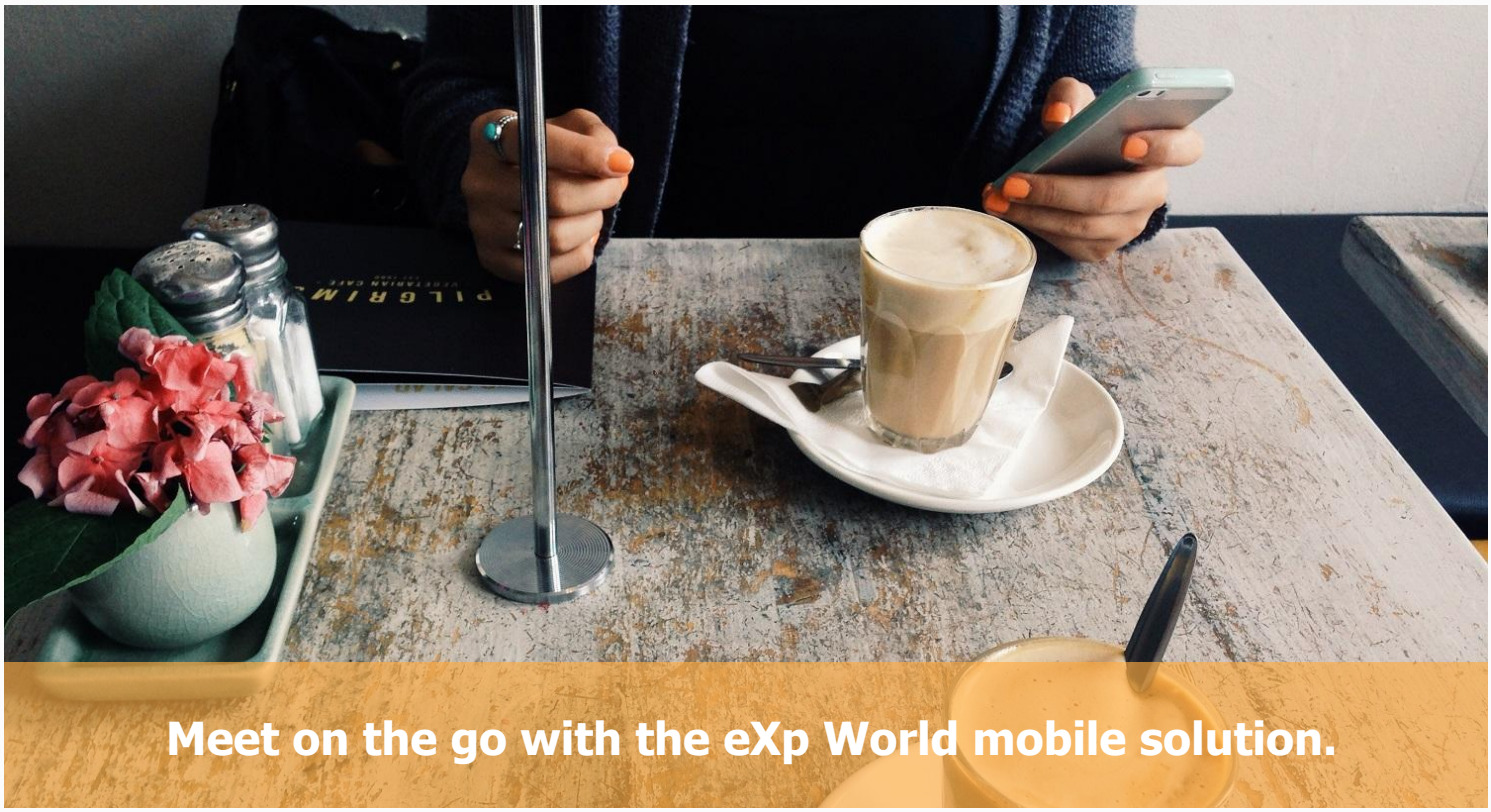
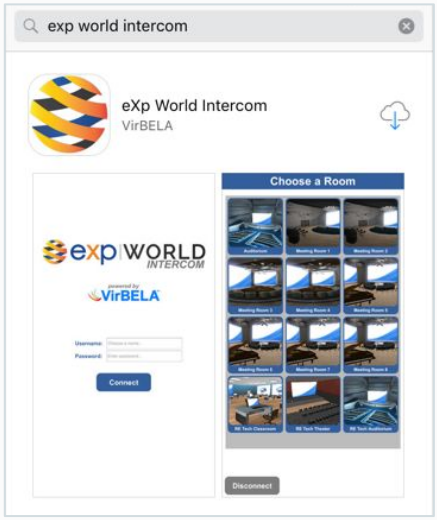
A Guide to eXp World Mobile



Overview

What is eXp World? What are the benefits to agents?

