



Onboarding Guide

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Pre-Registration: Single Agent

Have Questions?

Visit with Staff in Onboarding and Agent Support

- Lobby Hours in eXp World 7 days a week
 - Monday through Friday 5am-8pm PST / 8am-11pm EST
 - Saturday and Sunday 5am to 5pm PST / 8am-8pm EST
- Call: 833-303-0610, press 1 for Pre-Onboarding Assistance
- Email: AgentOnboarding@exprealty.net

State Specific Questions?

Check-out our [State Joining Guides](#)

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Pre-Registration: Teams & Brokerages

Before Registering with eXp Realty

- General Questions
 - View [Teams at eXp Realty explained](#)
 - View sample [Team Documents](#)
 - Email TeamIntegrations@exprealty.net
 - Call (833) 303-0610 and press 3 for Team Support
- State Specific Questions
 - Check-out our [State Joining Guides](#)
 - Contact the Broker Team for questions about team names, marketing, branch offices, sales, or business questions
 - Email StateAbbreviation.Broker@exprealty.net
 - Visit them in eXp World - GO TO menu in the upper left
 - Broker State Rooms from the drop down
 - Choose your state from the map.

Registration: First Step Towards Onboarding

Let us know that you're interested in joining eXp Realty

- Register at join.exprealty.com
- We will set you up with a Guest Pass

Confirm your Guest Pass to our Join Application dashboard

- eXp Realty Tech Services will email your Guest Account credentials with instructions on how to set up your Guest Account. You will receive an email with the subject line: **Welcome from eXp Realty Let's get started**
- You will normally receive this email within 30 minutes. If you do not, please contact:
 - Email - agentonboarding@exprealty.net
 - Call - 833-303-0610, press 2 for Join Application questions
 - Chat - in the bottom right hand corner of the JoinApp website

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Getting ready to apply

Before proceeding with your application, be mindful of the following:

- Be ready to name your sponsor (if you have one), this is an irrevocable decision. Questions? Here's a short [video](#) on sponsorship at eXp Realty. If you are joining as part of an existing agent team or brokerage, remember to indicate when applying.
- If you are joining with a new to eXp Realty team or brokerage, make sure you have connected with your Team Integrations Specialist prior to starting your application.
- If you need, or think you need, a Letter of Intent for joining, review the [instructions here](#) before starting your application.

Completing your application

Be prepared with the following:

- Real Estate license number if you have one already
- Preferred method of commission disbursement (personal or business as allowed in your state)
- Direct Deposit information
- Payment authorization for the set-up fee (charged once you've been converted to active within eXp Realty)
- Which REALTOR Association and Multiple Listing Service you wish to be affiliated with.
 - Have you gotten their new agent or transfer packet?
 - Do you know the costs associated with joining these organizations?
 - Are you prepared to affiliate once your license has been transferred with the state?

License Verification & ICA Review by eXp Realty Staff

Depending on the time & day, this typically takes a few hours to complete

- Currently our Regional Teams review applications and ICAs by time zone 8am - 5pm Monday-Friday.
- Please note, if revisions are needed, you will be notified via email first, phone or text.
- Once your ICA is fully executed, you will receive a confirmation text message.
 - To download your ICA, you can log into your JoinApp Dashboard using the guest credentials from your welcome email (Subject: Welcome to eXp Realty Let's get started)

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License Transfer & REALTOR/MLS affiliation by your State Broker Team

The process and timing of license transfer or activation varies by state, and some may have additional steps you must perform as well.

- If you are in NY, TN & DE you must speak with the broker team to continue with License Activation/Transfer per state regulations. Please be proactive in reaching out to the Broker Teams.
- If you have not received notification your license was transferred and have not heard from the Broker Team within 24 business hours, please contact the team:
 - Email StateAbbreviation.onboarding@exprealty.net
 - eXp World: Go To Menu -> Broker State Floor -> State

Why you need to be REALTOR/MLS affiliated

REALTOR Associations require licensees affiliated with a REALTOR Firm to become REALTORS themselves.

- eXp Realty is a REALTOR Firm. Within days of joining eXp, all agents must affiliate themselves with a REALTOR Board and an MLS.
- eXp Realty does not control the costs or process associated with joining these organizations.
- Licensees should be proactive in investigating the costs and process prior to joining eXp Realty.
- eXp Realty is not affiliated with a forms provider. Many associations provide the Sales Contracts & Forms, but each state is unique.
- Please confirm with the State Broker Team or check the [State Joining Guide](#) for state specific instructions.

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Other REALTOR/MLS Services

If payment or documentation for other ancillary services (i.e., Showingtime or eKey) are required:

- Make sure you deliver the documents to the Broker Team
- Are ready to pay for the services
- Are ready to get the signed documents to the Association/MLS so they can complete the affiliations and subscriptions.

Have questions?

- Email StateAbbreviation.onboarding@exprealty.net
- Visit them in the World from the GO TO menu in the upper left corner
 - Broker State Rooms from the drop down
 - Choose your state from the map.

Getting to Active Agent Status at eXp Realty

Access your official Agent Passport account

- Look for your welcome email (Subject Line: Welcome to eXp Realty)
- Your Passport Account allows you to access many of the eXp Realty tools you will use with just one password.
 - eXp Enterprise & My eXp - what and why
 - Marketing Center
 - Workplace & Workplace Chat (by Meta)
 - eXp World access as an eXp Agent (The color of your name will change from green to blue.)

Now that you're active with eXp Realty

Skyslope

- Skyslope is eXp Realty's paperless transaction management tool. You will receive an email (Subject: Welcome to Skyslope).

Business Cards

- Redeem your New Agent Welcome Kit in your Okta Passport
- Pro Tip: If you would like your website or phone number on your cards, please make sure to set them up before you create your business cards.