Need help scheduling your self-guided home tour?

Troubleshooting frequently asked questions

Issues with driver's license verification?

- Make sure the photo on the license is clear. If your license has expired, verification can't be completed.
- If your selfie isn't working, move closer to or farther from the camera, or try a room with different lighting.
- Still stuck? Call **208-699-7101** for support.

Issues with credit / debit card verification?

- Check that all information is entered correctly and your card isn't expired or canceled.
- If your card is declined for any reason, verification can't be completed.
- Still stuck? Call **208-699-7101** for support.

Why do I need to provide a credit card number?

- We use it to verify your identity before you schedule a tour.
- You won't be charged for touring a home, and we don't keep your information once your identity is verified.

Do I need to verify my identity every time I schedule a tour?

- No. We verify once, when you create your account before your first tour.
- You won't repeat verification for future tours.

How do I change the password on my account?

- Log in, select "My Account," then "Edit Profile." You'll be prompted to enter a new password.
- If you can't remember your password, select "Forgot Password?" on the login screen and we'll email you a reset link.

The lock keypad is not responding.

- Hold your palm over the keypad to "wake" it from sleep mode.
- Then enter your access code on the keypad.

The access code is not unlocking the door.

- Your 4-digit code is followed by a checkmark. After entering the numbers, press the checkmark button at the bottom left of the keypad.
- Each tour is scheduled for one hour. Your code only unlocks the home from your scheduled start time — it won't work if you arrive earlier or later.

How do I lock the door when I leave?

- The front door locks itself within 2 minutes — there's no need to lock it.
- Make sure the door closes completely behind you when you enter and leave the home.

Still experiencing issues?

Call 208-699-7101 for assistance or to schedule a guided tour.

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