

## CBRAR NEWSLETTER FOR OCTOBER 2025

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### EVENTS

**9th - Older Homes: Prepare for Your Buyer**,  
Lunch & Learn, Presented by the Affiliate  
Committee, 1 Hour of CE Credit

**14th - Ice Cream Social at The Cereal Plug**.  
5:00 pm - 7:00 pm.

**16th - Ethics/Standards of Conduct Class**  
3 Hours of CE or PL Credit

**16th - Fair Housing Class**, 2 Hours of CE or PL  
Credit

**21st - Legal Updates w/ Flood**, 2 Hours of CE  
Credit

**21st - Contracts Class**, 2 Hours of CE Credit

**21st - Virginia Agency Class**, 2 Hours of CE  
Credit

**23rd - Virginia Housing Real Estate Professional Training, 2 Hours of CE Credit**

**30th - 8 Hour Broker Class for Broker License Renewal**

Click here to register & for more information

**NEW MEMBERS**



**Welcome to our new members!**

**September 1st - September 30th**

**~Johnson, Michelle, Primary, with Abbitt Realty**

**CBRAR NEWS**



**CBRAR is looking for a few good members.**

**Join one of our Committees**

Join like minded members working for the good of the entire membership.  
call or email the association office for more details.  
Deadline to apply is October 15th  
Please Click on Ad for the application.

**Chesapeake Bay & Rivers Association of REALTORS®**  
804-776-0568      [cbrar@cbrar.com](mailto:cbrar@cbrar.com)

Please Click Here for Application

## **2026 Annual Dues**

**2026 Annual Dues will be invoiced on  
October 1st with a due date of  
October 31st.**

## **CBRAR Property Services MLS NEWS**

# **IMPORTANT: MLS System Downtime & Change Freeze – October 6–7**

As previously announced, CBRAR is excited to introduce our own Matrix MLS Platform, making a significant step forward in enhancing our services. This transition means we will be moving away from our previous Co-Op with CVR (Richmond MLS).

While we will no longer participate in the Co-Op, rest assured that we will continue sharing data with CVR, ensuring you still have access to their listings.

As part of the upcoming MLS system transition, please carefully review the following schedule and instructions:

- All MLS changes must be completed by 12:00 PM (noon) on Monday, October 6th.**
- Do not make any MLS changes after 12:00 PM on October 6th until after 11:00 AM on Tuesday, October 7th.**

## **System Downtime:**

- The **entire CBRAR/CVR MLS system will go offline around 6:00 PM on Monday, October 6th.**
- The system is expected to be **back online by 9:00 AM on Tuesday, October 7th.**
- On October 7th, CBRAR will be actively testing the system.
- **CVR MLS (Richmond) data** will be pulled back into the system with **48 hours** of conversion.

### **Action Items for Agents:**

- Please **pull any listing information you may need on Monday afternoon or Tuesday prior to noon on Monday.**
- While the system is down, you may also look up listing information using **RPR** ([www.narrpr.com](http://www.narrpr.com)).
- Please do not use saved URL's to login on the 7th - go to [www.cbrar.org](http://www.cbrar.org) and click on **MLS Login** at the top of the page. This will route you to the new CBRAR Clarity Dashboard.

