPE generates it.
- ✓ Old URLs keep redirecting by public ID.



Media section — photo upload, attachments, and the auto-generated public URL.

WALKTHROUGH VIDEO · LOOM · 6:35–7:34

Photos, attachments, and primary media control

Suggested stop: 7:34 · Click to play inline

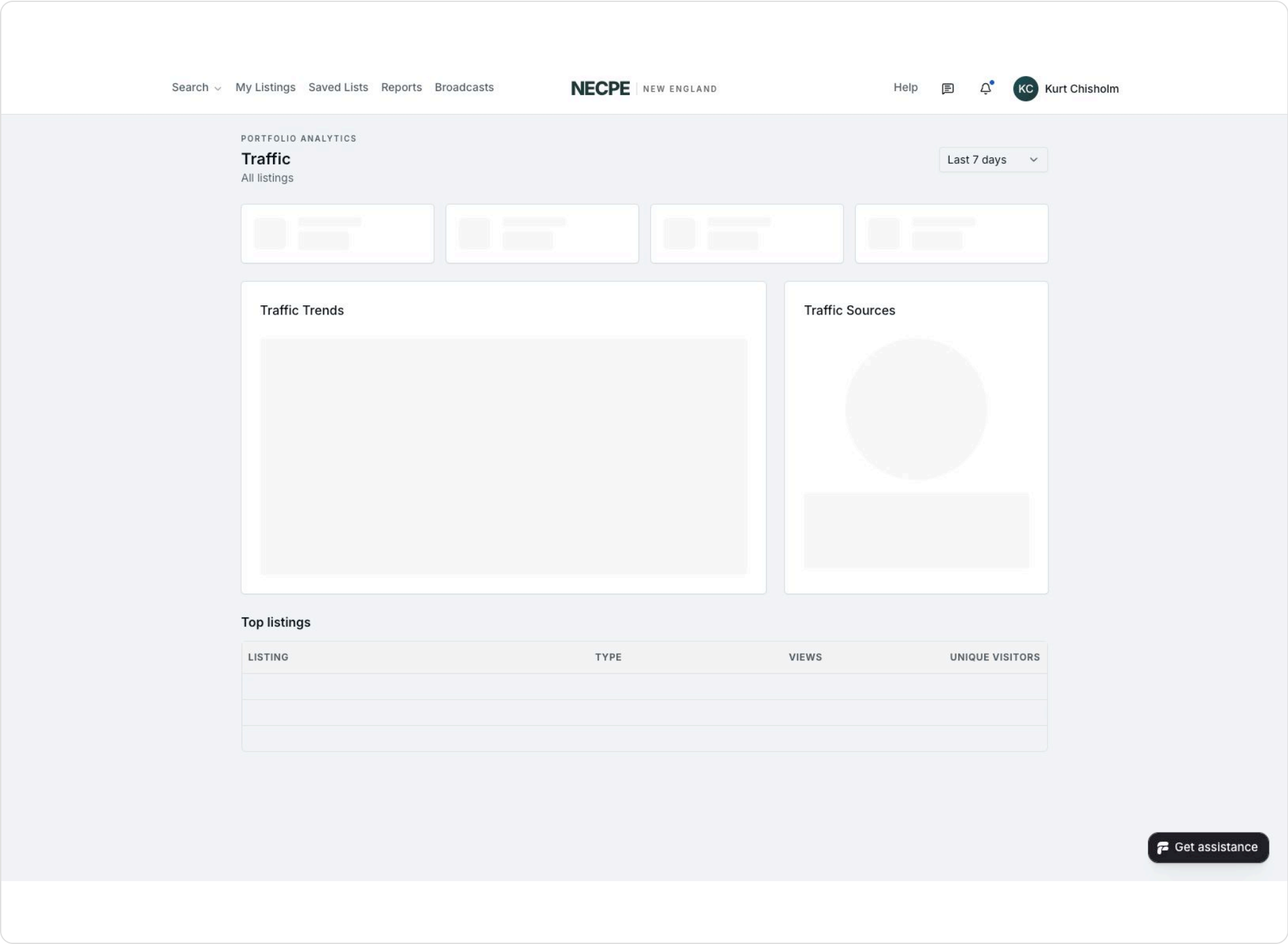
Open in Loom ↗

Review Leads and Traffic

Traffic asks who looked. Leads ask who raised their hand. A quiet listing with no leads isn’t broken.

