

Agent Quick Start Guide

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Step-by-step instructions to get started

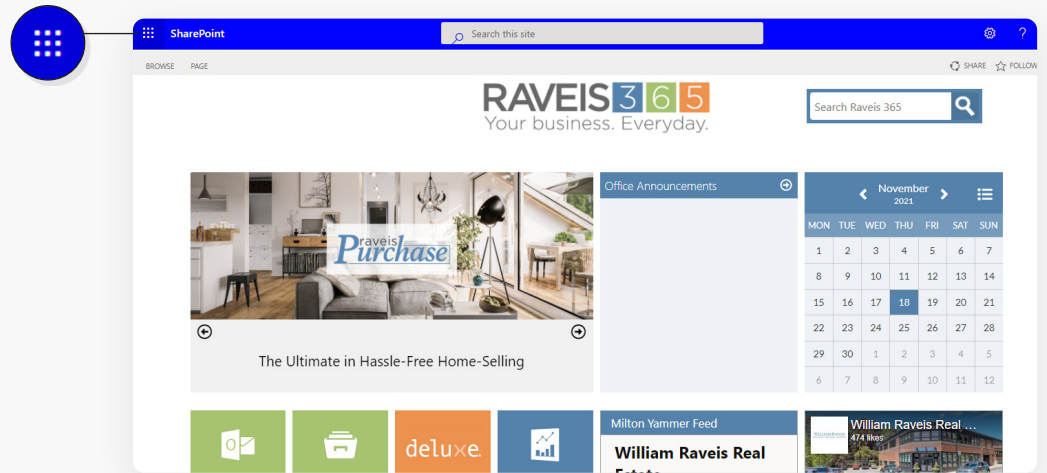
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Accessing DepositLink via Raveis365

The DepositLink application is available through single sign-on (SSO) via Raveis365

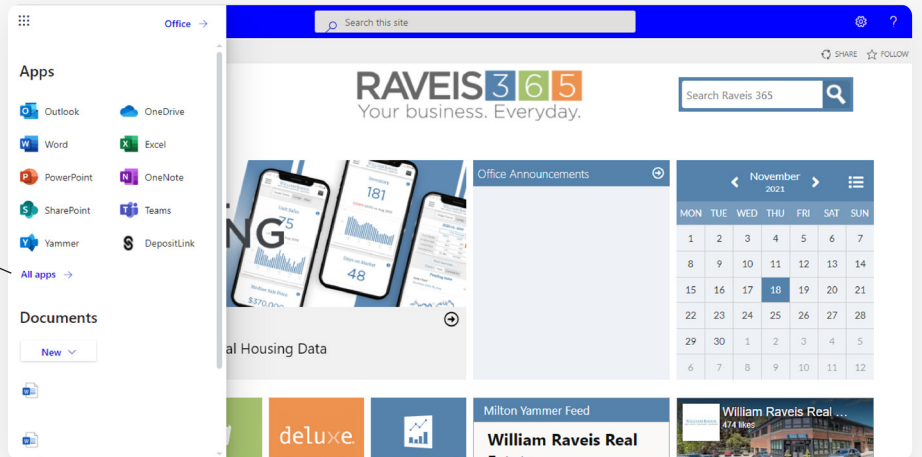
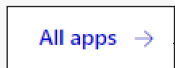
1 Login to Raveis365

