



RESO Certification Data Dictionary Testing Tool

Instruction Manual

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1 Introduction

The Real Estate Standards Organization is pleased to provide the RESO Certification Data Dictionary Testing Tool (DDTT) to the entire Real Estate community.

This document provides instructions to help organizations use the same tool used by the RESO Certification Department. This will allow any organization to self-test their systems prior to submitting certification applications.

The DDTT is found at <http://ddcert.reso.org/>

2 Before Certification

One objective of the DDTT is to allow users to know the results of certification testing before submitting a certification application. A full description of the Certification process is provided in the “Data Dictionary Certification Overview” documentation (available on reso.org).

Each version of the Data Dictionary has its own set of testing rules. These rules are incorporated within the testing tool to determine the appropriate certification level. Please review the testing rules (available on reso.org) for the appropriate Data Dictionary.

Any questions that cannot be answered through the available documentation may be directed to RESO Staff at certification@reso.org.

2.1 Supplemental Application Information (SAI)

The Supplemental Application Information (SAI) provides details to address issues discovered during the testing process. Some Data Dictionary testing rules cannot be implemented within the DDTT. The SAI assists RESO Staff to grant manual exceptions or corrections to DDTT results.

A common example of an error that must be resolved using an SAI is the “externally enumerated field.” For example, the Data Dictionary field “City” must be enumerated but it is not required to have all possible City values within the RETS Metadata. To pass certification, the SAI must contain the enumerated values used by the system but are not in the RETS Metadata.

The information for the SAI may include but not limited to:

- A list of Data Dictionary fields that are mapped by the applicant but may not be fully compliant;
- A list of all known Compliance Warnings and Compliance Notices (e.g. problems that the applicant might know prior to submission) as defined in the detailed compliance rules, including a time frame on when these warnings will be corrected;
- A list of Data Dictionary lookup values that are NOT located in the current Data Dictionary defined field;
- A list of Data Dictionary lookups values that appear more than once in the applicant’s implementation. This only applies to those lookups with the same definition. Similarly named lookups with different definitions, based on locational context, do not need to be listed; or
- Any other information that the applicant would like to provide to RESO for evaluation.

2.2 Supported RESO Transport Standards

The RESO Data Dictionary is independent of data transport methods. The DDTT will support multiple RESO Transport standards. New transport standards and updated versions of existing standards will be added when approved for use.

Current Standards & Versions: RETS (1.7.2, 1.8)

Future Standards & Versions: RESO Web API (1.0.2)

NOTE: Please contact RESO Staff (certification@reso.org) to explore options on how to certify systems NOT build on RESO transport standards. Accommodations may be available but not guaranteed.

3 Using the Data Dictionary Testing Tool (DDTT)

The Data Dictionary Testing Tool (DDTT) is available for anyone to use. Those interested may use it anonymously or register as a guest.

Anonymous Users are able to submit servers for analysis and view the summary reports. Tests and server credentials submitted by and result summaries received for anonymous users are not saved.

Guest Users are those who create a profile (username, password, contact information, etc.). With this profile, guests are able to save their server credentials, view detailed results, forward the results to RESO Staff, and view all of these in later sessions.

Other roles exist for administrative purposes.

3.1 Anonymous User

All users are shown the login screen when visiting the DDTT. Those wishing to submit an anonymous test begins by clicking “Free Trials” (see below).

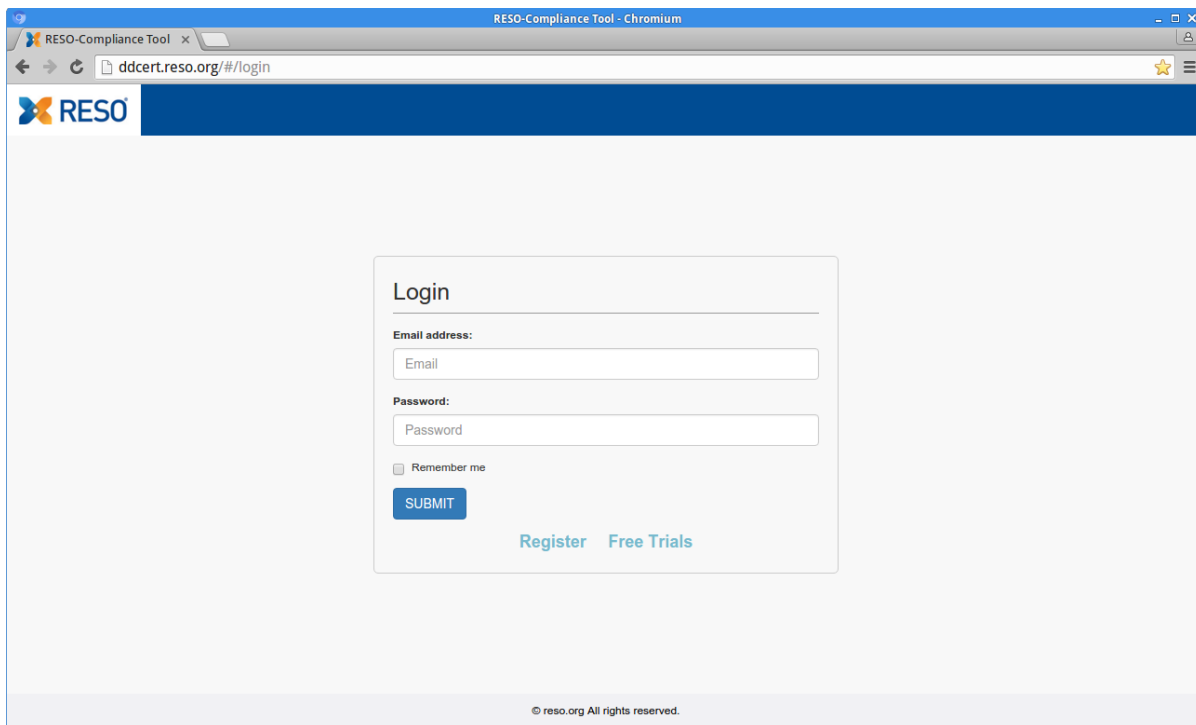


Figure 1: DDTT Login Screen

Anonymous users are then asked to select the type of the test to be performed. The functionality of the three options on this screen is consistent for all users, regardless of their role or login status.