WHERE TO LOOK

- ✓ Open My Listings › Traffic, or the Home traffic shortcut.
- ✓ Pick a range — last 7 days, 30 days, or 4 months.
- ✓ Read Traffic Trends for timing and Sources for origin.
- ✓ Check Top listings for what’s getting attention.
- ✓ Open My Listings › Leads for inquiries.
- ✓ Filter leads by New, Contacted, Qualified, or Closed.
- ✓ Follow up outside NECPE, then update the lead status.



Traffic dashboard — range selector, trends, sources, and top listings.

WALKTHROUGH VIDEO · LOOM · 8:37–9:00

Leads and traffic

Suggested stop: 9:00 · [Click to play inline](#)

[Open in Loom ↗](#)

Property vs. Listing?

A Property is the building or parcel; a Listing is the lease or sale offer on it. One property can have many listings over time.

Active vs. Under Contract vs. Pending?

Active = available; Under Contract = spoken for; Pending = closing; Sold/Leased = done. On Hold, Withdrawn, Expired are non-active.

Do I type every field manually?

No — fill manually or use flyer extraction from a marketing PDF, then review the fields before publishing.

Why can't I publish?

A required field is missing — usually rate/type for lease or price for sale, plus property and status.

What is a Draft?

A listing that isn't public yet. Use drafts to work safely before publishing.

What should I check before publishing?

Property, type, status, title, SF, rate or price, dates, agents, notes, photos, attachments, and the public URL.

Who can see my notes?

Public notes can show to customers; members-only remarks stay internal and shouldn't appear on public shared links.

Can I hide confidential details?

Confidential workflows can suppress address, name, map pin, or photos where enabled. Ask NECPE support if you don't see them.

Where do photos and flyers go?

Photos go in the Photos area; flyers, brochures, floor plans, and PDF packets go in Attachments.

Can I move a listing to another building?

Treat the property link as locked after creation. If it's on the wrong property, create a new listing on the correct one.

Photos didn't carry over?

Some imported records need photos added. Use Media to upload, or enable building / generic property photo options.

Can I use RPR or another database directly?

Not directly in this version. Use the editor and flyer/PDF extraction, then review the fields inside NECPE.

SECTION 04

Lists, Reports & Account

Package what you've found, communicate with members, and tune how your account works.

