

RE/MAX Office 365 Account Management

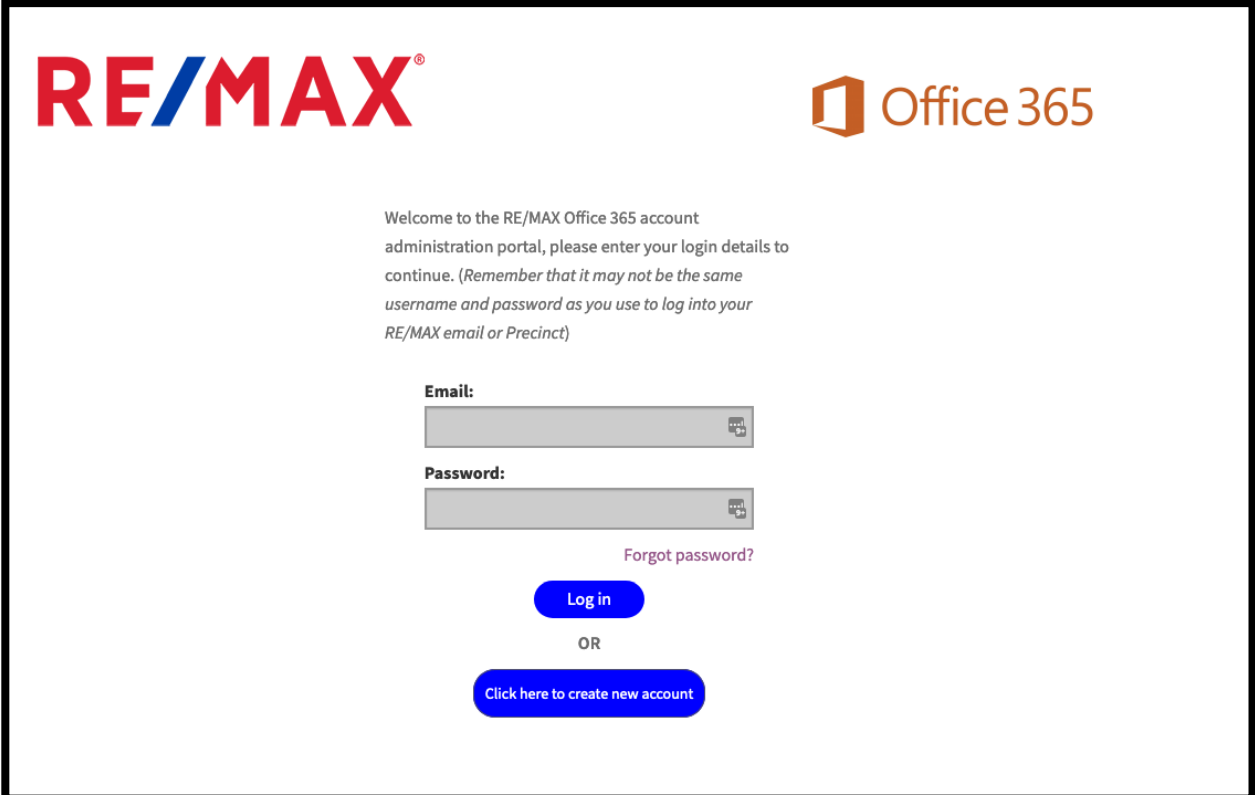
In order to fully access the RE/MAX Precinct and associated services, all users must have an active account in the RE/MAX Office 365 tenant. This document guides you through creating and managing these accounts.

Account Management Website

All management of RE/MAX Office 365 accounts is done via the website:

<https://estorm.com.au/remax365/>

At the login window, if you already have an account, enter your details and click **Log In**. This will take you to the page where you can see and manage your email accounts.



