eCare Reference Guide

eCare is CREB®'s online self-serve tool that allows members to manage and view their current balance and dues payment and access many of CREB®'s services, including their online profile and Professional Development course details from one location.

To access eCare, visit http://www.creblink.com/Profile/SelfServeMainPage/. If you require technical support or have any questions, contact CREB®'s Help Desk at helpdesk@creb.ca or 403-781-1379.

Main Page

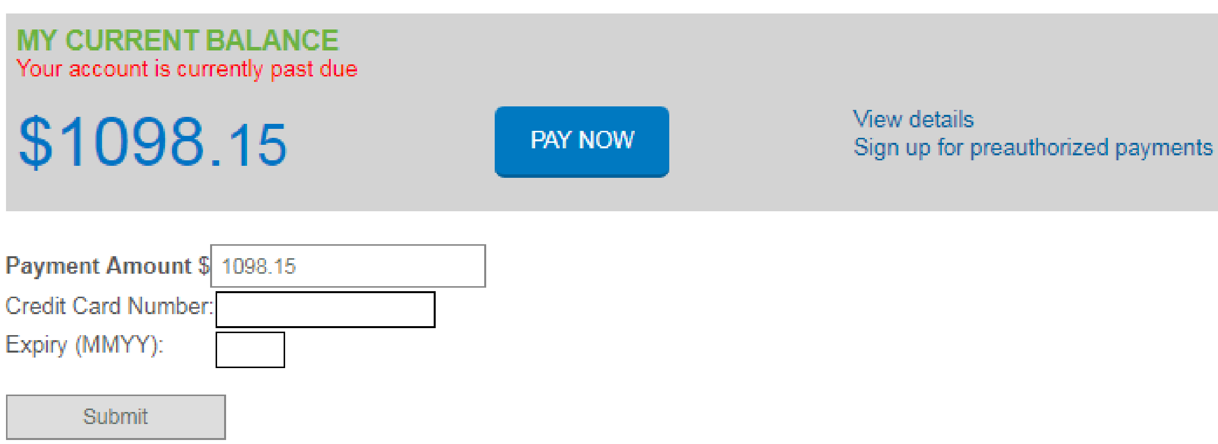
The main page of eCare provides most CREB® Members with access to their most-requested online features.

Updating Personal Information

If you haven't updated your account information in your CREB® profile in the past 90 days, you may see this prompt:

To remove the prompt, visit the Profile page and update your information, be sure to click "Save Changes" when you're finished to complete the process.

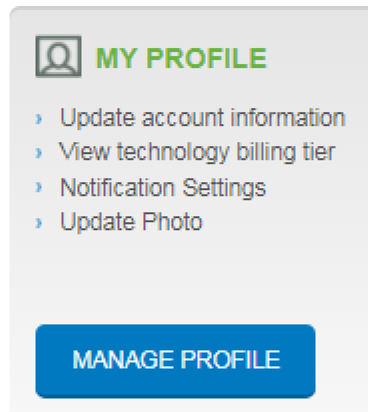
Current Balance



Your current balance is the total balance owing in your CREB® account. The messages in red above the price may include the date of your next payment, or if your account is currently past due.

- To pay your current balanmce, click the **PAY NOW** button to enter your credit card information and hit “Submit”.
- Click “View details” to view your statement page, with itemized details on your current balance.
- “Sign up for preauthorized payments” gives you the option to Auto pay page your balance on a monthly basis.
- Your Quick Links list provides you with key outgoing links to some of CREB®’s more commonly requested services.

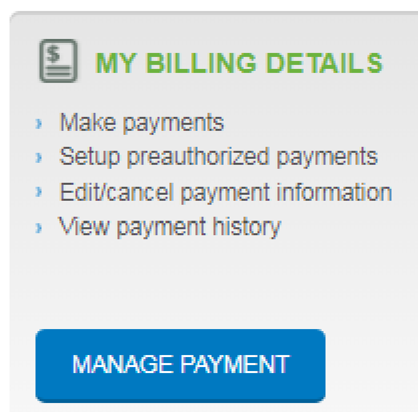
Manage your profile



Your CREB® profile is your member-facing identity, allowing fellow members to locate your contact information, languages, specialties and designations via Member Search.

- If the user has not updated their information in the last 90 days, you may receive a prompt asking you to verify your information. Make any updates and click ‘Save Changes’. If you have no further changes, you can click “Verify Data” to update the 90-day counter.
- You can manage your newsletter subscriptions via your profile. Ensure you select “Explicit Permission” to ensure that you receive the latest news and offers from CREB®.

Manage your payment



By selecting your billing details, you will be sent to your current member statement, which provides you with detailed statements for your transactions with CREB®.

To set up preauthorized payments via credit card or debit, visit the AutoPay page.

To change your AutoPay details, you must remove your existing AutoPay setup and add your new details.

Manage your membership

Your eCare member management tools include:

- Assistant management - Lists all of your currently registered Assistants, and allows you to add or terminate any associated user accounts for Sentrilock access.
- Associate Transfer – Changing brokerages? Log your agent transfer and submit the changes to RECA online. Brokers can also select an existing associate, termination date, and the effective termination date.
- Long Service – check your current milestones and years of service.
- Charitable Foundation – check your year-to-date donations and adjust your current pledge amounts.

Manage your courses

Keep on top of your CREB® Professional Development, including:

- Managing your current registrations, with associated details
- View your previous courses and their status, including your completion status and final grade, if applicable.
- Print your transcript, if needed.