11 Build & Use Saved Lists

12 Reports & Tour Books

13 Post or Review Requests

14 Broadcasts & Audiences

15 Settings & Subscriptions

16 Create a Website Embed

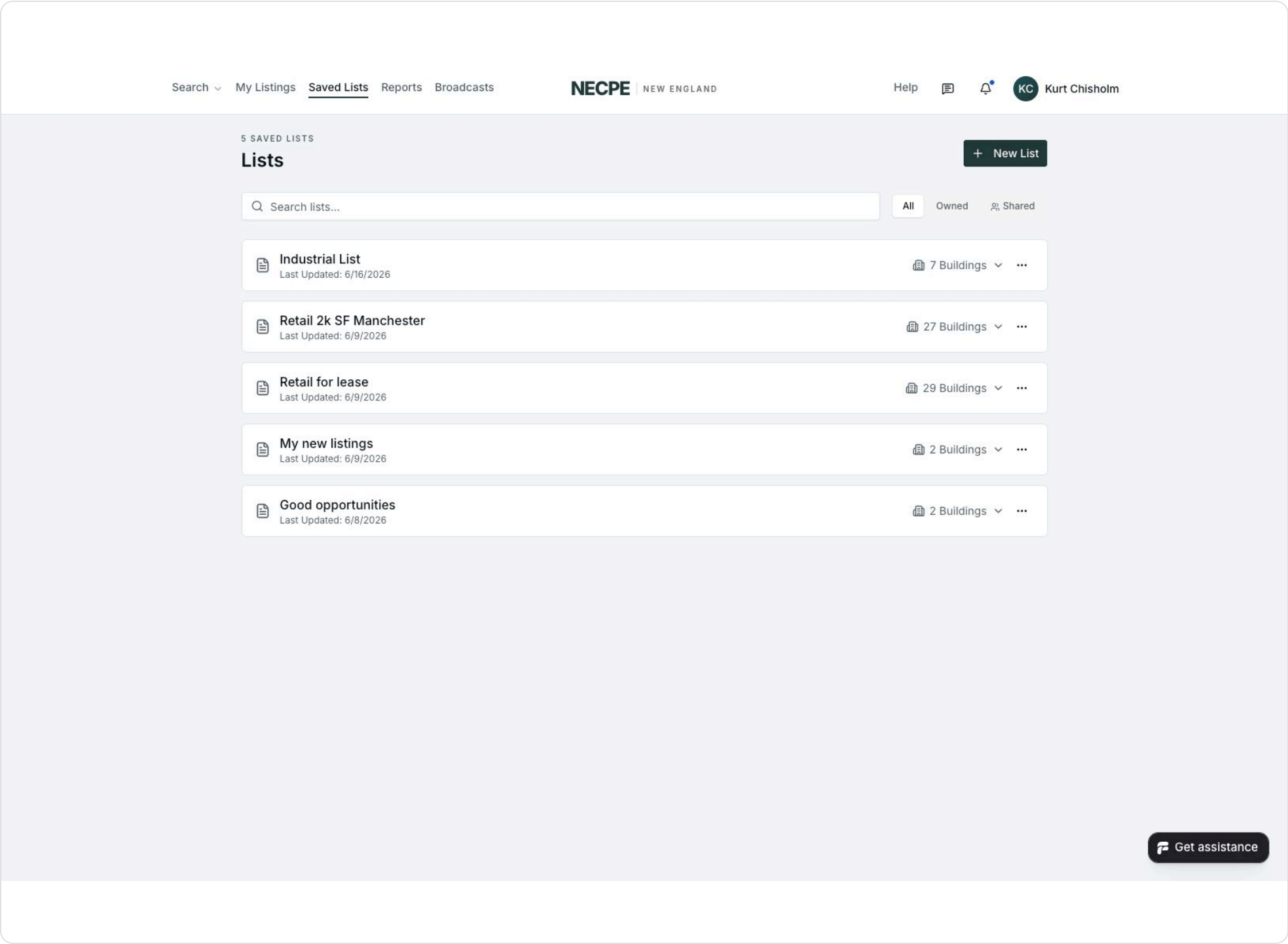


Build and Use Saved Lists

Hand-picked collections for clients, tours, internal review, or follow-up. A list is items you chose; a view re-runs a search.

CREATE, FILL, AND SHARE

- ✓ From Saved Lists, click New List and name it.
- ✓ From Search, select rows and Save to list.
- ✓ Choose an existing list or create a new one.
- ✓ Open a list to review, rename, or reorder.
- ✓ Use Share only when the list is ready for its audience.
- ✓ Review contents first — member-only notes stay private.
- ✓ Refresh or resend the link if listings change later.



Saved Lists — list cards, search, owned / shared filters, and New List.



WALKTHROUGH VIDEO · LOOM · 12:40–14:21

Save listings into client-ready lists

Suggested stop: 14:21 · [Click to play inline](#)

