

# Form Simplicity FAQs

## Q: What is Form Simplicity?

A: Form Simplicity is an online program that provides electronic use of the Arkansas REALTORS® Association copyrighted contracts. It allows brokers/agents to print, sign, or digitally send the necessary forms to conduct a real estate transaction. Form Simplicity has many useful features such as esign, attaching a company logo, or accessing forms through mobile devices.

## Purchasing Questions

### Q: What is the cost for Form Simplicity?

A: Form Simplicity access has an **annual** cost that coincides with each calendar year. There is a standard fee for the office, which includes the broker's use and an additional fee for each agent. Regardless of whether an agent will be using the software (or how frequently it will be used) the agent fee is required for each licensed agent at the time of purchase. The annual cost for Form Simplicity access is never prorated. Check the purchase agreement for current pricing.

### Q: Where can I purchase Form Simplicity?

A: The purchase agreement and order form can be found at [www.arkansasrealtors.com](http://www.arkansasrealtors.com) . Information is available on the member side of the website which requires an active NRDS# to log in and view.

### Q: Who can purchase Form Simplicity?

A: Access is sold to an office and is to be purchased by the broker of that office. Form Simplicity is only available to members/offices that have an active status membership with an Arkansas local board or ARA directly.

### Q: Does my Form Simplicity automatically renew for the next year or will I be sent a bill?

A: Form Simplicity access ends on the final day of the calendar year. You are not automatically renewed or billed. If you would like to continue use of the software and have access to the new forms that will be released for the upcoming year then a new purchase agreement and payment must be submitted. Sales for the upcoming year usually begin a month or two before the end of the current year so that orders can be placed and service is not interrupted.

## Getting Started

Q: Where do I go to access Form Simplicity?

A: <https://ara.formsimplicity.com/>

Q: Do I download or install anything for Form Simplicity?

A: Form Simplicity requires the most up to date version of Adobe Reader. It may be downloaded for free at <http://get.adobe.com/reader/> . When on the Form Simplicity login page there will be a system checklist displayed below the login button. If all criteria has green checkmarks then your system can properly use the electronic forms. **If you are using Google Chrome or Foxfire for your browser you may have to adjust your browser's settings. Please see the notices posted on the last two pages.**

LOGIN

## SYSTEM CHECKLIST

✓ Operating System: Win7

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✓ Adobe Reader: 11.0.

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✓ Browser: Explorer 7

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### Form Simplicity Requirements

PC	VS.	MAC
Adobe Reader 10 or higher 		Adobe Reader 10 or higher 
Internet Explorer 9 or higher 		Apple Safari 9 or higher 
Firefox 8 or higher 		
Google Chrome 		



**Q: My office or I have purchased Form Simplicity for the current year, how do I get a login/password to use it?**

**A:** Go to <https://ara.formsimplicity.com>. Click the [Forgot/Register Password?](#) link above the Login button.

Enter your First and Last Name. Select Arkansas as the state if it is not already selected and hit the search button.

## LOGIN

User ID

Password

[Forgot/ Register Password?](#)

LOGIN

### Name Search

First Name:

Last Name:

State:

SEARCH

CANCEL

If your name appears on the list after the search select it to continue. Then, enter your email address and a registration link will be sent to that email account in order to set up your password. **The email address entered must match what your local board currently has on file for you.**

**These steps can also be followed if a user needs to change their password or cannot remember it in order to login.**

## Form Simplicity Resources

### Form Simplicity Tech Helpline

1-877-573-8101

Monday-Friday 8 am – 7 pm

Saturdays 8 am – 4 pm

**Form Simplicity Tech Chat:** <http://messenger.providesupport.com/messenger/techhelpline.html>

**Form Simplicity Tech Email:** [support@technologyhelpline.com](mailto:support@technologyhelpline.com)

**Agent Users guide:** *Includes instructions on how to get a form, create a forms package, transaction, clauses, & contacts.*

<http://www.arkansasrealtors.com/wp-content/uploads/2013/02/Ultimate-Edition-Reference-Information.pdf>

**Broker Users guide:** *Includes instructions on how to upload your logo, create assistant accounts, disable forms, and view all company transactions.*