1a. Click App Launcher in upper left corner



2 Open App Menu

2a. Click on All Apps

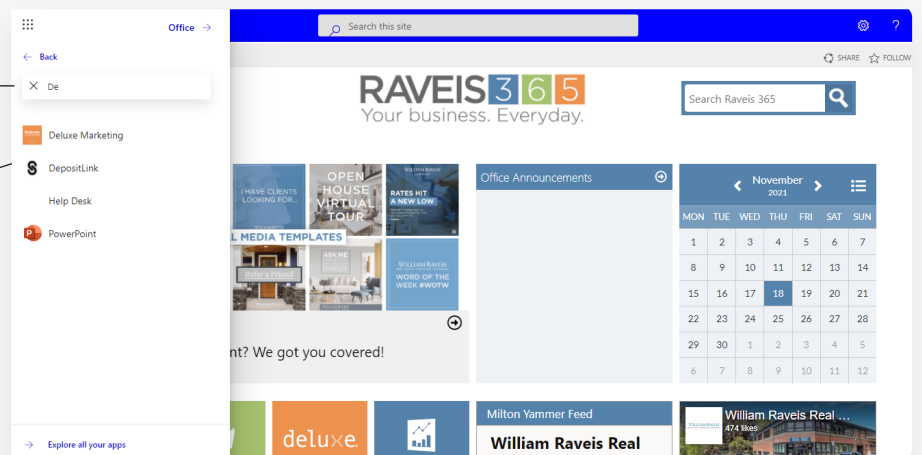


3 Search for DepositLink

3a. Type DepositLink in Search Bar



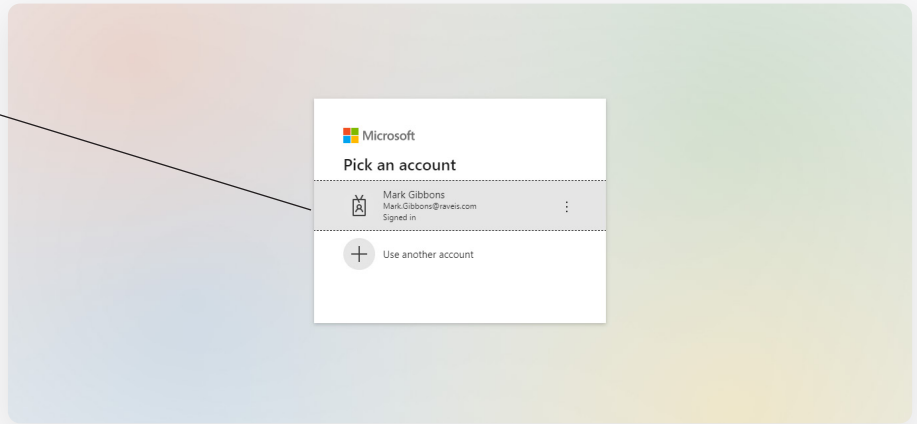
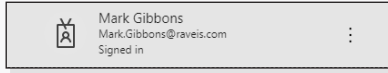
3b. Click DepositLink



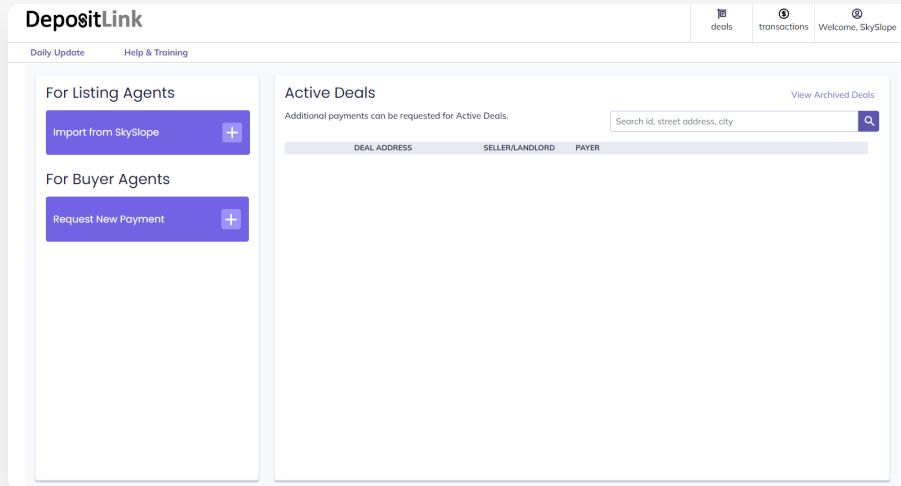
Accessing DepositLink via Raveis365

4 Validate SSO Account

4a. Click on your account



5 DepositLink is Launched



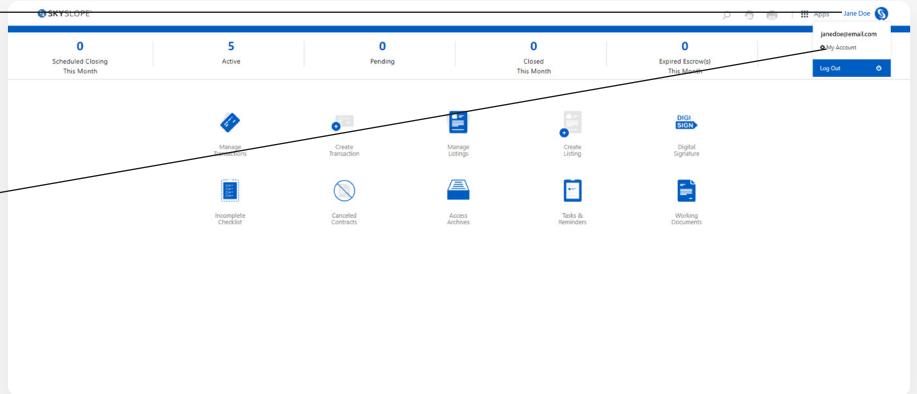
Agent Connecting Skyslope to DepositLink

