

IMOTO photo - Real Estate Photography
888-316-8897 | Contact@IMOTOphoto.com
Hours: Monday-Friday, 8:30am - 5:00pm CST



NEW WEBSITE GUIDE

1. Go to www.imoto.com
2. Create a NEW account (even if you are already an IMOTO customer)
3. Make sure to select your broker from the drop down list of brokers - or add your broker if it is not on the list.
4. Start placing orders using our new and improved ordering system! Benefits include:
 - Instant Booking Confirmations
 - Ability to Choose Your Photographer
 - New Virtual Tour
 - And more!

If you have any trouble or questions, do not hesitate to call us.

Our customer service team is ready to help!

888-316-8897 / Contact@IMOTOphoto.com

Or check out our video tutorials:

[How to Register](#)

[How to Place an Order](#)

[How to Retrieve your Products](#)

To access products & invoices from orders that were placed on the OLD site, please visit www.IMOTOphoto.com

NEW WEBSITE FAQ'S

How do I reschedule something that is confirmed?

Contact customer service if you need to reschedule a confirmed shoot (888-316-8897, Contact@IMOTOphoto.com). Please note all confirmed shoots must be rescheduled within 3 hours of the shoot in order to avoid a late cancellation fee of \$60. If the office is closed at the time you need to cancel, please leave a voicemail or send an email alerting us that you must reschedule. If possible, please include your order number.

How do I cancel a shoot on the new site?

Contact customer service if you need to cancel the shoot (888-316-8897, Contact@IMOTOphoto.com). Please note all confirmed shoots must be cancelled within 3 hours of the shoot in order to avoid a late cancellation fee of \$60. If the office is closed at the time you need to cancel, please leave a voicemail or send an email alerting us that you must cancel. If possible, please include your order number.

What do I do if nobody is available to do my shoot?

Try selecting a different day. If you still cannot find a photographer, then click “continue” without selecting an appointment time. Customer service will reach out to you by email to schedule your shoot.

How do I schedule a reshoot?

Please contact customer service to schedule a reshoot of a property. Please note, reshoots must take place within 3 months of the original photoshoot.

Video Tutorial Links:

[How to Register](#)

[How to Place an Order](#)

[How to Retrieve your Products](#)

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Can I use my old login information on the new site?

No, you must create a NEW account on the new site. Your old email/password will not be recognized on the new site until you have set up a NEW account.

What if my broker deal is not shown in my account?

You may have forgotten to select your broker when you created your account. Please contact customer service (888-316-8897, Contact@IMOTOphoto.com) and they will correct your account information.

Where are my old photos/virtual tours?

You can access orders you placed on the old site at www.IMOTOphoto.com until June 1, 2019. After this date, they will no longer be accessible, so please make sure to download all of your products. Any orders placed on the new site can be accessed in your account on IMOTO.com

Order numbers from the new site start with “1.” If your order number looks like “Order#101247” it was ordered on the new site. If the order number looks like “epd#54500” then it was ordered on the old site.

Is the IMOTO app still working?

The IMOTO app is no longer active. However, the new site is 100% mobile optimized, so you can place orders on-the-go by searching for IMOTO.com on your device.

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