<http://www.arkansasrealtors.com/wp-content/uploads/2013/02/Broker-Features-Guide.pdf>

**Once logged in to the Form Simplicity website look for the 'Help' Tab on the top of the screen to register for weekly training webinars and access other helpful guides.**

## Troubleshooting

### Q: I searched my name to register and I did not appear on the list, what do I do?

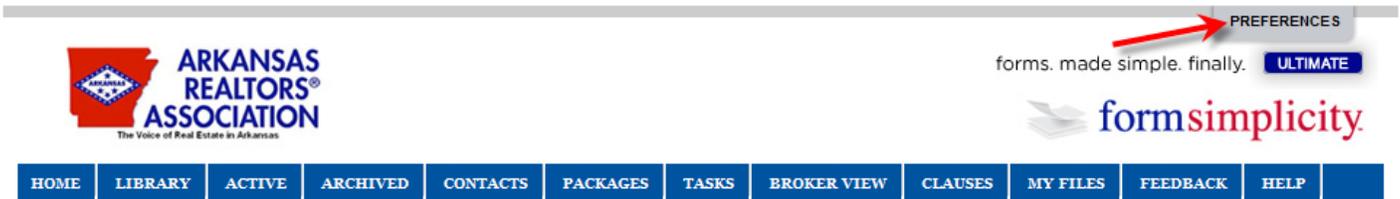
A: If you are a member in good standing and are current on your dues then your name should appear. How recently did you apply for membership with your board? It takes time for your application to be processed and for your information to be received in order to be included on the daily Form Simplicity update that is sent. With that in mind, if it has been at least a week since your board received your application and dues, please contact them to check the status of your membership or call ARA directly for questions regarding this process.

### Q: My email address is not registered with Form Simplicity or I need to update it, who do I contact?

A: Any information Form Simplicity has on file for you pulls directly from Realtor.org or from what your local board has on file in NRDS. In order to change your email address on file, contact your local board to do so or visit Realtor.org to personally update it. Once you have done so it may take 24 to 48 hours for the change to be reflected on your electronic forms. After that time if your email is still incorrect, please read the following FAQ.

### Q: I've updated my email several days ago with my local board or on Realtor.org, but my forms and esign still show my old email address, what should I do now?

A: Log in to Form Simplicity and click on the 'Preferences' tab on the top-right of the screen.



Update your email address at the bottom and click 'Save Changes'.

Account Information

Email:

Login ID:

SAVE CHANGES

### Q: My name or office is incorrectly spelled, how do I change that?

A: Any information Form Simplicity has on file for you pulls directly from Realtor.org or from what your local board has on file. In order to change your information on file, contact your local board to do so or visit Realtor.org to personally update it. Once you have done so it may take 24 to 48 hours for the change to be reflected on your electronic forms.

*\*Please note, that your board will not change your name to anything that differs from your AREC license information.*

**Q: I recently changed offices and when I log in to Form Simplicity it still shows my old office logo/information, how do I get that updated?**

A: When changing offices or opening your own there are a few steps that need to be taken in order to update your information. Contacting the Arkansas Real Estate Commission would be your first step for transferring your license or setting up your new office. Once all paperwork has been filed and processed with the AREC, the next step would be to contact your local board to update your membership information. **If you are a member of any secondary boards, please contact them and make them aware of your changes as well.** Once your local board has updated your membership records, please allow up to 48 hours for the change to be reflected on your electronic forms. **Since Form Simplicity is sold to an office, your Form Simplicity access will not continue if moving to an office that has not purchased the electronic forms for the year.**

**Q: Help! The form I need is not listed in my library!**

A: Most likely the broker's account has disabled this form. Check with your broker. When a broker views their list of forms they have an additional column on the right hand side. This column allows a form to be enabled or disabled to their agents.

**Q: I cannot get my form to open or load. Why can't I view it?**

A: Are you using Google Chrome or a Firefox browser? If so, please read the notice on the last two pages. You may have to adjust your settings for your browser to properly use Adobe Reader. Also is your Adobe Reader up to date? If your settings are correct and your Reader is up to date, but you are still having trouble viewing your forms then please call the Tech Helpline at 1-877-573-8101 for assistance.