Generate API Credentials in Skyslope

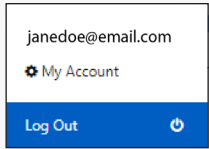
Please note: This connection only needs to be set up once for each agent.

1 Open Skyslope Dashboard

1a. Click Name in upper right

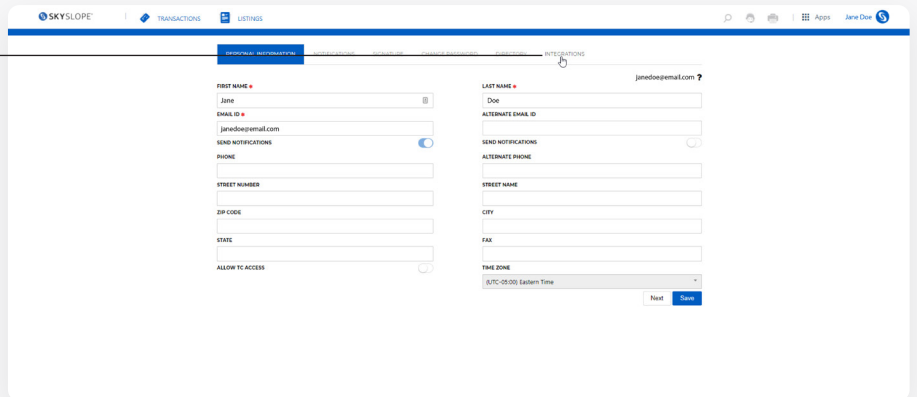


1b. Choose My Account



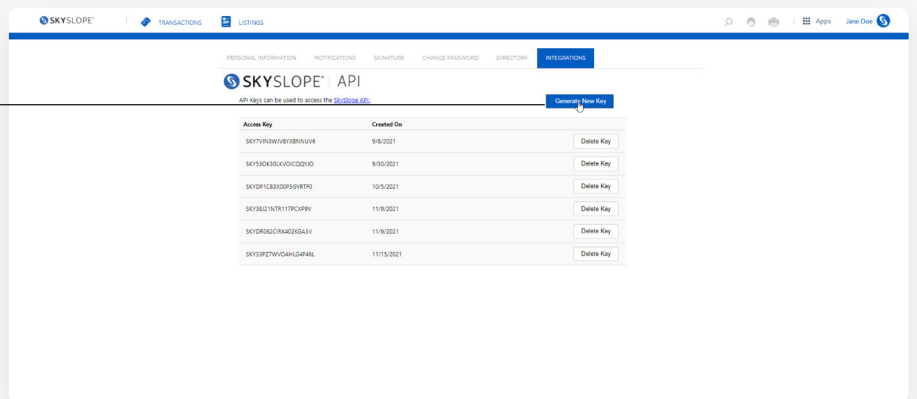
2 Open Integrations Tab

2a. Choose Integrations



3 Open API Key Menu

3a. Click Generate New Key



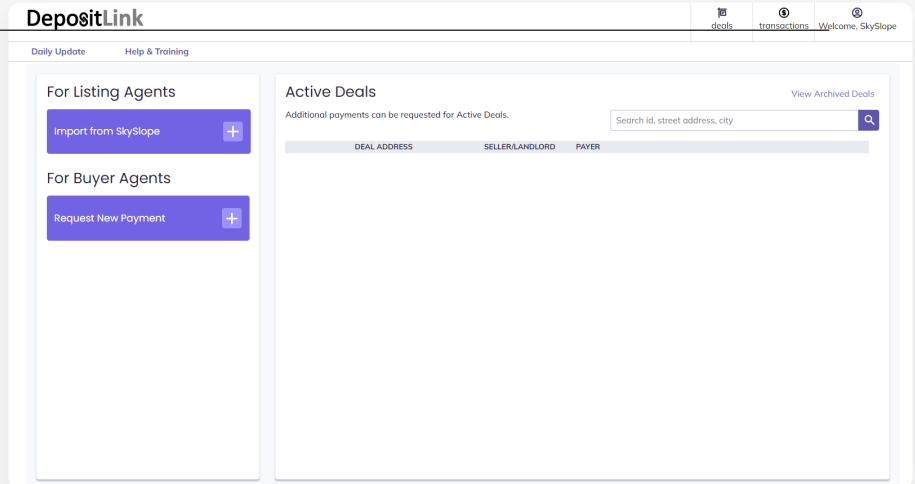
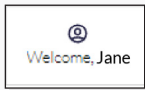
Agent Connecting Skyslope to DepositLink

