

FAQ For Listing Service

1. **Q:** My Unit has been rented how do I remove an ad from the system?

A: To remove an ad from The Service first log onto your profile. Once at your Menu screen click 'My Ads' on the left hand toolbar. All of your active ads will be displayed in a list with little boxes on the left hand side of each. Click on the box beside the ad that you wish to remove. Once ticked scroll down and click on 'Archive' – the system will ask you if you are sure you want to Archive it- if you click 'yes' it will be removed from the system and saved on your profile for the next time you want to create an ad.

2. **Q:** How long does my ad stay active for?

A: 30 days

3. **Q:** I am trying to create a password but the system is telling me that it already recognizes my email address- what do I do?

A: If this is the case then we have created a temporary password on your behalf. To have the password sent to your email address please fill in the security question 'what is your favourite pet's name' with the word 'dog' as the answer then hit *enter*. Your temporary password will automatically be emailed to you.

4. **Q:** Can I edit my ad once it is posted?

A: Yes, landlords have up to 48 hours to make some edits to their ad once an ad has been posted. Landlords are **not able to** add pictures once the ad has been posted. When creating your ad please be sure to carefully review the 'Preview' screen before continuing to your cart.

5. **Q:** The rent is showing as \$0.00 but I did fill in a dollar amount- what do I do?

A: You have typed in a dollar sign (\$) in the front of the dollar amount in the rent field which caused this error- please call the office 613.533.2501 if it is past the 48 hour edit period and we will update your ad with the correct rent amount.

6. **Q:** Why does my ad show as “Distance: **0.00 km from 99 University Ave**”?

A: You have not entered a postal code and the “Distance selector” has not been selected. You will need to enter the postal code of the property and click in the circle under “Distance selector”, scroll to the bottom of the page and click on save.

7. **Q:** Not all of my contact details are showing on my ad- what do I do?

A: When you are creating your ad – especially when using the template of a previously used (Archived) ad – make sure that the little boxes on the right hand side of the desired contact detail fields are checked. Carefully review the ‘Preview’ screen before continuing to ‘your cart’ to ensure that the appropriate details are included. If your ad is posted and the contact details you had wanted are not included please call the office at 613.533.2501 if it is past the 48 hour edit period and we will update your ad with the correct contact information.

8. **Q:** My ad is about to expire how do I renew it for another 30 days?

A: You will need to login and go to "create advertisement" just like you were placing a new ad. Once you click on the property address to highlight it and click on "load property" your previous information will load and then you can make any changes necessary for the new ad. Once the ad is paid for it will remain on the listing service website for 30 days.