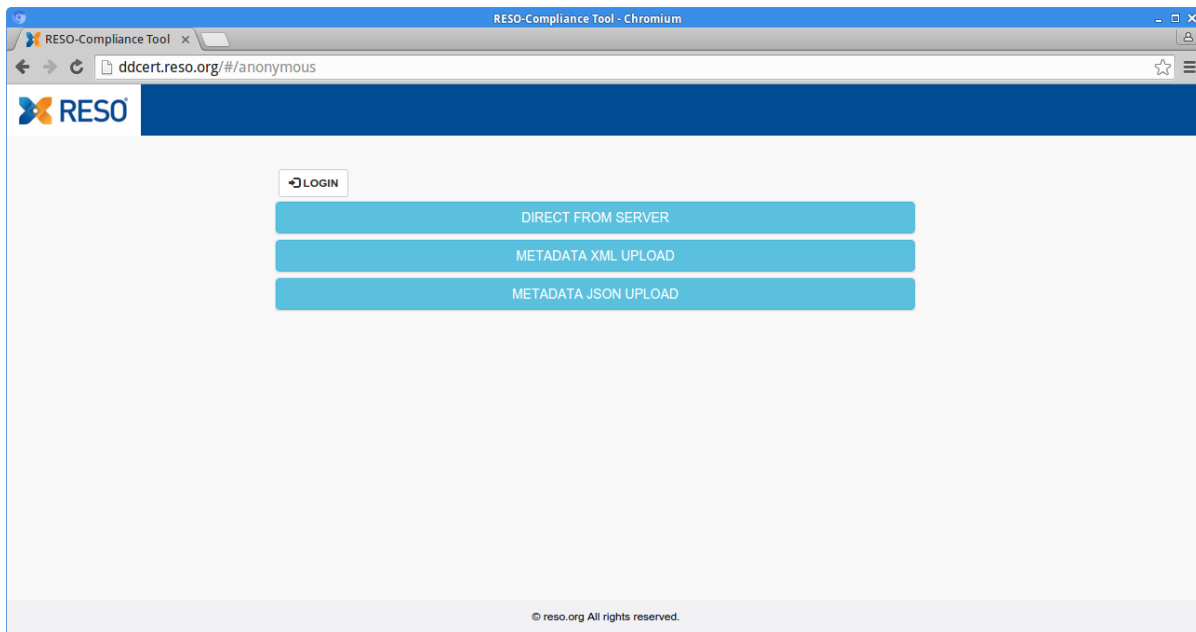


Figure 2: Select Test Type

Additional information on the next steps are in the "Creating Data Dictionary Tests" section below.

3.2 Guest User (Creating an Account)

All users are shown the login screen when visiting the DDTT. Those wishing to create a guest account begins by clicking “Register” (see below).

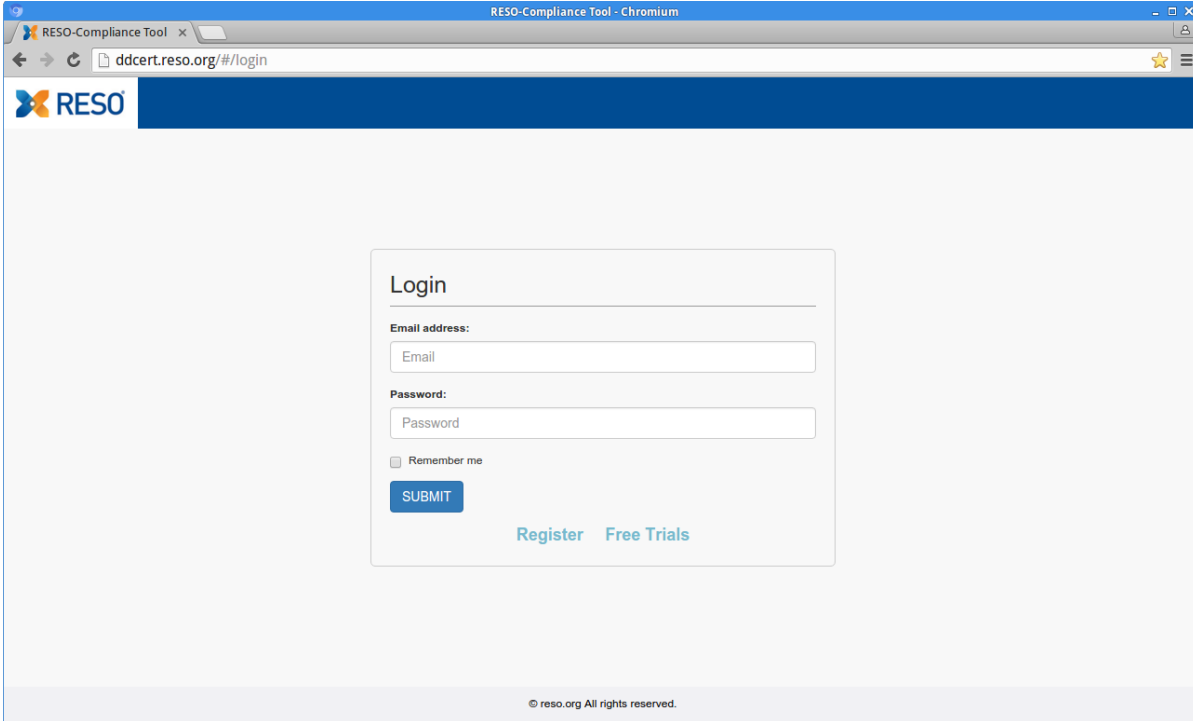
A screenshot of a web browser displaying the login page for the RESO Compliance Tool. The browser's address bar shows the URL "ddcert.reso.org/#/login". The page features a blue header with the RESO logo on the left. The main content area is light gray and contains a white login form. The form is titled "Login" and includes fields for "Email address:" and "Password:". Below these fields is a checkbox labeled "Remember me" and a blue "SUBMIT" button. At the bottom of the form, there are two links: "Register" and "Free Trials". The footer of the page contains the text "© reso.org All rights reserved."

Figure 3: DDTT Login Screen

All Guest Users are required to provide all of the information requested on the screen (see below).

The screenshot shows a web browser window titled "RESO-Compliance Tool - Chromium" with the address bar displaying "ddcert.reso.org/#/userRegister". The main content area features a "Registration" form with the following fields and options:

- Name*:** Text input field with placeholder "Name".
- Email*:** Text input field with placeholder "Email".
- Role*:** Dropdown menu with "Guest User" selected.
- Company*:** Text input field with placeholder "Company".
- Password*:** Text input field with placeholder "Password".
- Confirm Password*:** Text input field with placeholder "Confirm Password".
- Street*:** Text input field with placeholder "street".
- City*:** Text input field with placeholder "city".
- State*:** Dropdown menu with "Select State" and a downward arrow.
- Zip Code*:** Text input field with placeholder "Zip Code".

At the bottom of the form is a blue button labeled "ADD".

Figure 4: Registration Screen for Guest Accounts

A confirmation link will be sent in an email to the address provided in the form. **The link must be clicked before logging into the DDTT.** The login credentials will not work until the account has been confirmed.

4 Creating Data Dictionary Tests

4.1 Creating an MLS

After registration and logging in, a new guest user will be taken to an empty “MLS List.” The “MLS List” is where server credentials used by the Guest are saved. Click “Add MLS” to create an MLS that will be saved. (Any number of MLS may be added by a Guest.)

