

Quick Start Guide

Please use this 12-step guide to navigate a successful onboarding with eXp Commercial. Remember, our team is here to support you every step of the way.

For a checklist version of this guide, which you can use to mark off tasks as you complete them, please visit [this link](#).

Setup & Access

1

Explore the [eXp OKTA Dashboard](#) – Your localized access point for all eXp applications and systems.

Log into your OKTA account using your eXp passport credentials to quickly navigate to resources such as eXp Enterprise, Skyslope, Workplace, and more!

2

Sign in to [Workplace](#) – Your collaborative hub for online group work, messaging eXp staff and colleagues, video conferencing, and news sharing.

[Need help signing in to Workplace?](#)

[eXp Commercial Workplace Groups](#)

[Apple: Download Workplace](#)

[Android: Download Workplace](#)

[Apple: Download Workplace Chat](#)

[Android: Download Workplace Chat](#)

3

[Set up your eXp email alias](#) – Your primary point of contact for all things eXp.

You will receive a Welcome Email with your eXp email alias. Please check your spam/trash folder regularly. *Please note: Your eXp email address is an alias that forwards to your primary email. There is no separate eXp inbox.*

4

Visit the [eXp Commercial Advisor Center](#) – Your one-stop-shop for any and all information you might need.

From advisor tools, training and forms to helpful information on eXp and onboarding, this is the place to find the resources you need.

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Tools and Software

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Log in to [SkySlope](#) – An all-in-one platform for managing, storing, organizing, and auditing transactions anywhere, anytime.

Keep an eye out for a welcome email from SkySlope containing your login credentials.

[SkySlope Tutorial Videos](#)

6

Download [AIR CRE](#) – Offering eXp Commercial advisors free access to a full set of commercial real estate contract templates, including purchase, sale, lease, and listing agreements.

eXp Commercial advisors receive 50 lifetime credits for documents. Credits are used only upon document execution.

7

Discover [Moody's](#) – Offering integrated insights, analytics and enriched data to CRE professionals.

Moody's leverages trusted data, dynamic analytics, and extensive research to help institutions achieve efficiencies and drive growth in commercial real estate.

Sign up using [this form](#) Review [this FAQ](#) for more information

8

[Choose your market research tool](#) – You will need to make a selection between the following tools: *Please understand that you are only able to choose one.*

[Buildout](#) | [RealNex](#) | [Business Broker CRM](#)

Please note: Buildout syndicates to the eXp Commercial experts page. If you do not choose Buildout, you will not appear on the eXp Commercial website.

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Tools and Software (cont'd)

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Twilio – Alternative Phone Extension *(Optional)*

Twilio provides a business phone number and extension. This is an alias extension that will forward to your personal phone.

Upon activation at eXp, you will receive an email from no-reply@expcommercial.com titled "Your eXp Commercial Office, and Extension Number". If you have any questions, please contact the eXpert Care Concierge.

Training and Education

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Check the [eXp Commercial Training Calendar](#) for all weekly classes, training sessions, and events.

Add it to your personal calendar by selecting the "+" in the bottom right-hand corner.

Marketing and Branding

Note: Some states require a business number on marketing materials, such as business cards, so check with your State Broker Team for compliance in your state.

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Visit the [eXp Commercial Marketing Center](#) – Where you can find business cards, eXp logos, brand guidelines, marketing materials and more!

12

Check out our [Brand Store](#) – Shop apparel, brochures, signs, banners, event kits and more.



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Junior Advisors (If Applicable)

Unless waived, advisors with fewer than three transactions in the 24 months prior to onboarding must participate in our eXp Commercial Academy and enroll in the Mentor Program.



Register in the [eXp Commercial Academy](#) – A two-week program teaching junior advisors the fundamentals of building a successful real estate career with eXp Commercial.

[eXp Commercial Academy FAQ](#)



After completing the eXp Commercial Academy, enroll in the [Mentor Program](#) for ongoing guidance and transaction supervision.

[eXp Commercial Mentor Program FAQ](#)

Support/Contact Us

If you are experiencing issues or have any questions, please reach out to us using the respective contact method below.



Visit the commercial team in [eXp World](#), a web-based platform for enhanced real estate collaboration, support, networking and business development.

Get prompt support from:

[eXpert Care Concierge](#) | [Onboarding](#) | [State Brokers](#) | [Tech Support](#) | [Accounting](#)

Need help with eXp.World? Refer to the [eXp.World Basic Reference Guide](#)



Contact your state broker for any transaction or state-specific questions.

Reach out to them via [email](#), phone or [Workplace](#) Chat.

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Support/Contact Us (cont'd)



Add eXpert Care Concierge to your phone - Scan the QR code below for an instant contact card download.



Contact information for additional support:

[Commercial Concierge](#)

[eXp Referral Division](#)

[Mentor Program](#)

[Academy Program](#)

[Marketing](#)

[Growth](#)

[Groups](#)

[Onboarding](#)

[Agent Equity Program](#)