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OVERVIEW

What is PIVOT, and why is Exposure It introducing it?



PIVOT is a streamlined platform designed to manage your real estate media needs, including content delivery, appointment scheduling, and project updates. We introduced PIVOT to improve efficiency and provide a seamless experience for our clients.

What features does PIVOT offer?



PIVOT provides tools for scheduling appointments, tracking project statuses, accessing your media files, and managing invoices all in one place. It's built to simplify your workflow and save you time.

How will PIVOT improve my experience with Exposure It Real Estate Media?



PIVOT centralizes your interactions with us, offering real-time updates, easy scheduling, and secure access to your media. This allows for better communication and a smoother process overall.



ONBOARDING

How do I access the PIVOT platform?

You'll receive an email with a link to access the PIVOT platform.



Alternatively, you can reach PIVOT by clicking the "Book Now" button on our website or using this direct link: www.portal.exposureit.com

Log in to get started!

Do I need to create a new account, or will my current login credentials work?



With PIVOT, you'll create a new account using your phone number or email. Each time you log in, you'll receive a verification code by text or email—your choice—so you'll never have to worry about forgetting a password!

Is there a tutorial or training available to help me get started?



Yes, we will provide a short tutorial video and a quick-start guide to help you navigate PIVOT. Our team is also available for questions during the launch period.



TRANSITION

When will PIVOT officially launch?



PIVOT will launch on January 6th, and all clients will be notified with detailed instructions on accessing the platform.

Will I still be able to use the previous system after January 6th?



While the old site will remain accessible for you to view past media, all new bookings and communication will transition to PIVOT starting January 6th. For any questions or issues, we'll only be operating through PIVOT moving forward, so please reach out to us through the new platform for the best support!

What happens to my existing data during the transition to PIVOT?



All your existing data will be securely migrated to PIVOT to ensure a smooth transition.



FUNCTIONALITY

How can I use PIVOT to schedule appointments?



PIVOT has a dedicated scheduling feature where you can select services, choose dates, and confirm appointments directly. It will also suggest the closest photographer and account for drive time to eliminate overlapping appointments, ensuring efficient scheduling.

Can I view all my previous orders and content on PIVOT?



No, previous orders cannot be accessed through PIVOT. However, you can still review them via our previous content delivery site <https://site.exposureit.com/Login/> or by contacting us directly.

Is there a way to track the status of my orders through PIVOT?



Absolutely! PIVOT provides real-time updates on your order status, so you're always in the loop.



FUNCTIONALITY

Can I request revisions or provide feedback through the platform?



While this feature isn't available just yet, we're actively working on it and plan to roll it out soon—Stay tuned for updates!

Does PIVOT have a mobile app?



No, PIVOT doesn't have an official app, and we will be discontinuing the old Exposure It app. But don't fret! The new platform is extremely mobile-friendly, allowing you to access all features seamlessly on your device.



Pro tip: For quick and easy access, save the website to your phone's Home Screen as a shortcut, giving you a seamless, app-like experience whenever you need it!



CUSTOMIZE

Can I customize my dashboard or notifications in PIVOT?



Yes, PIVOT offers customizable dashboards and notification settings to match your preferences and streamline your workflow.

Are there settings for team or multiple user accounts?



Yes, PIVOT supports team accounts with varying permission levels, making it easy to collaborate with your team members.



BILLING

Can I make payments or view invoices through PIVOT?



Yes, PIVOT allows you to view and pay invoices securely within the platform for your convenience.

Will my payment preferences carry over to the new system?



Your payment preferences will not automatically transfer over. However, once you provide your payment details for your initial order, that information will be saved and used for all subsequent orders.



SUPPORT

Who do I contact if I have questions or issues using PIVOT?



Our team is here to help! We aim to respond to all inquiries within 24 hours, with priority support during the launch period. You can reach us by email or phone for any assistance!

info@exposureit.com

412-709-5227

How quickly can I expect responses to inquiries or issues reported via PIVOT?



We aim to respond to all inquiries within 24 hours, with most issues resolved much sooner.