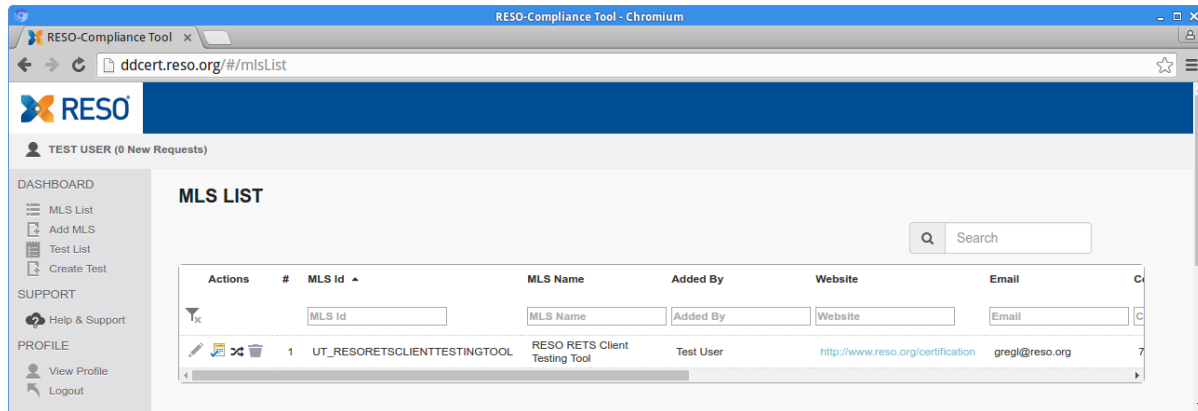


Figure 5: MLS List (with Sample MLS)

Icons are available on each MLS entry (far left) to edit (pencil), create a new test (checked paper), merge with other entries (crossed arrows), and delete (trash).

NOTE: For the DDTT, the term “MLS” is meant to be a generic term for any organization interested in submitting a Data Dictionary application.

RESO-Compliance Tool - Chromium

ddcert.reso.org/#/m/s/add

RESO

GREGORY LEMON (0 New Requests)

DASHBOARD

- MLS List
- Add MLS
- Test List
- Create Test

SUPPORT

- Help & Support

PROFILE

- View Profile
- Logout

ADD MLS

MLS Name*:

MLS Name

Login URL*:

http://rets_login_url

Website:

https://www.example.com/

Username*:

rets_username

Contact Email*:

Email

Password*:

rets_username

Contact Number*:

Contact Number

User Agent:

UserAgent/1.0

SAI Link:

https://docs.google.com/spreadsheets..

User Agent Password:

User Agent password

Street :

Street Name

RetsVersion*:

Select RETS Version

City :

City

PayLoad:

Payload

State*:

Submitted Date:

03/30/2016

Zip:

Zipcode

ADD CANCEL

Figure 6: Add MLS (RETS 1.x Server Credentials)

Each “MLS” created and saved within the DDTT should have a valid set of RETS Server Credentials. Tests created with this MLS will use these credentials to pull the metadata required for analysis. Guest users may place non-functioning RETS Server Credentials if they intent to upload data structures without using a server.

NOTE: Data Dictionary Certification is awarded for Production Servers ONLY. (Production refers to a server that is able to and used by the applicant’s users.) Official Certification tests traditionally pull the RETS Metadata from a production server using valid RETS Server Credentials.

Additional non-production servers may be added for development pre-testing purposes. It’s recommended that you put TEST, DEV, or another text flag in the “MLS Name” field to help keep the different accounts separated.

4.2 Creating a Test

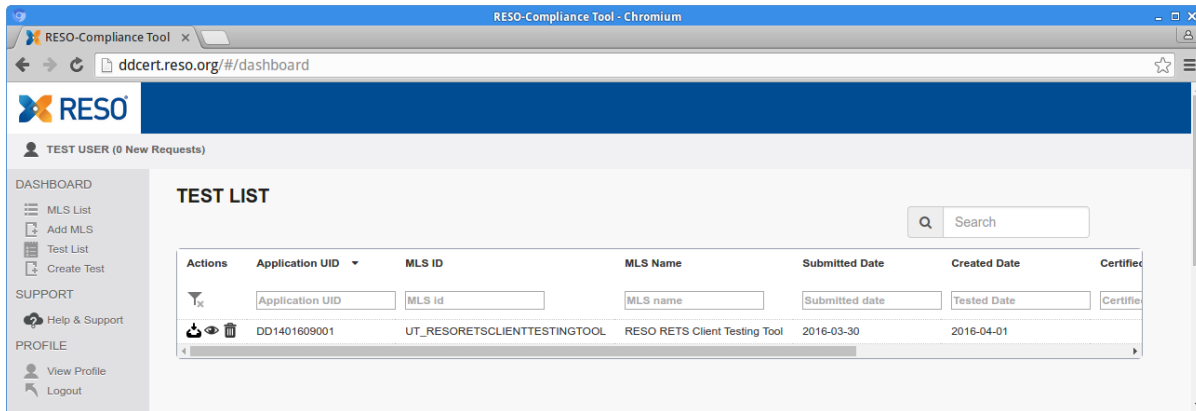


Figure 7: Test List (with Sample Test)

The Test List Screen displays all current test created with the current account. Icons are available on each Test entry (far left) to archive (out box), view (eyeball), and delete (trash).

Guest users have all of their tests saved within the “Test List” and may review them at any time. The tests may be re-tested after the source data structure (server’s metadata has been changed.)

Multiple methods are available to start a new test:

1. Click “Create Test” in the side dashboard.
2. Click the “Create Test” icon on an MLS entry on the “MLS List” Screen.

The “Data Transport Selection” screen will be displayed after either of these actions.

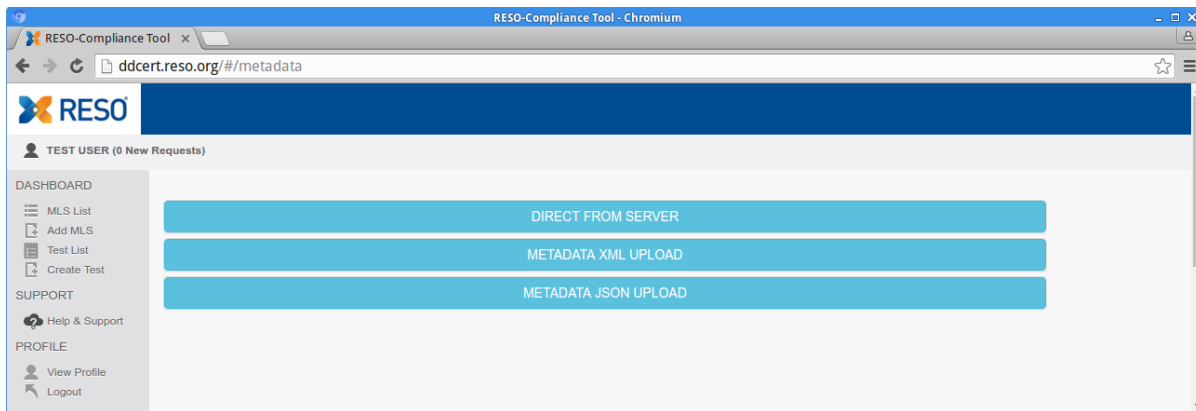


Figure 8: Data Transport Selection

Clicking any of the blue headers will display forms to collect server information or allow for the uploading of data structure files.