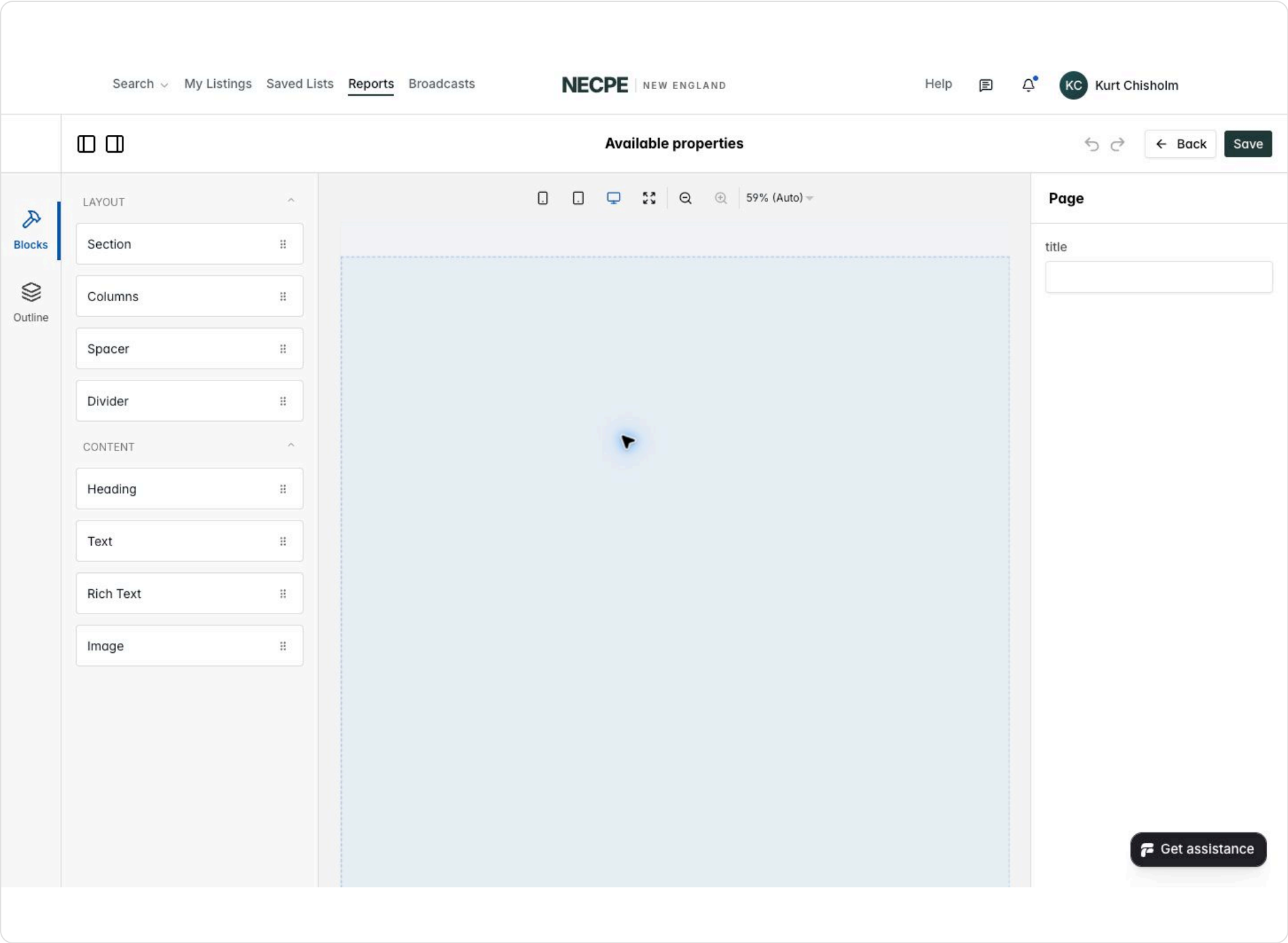
[Open in Loom ↗](#)

Create Reports and Tour Books

Reports turn selected content into a polished flyer, property report, or tour book. Lists collect; reports package.

WHEN AND HOW TO USE REPORTS

- ✓ Use a flyer for a focused, one-property handout.
- ✓ Use a tour book to package several properties together.
- ✓ Build reports after search or a list has narrowed options.
- ✓ Blocks are the content pieces you place into the report.
- ✓ Outline helps you navigate the report structure.
- ✓ The center preview shows the finished report.
- ✓ Save after changes — don't close before saving.



Report builder — blocks & outline left, preview center, settings right.