Connect Skyslope to DepositLink

Please note: This connection only needs to be set up once for each agent.

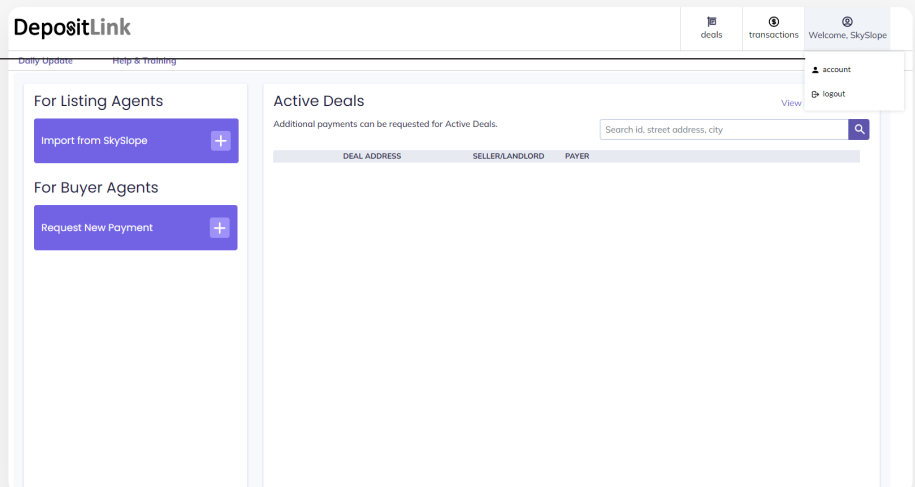
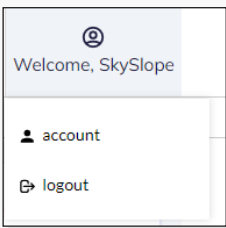
1 Login to DepositLink - Active Deals Page