4.2.1 Submitting RETS Server Credentials

The screenshot shows a web browser window titled "RESO-Compliance Tool - Chromium" with the URL "ddcert.reso.org/#!/metadata". The interface features a sidebar on the left with a "RESO" logo and a user profile for "GREGORY LEMON (0 New Requests)". The sidebar contains sections for "DASHBOARD" (with links to MLS List, Add MLS, Test List, and Create Test), "SUPPORT" (with a link to Help & Support), and "PROFILE" (with links to View Profile and Logout). The main content area is titled "DIRECT FROM SERVER" and contains a form for configuring RETS 1.x credentials. The form includes the following fields: "MLS Name" (a dropdown menu showing "UT_RESORETSCLIENTTESTINGTOOL"), "Login URL" (a text box with "http://testing.reso.org:9080/Login.aspx/Login"), "Username" (a text box with "gregsigmareso"), "Password" (a text box with "12341234"), "User Agent" (a text box with "RETS-Connector/1.2"), "User Agent Password" (an empty text box), "RetsVersion" (a dropdown menu showing "RETS/1.8"), and "Payload" (an empty text box). At the bottom of the form are "NEXT" and "CANCEL" buttons. Below the form are two blue buttons labeled "METADATA XML UPLOAD" and "METADATA JSON UPLOAD".

Figure 9: Direct From Server (RETS 1.x Credentials)

The “MLS Name” dropdown will be populated with the RETS 1.x Credentials from the MLS that was already setup. Review and click “Next” when ready.

4.2.2 Metadata XML / JSON Uploading

The screenshot shows a web browser window titled "RESO-Compliance Tool - Chromium" with the URL "ddcert.reso.org/#!/anonymous". The page features the RESO logo in the top left. Below the logo, there is a "LOGIN" button. The main content area is divided into three horizontal sections: "DIRECT FROM SERVER", "METADATA XML UPLOAD", and "METADATA JSON UPLOAD". The "METADATA XML UPLOAD" section is currently active, displaying a "Create Test" form. This form includes a text input field for "MLS Name", a dropdown menu for "Data Dictionary" with the text "SELECT DICTIONARY", and an "UPLOAD" button. At the bottom of the form are "CREATE" and "CANCEL" buttons. The footer of the page contains the text "© reso.org All rights reserved."

Each test needs to be associated with an MLS, even if the data structure being analyzed is being uploaded from the applicant's computer.

The "Data Dictionary" dropdown will allow the applicant to determine which set of testing rules will be applied during the testing process.

Click "Create" to continue with the process.

4.3 Select the Testing Resources

The screenshot shows the RESO-Compliance Tool interface in a Chromium browser window. The URL bar shows `ddcert.reso.org/#!/metadata`. The page has a blue header with the RESO logo and a user profile section for 'TEST USER (0 New Requests)'. A left sidebar contains navigation links: DASHBOARD (MLS List, Add MLS, Test List, Create Test), SUPPORT (Help & Support), and PROFILE (View Profile, Logout). The main content area features three blue buttons: 'DIRECT FROM SERVER', 'METADATA XML UPLOAD', and 'METADATA JSON UPLOAD'. The 'Create Test' form is centered, showing 'MLS Name' as 'UT_RESORETSCIENTESTINGTOOL' and 'Data Dictionary' as '1.4'. Below these are three rows of resource selection dropdowns: 'COREMLS_AGENT' and 'MEMBER', 'COREMLS_OFFICE' and 'OFFICE', and 'PROPERTY' and 'PROPERTY'. Each row has an 'X' icon to the right. An 'UPLOAD' button is visible next to a file input field. At the bottom of the form are 'CREATE' and 'CANCEL' buttons.

The Data Dictionary testing rules do not mandate what names should be used for resources used within data structures. This step of the testing process allows users to match their resources with those defined in the Data Dictionary. The tool attempts to match the resources but may require users to provide corrections.

The “Create” Test button will remain disabled until:

1. A Data Dictionary version has been selected, and
2. All resources have been assigned to a Data Dictionary resource. “RESO RESOURCE” will be displayed for those resources that could not be matched automatically.

Users may also delete resources from this list to prevent them from being tested. This is appropriate for those additional resources that do not have a Data Dictionary match.

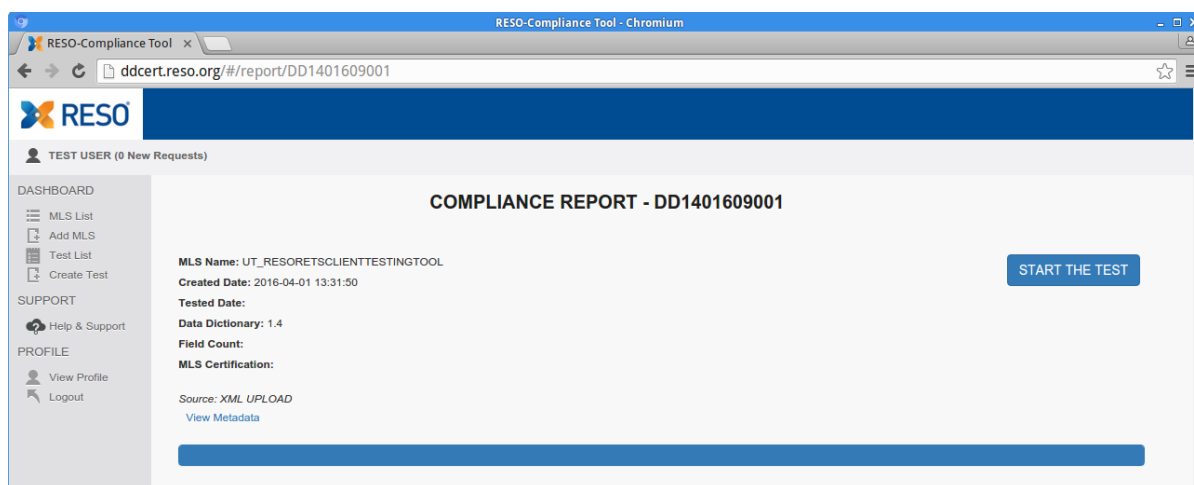


Figure 10: Test Results Screen (Before Test)

Each Compliance Report is assigned a unique test number. This number is included at the top of the report. Please include this number when asking RESO Staff questions about the certification results.