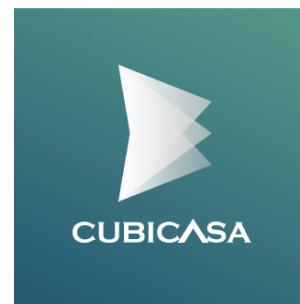
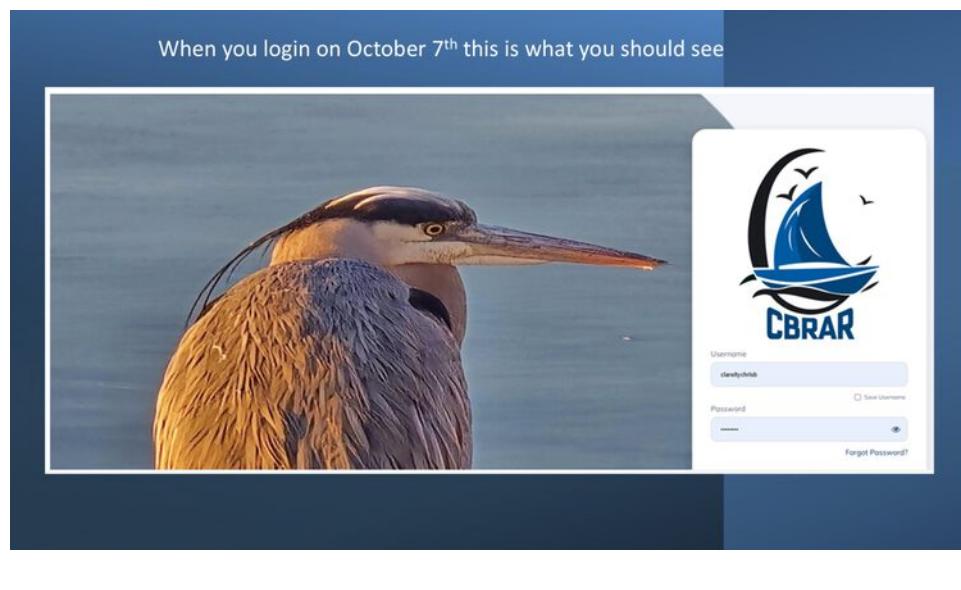
### **Reporting Issues:**

If you notice anything in the **Clarity Dashboard or Matrix system** that is not working correctly:

1. Take a screenshot of the issue.
2. Include a brief description of what you were doing at the time.
3. Report the issue to:  
**Email:** [susan@cbrar.com](mailto:susan@cbrar.com) or  
[cat@cbrar.com](mailto:cat@cbrar.com)  
**Phone:** (804) 776-0568

Your cooperation is greatly appreciated as we work to ensure a smooth and successful MLS conversion.

New Clareity Dashboard will look like this:



## Scanning Exterior Areas

CUBICASA®

### How To Scan Exterior Areas



CubiCasa 3.0

CubiCasa Sign Up PowerPoint

### MATRIX NEWS

### Dashboard & Timeline

In this video you'll learn how to configure your Matrix Dashboard and Client Portal Timeline.

SUBSCRIBE

Matrix™ Dashboard (& Timeline)

How to access Matrix and Portal activity.





## REALTOR® BENEFITS



## Virginia REALTORS®

**1-800-276-4216**

The Tech Helpline is a member benefit for full dues paying members offering support for hardware, software, networking and digital devices. Members can contact friendly and knowledgeable analysts

via [phone](#), [e-mail](#), or [online chat](#) for help with any device. The Tech Hotline will troubleshoot problems and offer solutions, often by 'remoting in' to your computer while you relax. The customer care team can advise you on hardware and software purchasing, and most importantly, they are

especially attuned to your needs as a REALTOR®.

## **Features Include:**

- Instruction for installing and configuring new hardware and software.
- Diagnosis and repair of computer hardware and software issues.
- Advice for purchasing hardware, software and services.
- Basic instruction with major software applications.
- Recommendations for upgrades and updates.
- Advice for performance optimization.
- Troubleshooting network issues.
- No limits on the number of calls or on the length of time per call.
- Experienced, reliable, professional and courteous assistance.
- Assistance in English or Spanish.
- U.S. based analysts located in Orlando, Florida.
- Analysts available via live technical support or online chat.

- Support is available Monday – Friday from 9 a.m. to 8 p.m. and Saturday from 9 a.m. to 5 p.m. Eastern Time.

[Click here for more information](#)



