



What is happening with MAX/Center?

Mainstreet is being decommissioned, and MAX/Center will be the main site for accessing RE/MAX tools and resources. Additionally, the existing MAX/Center (v.4) is undergoing needed improvements. Moving forward, the new MAX/Center (v.5) will be the go-to resource for accessing RE/MAX tools and resources.

Why is this happening?

The existing system powering Mainstreet is built on older infrastructure that is no longer supported by the service provider (Microsoft). This left us vulnerable to security threats and also restricted us on adding new features and functionality. The development of the new MAX/Center addresses these issues and is also an opportunity to update with current technology.

When will Mainstreet be decommissioned?

Mainstreet, (along with all its content), will be completely decommissioned when the new MAX/Center goes live on Monday, March 4.



When is the new MAX/Center launching?

The new MAX/center goes live on **Monday, March 4th**.

Will Mainstreet still be available?

No. Mainstreet will be completely decommissioned on March 4, 2019. The new MAX/Center will be the site for accessing RE/MAX tools and resources.

What are the benefits of the new MAX/Center for agents and brokers?

There are many, including increased security, a more streamlined UI, and easier navigation and search. Additionally, the interface will offer users the most relevant content based on their individual service areas and role (broker, agent, office staff, etc).

What are some specific improvements users can expect?

The most notable improvements include increased security, more frequent updates, streamlined UI, built-in tutorials, and better search functionality for content, and more robust agent/office search capabilities.



What are some specific new features users can expect?

New enhancements to the platform include powerful search functionality, a news feed with personalized content based on a user's profile type, an improved Agent & Office Search, and a new design that allows for faster load times.

How do I access the new MAX/Center?

On March 4, the web address remax.net will connect directly to MAX/Center. Although the existing maxcntr.com address will point to the new MAX/Center, users should update their bookmark from maxcntr.com to remax.net.

Are there any actions that I need to take?

Yes. Once the new platform is launched, you will receive an email to register for the new MAX/Center. Your user name will remain your @remax.net email address, but you will need to create a new password and security question to access MAX/Center. You should also update your photo with a high-resolution headshot (otherwise it will appear pixelated in the roster).



The New MAX/Center FAQs

Can I change the default look or the organization of the tiles?

No, not at this time. We are looking at implementing this functionality in the future.

How do you search for information on MAX/Center?

You can use the Universal Search, which is located at the top right corner on all pages. Certain pages such as the Newsfeed also have additional search functionality within the page.

Will my favorited apps/tiles transfer to the New MAX/Center?

Yes, all the app tiles that you've marked as favorites in the current platform will be migrated over and designated as favorites in the new MAX/Center. Your favorited items can be found by clicking the Navigation Menu (the "hamburger" icon on the top left) > Favorites.



The New MAX/Center FAQs

My Profile

My photo is blurry. How do I upload a new one?

The new MAX/Center displays photos as high-resolution, so any current low-resolution photos will appear pixelated and blurry. Now is the perfect time to update your headshot. To upload your new, high-res photo go to: MAX/Center > Navigation Menu (the “hamburger” icon in the top left) > Your image > Edit Profile. Please use professional headshots that do not include pets, vehicles, children or other objects.

How do I reset my Password or Security Question?

Go to: MAX/Center > Navigation Menu (the “hamburger” icon in the top left) > Your image > Settings > Change Password or Change Security Questions.

Referrals

Will I receive an email notification when a new referral has been sent?

When a new referral is sent, both the Receiver and Sender will receive email notifications.

Additionally, agents can check their Received, Sent, and Archived Referrals, by clicking the Referrals link on their profile page.



Will my referrals from Mainstreet transfer over?

Yes, all Received, Sent, and Archived Referrals that are in Mainstreet dated back to January 1, 2016 will transfer to the new MAX/Center.

Affiliate/Office Search

How do I search for an Agent or Office?

Go to: Navigation Menu > Find an Affiliate/Office. From here, click the appropriate link to search for an Affiliate or Office (or Corporate Staff). For the Affiliate search, you can designate criteria including location, title, specialty, designations and more. There are also toggle switches for displaying only those agents who have photos and/or are licensed.

News Feed

What is the News Feed?

Found under the Navigation Menu, the News Feed features the most timely and relevant MAX/Center content. Like the other tiles in MAX/Center, you can also “favorite” any content found in the News Feed section.



The New MAX/Center FAQs

What specific content is found in the News Feed?

The News Feed is where you find resources and content for RE/MAX departments and regions. Click the News Feed icon to access a dropdown menu that feature specific content on:

- Your RE/MAX Region
- RE/MAX Brands – The RE/MAX Collection, RE/MAX Commercial and RE/MAX Global
- Corporate Departments including Events, RE/MAX University, Marketing and more