Click “Start the Test” to begin the testing procedures.

5 Understanding Data Dictionary Test Results

A completed Data Dictionary Test Results screen provides the initial testing certification results. The following is a breakdown of all of the report sections.

5.1 Report Summary Information

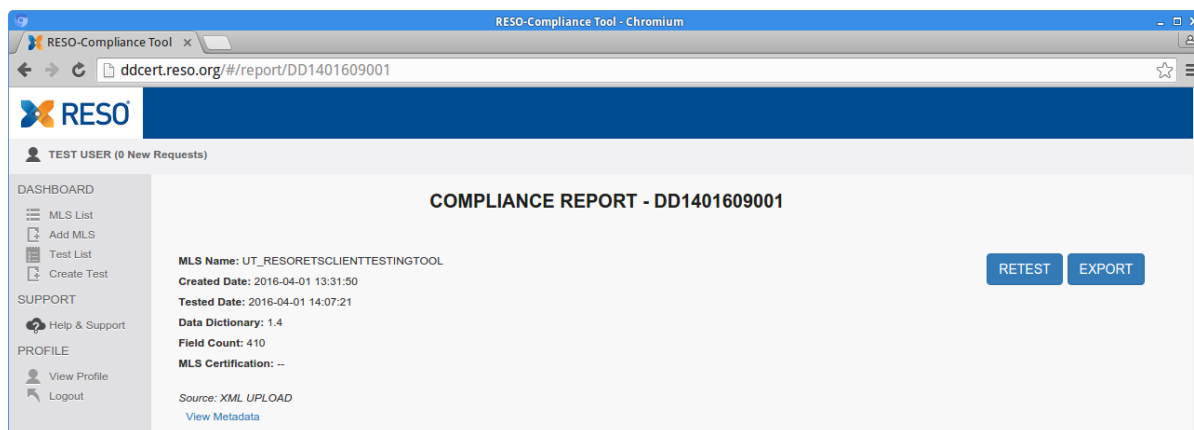


Figure 11: Test Results Part 1 (Summary)

The top section provides generic information about the compliance report:

- **MLS Name:** The MLS (RETS Credentials) used to generate the report.
- **Created Date:** The original date of the test being created.
- **Tested Date:** The date of the most recent “RETEST”

- **Data Dictionary:** The version of the Data Dictionary and Testing Rules being applied to the data structure.
- **Field Count:** The number of fields being analyzed.
- **MLS Certification:** The resulting certification status. Those that pass will receive a “Platinum”, “Gold”, “Silver”, “Bronze”, or “Core”. A “--” signifies that a certificate level has not been earned.
- **Source:** Describes how the data structure was received by the DDTT.
- **View Metadata:** A link to view the data structure being analyzed by the DDTT. It is helpful to make sure that the data structure being analyzed is the same as the one expected.

MLS Resource	MLS Class	RESO Resource	Level	Open	Errors	Warnings	Notices	Compliant	No Mapping	Total Fields
CoreMLS_Agent	MEMBER	Member	--	0	5	0	18	3	1	27
CoreMLS_Office	OFFICE	Office	--	0	4	0	17	3	1	25
Property	PROPERTY	Property	--	19	34	4	68	232	1	358
Total				19	43	4	103	238	3	410

Figure 12: Test Results Part 2 (Summary Grid View)

The blue bar above the “Summary Grid View” contains tabs that will change the summary view to display the results for those fields within each classification. The default “Total” shows results for all fields. “Core” limits the Summary Grid to only “Core” fields.

- **MLS Resource:** The name of the resource as described in the data structure.
- **MLS Class:** The name of the class as described in the data structure.
- **RESO Resource:** The name of the RESO Data Dictionary resource used to analyze the individual resource.
- **Level:** The certification results for the individual resource.
- **Open:** The number of fields with “OPEN” results. This means the DDTT was unable to determine what type of results should be awarded to this field. Additional information or a manual review by RESO Staff may be required. This must be resolved before certification can be awarded.
- **Errors:** The number of fields with “ERROR” results. This means at least one of the sub-tests performed resulted in an error.
- **Warnings:** The number of fields with “WARNING” results. This means at least one of the sub-tests performed resulted in a warning but no errors were found.
- **Notices:** The number of fields with “NOTICES” results. This means at least one of the sub-tests performed resulted in a notice but no errors or warnings were found.
- **Compliant:** The number of fields with “COMPLIANT” results. This means all sub-tests performed came back as compliant. No errors, warnings, or notices were found. Some sub-tests may be “ignored” based on testing rules.
- **No Mapping:** The number of fields that were not mapped to a corresponding Data Dictionary field and was not tested.
- **Total Fields:** A count of all of the fields in the resource.

FIELD VIEW

MLS Resource	MLS Class	RESO Resource	RESO StandardName	SystemName	Standard
CoreMLS_Agent	MEMBER	Member	MemberStatus	MemberStatus	MemberS
CoreMLS_Agent	MEMBER	Member	MemberType	MemberType	MemberT
CoreMLS_Agent	MEMBER	Member	MemberFirstName	MemberFirstName	MemberFi
CoreMLS_Agent	MEMBER	Member	MemberLastName	MemberLastName	MemberL
CoreMLS_Agent	MEMBER	Member	MemberFullName	MemberFullName	MemberFi
CoreMLS_Agent	MEMBER	Member	MemberAddress1	MemberAddress1	MemberA
CoreMLS_Agent	MEMBER	Member	MemberAddress2	MemberAddress2	MemberA
CoreMLS_Agent	MEMBER	Member	MemberCity	MemberCity	MemberC
CoreMLS_Agent	MEMBER	Member	MemberStateOrProvince	MemberStateOrProvince	MemberS
CoreMLS_Agent	MEMBER	Member	MemberPostalCode	MemberPostalCode	MemberP
CoreMLS_Agent	MEMBER	Member	MemberOfficePhone	MemberOfficePhone	MemberO
CoreMLS_Agent	MEMBER	Member	MemberMobilePhone	MemberMobilePhone	MemberM
CoreMLS_Agent	MEMBER	Member	MemberEmail	MemberEmail	MemberE
CoreMLS_Agent	MEMBER	Member	MemberStateLicense	MemberStateLicense	MemberS
CoreMLS_Agent	MEMBER	Member	MemberLoginId	MemberLoginId	MemberL
CoreMLS_Agent	MEMBER	Member	MemberMisAccessYN	MemberMisAccessYN	MemberM
CoreMLS_Agent	MEMBER	Member	ModificationTimestamp	TimestampModified	Modificati

Comment

FORWARD

Figure 13: Test Results Part 3 (Field View)

The Field View provides a summary of all fields analyzed. Text boxes at the top of each column will filter the results. There is a “Cancel Filter” icon to the far left of the fields to clear all filters in one click.

