

RE/MAX University ON DEMAND



The screenshot shows the RE/MAX University website. At the top, there's a navigation bar with 'Home', 'Connect', 'Learn', 'Marketing', 'Events', 'News', and 'Shop'. A search dropdown is open, showing options like 'Mainstreet', 'This Site: Learn', 'Mainstreet', 'Calendars', 'Downloads', 'Message Boards', 'News', 'Shop', 'Training', and 'Videos'. Below the navigation is a video player with a play button and a lowercase 'i' icon in the corner. To the right of the video player is a sidebar with 'RE/MAX UNIVERSITY' branding and sections for 'INVEST IN YOUR FUTURE', 'PURCHASE YOUR ROKU PLAYER TODAY', 'Courses', 'Training Calendar', 'About RU', and 'Video Links'. At the bottom, there's a 'Featured Links' section and a 'library' section with thumbnails for 'quick hits' videos categorized by 'business operations', 'buyers', 'commercial', and 'community citizenship'.

Command central for RE/MAX University on Demand.

Clicking the lowercase "i" in this corner opens the same details window you get by hovering your cursor over the thumbnail images below.

Browse for videos based on topics, or use one of the other navigation options (New, Favorites or courses). When a live stream is available, a live-program option appears in this bar, too.

Hover your cursor over thumbnails to see episode details. If there's a "Materials" button in the small screen that opens, click it for a related download. "More Info" opens a viewer page for the video. On that page, the Related Materials "View" link opens the file.

Download the latest catalog to see most of RU's offerings in a single location.

In the U.S. and Canada: After you buy your Roku player, here's how to activate the RE/MAX University channel.

Keyword search for videos. Or, select "Training" to search for webinars.

In the U.S. and Canada: Click here to register for a professional designation or certification course. Then hover cursor over the course's thumbnail image and select "purchase" in the upper half of the details window that opens.

Find upcoming webinars.

Learn more about the new RU; read through the FAQs; link to education partners (Realtor University, CE courses, Buffini & Company, CDPE). And, in the U.S. and Canada: Learn more about the Roku player.

Videos you can share with your clients and prospects.

Frequently Asked Questions

What is RE/MAX University on Demand?

Answer: 24/7 access to industry-leading courses, panels, expert speakers, motivators and informational sessions on your television, computer or iPhone. More than 1,000 videos and webinars are available, including tip-focused shorts called “Quick Hits.” To view RE/MAX University programming on your TV, you need to buy a Roku digital media player (U.S. and Canada). To buy one, visit www.roku.com/remax. An international version of the digital media player will be available soon. For more about the Roku player, see the Roku section of the FAQs.

Is a Roku player required to watch RE/MAX University on Demand videos?

Answer: No. RE/MAX University programming is available to any RE/MAX Associate in the world with a high-speed Internet connection – via the “Learn” tab on [RE/MAX Mainstreet \(remax.net\)](http://RE/MAX Mainstreet (remax.net)).

How do I register for RE/MAX University designation or certification courses?

Answer: The following steps are the same for Mainstreet or the Roku player.

1. On the Learn page of RE/MAX Mainstreet, choose the Courses link.
2. Click on a course icon. You’ll see the description and pricing, plus links for more detailed information, preview links and the option to purchase the course.
3. To view a short sample of the course, select the Preview button.
4. Select the More Info button to see course details, including the program length and information on whether an exam is required.
5. To register, select the Purchase button, provide payment information and add the course to your shopping cart.
6. Course materials will be sent to you, arriving in approximately five days.
7. Begin viewing the course, either on Mainstreet (all Associates) or on your television through your Roku player (U.S. and Canadian Associates).

How long do I have access to a designation/certification video after I register and pay?

Answer: The viewing window varies, typically ranging from 30 days to as many as 120 days, depending on the conferring organization’s policy.

What if I don’t complete the course prior to the deadline?

Answer: Preferably the course should be completed within the designated timeframe. But if circumstances force a delay, you may contact RE/MAX University to see if an extension can be arranged with the conferring organization.

Are there downloads with Quick Hits, like there were with TOD videos? How do I access them?

Answer: Yes. When you hover your mouse cursor over a thumbnail image of the video below the player, a box opens containing episode details. (Another option is to click the small “i” in the upper right corner of the video player screen, when your desired video is playing in it). In the lower left corner of the box, click “More Info” to open a player page dedicated to that video. To the right of the video player on that page there will be a version of the thumbnail image. Below it, click “View” after the “Related Materials” reference. This opens a PDF with summary points from the video and additional resources. Not all videos have related materials.

Can downloads be accessed through the Roku player?