**Q: How do I know my Adobe Reader is up to date? How do I update it?**

A: Open your Adobe Reader. Select '**Help**' on the top menu bar, then select '**Check for Updates...**'

**Q: My forms look different from the last time I viewed them, why is that?**

A: Since Form Simplicity can also be used on mobile devices there are two ways to view your forms. One is the HTML EDITOR Mobile and the other is PDF EDITOR. Since most mobile devices do not support Adobe products, HTML EDITOR simplifies the look of the form for mobile devices in order to easily be used on tablets, phones, and iPads. The PDF EDITOR is your standard view for laptops or desktop computers. You can click between the views by selecting either tab



above the box that displays your form (as pictured above). The one in use will be darker. If you've already started filling out a form you must save your document before switching views.

**Q: I forgot my password, how do I retrieve it?**

A: You will have to reset your password and assign a new one.

Click the [Forgot/Register Password?](#) link above the Login button. Enter your First and Last Name.

Select Arkansas as the state if it is not already selected and hit the search button.

## LOGIN

User ID

Password

[Forgot/ Register Password?](#)

LOGIN

### Name Search

First Name:

Last Name:

State:

SEARCH

CANCEL

If your name appears on the list after the search select it to continue, then enter your email address and a link will be sent to that email account in order for you to reset your password. **The email address entered must match what your local board currently has on file for you.**

## Notice to Firefox Users:

### Firefox 19

We do apologize. Due to a new update to the Mozilla Firefox 19 web browser there has been a direct effect to the compatibility of the forms. However we do currently have a workaround to fix the issue on PC's. (See below) Unfortunately at this time the Mozilla Firefox 19 Browser is non-compatible with a MAC computers. We are currently working on a fix. Once again we do apologize for the inconvenience.

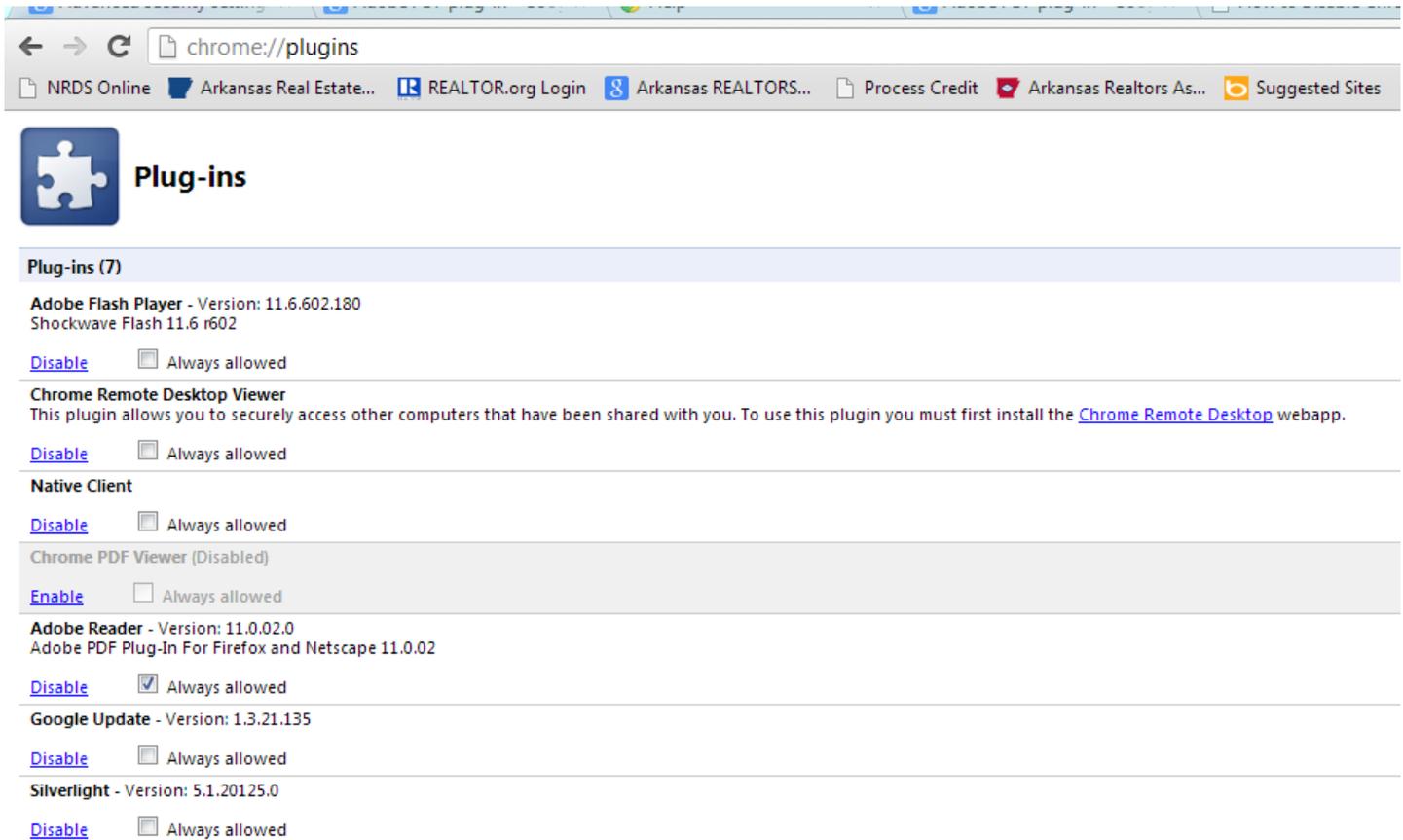
Instructions:

1. Open Firefox then click on the Firefox Tools on the Top.
2. Click Options >> Options
3. Go to the Applications Tab
4. On the List Scroll down to "Portable Document Format (PDF)"
5. Select "Use Adobe Acrobat (in Firefox)"
6. Click Ok
7. Restart Firefox and Test on Form Simplicity.

## Notice to Google Chrome Users:

Google Chrome does not make Adobe Reader the default for opening up PDF documents, because that browser comes with its own PDF viewer. This could cause you to initially have trouble accessing your forms or give you a message stating that you have not downloaded Adobe Reader, when you have already done so. Below is a picture of how to change your settings to correct this.

In the browser bar type **chrome://plugins** this will then take you to the settings you should adjust. On this page make sure to select **Disable** for **Chrome PDF Viewer**. (If it is disabled, it will be grayed out like below) and make sure Adobe Reader is **Enabled** (not grayed). You may want to select **Always allowed** to be on the safe side for your Adobe Reader.



**Plug-ins**

**Plug-ins (7)**

**Adobe Flash Player** - Version: 11.6.602.180  
Shockwave Flash 11.6 r602  
[Disable](#)  Always allowed

**Chrome Remote Desktop Viewer**  
This plugin allows you to securely access other computers that have been shared with you. To use this plugin you must first install the [Chrome Remote Desktop](#) webapp.  
[Disable](#)  Always allowed

**Native Client**  
[Disable](#)  Always allowed

**Chrome PDF Viewer (Disabled)**  
[Enable](#)  Always allowed

**Adobe Reader** - Version: 11.0.02.0  
Adobe PDF Plug-In For Firefox and Netscape 11.0.02  
[Disable](#)  Always allowed

**Google Update** - Version: 1.3.21.135  
[Disable](#)  Always allowed

**Silverlight** - Version: 5.1.20125.0  
[Disable](#)  Always allowed

## Need Form Simplicity Training for your entire office or Board?

Email your request to Ladonna Ignatiuk, ARA Risk Reduction & Membership Director at [ladonna@arkansasrealtors.com](mailto:ladonna@arkansasrealtors.com). Please include in your request the date, time, location & number of attendees.

## Stay informed

Bookmark the Arkansas REALTORS® Association homepage at [www.arkansasrealtors.com](http://www.arkansasrealtors.com) and like our Facebook page <https://www.facebook.com/ArkansasRealtors> to stay informed on any Form Simplicity changes or news. Form Simplicity announcements are also posted in our biweekly electronic newsletter.