



# Photofy for RE/MAX

## FREQUENTLY ASKED QUESTIONS

### What is Photofy?

Photofy is **Marketing Made Easy** for your business! Available on Desktop and Mobile devices, Photofy enables you to create and share your marketing content anywhere you are. The Photofy marketing platform allows you to snap a quick photo of a listing, or take a video testimonial, enhance them with logos, headshots, contact information and more. Make your brand stand out with stunning visuals and increase your leads by attracting more customers 24/7. You'll also be able to supercharge your Social Footprint with Photofy's Social Analytics tools. Photofy Social Analytics takes the guesswork out of knowing what is resonating with your community. Amp up your marketing game with a streamlined sales-driving solution built with RE/MAX Real Estate agents in mind.

### Why should I create a Photofy account?

RE/MAX has partnered with Photofy to bring you RE/MAX branded content from the app and desktop. To access it, you will need to set up an account. **Creating an account will give you access to these great Photofy features:**

- RE/MAX branded content
- Saved purchases to the user account
- Access to purchased content on phone and tablets

### How do I sign up?

Follow these simple steps to get you and your office(s) started with Photofy:

You can view more information here:

1. Get [here](#) to Get Started.
2. Follow the in-app prompts to register.
4. Accept the Terms and Agreements
5. Verify your account access with your remax.net email address if needed.
6. Verify your Profile/Billing information.

Brokers (other than primary Owner), Agents, Staff and Managers - Enter your credit card information, and you will be billed just **\$99/annually, \$24.75/quarterly and \$8.25/monthly**. Photofy does offer a 30 Day money-back guarantee. More information is available [here](#).

7. Once registration is completed, you'll be automatically signed into your account!
8. Explore and enjoy your RE/MAX + Photofy Enterprise Subscription!

### Who can create a Photofy account with RE/MAX branded content?

Any Broker/Owner, Agent, employee, etc. who has a valid ID and is part of an active office roster. RE/MAX is supporting Photofy for RE/MAX membership worldwide.

### What if I already have a Photofy account?

That's okay! You can still create a new account that has access to the RE/MAX branded content. You will go through the same new account creation steps above.

### Can I take photos directly from the Photofy app?

Yes! To begin taking photos directly from the Photofy app:

1. Select the Capture Photo icon to begin. The Photofy camera incorporates filters, a self-timer feature, and an Instagram-sized photo frame to elevate your photo-capturing experience.
2. Start snapping photos!

## What are templates? (Trust us, you want to know!)

Templates are *amazing*! Templates are pre-designed frames to enhance your art. All you need to do is insert your photo(s), edit the text, and share. To access Templates, simply open Photofy and select Photo or Video Templates.

## How does scheduling a post work?

**Mobile:** The Scheduler allows you to set an in-app reminder to post your photo(s). The app will send you a push notification at the date and time of your choice that lets you review your content and share it on your social media.

Pro tip: Make sure you have notifications enabled for Photofy or you'll be missing out on your [push notifications](#)!

## Why are my Profile Tokens so important?

Each Enterprise gallery has a list of profile tokens assigned to fields in your templates and some custom artwork. This is your public facing contact information, that will pre-populate in those fields so you don't have to type them in every time you use those items. This saves you time and prevents typos. Profile Tokens can be accessed/edited on both mobile and desktop platforms.

## Can I use Photofy on my computer?

YES! The Photofy desktop editor is available by going to [photofy.com](https://photofy.com). Click on the log in link at the top right and sign in with your usual Photofy credentials. You'll be able to create and share to your favorite social channels right from your computer!

## Is my device compatible with Photofy?

Photofy is available for most iOS and Android Devices.

As of 11/2022, Photofy is supporting iOS 13 and newer and Android version 7 and newer.

Photofy desktop edition is available as a web based app and will work on most web browsers, including Chrome, Safari, Firefox, and Microsoft Edge.

## I have a really good idea. How do I let RE/MAX know?

That's awesome! Send it to the [Product Support team](#) at RE/MAX so that they can get it to the right folks.

## I'm having an issue and need help. Where do I go?

The RE/MAX Product Support team is here for you! You can now submit a web case, chat or text with them.

To submit a ticket or chat with us, check out these steps to access the Product Support Community page. The Community page is where the Product Support team will post helpful articles and any known issues affecting Photofy or other RE/MAX products.

1. Login to MAX/Center
  2. Click Support Services
  3. Welcome to the Community page!
  4. Click Submit a Ticket or Chat with an Expert
- To text or call: 888.398.7171

You can also reach Photofy Support at [support.photofy.com](mailto:support.photofy.com).

## Are there tutorials? Where can I go to learn how to use Photofy?

You can access our Support Page [here](#).