WALKTHROUGH VIDEO · LOOM · 18:33–18:53

Create a report from selected search results

Suggested stop: 18:53 · Click to play inline

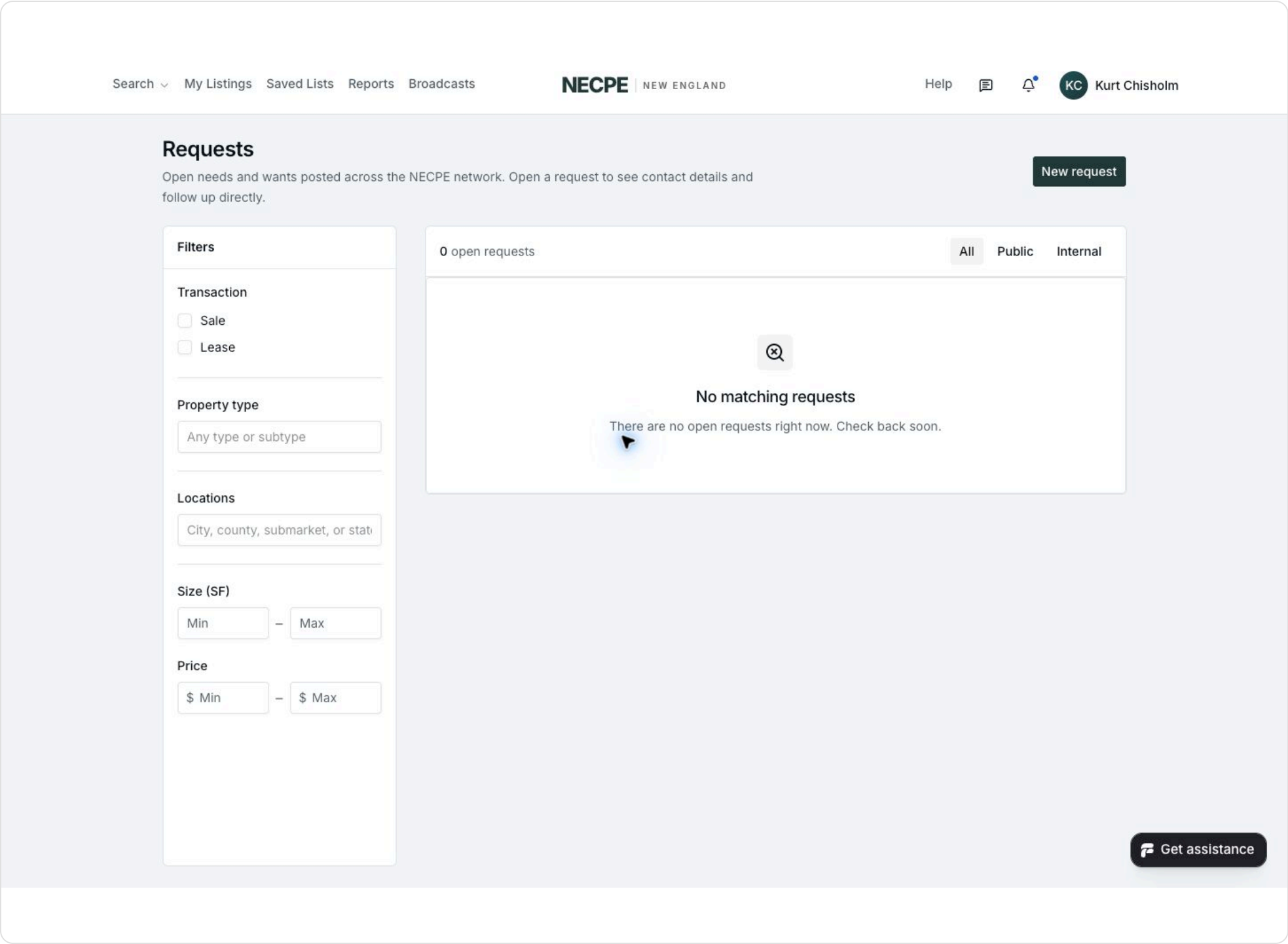
[Open in Loom ↗](#)

Post or Review Requests

A Request is a need or want — a tenant seeking 10,000 SF, or an investor after a property type. Not a listing.

USE REQUESTS WHEN SOMEONE SAYS...

- ✓ “I need 10,000 SF of office near Manchester.”
- ✓ “I have a buyer looking for industrial under a price.”
- ✓ “I want members to know what my client is seeking.”
- ✓ “I need something not listed publicly yet.”
- ✓ Filter by transaction — sale, lease, or both.
- ✓ Filter by property type, location, size, and price.
- ✓ Requests say what someone wants; listings, what’s available.



Requests — transaction, property type, location, size, and price filters.



WALKTHROUGH VIDEO · LOOM · 10:09–10:30

Needs and wants mentioned inside Broadcasts

Suggested stop: 10:30 · The Requests chapter carries the full detail

[Open in Loom ↗](#)

Use Broadcasts and Audiences

Broadcasts are real emails to members or audiences. Draft, review, test, and only send when it’s right.

BROADCAST WORKFLOW

- ✓ Open Broadcasts; review All, Sent, and Draft.
- ✓ Open a draft or click New Broadcast.
- ✓ Choose recipients or a reusable Audience.
- ✓ Write a clear subject and a plain-text body.
- ✓ Attach a listing or request to point at a record.
- ✓ Review the preview; send a test to yourself.
- ✓ Send only after a final review of audience and message.