RE/MAX®

Office 365

Welcome to the RE/MAX Office 365 account administration portal, please enter your login details to continue. (Remember that it may not be the same username and password as you use to log into your RE/MAX email or Precinct)

Email:

Password:

[Forgot password?](#)

Log in

OR

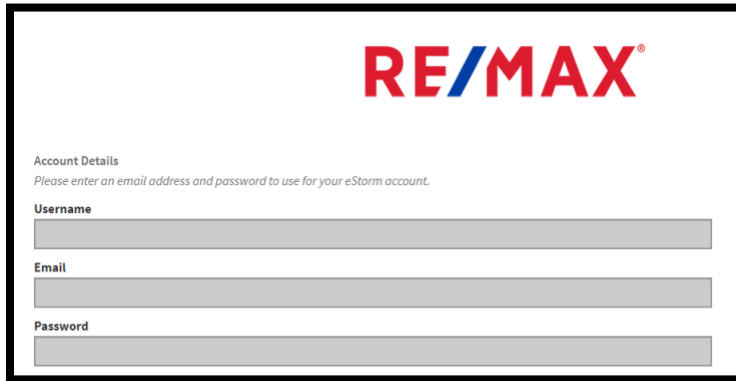
[Click here to create new account](#)

If you do not have an account yet, click on the **Click here to create new account** button

New Account Setup

To set up and manage your Office 365 accounts, you must create a management login account – this will be separate from your RE/MAX email accounts.

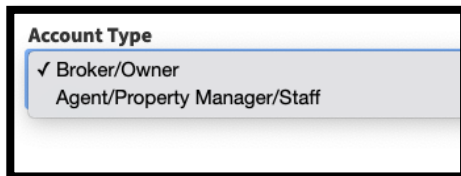
Enter a Username (letters and numbers only please, no spaces i.e. **officeAdmin01**), an existing Email address (i.e. myname@gmail.com, please try not to use a RE/MAX email address) and a Password (minimum 10 characters and include letters, numbers and special characters like *.&#@!)



The screenshot shows the RE/MAX logo at the top. Below it, the text 'Account Details' is followed by the instruction 'Please enter an email address and password to use for your eStorm account.' There are three input fields: 'Username', 'Email', and 'Password', each with a greyed-out placeholder.

Agent Type

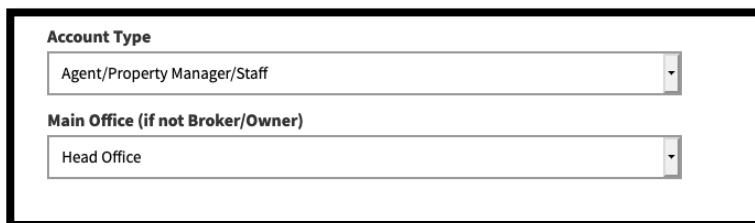
You will now select the type of agent – [Broker/Owner](#) (Franchise owner) or [Agent/Property Manager/Staff](#) (non-owner, **must** be associated with an existing Franchise)



The screenshot shows a dropdown menu titled 'Account Type'. The first option, '✓ Broker/Owner', is highlighted with a blue border. The second option is 'Agent/Property Manager/Staff'.

Agent/Property Manager/Staff

If you select this option, you must select the Main Office you are associated with

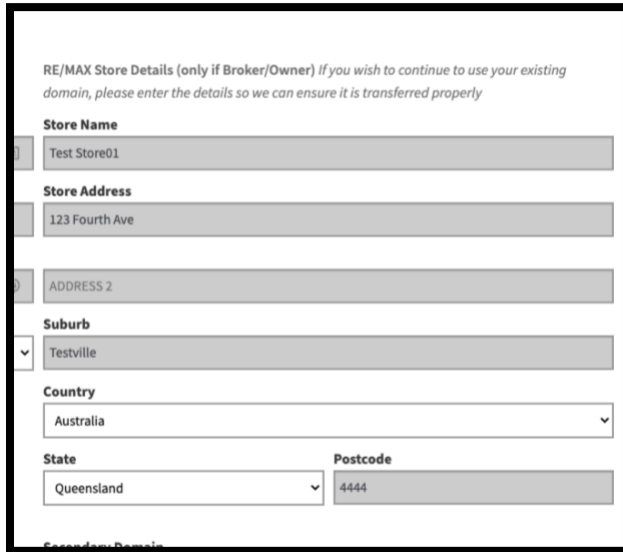


The screenshot shows two dropdown menus. The first is titled 'Account Type' and has 'Agent/Property Manager/Staff' selected. The second is titled 'Main Office (if not Broker/Owner)' and has 'Head Office' selected.

