



3D MATTERPORT TOURS • 3D MODELING • PHOTOGRAPHY • VIDEOGRAPHY

# OUR FAQs

## HOW 3D MATTERPORT TOURS WORK

- We scan your property with the Matterport Pro 3D camera.
- You are not required to be on site during the scan. The scan can take a few hours depending on the size of the property and the services needed. You can give us the lockbox code for entrance to the property.
- The weather does not affect the 3D interior scan at all just the exterior. So if you want to get exterior shots, please be mindful of the weather. Also, you should prepare the house as to how you would like it to be seen as if it were a possible showing.
- Please be sure to communicate with homeowners to let them the work we are doing and that it maybe time consuming depending on the services needed for the property.

## IS HOSTING REQUIRED FOR ME TO HAVE FOR MY 3D MATTERPORT TOURS?

- No, hosting for 3D tours is included for one year with us, unless specified. Tours can be renewed for an additional fee of \$45.

## IS THERE A CANCELLATION FEE FOR MY SERVICE?

- We understand that unexpected circumstances can happen, therefore we only have a same day cancellation/rescheduled fee of \$25.

## HOW SOON CAN I EXPECT MY 3D MATTERPORT TOUR AFTER SCANNING?

- Most tours are edited and uploaded within 24 hours. We will email you instructions with two links that you can choose from -- branded and unbranded along with the dollhouse image and floorplan(s).With that, your 3D model is ready for you to explore and share with others.

## IS THERE A MINIMUM CHARGE FOR 3D MATTERPORT TOURS?

- There is a minimum \$100 charge for 3D Matterport Tours.

### **WHAT DO YOU USE TO DELIVER PRODUCTS?**

- We use Microsoft OneDrive to deliver your products. A shareable link will be created and shared with you to download. Please note that our links do expire within 3 days so be sure to download the entire folder and save onto your device.

### **DO I NEED TO CREATE A LOGIN FOR ONEDRIVE TO SEE MY FINISHED PRODUCTS?**

- No. Any products shared through Microsoft Onedrive do not require any logins.

### **HOW DO I DOWNLOAD FILES FROM ONEDRIVE?**

- After clicking on the link to access the property, there is a set of icons on the right (top right corner) that you will see, containing a magnifying glass, and arrow pointing downward. Click on the arrow that points downward, and then all files within the property collection will be downloaded into a folder.

If you are looking to download individual files, have your mouse hover over the file name, and you will see another set of icons appear on the right where the files listed size and comments used to be. There will be another arrow pointing downward, and clicking on that will have the file be downloaded as an individual item.

### **HOW DO I UPLOAD MY 3D MATTERPORT TOUR TO ZILLOW?**

- Log in to your Zillow account and click on the Listings section under your name. Then click on Edit Listings and find the listing that you want to add the 3D Tour link to. When editing a listing, you will see a space to insert a link called Virtual Tour URL. Copy the link for the 3D Tour that you wish to utilize, and paste it in the space. Save your edits.

### **HOW DO I UPLOAD MY 3D MATTERPORT TOUR TO REALTOR.COM**

- Log in to your Realtor.com account, find the listing you want to add the link to and click edit. Under the section Showcasing Enhancements you will see a space with a plus sign that says Virtual Tours. Click on the plus sign to have a box to enter a URL appear underneath. Copy and paste the 3D Tour link you wish to utilize in the box and click on the save button underneath.

### **HOW DO I UPLOAD MY 3D MATTERPORT TOUR TO NEOHREX?**

- Log in to your Neohrex account, and under the My Matrix tab, click on My Listings. Then, click on the property that you want to add the 3D Tour link to. Scroll all the way to the bottom of the page and click on edit. Under Select From, click on Manage Virtual Tours. Copy and paste the 3D Tour link you wish to utilize in the box under Virtual Tour 3D and save your edits.

**To book your service call 216-352-1197 or visit our website at [www.cle3d.com](http://www.cle3d.com) to schedule your appointment.**

There is a same day cancellation/rescheduled fee of \$25. Minimum \$100 charge for 3D Matterport Tours. Mileage fee of \$0.55/mile(round trip) outside of 25 miles of Rocky River, OH 44116.