As an eXp agent, you are inherently mobile, but you'll still want to be connected to eXp World from any location. eXp World Mobile gives agents the convenience and flexibility to audibly join meeting rooms from anywhere, on the mobile device of their choice! This app is perfect for helping on-the-go agents participate in trainings and events, along with company and team meetings from nearly anywhere.



eXp World Mobile is now available! Keep reading to learn more about:

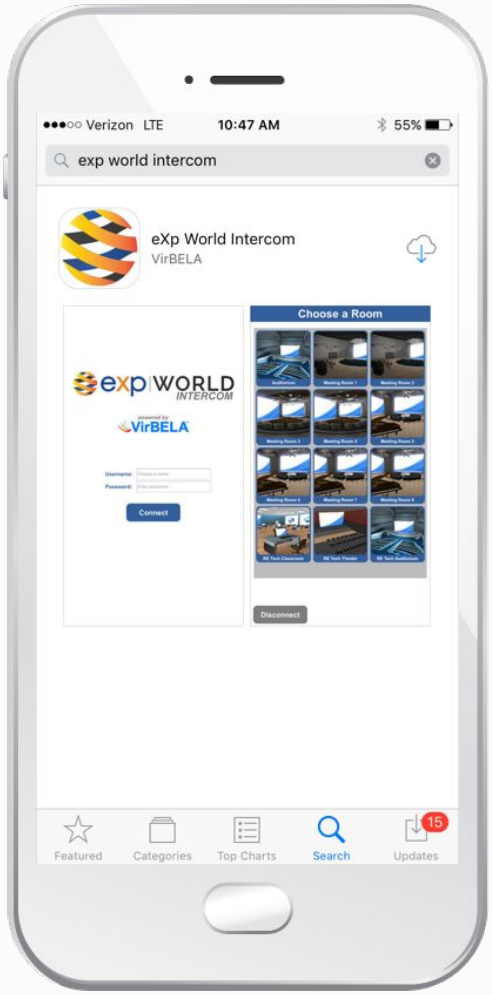
1. Downloading the App
2. Signing in to eXp World Mobile
3. Using the App
4. Frequently Asked Questions

A Guide to eXp World Mobile

1. Download the App

eXp World Mobile is available for IOS and Android devices.

1. On your mobile device, go to Google Play or Apple AppStore
2. Search for **"eXp World"**
3. Download the app



2. Signing in to eXp World Mobile

When you start the app:

- Enter your name as you want it to appear under Username
- NOTE: This is NOT currently connected to your current eXp World Account
    - **Enter the following password: @eXp2017.** ***This is an internal password, please do not share outside the company.***

