



# Photofy App: Frequently Asked Questions

## What is Photofy?

Photofy is a content creation tool made for iOS and Android mobile devices. Photofy allows everyone to capture your favorite moments and enhance them with artwork, stickers, frames and more, so you can show them off on the social media network of your choice. Photofy allows businesses, large and small, to manage logos, and other brand elements so they can empower their employees, consultants, etc. to create beautiful, branded content for all of their social channels.

## Why should I create a Photofy account?

RE/MAX has partnered with Photofy to bring you RE/MAX branded content right from the app. To access it, though, 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 free rewards
- 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:

For a more in-depth tutorial, click [here](#).

1. Navigate to [photofy.com/remax-invite](https://photofy.com/remax-invite)
2. Click **Get Started**
3. Enter your information
4. Enter your **Broker ID or Agent ID (it is also referred to as your MCID)**  
**Pro tip:** Using your Broker ID will allow your other offices pull into your account
5. Click **Continue**
6. Accept the **Terms and Agreements**
7. Update your account information
8. Create **password**
9. **Download the app, login, and enjoy!**

Note: As the Broker/Owner, you will use these credentials to access both the mobile app and the Photofy Broker Portal via the web. For more information about the Photofy Broker Portal, click [here](#).

## 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 new account that has access to the RE/MAX branded content. You will go through the same new account creation steps [above](#).

## What if there are multiple Broker/Owners at my location?

Each Broker/Owner will be able to access a Broker account

## How much does it cost?

Primary Broker/Owner: \$0

RE/MAX is footing the bill for the Primary Broker Owners!

Additional Broker/Owners: \$4/ month \*after an initial 90 day free trial period.

Office Staff and Managers: \$4/ month \*after an initial 90 day free trial period.

Agents: 90-day free trial then \$4 / month \*after an initial 90 day free trial period.

## Is there a Photofy tile in MAX/Center?

Photofy is a mobile app and you'll have to access the app through your device.

To download the app:

1. Navigate to [photofy.com/download](https://photofy.com/download) or look for it in the **Apple** or **Google Play** store
2. Get downloading! It's free to download to your device

## I'm a Broker. Is there a Broker Portal for me to use?

Yes! Through the Photofy Broker Portal, you can create content specifically for your offices and agents. You will also be able to see what has been created and posted by your agents.

To access the Photofy Broker Portal:

For a more in-depth tutorial, click [here](#):

1. Navigate to [portal.photofy.com/login](https://portal.photofy.com/login)
2. Login with **your Photofy account credentials**
3. Create content, get access to media value data, etc.

## How can I create content for my agents to use?

Add content for your agents, such as Office Logos, Team Logos, etc. from the Photofy Broker Portal.

To create content and manage your Gallery:

For a more in-depth tutorial, click [here](#).

1. From the Photofy Broker Portal, click **Enterprise**
2. Click **Galleries**
3. Click **Actions** for the Gallery you want to work with
4. Choose your **Action**
5. Follow the on-screen instructions to get started

## Where can I share the content and photos I've made in the Photofy app?

You can share your photos on social media, through text, and by sending an ecard. Photofy is integrated with Instagram, Facebook, Twitter, Pinterest, and LinkedIn.

To share your photos:

1. Create your **photo** in Photofy
2. Click **Done**
3. Choose where to **share** your photo
4. Follow the **in-app prompts** to start sharing

## Where can I access the photos I've made in the Photofy app?

Any project created while using Photofy can be accessed in the photo gallery on your device after selecting the blue "Done" or pink checkmark button in the top-right corner of your device (all projects are automatically saved before sharing).

If you selected to save the content as a project, your photo can be accessed under Projects:

1. Select the **menu button** in the top-left corner of the screen
2. Select **Projects**
3. You now have access to your most recently saved project

## 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 **Templates**.

## How does scheduling a post work?

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!

## Is my device compatible with Photofy?

Photofy is available for most iOS and Android Devices.

We are currently supporting iOS 10 and newer and Android version 6 and newer.

## 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 Product Support team is here for you! You can now submit a web case, chat or text with them, or call 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