Search

My Listings

Saved Lists

Reports

Broadcasts

NECPE | NEW ENGLAND

Help

KC Kurt Chisholm

1 SENT · 3 DRAFTS

Broadcasts

Audiences

New Broadcast

SENT (90D)

1

AVG. OPEN RATE

—

AVG. RECIPIENTS

1

DRAFTS

3

All broadcasts

AllSentDraft

SUBJECT	AUDIENCE	STATUS	OPEN RATE	RECIPIENTS	DATE
Updated Listings for June	All Members	DRAFT	—	—	Yesterday at 9:32 AM
asdsadsa	All Members	DRAFT	—	—	4 days ago
dfdafasd	All Members	DRAFT	—	—	4 days ago
Test	User	SENT	—	1	5 days ago

Get assistance

Broadcasts — sent / draft stats, filters, audiences, and the broadcast table.

WALKTHROUGH VIDEO · LOOM · 10:09–12:40

Create a broadcast and choose the audience

Suggested stop: 12:40 · Click to play inline

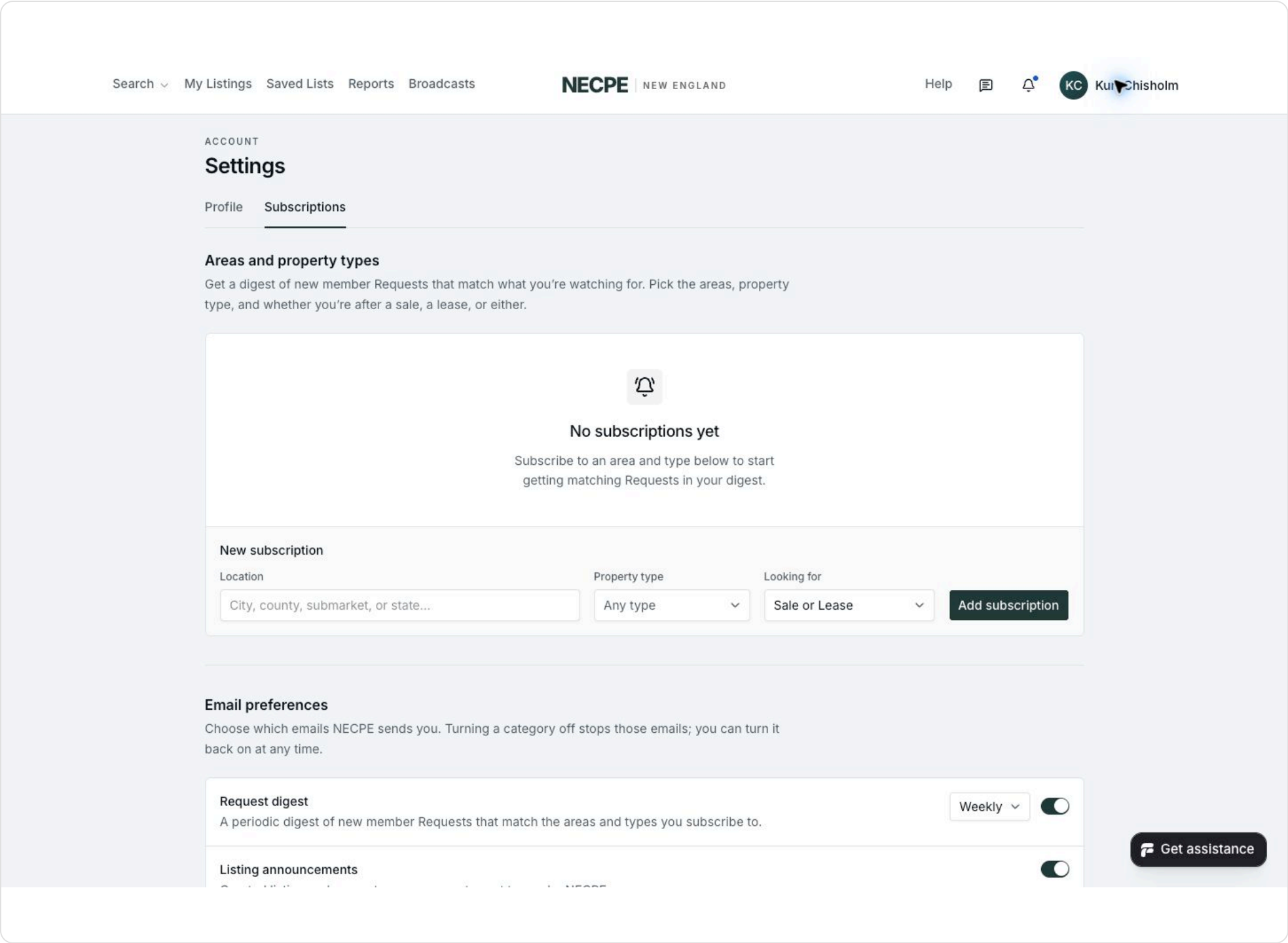
Open in Loom

Settings, Subscriptions & Help

Account tools control profile, email preferences, embedded search, feedback, and assistance.

SUBSCRIPTIONS, EMBEDS & SUPPORT

- ✓ Open the user menu and choose Settings.
- ✓ In Subscriptions, add locations and property types.
- ✓ Choose sale, lease, or either; set digest frequency.
- ✓ Toggle Request digest and Listing announcements.
- ✓ Use Embeds to put NECPE search on a brokerage site.
- ✓ Use Give feedback for product feedback or bugs.
- ✓ Use Get assistance and Help while working in the app.



Subscriptions — request digest, location / type, frequency, and email toggles.