Clicking the column heading will change the sort order. Clicking the blue SystemName will cause that field’s Detailed Report to be displayed.

Column Definitions

- **MLS Resource:** The name of the resource as described in the data structure.
- **MLS Class:** The name of the class as described in the data structure.
- **RESO Resource:** The name of the RESO Data Dictionary resource used to analyze the individual resource.
- **RESO StandardName:** The name of the RESO Data Dictionary field used in the analysis comparisons.
- **SystemName:** The field’s SystemName extracted from the tested data structure.
- **StandardName:** The field’s StandardName extracted from the tested data structure.
- **Certification Level:** The field’s Data Dictionary Certification level assignment.
- **Result Combined:** The field’s combined certification result summarizing the sub-tests listed in the Detailed Report.
- **Remarks Combined:** The field’s combined certification result summarizing the sub-tests listed in the Detailed Report.
- **Enum Count:** The number of enumerations in the field.
- **Feedback:** Notes from the manual review of the field result.

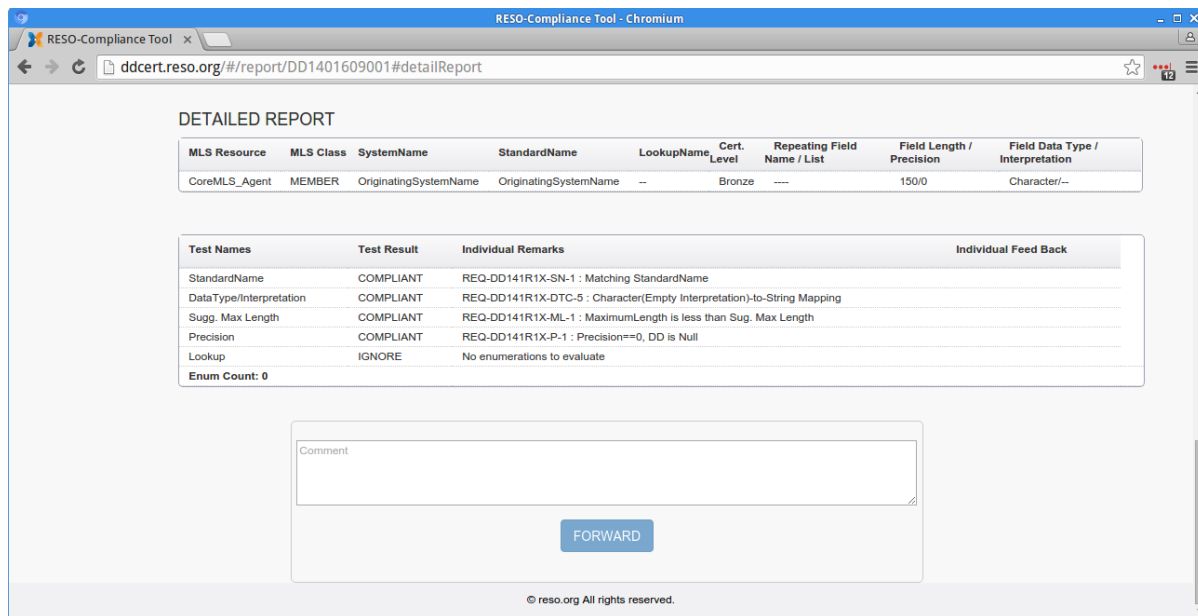


Figure 14: Test Results Part 4 (Detailed Report - Standard Field)

The Detailed Report for non-enumerated contains two sections. The first contains the field details. The second contains the results of the five compliance sub-tests.

The columns for the first section are:

- **MLS Resource:** The name of the resource as described in the data structure.
- **MLS Class:** The name of the class as described in the data structure.
- **SystemName:** The field's SystemName extracted from the tested data structure.
- **StandardName:** The field's StandardName extracted from the tested data structure.
- **LookupName:** The field's LookupName extracted from the tested data structure. This should be empty for non-enumerated fields.
- **Certification Level:** The field's Data Dictionary Certification level assignment.
- **Repeating Field Name / List:** The Data Dictionary defines some fields with repeating elements. This is the repeating field name that the testing tool identified for this field. (Additional information on Repeating Elements found within the Data Dictionary.)
- **Field Length / Precision:** The field's field length and precision extracted from the tested data structure.
- **Field Data Type / Interpretation:** The field's data type and interpretation extracted from the tested data structure.

The columns for the second section are:

- **Test Names:** Each field is evaluated in five different areas. The results for each of these tests are contained in each row. Explanations for each test is found in the Data Dictionary Testing Rules.
- **Test Result:** Each test is one of the following results: COMPLIANT, NOTICE, WARNING, ERROR, or OPEN. Explanations for each result is found in the Data Dictionary Testing Rules. OPEN is reserved for inconclusive testing results that must be reviewed prior to awarding/receiving certification.
- **Individual Remarks:** The automated test results provided by the DDTT.

- **Individual Feed Back:** The manual test results provided by RESO Certification Staff based on Supplemental Application Information or resolving OPEN issues.

RESO-Compliance Tool - Chromium

ddcert.reso.org/#/report/DD1401609001#detailReport

DETAILED REPORT

MLS Resource	MLS Class	SystemName	StandardName	LookupName	Cert. Level	Repeating Field Name / List	Field Length / Precision	Field Data Type / Interpretation
Property	PROPERTY	RESOStandardStatus	StandardStatus	1_17	Core	----	30/0	Character/Lookup

Test Names	Test Result	Individual Remarks	Individual Feed Back
StandardName	COMPLIANT	REQ-DD141R1X-SN-1 : Matching StandardName	
DataType/Interpretation	COMPLIANT	REQ-DD141R1X-DTC-6 : Character(Lookup Interpretation)-to-StringList,Single Mapping	
Sugg. Max Length	NOTICE	REQ-DD141R1X-ML-2 : MaximumLength is greater than Sug. Max Length	
Precision	COMPLIANT	REQ-DD141R1X-P-1 : Precision==0, DD is Null	
Lookup	COMPLIANT	MLS Lookup is accessible; [OPEN: 0] [ERROR: 0] [WARNING: 0] [NOTICE: 0] [COMPLIANT: 9] [IGNORE: 0]	

Enum Count: 9

Enum Value	Test Result	Enum Remarks
Enum Value	Result	Remark
Active	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; COMPLIANT: REQ-DD141R1X-ENUM-6:
Active Under Contract	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; COMPLIANT: REQ-DD141R1X-ENUM-6:
Canceled	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; COMPLIANT: REQ-DD141R1X-ENUM-6:
Closed	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; COMPLIANT: REQ-DD141R1X-ENUM-6:
Delete	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; COMPLIANT: REQ-DD141R1X-ENUM-6:
Expired	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; DD synonym not defined. Skipped Synonym
Hold	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; COMPLIANT: REQ-DD141R1X-ENUM-6:
Pending	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; COMPLIANT: REQ-DD141R1X-ENUM-6:
Withdrawn	COMPLIANT	COMPLIANT: REQ-DD141R1X-ENUM-1: Found Matching Enum for Locked DD field; COMPLIANT: REQ-DD141R1X-ENUM-6:

Comment

FORWARD

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Figure 15: Test Results Part 5 (Detailed Report - Enumerated Field)

The Detailed Report for enumerated contains three sections. The first contains the field details. The second contains the results of the five compliance sub-tests. The third contains the results for each of the enumerations found within the data structure.

