



Primary Contact Email Limit

As part of the 5.71 release, we have implemented changes to limit agents' ability to enter an email address as PRIMARY for more than one contact. This was done to prevent conflicts impacting collaboration center logins.

In doing this, agents have reported impacts to a few workflows. We have recapped those here, along with how to resolve them.

1) Agent Notification

- **Description:** Agents are setting up multiple contacts using their own Email address as primary for Market alerts
- **Issue:** The number of saved searches per contact is limited, forcing agents to create multiple contacts
- **Resolution:** We have significantly increased the number of saved searches allowed per contact to ensure members can continue to utilize Paragon notification functionality to support this workflow. This was done for all members, across all Clients, based on an analysis of current usage.

2) Agent Preview

- **Description:** Some agents have inserted their Email address as the primary address for Client contacts in Paragon to intercept and preview listing notifications
- **Issue:** The Collab Center uses the client Email address as a user name, so this approach is not recommended
- **Resolution:** Paragon offers workflows specifically designed for this workflow called Agent Preview. Please feel free to use [this video](#) to promote and highlight this feature with your members.
- This feature isn't enabled for your MLS? Please contact your SSM and we can enable in minutes.

3) Duplicate Clients

- **Description:** Agents have a contact already in their contact list with this Email address as Primary
- **Issue:** Typically, the agent has an older, inactive contact in the system with this address
- **Resolution:** If your MLS view of contacts defaults to ACTIVE-ONLY, agent must toggle to include inactive contacts to view and resolve the duplicate

Contacts						
+ Add New Delete Import Export Print Labels Get Homebot						
FIND	ACTIVITY		STATUS		TY	
<input type="text" value="Search"/>	All		Active		AI	
	<input type="checkbox"/>		Activity	Name	Sta	ry
1	<input type="checkbox"/>	+		Bob Dole	Ac	
2	<input type="checkbox"/>	+		Jim Moriarty	Active	

As always, we're here to assist with any questions.