WALKTHROUGH VIDEO · LOOM · 2:06–3:16

Get Assistance and subscriptions

Suggested stop: 3:16 · Click to play inline

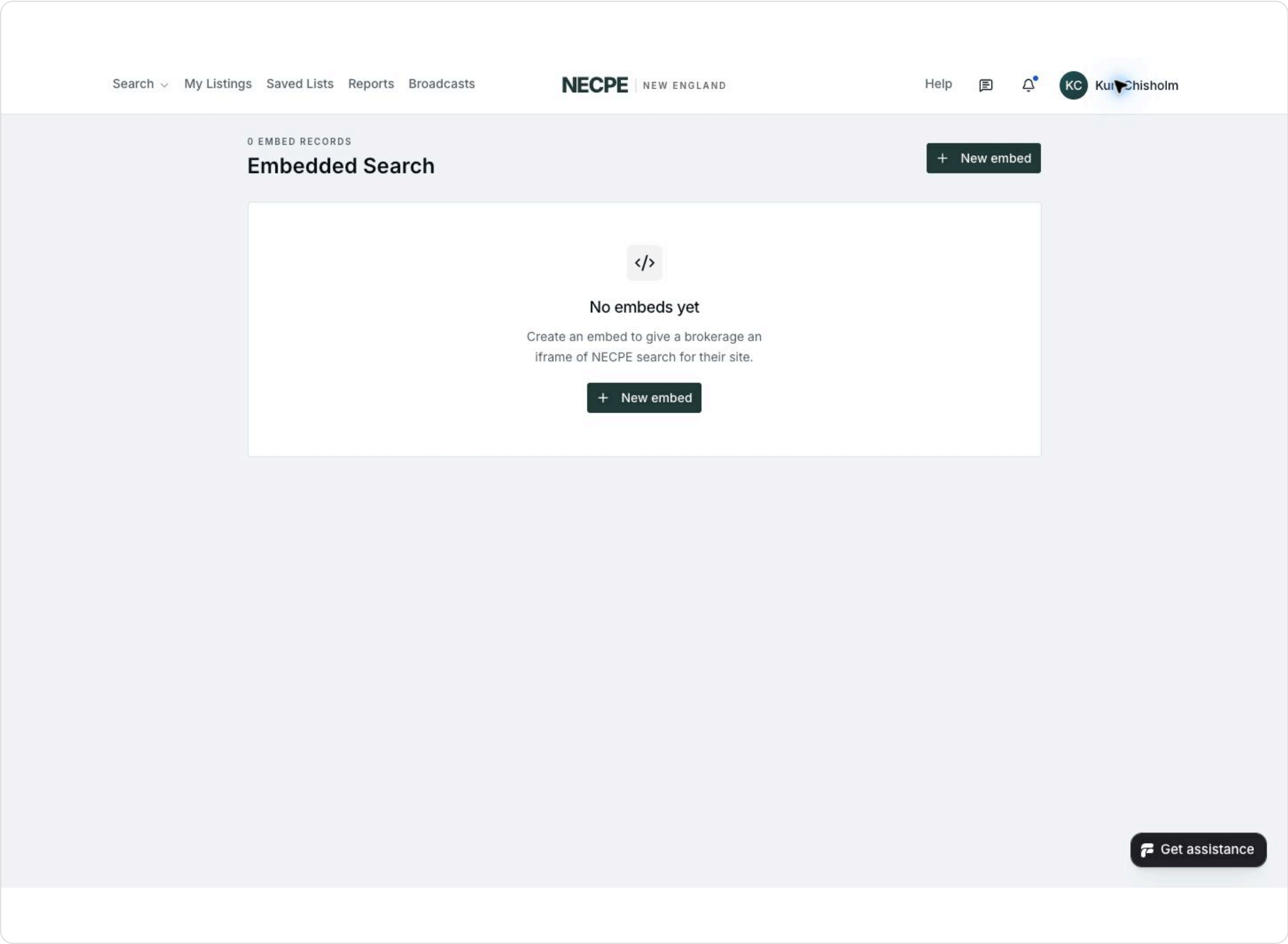
Open in Loom ↗

Create a Website Embed

Put a live NECPE search box on a brokerage website — for free. This is an admin feature.

CREATE AND PLACE AN EMBED

- ✓ Open the user menu (your initials) and choose Embeds.
- ✓ Click New embed and give it a recognizable label.
- ✓ Choose which market office(s) the search includes.
- ✓ Attach the website domain where it will live.
- ✓ Save, then copy the iframe code snippet.
- ✓ Paste the snippet onto your website page.
- ✓ Not editing the site? Hand the snippet to your web person.



Embedded Search — New embed gives a brokerage an iframe of NECPE search.

WALKTHROUGH VIDEO · LOOM · 0:59–2:46

Create an embed and copy the iframe

Suggested stop: 2:46 · Click to play inline

Open in Loom ↗

What is traffic?

Listing viewing activity — it shows whether people are looking at a listing.

Saved List vs. Saved View?

A list is a hand-picked collection; a view is a saved search that reruns against live data.

What is a lead?

An inquiry or contact request. Traffic means attention; a lead means someone raised their hand.

Does sharing email my client?

No. A shared list gives you a link or sharing path — you decide how to send it.

Where do leads appear?

My Listings › Leads. Filter by New, Contacted, Qualified, Closed, and source.

Will member-only notes show on a shared link?

They shouldn't — member-only remarks are intended to stay within the member network.

Can I share a list with a client?

Yes — use Share when ready, and review the contents first for anything private.

If I change a listing, does a shared list update?

Review before reusing. If the client needs the latest, refresh the list or send a new share link.

