

# PUT YOUR MONEY WHERE THE MIRACLES ARE

...and make a difference in a child's life



## Frequently Asked Questions: The Miracle System

### 1. What's the Miracle System?

The Miracle System is a secure and simple-to-use online donation center for RE/MAX Offices and Associates in the United States who participate in the Miracle Home (residential) or Miracle Property (commercial) program. Typically, participating agents and offices make a donation after each closed transaction that benefits their local Children's Miracle Network Hospital.

### 2. How does the Miracle System work?

With RE/MAX agents across the United States making regular donations and raising funds for their local CMN Hospital, the Miracle System creates a single database of all funds being donated by RE/MAX Affiliates. It helps agents, offices, RE/MAX, and Children's Miracle Network Hospitals® and the local member hospitals create an accurate and timely accounting of all contributions. With all the information and accounting in one place, it simplifies the process for everyone.

### 3. Why use the Miracle System?

The Miracle System allows you to quickly, easily and securely make donations to your local CMN Hospital after each closed transaction, create Honor Cards for your clients, monitor your progress toward reaching Miracle Agent or Miracle Office status for the year, access resources to market your involvement, and track all of your contributions for tax purposes.

### 4. Where can I learn how to use the Miracle System?

There's a how-to video series called "Master the Miracle System" on the New RU and [youtube.com/remax](https://www.youtube.com/remax). It will take about 15 minutes to complete the training.

### 5. How do I access the Miracle System?

You can access your Miracle System account through MAX/Center. To log in to MAX/Center, click the "RE/MAX Affiliate Log In" link in the footer on [remox.com](https://www.remox.com). Enter your remax.net username and password on the MAX/Center login screen. Then on your MAX/Center dashboard, click the "Miracle System" icon.

6. Do I have to use the Miracle System to send Honor Cards?

Yes. If you want to send Honor Cards to clients after each transaction letting them know that you've made a donation in their name to your local CMN Hospital, you must access the Miracle System to create and process them. After you've created an Honor Card and submitted the minimum contribution, CMN Hospitals will send the card to your clients for you.

7. Do I have to create Honor Cards to donate?

No, you don't have to create Honor Cards for clients in order to make a donation after each closed transaction to your local CMN Hospital through the Miracle System. To make a donation without creating an Honor Card, click the "Donate" button in the top-right corner of the site (look for the heart). Enter a donation amount, select your preferred method of payment, review the details and submit.

8. How do I track my donations and my Miracle Agent and Miracle Office status?

There are a few options. You can monitor your progress on your account dashboard. Associates become Miracle Agents each calendar year when they reach \$500 in donations. Offices become Miracle Offices for the year at \$2,000. You can view your history of contributions on the "My Profile" page. To view and export a full record of your fundraising (Honor Card contributions PLUS other donations), you'll click the "Reports" tab. You can select a date range and then click "Export." Office Administrator account holders have access to additional reports.

9. What if I have more questions?

If you have questions about using the Miracle System, visit the eCare Help Center portal through MAX/Center or email [eCare@remax.net](mailto:eCare@remax.net). If you have general questions about the Miracle Home and Miracle Property programs, email [miracles@remax.net](mailto:miracles@remax.net).