The first and second sections are defined on the previous page. The third section displays the enumerated values. The text boxes at the top of each column will filter the enumerated values. There is a “Cancel Filter” icon to the far left of the fields to clear all filters in one click.

The columns for the third section are:

- **Enum Value:** The field’s enumeration value extracted from the tested data structure. For RETS 1.x, this matches the enumerations “LongValue”. The “ShortValue” and “Value” enumerations are not evaluated for certification purposes.
- **Test Result:** The result of the enumerated value.
- **Enum Remarks:** Detailed information from the testing of each of the enumerations.
- **Enum Feed Back:** Notes from the manual review of the field result.

6 Help and Support

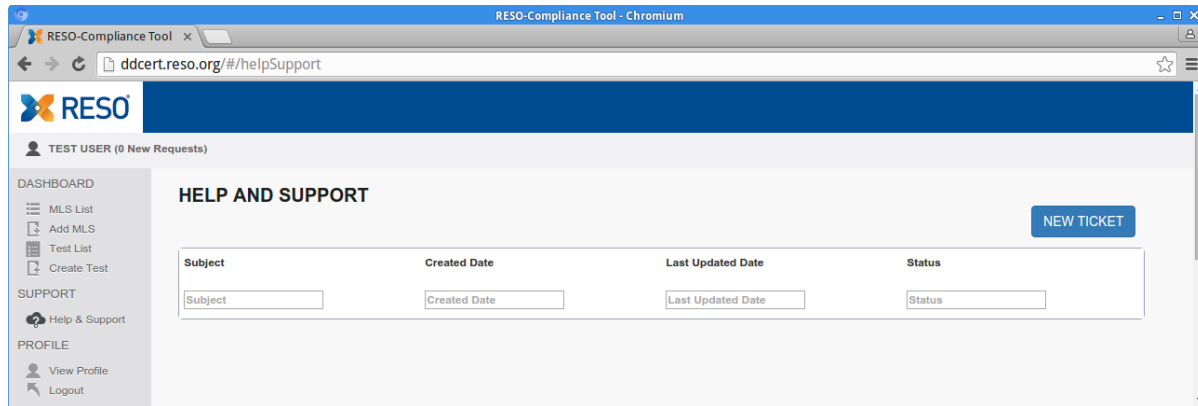


Figure 16: Help and Support Page (Empty Queue)

Guests have access to the “Help & Support” section where questions may be submitted using Tickets.

6.1 Help & Support (Submitting New Ticket)

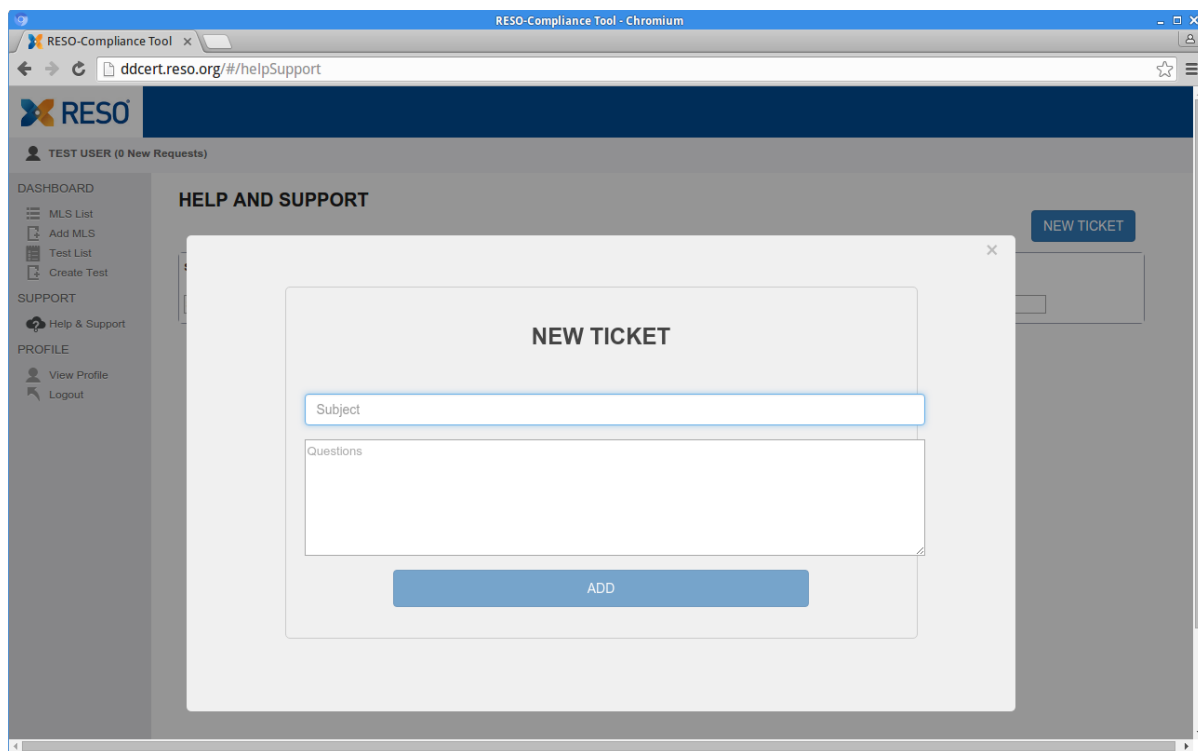
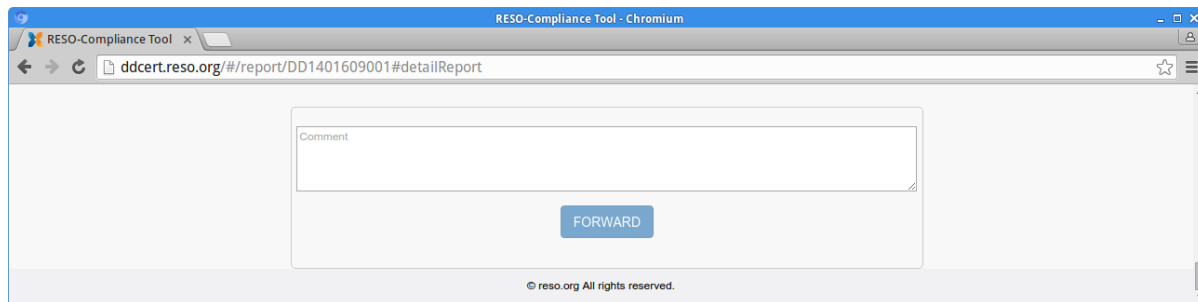


Figure 17: Help & Support (New "Generic" Ticket)

Any generic question may be submitted through the DDTT using the “New Ticket” button on the “Help and Support” screen. Questions may also be submitted via email to certification@reso.org.

