Paragon Customer Toolkit - Release 5.980-5.984

## **Communications Plan Overview**

Welcome to the Paragon release communication Toolkit. The intention of this kit is to help you with communicating the release information to your membership.

In this kit you will find the following:

* Link to Release Notes for Paragon 5.980-5.84: the notes include any configurations and administration items that you will need to know about.
* Administration Configuration Options: What changes you may need to decide on
* Agent level Communication Plan: a link to an editable Customer Communication, and homepage notifications.
* Example Home Page Announcements: You can cut and paste into your Homepage.

The goal is to make everyone aware of all the great Paragon enhancements to boost the way Members do Business!

## **Release Notes for Paragon 5.980-5.984**

Listed below is a link to the full release notes for the MLS. These release notes are for the Association/MLS. The Agent Level changes in this document are included in the e-mail template that you will want to send out to your members.

**Link:** [Release Notes](https://pahelp.paragonrels.com/ReleaseNotes/WordDocs/5.98/5_980_5_984_Release_Notes.docx)

## **Administration Configuration Options**

**Admin - Paragon Professional Multi-Factor Authentication (MFA) Enhancements**

**Action Item: Manually add an email and/or phone number to the record in Paragon if one has not already been added.**

**What is MFA?**

Multi-Factor Authentication (MFA) is an electronic security measure that protects individuals and organizations by requiring users to provide at least two authentication factors to be granted access to an application or account.

**How will this affect you?**

With the 5.80 release (10/3/23 for P100 and 10/10/23 for Production Customers), certain users logging into Paragon Professional will be required to authenticate via MFA. MFA is intended for MLS Admin users, security level 7 and above and is based on the setting for Admin > Configuration > “LOGIN\_MFA\_SECURITY\_LEVEL”. For security levels that meet or exceed the configuration threshold, those individual users will be impacted.

Admins will be asked if they want to receive the MFA code through email or text message depending on whether they have an email and/or phone number populated. If only one field is populated in Paragon, that one option will appear and will be auto selected (see screenshots below). The email that will be used is the email address in your Agent record (saved in ***Admin > Agents***). The phone number that will be used is the number setup in ***Preferences > User Preferences > Mobile Account Settings*.**

When using MFA, Admins will receive a code via email or text that will expire within 15 minutes and is allowed (3) attempts to log in. A successful attempt will authenticate the user, granting them access to Paragon Professional, and the user will not have to authenticate again for some period of time. If an incorrect code is entered 3 times, the user will have to start the authentication process over. If no email or phone is setup, the user will see a message indicating that they need to contact their Board administrator for login support.

Admins will need to ensure that they manually add an email and/or phone number in the appropriate areas of Paragon. **Note: MFA will not affect MLSs that have their own login dashboard solution, nor does it affect login access to Paragon Connect.**

A screenshot of a computer

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A screenshot of a phone

Description automatically generatedA screenshot of a computer

Description automatically generatedFigure 1: MFA email address setup

Figure 2: MFA phone number setup

Figure 3: MFA authentication code via text

A close up of a email

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Figure 4: MFA authentication code via email

Screens screenshot of a login screen

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Figure 5: MFA login screens

**Admin - New Optional Menu Options from Paragon Connect to Paragon Professional – Admin and Statistics**

**Action Item: Contact your SSM to enable new menu options for Admin and Statistics**

For users who use Paragon Connect as their primary system we are offering the addition of two new items into the Paragon Connect menu. These menu items will provide quick access to two main features that are only available within Paragon Professional: Admin and Statistics.

If you are interested in enabling these menu options for your system, two new, independent configurations will need to be enabled by your System Support Manager. The configurations set the minimum Security Level required to view these menu options. **Both menu options are hidden by default.**

**Admin Menu Option:** New option to allow your system administrative users (Security Level 7 or 8) to have a quick menu option to launch the admin panel of Paragon Professional. Users meeting the minimum Security Level will see a new option in the Paragon Connect menu for “Admin”. Selecting this option will open a new browser tab. The tab will automatically sign the user into Paragon Professional and display the Admin panel without any main menu navigation options.

**Statistics Menu Option:** New option to allow your users (Security Level 2-8) to have a quick menu option to launch the Statistics panel of Paragon Professional. Users meeting the minimum-Security Level will see a new option in the Paragon Connect menu for “Statistics”. Selecting this option will open a new browser tab. The tab will automatically sign the user into Paragon Professional and display the Statistics panel without any main menu navigation options.

**Opt-in link on Mobile Settings**

A link to opt-in a user’s mobile phone number has been added to Preferences > User > Mobile Account Settings. This functions the same as the opt-in link on a contact phone record. Clicking the link will send the user an email allowing them to opt their mobile number in to receive text messages from Paragon. This was specifically enabled for the multi-factor authentication challenge code, but is valid for all text messages coming from Paragon.

**Action Item:** N/A

**A screenshot of a phone number

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**Audit Login includes Browser and OS**

A screenshot of a computer

Description automatically generatedThe Audit Login and the Unique User Logins reports now include options for browsers and operating systems.

Both audit search forms now include 4 additional fields allowing staff users to filter these reports to specific versions.

The audit reports also display the browser and operating systems for the specific login records.

This new information makes it easier to troubleshoot isolated browser or operating system issues and identify user login-pattern data.

## **Agent Level Changes Communication Plan**

The following link is to the e-mail template that you can copy and paste from to send out to your members keeping them informed on the release. [Paragon Release 5.980-5.984 Member Email](https://pahelp.paragonrels.com/ReleaseNotes/WordDocs/5.98/Email_to_agents_5_980_5_984.docx)

This is a word document that you can edit so if you **do not** have certain functionality, for example in this release there are three optional items, Statistical Reporting – Year-to-Year Report and the Month End Report and for Paragon Connect the Listing Add, you can remove those sections first before sending. Also, in the first sentence you will want to add **your MLS name** (it is in red), so that it is being sent from **your** organization to **your** members.

To ensure that your members are always informed about the latest and greatest enhancement to their MLS System, please announce the enhancements to your membership, post to Social Media sites, include them in your newsletters and post notices to your homepage and login messages.

## A screenshot of a house Description automatically generated**Example Home Page Announcements**

**New Display Options for Listing Photos!**

We enhanced the viewing options for Listing Photos. While on the Listing Detail View, you will see a new “grid icon”. This icon opens a new full screen page to view all photos for the listing.

A bedroom with a bed and chairs

Description automatically generatedFrom the new all-photo screen, users can scroll through all the listing’s photos and easily toggle on/off the display of photo labels and descriptions.

A new “expand icon” appears for each individual photo. Selecting this expand-option displays the photo in full screen and allows a zoom-view feature so you can see all the details in the picture.