Then fill in the [Contact Details](#)

Broker/Owner – Store Details

If you select this option, a new section will appear on the right of the page to enter the Store details.



RE/MAX Store Details (only if Broker/Owner) If you wish to continue to use your existing domain, please enter the details so we can ensure it is transferred properly

Store Name
Test Store01

Store Address
123 Fourth Ave

ADDRESS 2

Suburb
Testville

Country
Australia

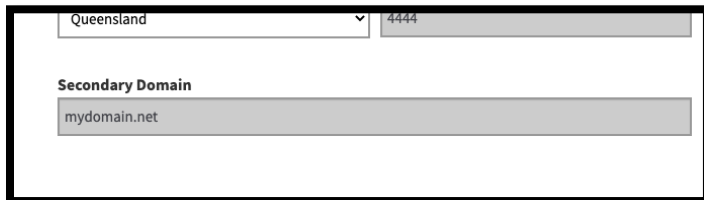
State Queensland **Postcode** 4444

Secondary Domain

Secondary Domain (optional)

When you come onboard with RE/MAX Precinct, one of the benefits is you are given an account on the **@remax.com.au** or **@remax.co.nz** email domains. If you have an existing email domain that you would like to continue using, we can set this up so you can send and receive email on **both** your existing domain and the @remax domain.

To continue using your existing domain, please enter the details in the Secondary Domain field:

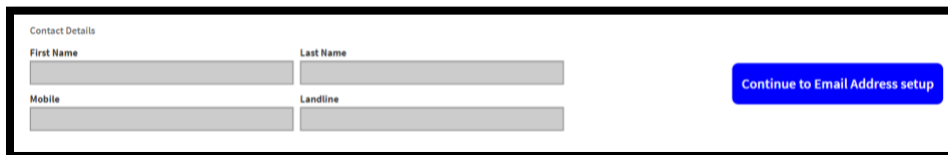


Queensland 4444

Secondary Domain
mydomain.net

Contact Details

Finally, fill in the Contact Details



Contact Details

First Name Last Name

Mobile Landline

[Continue to Email Address setup](#)

When done, click on the **Continue to Email Address setup** button

Mailbox Creation

This page is where you configure the email accounts and shared mailboxes that are required.

Email mailboxes

An email mailbox is a user's primary email address and is required for each user that needs to access the RE/MAX Precinct. Each email mailbox requires a license and there are two main types:

- E1 – This includes email and access to RE/MAX Precinct
- E3 – Same as E1 but also includes the latest versions of Microsoft Word, Excel, PowerPoint and OneNote that you can run from your PC or Mac

Fill in the details as required in the **Email Mailboxes** section.

The screenshot shows the 'Email Mailboxes' configuration form. It includes a header with instructions: 'Please add the email mailboxes you require. One email mailbox is required per staff member only. If you need additional shared email addresses, these can be added in the Shared Mailboxes section. RE/MAX recommends using the firstname.lastname@remax... naming convention.' Below this is a table with columns for Firstname, Lastname, Email Address, Email Domain, License Type, and Notes. Two rows are visible: one for 'Max' with license 'Office 365 E3: Email, Precinct & Desktop Applications @ \$30.20 AUD / month and a \$22.00 sign-up fee', and another for 'Text' with license 'Office 365 E1: Email & Precinct @ \$11.20 AUD / month and a \$22.00 sign-up fee'.

Please note – RE/MAX recommends the **firstname.lastname** naming convention when using an **@remax** email address and reserves the right to approve or modify any submitted addresses, if required.

If you are using your own email domain, the above restrictions do not apply.

The **Notes** section can be used to request any [aliases](#) you would like attached to the primary email accounts or if a mailbox needs to be access by other users. There is no additional charge for this configuration.

Shared Mailboxes

A shared mailbox, as the name implies, is an email address that can be accessed by other users. These mailboxes do not require a license and as such, do not attract a monthly fee.

Fill in the details as required in the **Shared Mailboxes** section and ensure you enter the users that require access to the shared mailbox in the **Notes** field.