Username: Your Name

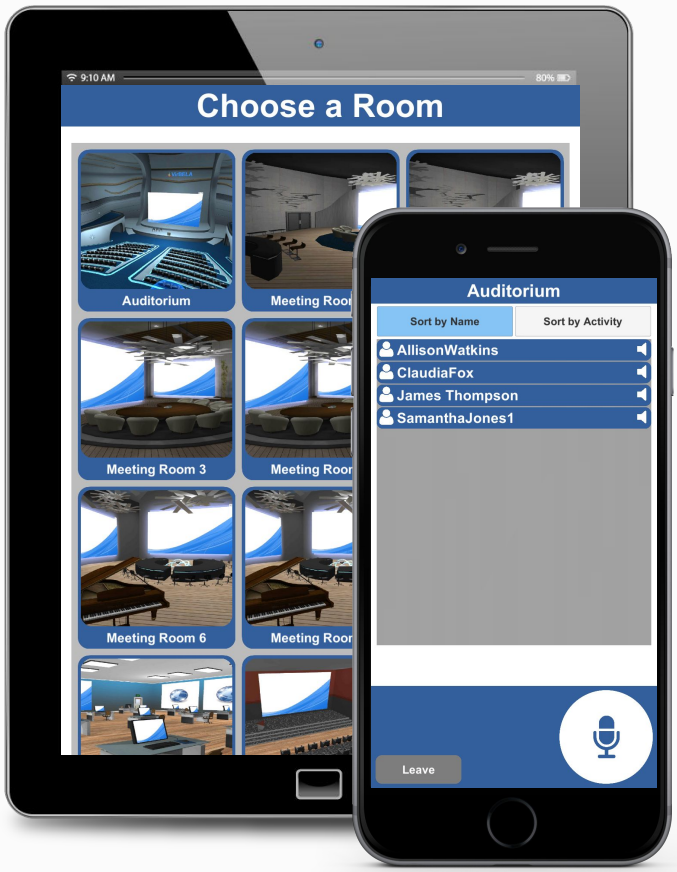
Password: @eXp2017

3. Using the App

In the app you will see, "Choose a Room" for a 1-click list of meeting rooms:

- Tap on the room you wish to join
- You will be able to see the number and names of users in the room
- Tap on "Join Room"
- When in a meeting, press and hold the microphone button to talk -- you will hear a beep. Your name on the list and the microphone button will turn green, and the bottom of the window says "You are talking". When you are done talking, release the button.
- When in a room, you can view and sort the attendee list by tapping "Sort by Name/Activity"
- Tap "Leave" when finished in a room

When you wish to close the app tap on "Disconnect"



4. Frequently Asked Questions

Q. Which rooms can I access?

Currently, you can access 14 of the most common meeting rooms.

Q. Why can't I access agent services, tech support and common areas?

eXp World Mobile allows agents to audibly participate in eXp World from their mobile device. At this time, it is not designed to provide a full eXp World experience. For example, in a meeting, it is okay to wait for a pause and start talking. In agent services, it is interaction based where someone will greet you and answer your questions or walk you to a private area to have a discussion. Using eXp World Mobile, you aren't able to walk an avatar to a private room which would not provide the proper level of personal service.

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Q. Do I have an avatar?

eXp World Mobile allows agents to audibly participate in eXp World from their mobile device. When using eXp World Mobile, your avatar does not show up to participants in the PC or Mac version of eXp World, but attendees can hear your voice and your name will appear in the participant list. At this time, it is not designed to provide a full eXp World experience.

Q. Can I see who else is in the room?

Yes. When you tap on the room you wish to join, you will be able to see the names of users in the room. When in a room, you can view and sort the attendee list by tapping "Sort by Name/Activity."

Q. Can I see the chat window/can I chat?

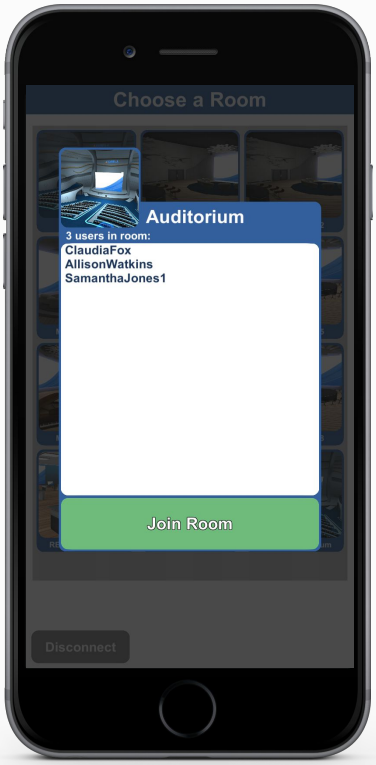
No. Chat functionality is not available.

Q. What if everyone joined on mobile. Will it scale?

Yes. The mobile app is based on the same back-end system as the full-featured eXp World.

Q. What's next?

eXp World Mobile is one of many technology solutions we are working on based on agent feedback, and we will continue to enhance it with the agent experience in mind.



Still have questions about eXp World Mobile?
*For assistance, email **support@exprealty.com** or use the feedback button in Enterprise.*