Request vs. Listing?

A Request is something you’re looking for; a Listing markets something available.

Where do I control digest emails?

Settings › Subscriptions — add locations and types, then set frequency and toggles.

Can a request be “10,000 SF of office”?

Yes — that’s exactly the kind of need or want that belongs in Requests.

What are Reports for?

Packaging a flyer, property report, or tour book after you’ve narrowed properties down.

Can every member send a broadcast?

It depends on role and rules. If you can, review recipients, subject, body, preview, and test. If not, ask an admin.

Can my brokerage embed NECPE search?

Yes, where approved — open Embeds from the account menu (an admin configures it).

What is an Audience?

A reusable recipient group for broadcasts — use it when the same members get similar messages.

How do I send product feedback?

Click Give feedback in the top bar and describe what happened in enough detail to reproduce.

Do recipients get unsubscribe controls?

Yes — broadcasts respect email preferences, managed under Settings › Subscriptions.

Where do I get help during training?

Help for articles, Get assistance for in-app help, and this guide for step-by-step workflows.

WRAP-UP

You're ready to work in NECPE.

NECPE is organized around the words you already use — property, listing, comp, list, lead, traffic, and broadcast. Don't worry about remembering it all the first time.

YOUR FIRST-DAY PATH

Home → Search → List View → Property Details → My Listings
→ Listing Editor → Saved Lists → Reports → Broadcasts →
Settings → FAQ.

WHERE TO GET HELP

- **Help** — structured articles and training material.
- **Get assistance** — help while working in the app.
- **Give feedback** — report a problem or suggest a fix.