1a. Click **Welcome** in upper right



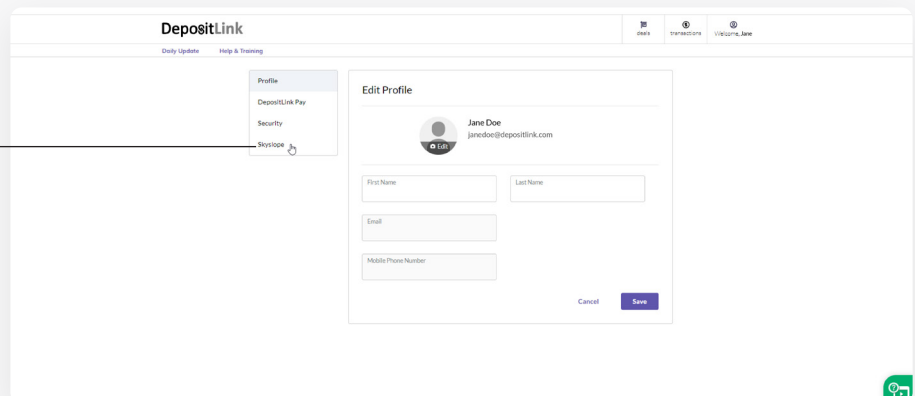
2 Open Account Menu

2a. Click **Account**



3 Open Skyslope Setup Tab

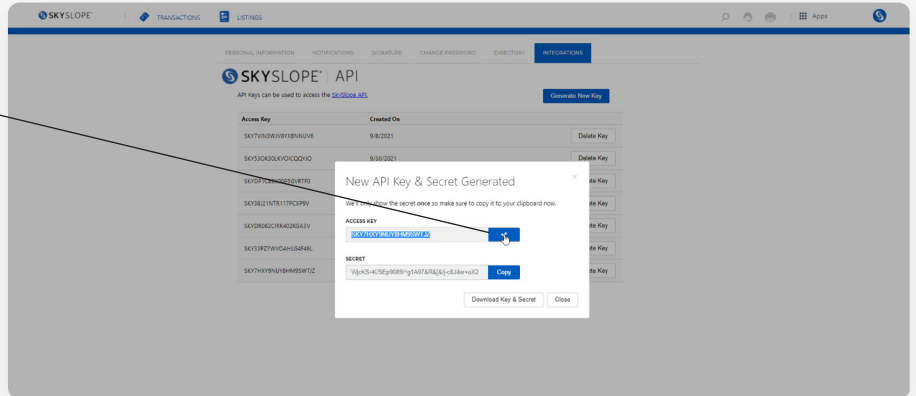
3a. Click **Skyslope**



Agent Connecting Skyslope to DepositLink

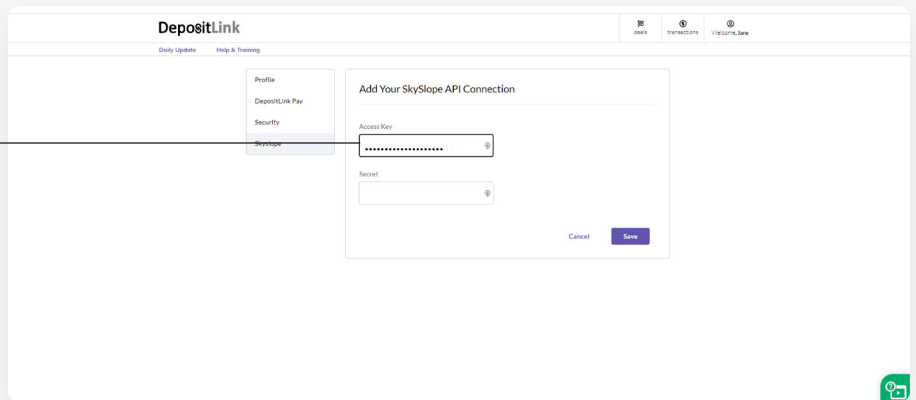
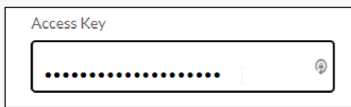
4 Copy Access Key From Skyslope

4a. Click Copy next to **Access Key**



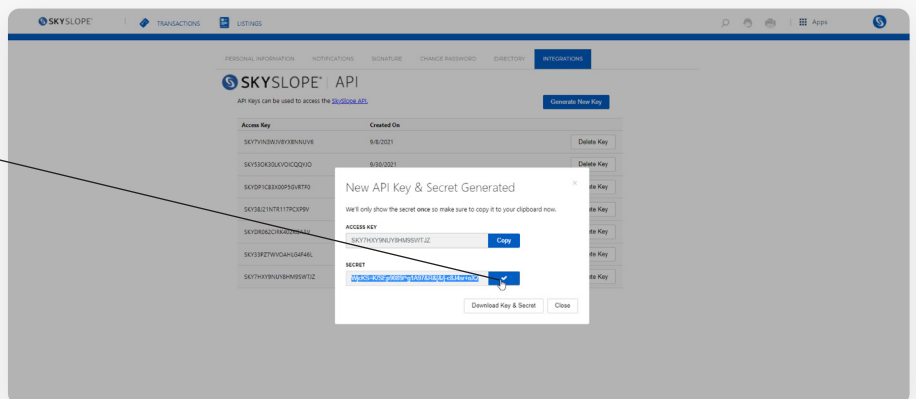
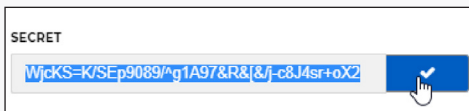
5 Paste Access Key into DepositLink