Answer: No. The downloads accompanying Quick Hits or other RE/MAX University videos are accessible only through RE/MAX Mainstreet.

Is there a comprehensive listing of all RE/MAX University videos in one central location?

Answer: The [RE/MAX University Catalog](#) is printed twice per year with a close-to-comprehensive listing. But new RU videos are being added weekly. So searching or navigating through the channels and subchannels is the only way to find all available programs on any given day. Most pages in Mainstreet’s “Learn” area include the RU Catalog in the “Featured Links” navigation box on the right side of the pages.

QUESTIONS SPECIFIC TO THE ROKU PLAYER

What is a Roku player?

Answer: It’s a compact, easy-to-set-up, digital media player that enables you to view Internet-hosted programs on your TV: movies, TV episodes, sporting events – and the RE/MAX University channel. Connect your Roku player to your TV and high-speed Internet to start enjoying RE/MAX University content. The Roku is for only the U.S. and Canada, but an international equivalent is coming soon.

Where do I buy a Roku digital media player?

Answer: Go to www.roku.com/remax and follow the prompts.

How do I get the RE/MAX University channel on my Roku player?

Answer: Follow the steps in the Quick Start Guide PDF and/or video available on the “[Add The RE/MAX Channel To Your Roku](#)” page on Mainstreet (a Featured Link on the Learn pages).



Frequently Asked Questions

If I already own a Roku player, is there anything else I need?

Answer: You'll need to know how to access the RE/MAX University channel (see question above).

Can game consoles or Blu-ray players with Internet video capability access the RE/MAX University channel?

Answer: No. At this time, the RE/MAX University Internet TV channel is accessible only through the Roku player.

What's needed to set up my Roku player?

Answer:

- RE/MAX Mainstreet username and password. Associates who don't have or remember their username can call eCare at RE/MAX World Headquarters at (888) 398-7171. Associates who have forgotten their password can click "Forgot Password" on remax.net and follow the prompts.
- Television with composite (red, yellow and white RCA connectors), component (red, green and blue RCA connectors), S-Video or HDMI connection. Composite cables come with the player. Component, S-Video and HDMI cables are extra.
- High-speed Internet connection.
- Wireless or wired router with available port. For a list of Roku-compatible Wi-Fi devices, visit www.roku.com/support/wifi. Wireless-n is recommended, if going wireless.
- Ethernet cable if using a wired connection to the router.
- Your router's SSID (name of your wireless network) if using a wireless connection.
- Passphrase or key if your wireless router has encryption enabled.

Which Roku player and which connection is preferred, wired or wireless?

Answer: To take full advantage of RE/MAX University content, the XDS is recommended. It can show programs in high definition, connect to optical audio for surround sound and, even more important, it has a USB port, which will be utilized for future RU services. For high-quality video and audio, a connection of least 2.5 Mbps is recommended (for a typical viewer at home). That number simply gives offices an idea of the additional demand a Roku player can place on the office's Internet connection. You can test connection speed at www.speakeasy.net/speedtest or www.speedtest.net. If you do choose to go wireless, the wireless-n standard is recommended.

How do individual agents sign in to watch a program on the office Roku player?

Answer: Check with your brokerage management regarding your office's policy for using a shared Roku player. The player can accept an unlimited number of unique PINS, so Associate should be able to access the RE/MAX University channel on the player using their own Roku account username and password.

With a Roku player operating and individual agents streaming Mainstreet videos to desktops, won't Internet connection speeds be slowed for critical business in an office?

Answer: That's possible. As is true when accessing any streaming content on the Web, your brokerage should have guidelines in place to minimize negative impact on officewide connection speeds. A main benefit of the Roku player is to provide agents a centralized viewing option to more efficiently use bandwidth.

I ordered my Roku and have not received it; whom do I contact?

Answer: When you buy the Roku player, shipment-tracking information is e-mailed to you. Refer to that tracking information or contact the Roku sales team at (877) 216-7658.

Where do I go for Roku repairs or returns?

Answer: Contact Roku support, Monday-Saturday, 8 a.m.-8 p.m. PT, (888) 600-7658 or <http://www.roku.com/support>. Help also is available through eCare at RE/MAX World Headquarters (888) 398-7171.

How do I replace a Roku remote control? What does it cost? How long will it take to get?

Answer: Roku sells a remote control for \$9.99 plus \$5 shipping (3-5 days). It's listed among the items found by clicking the "Accessories" link in the navigation choices at the bottom of most of the pages on www.roku.com/remax. Here's the direct link: <http://shop.roku.com/Webpage2.aspx?WebpageId=2>. Another option is to call Roku support to get the player's code for a universal remote.