The screenshot shows the 'Shared Mailboxes' configuration form. It includes a header with instructions: 'Please add the Shared Mailboxes you require (officehome.rentals@ for example) and note who they are to be shared with. Note - Shared Mailboxes do not require a license however, they are limited to 50GB in size and can only be accessed by a user with a valid Microsoft 365 license.' Below this is a form with fields for Email Address (containing 'propman01'), Email Domain (a dropdown menu with '@mygreatdomain.com' selected), and Notes (containing 'reception, max'). At the bottom left, there is a link '+ Add another shared mailbox'.

When you have finished entering the information, ensure you tick the two check boxes at the bottom of the page after reading the conditions and finally, click on the **Continue to Order Summary** button

The screenshot shows the bottom of the page with two checked checkboxes: 'I understand there will be a \$22 per-user one-off sign-up and cloud configuration fee added to my first month's bill' and 'I understand this is a 12-month subscription'. To the right are two buttons: 'Cancel Order' (red) and 'Continue to Order Summary' (blue).

Order Summary

The next page will display a summary of the licenses you have ordered. Note, as Shared mailboxes do not require a license or payment, they do not show in this summary

	Product	Price	Quantity	Subtotal
<input type="radio"/>	 Office 365 : E3: Email, Precinct & Desktop Applications	\$30.20 AUD / month and a \$22.00 AUD sign-up fee	1	\$30.20 AUD / month and a \$22.00 AUD sign-up fee
<input type="radio"/>	 Office 365 : E1: Email & Precinct	\$11.20 AUD / month and a \$22.00 AUD sign-up fee	1	\$11.20 AUD / month and a \$22.00 AUD sign-up fee
<input type="radio"/>	 Office 365 : E1: Email & Precinct	\$11.20 AUD / month and a \$22.00 AUD sign-up fee	1	\$11.20 AUD / month and a \$22.00 AUD sign-up fee

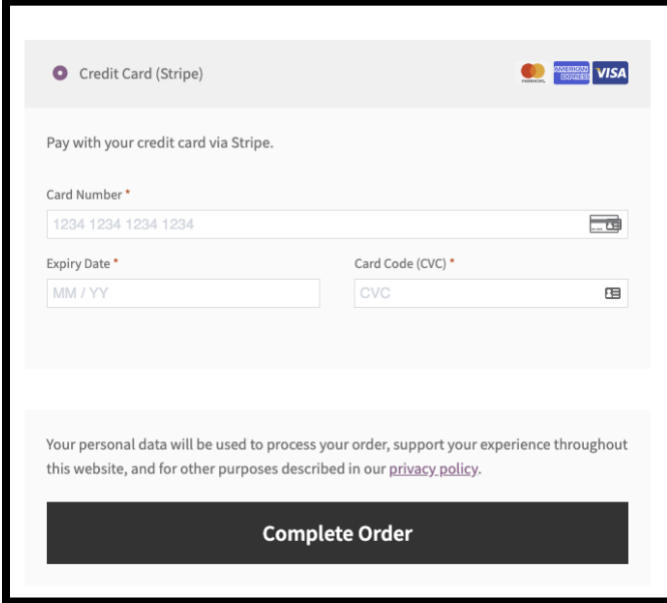
Coupon code

If you are ready to place the order, click on the **Proceed to checkout** button

Cart totals	
Subtotal	\$118.60 AUD
Total	\$118.60 AUD
Recurring totals	
Subtotal	\$52.60 AUD / month
	\$0.00 AUD / year
Recurring total	\$52.60 AUD / month First renewal: 29 August 2020
	\$0.00 AUD / year First renewal: 29 July 2021

Check out and Payment

On the final page, check that your billing details are correct and enter your credit card details



The screenshot shows a payment form titled "Credit Card (Stripe)" with logos for Mastercard, American Express, and Visa. Below the title, it says "Pay with your credit card via Stripe." The form includes three input fields: "Card Number" with the placeholder "1234 1234 1234 1234", "Expiry Date" with the placeholder "MM / YY", and "Card Code (CVC)" with the placeholder "CVC". A privacy notice states: "Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our [privacy policy](#)." At the bottom, there is a large black button labeled "Complete Order".

To finalise, click the Complete Order button and the order will be placed.

You will be contacted within 24 hours with details on how to access the new accounts.