6.2 Requesting Feedback (From Compliance Report)



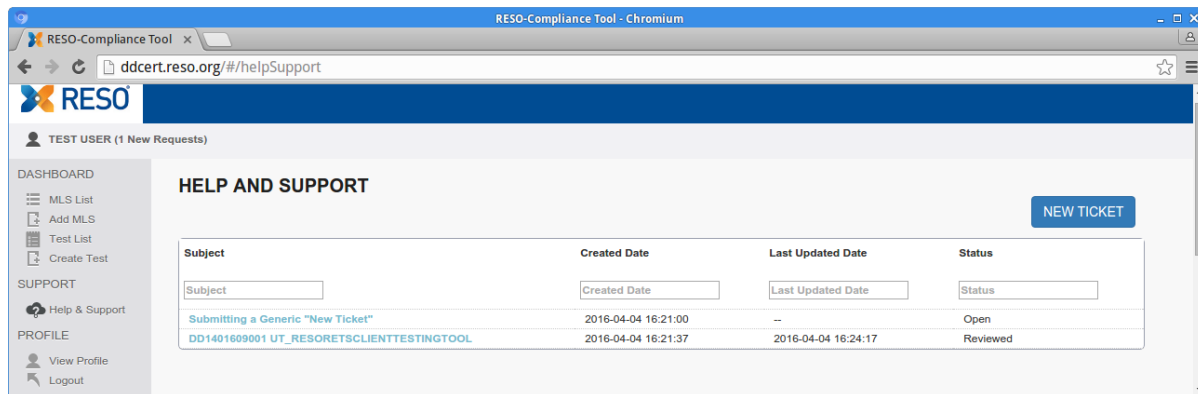
The screenshot shows a web browser window titled "RESO-Compliance Tool - Chromium". The address bar displays "ddcert.reso.org/#/report/DD1401609001#detailReport". The main content area features a large text input field labeled "Comment" and a blue button labeled "FORWARD". At the bottom of the page, there is a small copyright notice: "© reso.org All rights reserved."

Figure 18: Requesting Feedback on Compliance Report

Questions about the Compliance Report may be entered at the bottom of the report. Pressing "Forward" after entering the question will submit a ticket to be reviewed by RESO Staff.

NOTE: This is the preferred approach for submitting questions. By using this form, a link will be embedded within the ticket to quickly link back to the originating Compliance Report.

6.3 Returning to the Help and Support Tickets



The screenshot shows the "HELP AND SUPPORT" screen of the RESO-Compliance Tool. The page has a blue header with the RESO logo and a navigation sidebar on the left. The main content area includes a "NEW TICKET" button and a table of tickets.

Subject	Created Date	Last Updated Date	Status
Subject	Created Date	Last Updated Date	Status
Submitting a Generic "New Ticket"	2016-04-04 16:21:00	--	Open
DD1401609001 UT_RESORETSCIENTESTINGTOOL	2016-04-04 16:21:37	2016-04-04 16:24:17	Reviewed

Figure 19: Help & Support Screen (Ticket Queue)

All of the tickets submitted by a Guest can be viewed on the "Help and Support" screen. A Guests are able to see their own tickets.

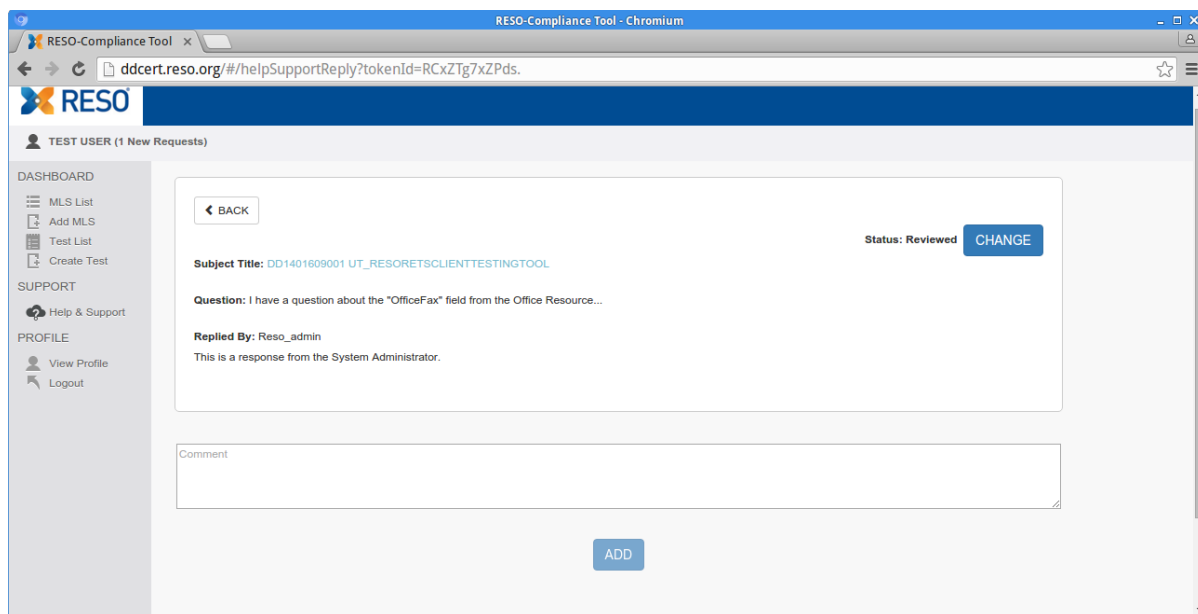


Figure 20: Ticket Details

A ticket generated from a Compliance Report will have the link back to the report at the top of the screen. The conversation at the may continue through the form at the bottom.

The “Status” of the ticket may be changed by those participating in the ticket.

7 Important Links

RESO Certification Central: <http://www.reso.org/certification/>

RESO Data Dictionary Testing Tool: <http://ddcert.reso.org/>

RESO Certification Support Email: certification@reso.org