

Member Feedback Center – Frequently Asked Questions

What is the Member Feedback Center?

The Member Feedback Center is a new space on your Member Dashboard (which can be found by going to paartoday.com) where PAAR members can **submit ideas, report system bugs, and follow MLS updates** — all in one place. It helps the MLS Committee understand what matters most to our members and prioritize updates accordingly.

Who can submit feedback?

All **PAAR MLS members** have access to the Feedback Center. Simply click the **“Feedback Center”** ribbon at the bottom-right corner of your Member Dashboard to open the panel.



How do I submit a suggestion?

1. **Browse existing ideas first:** Click on “Ideas & Suggestions” in the Feedback Center to see if your idea already exists. If it does, upvote and comment to add your thoughts instead of creating a duplicate.
2. **Create new:** Click New Suggestion and enter a short, specific title (e.g., “Add rental restrictions field”).
3. **Explain fully:** Use the description box to include as much detail as possible — what improvement you’re suggesting, why it matters, and how it would benefit members or streamline workflows.
4. **Attachments (optional):** Add screenshots or files that help illustrate your idea.
5. **Select priority:** Choose how important your suggestion is (Not Important, Nice to Have, Important, or Critical).
6. **Submit:** Your suggestion will go through a brief moderation review to keep things organized and professional before appearing for others to see, vote on, and comment.

How do I report a bug?

1. **Create new:** Click Report a Bug and add a clear, specific title (e.g., “Flexmls photos not loading”).
2. **Describe the issue:** In the description, include:
 - What you were trying to do
 - What happened vs. what you expected
 - How often it occurs
 - MLS numbers or addresses if relevant

3. **Attachments (recommended):** Add screenshots or files that show the issue clearly.
4. **Select priority:** Choose how severe the issue is (Not Important, Nice to Have, Important, or Critical).
5. **Submit:** Your report will go through a brief moderation review to keep things organized and professional before appearing for others to see, vote on, and comment.

What do the priority levels mean?

When submitting feedback, you can choose how important your idea or issue is:

- **Not Important:** A low-impact suggestion or cosmetic improvement.
- **Nice to Have:** Would improve convenience or usability.
- **Important:** Impacts workflow or efficiency for many users.
- **Critical:** Significantly affects MLS function or daily operations.

Selecting the right priority helps MLS staff and the committee review and respond efficiently.

Can I delete or edit my submission?

Yes. You can edit your post anytime or **delete it** if needed. Just open your submission and click the delete option.

Are posts moderated?

Yes. All submissions go through a **quick moderation review** before being published. This step helps us:

- Avoid duplicate suggestions
- Keep feedback organized
- Ensure posts remain constructive and professional

Moderation is not about filtering opinions — it's simply to maintain a respectful, relevant space for member collaboration.

Can other members see my suggestions?

Yes. Transparency is key to the Feedback Center. Everyone can view, upvote, downvote, and comment on posts, so the community can see which ideas matter most.

How are ideas prioritized?

The MLS Committee and staff regularly review member feedback. Suggestions with the most votes, comments, and impact on MLS operations are prioritized for consideration and development.

How will I know if my idea or bug has been addressed?

Visit the **Recent Updates** section to see new MLS improvements and policy changes. You can also check the **Roadmap** to view what's currently being developed or coming soon.

Is my feedback anonymous?

Feedback is linked to your member profile for transparency and follow-up, but only other PAAR members and MLS staff can see it.

Where can I get help using the Feedback Center?

If you run into issues or need assistance, contact the MLS department at mls@paar.org