5a. Paste (Ctrl V) **Access Key** in the appropriate box



6 Copy Secret From Skyslope

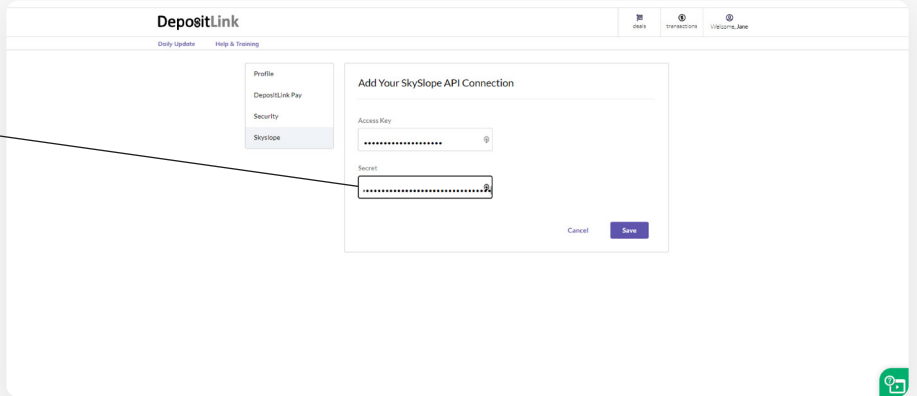
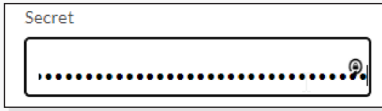
6a. Click Copy next to **Secret**



Agent Connecting Skyslope to DepositLink

7 Paste Secret Into DepositLink

7a. Paste Secret Into DepositLink

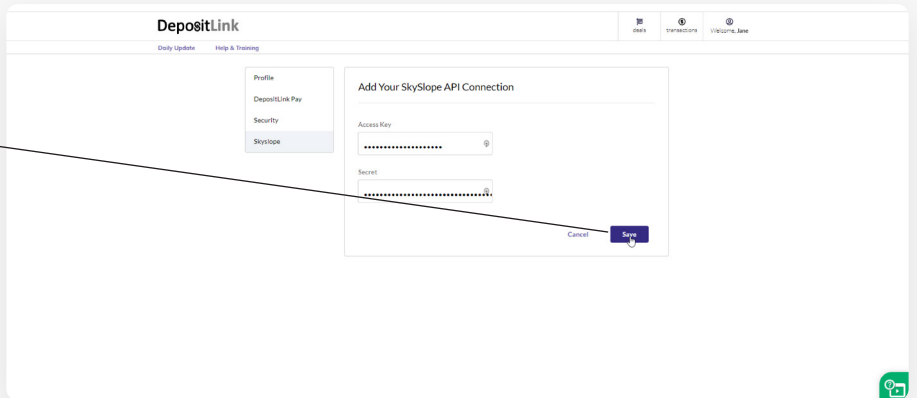


8 Save Codes in DepositLink

8a. Click Save



Integration is complete



DepositLink Facts

Timelines

- When a payment is requested, the default timeframe is 2 days for the client to respond and pay, they will receive reminders as the deadline approaches. This can be changed when the payment is requested.
- If payment is sent by client by 5 pm on a banking day, funds will be received by 6 pm the next banking day. If payment is sent after 5 pm or on a non-banking day, funds will be received in two banking days. i.e. if sent on a Saturday, funds will be in the bank by 6 pm the next Tuesday. Banking holidays will apply.
- Status changes are as follows –
 - **Initiated** – if the listing agent has sent a request to the buyer's agent to connect their client for payment
 - **Requested** – after the payment is requested from the buyer by their agent
 - **Pending** – the buyer has initiated the payment
 - **Funds Arriving** – funds will be in the bank account by 6 pm that day
 - **Cleared** – funds have cleared the bank account

Note: Notifications will be sent to all emails associated with the deal. A detailed payment receipt is attached to pending and cleared emails.

Refunds

- If a refund is needed, please reach out to you RTC, they will handle.
- Status changes for a refund are similar to the above, only specified as a refund. Like receiving payments, if a refund is requested before 5 pm on a banking day, funds will be returned by 6 pm the next banking day, if requested after that point, funds will be returned by 6 pm in two banking days.
- Notifications will be sent to all emails associated with the deal – agents and buyers – when refunds have been processed and when they clear the bank.

Agent Troubleshooting

- Go to Help & Training for various videos and guides
- For additional information email support@depositlink.com or call 1-424-361-6558
- William Raveis Internal Contact: Iliana Boatman call (203) 225-2542 or email Iliana.Boatman@raveis.com

Customer Questions

- Email support@depositlink.com

Download DepositLink Step-by-Step User Guides

Listing Agent Workflow



Buyer's Agent Workflow

