

Power Portal Management FAQ

Who manages all of this? Who do I go to when I need help?

That depends on what is needed and what your role is. Most of it will be managed by Epique leaders and staff. Some may need to involve Lofty. Here's a simple breakdown:

Regional Directors will manage the roster for **Area Leaders**. This includes assigning leads to the proper Area Leader, Broker, and other roles in the lead profile. The National Director will support the Regional Directors.

Teams Division will manage the roster for **Team Leaders**. This includes assigning team members to the proper Team Leader in the lead profile.

Lofty Support should never be contacted about anything in the Power Portal by a Team Leader, Area Leader, or Broker. If the concern is regarding the roster of leads, visibility, or status changes, the Regional Director or the Teams Division is the point of contact. For technical issues, the point of contact is [Adam Frank, Lofty Liaison for Epique Realty](#). If it's determined there is a glitch that needs fixing, he will submit a support ticket to Lofty for assistance. Lofty Support has no clue what the Power Portal is, so getting technical assistance must be done through proper channels.

How do I contact them for help?

Regional Directors:

West ernestoumana@epique.me

Midwest roberthallrealtor@gmail.com

Central annikadalton@epique.me

East lashonspicer@epique.me

National Director jilllutz@epique.me

Teams Division: teams@epiquerealty.com

Lofty Liaison: loftyliaison@epiquerealty.com

Do I get a Lofty number or a call package as a leader?

Yes. You get a personal Lofty number and 100 minutes of call time per month. You also get 5,000 texts per month.

Why don't I get a website?

A Lofty website is used to market your business to generate leads. The Power Portal is not a marketing tool; it's a communication tool. As such, a website will not be created for you.

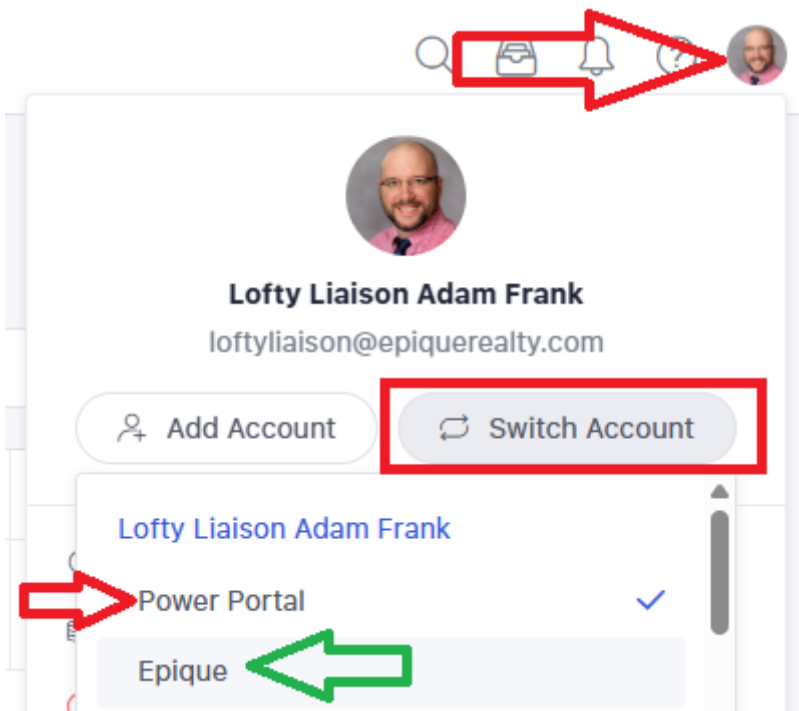
Are there Smart Plans set up to keep in touch with my mentees?

Sort of. Leadership in general doesn't want automated drips being sent to your mentees. At the "company" level in the Power Portal, there is a Smart Plan to guide the tasks you need to help your mentees with. Anything in the company library is authorized for automation to your mentees and is automatically applied to agent mentees the moment they are added to the Power Portal.

How do I move between the Power Portal and my regular Lofty?

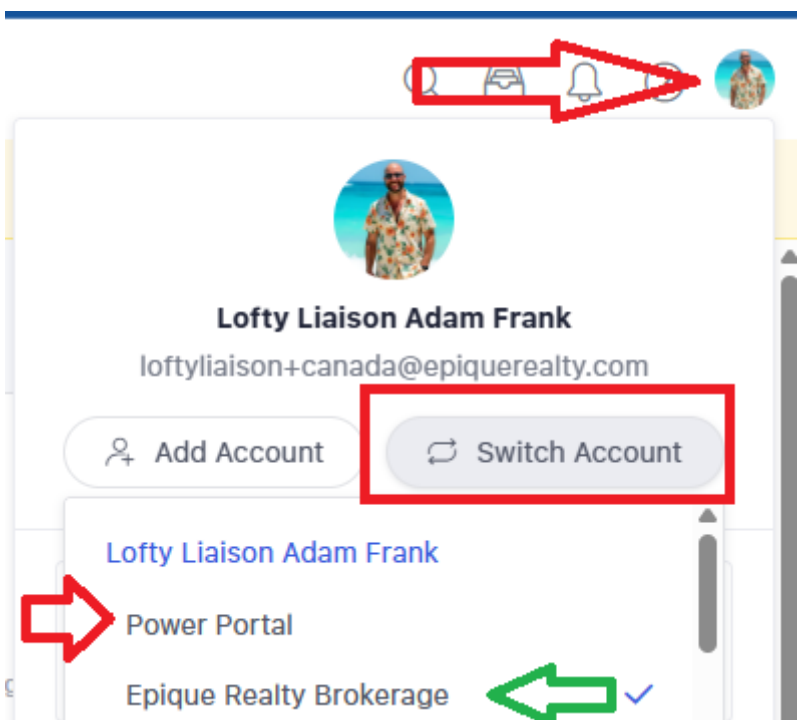
In the upper right corner, click your avatar menu, which is the circle picture. Then select Switch Account and pick either Power Portal or Epique/Epique Realty Brokerage.

US experience:



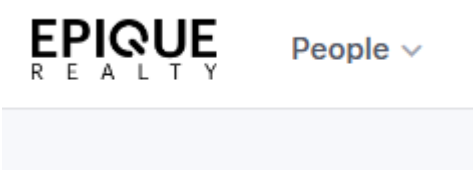
For the Canada account, the main account is called Epique Realty Brokerage.

Canada experience:

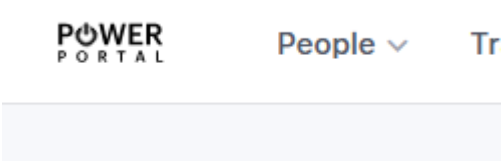


The best way to get your bearings on where you are is "look left". Look at the logo in the upper left corner. That will dictate where you are.

Main Enterprise Lofty



Power Portal Lofty



Revision #9
Created 26 September 2025 06:00:07 by Adam
Updated 27 September 2025 06:18:15 by Adam