**NATIONAL  
ASSOCIATION OF  
REALTORS®**

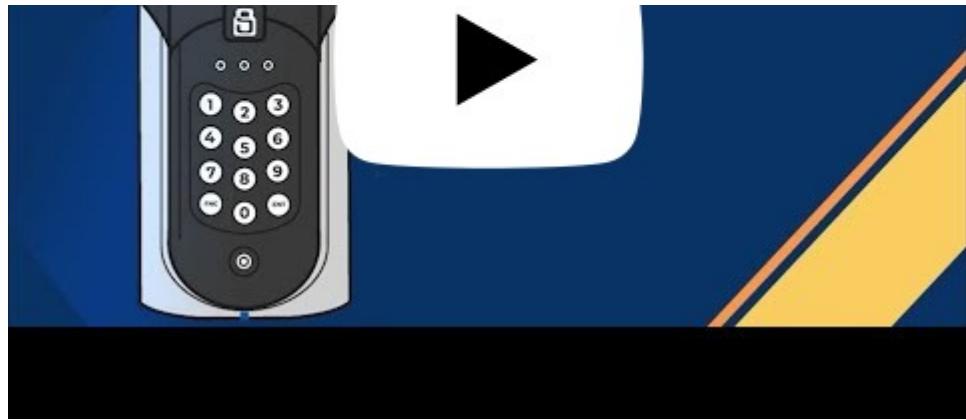
## **Maximize Your Membership Value**

NAR provides content, tools, professional development opportunities, and support for your career, whether you are just starting out or an experienced professional.

[Click here for more information](#)

## **SENTRILOCK NEWS**





- [0:00 SentriLock Self Guided Training](#)
- [0:02 Download and Setup](#)
- [1:27 Agent Safety](#)
- [3:33 Opening a Lockbox with Bluetooth](#)
- [5:48 Opening a Lockbox with NFC](#)
- [6:23 Release Shackle](#)
- [6:47 Assign a Lockbox to a Listing](#)
- [7:03 Property Access Settings](#)
- [7:47 Granting SentriConnect® Access](#)
- [8:58 Create a FlexCode®](#)
- [10:02 Create a One Day Code](#)
- [10:43 SentriConnect® versus FlexCode®](#)

[\*\*Register for SentriLock live virtual training!\*\*](#)

Click here to register and for more information.

## VAR NEWS



## **By the Numbers: Virginia Demographic Trends**

**October 1, 2025**

**2:00 PM - 3:00 PM**

Using 2024 data from the American Community Survey conducted by the US Census Bureau, this webinar will highlight key trends and characteristics of Virginia's population. Some areas of focus include the demographic profile of residents, migration trends, and housing conditions.

[Click here for more information](#)



**The Scoop Webinar: With**

**Jarrod Grasso**

**October 8, 2025**

**2:00 PM - 3:30 PM**

Jarrod C Grasso, the Senior Vice President of Industry Relations at the National Association of

REALTORS® (NAR), will take the virtual stage for the next installment of The Scoop! Tune in Live on October 8th to hear him as he covers the 3-way agreement, the value proposition, and the benefits and resources available to members.

[Click Here for more information](#)



The next FOREWARN trainings are **October 8th at 10 a.m. EST** and **October 22nd at 2 p.m. EST**. Join us as we demonstrate how to best utilize FOREWARN, share insider tips and tricks, and host a live Q&A session.

[Click here to register](#)

## NAR NEWS





## **Window to the Law: Adopting a Social Media Policy**

Social media is a powerful marketing tool for brokerages and their agents. Discover what topics a brokerage's social media policy should include to help reduce the risk of legal liability and reputational harm in this Window to the Law video.



### **October is Cybersecurity Awareness Month!**



Cybersecurity Awareness Month 2025, led by the [National Cybersecurity Alliance](#) and [CISA](#), takes place throughout October. The campaign

aims to educate the public and organizations on how to stay safe online, with a focus on new threats like AI-enhanced phishing and deepfakes, and how to build a culture of continuous security awareness. Resources such as toolkits, webinars, and event calendars are available to help individuals and organizations get involved.

## Safety Tips and Information

## RPR Training Schedule



## HELP NUMBERS & EMAILS

### HELP INFORMATION



**Clareity Dashboard:** 866-412-9845

**AnswerLink Support for Matrix:**  
866-412-9845

**Instanet/Transaction Desk:** (Lone Wolf)  
800-668-8768 Email: [tdsupport@lwolf.com](mailto:tdsupport@lwolf.com)

**Realist Tax:** 866-412-9845

**RPR:** 877-977-7576

**SentriLock:** 513-618-5800 /  
[support@sentrilock](mailto:support@sentrilock)

**Homes.com/HomeSnap:** Ph: 800-431-5509 Email: [support@homes.com](mailto:support@homes.com)

**Tech Support thru Virginia REALTORS®:** 1-800-276-4216 for ANY technology questions; home, work, or business.

## OFFICE INFORMATION



**Monday - Thursday, 9:00 am - 5:00 pm**  
**Friday: 9:00 am - 4:00 pm**



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