GreenStreetAI™

The Green Street MCP Server

USER GUIDE



2026

For authorized
Green Street clients only

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Disclaimer and Terms

AI Disclaimer. The Green Street MCP Server delivers Green Street data to your internal or third-party enterprise AI applications. Green Street is responsible for the delivery of the server's underlying data. The AI application through which you access Green Street data independently interprets and summarizes that data in order to generate outputs in response to your prompts. AI-generated outputs may contain errors, omissions, hallucinations, or misinterpretations. AI outputs and analyses do not constitute investment advice or represent the opinions or analysis of Green Street, its employees, or its analysts. No AI application operates in a fiduciary capacity. Users should always verify an AI-generated analysis and other outputs against the underlying source data on the Green Street platform before relying on that analysis or output for any purpose. Green Street does not control, and disclaims all liability arising from or related to, any output produced by any AI application.

AI-Specific Use Restrictions*.** Your use of the Green Street MCP Server (the "GS MCP***") is subject to the terms and conditions contained in your organization's master agreement with Green Street, as may have been amended from time to time. You must be on an enterprise subscription tier with your AI provider that includes a contractual commitment not to use your prompts, inputs, or outputs to train, fine-tune, or otherwise ingest data into AI models. In addition to the restrictions on use and other obligations contained therein, by using the GS MCP server, you agree that you will not, and will not permit any third party to:

(a) train, retrain, or fine-tune any artificial intelligence or machine-learning models using data from the GS MCP;

(b) generate outputs and represent such output as being generated, approved, or vetted by Green Street;

(c) represent any output as being a wholly human-generated work;

(d) make automated decisions that have a legal or similarly significant effect on individuals (e.g., housing, employment, lending, or healthcare) without appropriate human review and compliance with applicable local law;

(e) use the GS MCP in violation of any model provider's acceptable use policy (or equivalent); or

(f) engage in any practice prohibited under the EU Artificial Intelligence Act or equivalent applicable AI law or regulation.

1. What is Green Street's MCP Server?

Green Street's MCP Server brings 40+ years of independent CRE investment content directly to the AI tools your team already works in. You can now retrieve our content with natural language questions through AI assistants like Claude, ChatGPT, Gemini, and others to get live Green Street data. No platform switching. No database queries. No engineering build. You can even connect your own internal and third-party data sources if they have MCP servers as well. This guide provides an overview of MCP servers, connecting with an LLM, and using our server's tools.

1.1 What Is an MCP Server?

The Model Context Protocol (MCP) is an open standard introduced by Anthropic in late 2024 and now adopted across the AI industry, including OpenAI, Google, Microsoft, and Amazon. It solves a simple problem: how do you let AI assistants access external data and tools in a consistent, secure way?

1.2 What Is a "Tool" in AI Terms?

LLMs on their own only know what was in their training data. To access live, proprietary data, like Green Street's, a model needs to call external tools. Think of a tool as a specific action the AI can take: "look up company data," "search for a market," "get a property valuation". Our MCP server provides these tools.

1.3 How It Works (Simplified)

1. Connect your AI application (e.g., Claude) to our MCP server.
2. Authenticate using Green Street credentials.
3. The AI application discovers what tools are available.
4. Ask a question in natural language to the AI.
5. The AI selects the right tool(s), calls our server, gets the data, and composes a response.

2. How to Connect in Claude

This section will show how to connect via Claude; see **Appendix A** for directions for other AI applications. Setup has two parts: administrator enables the connector once (2.2), then each user connects their own account (2.3). If your administrator has already done the setup, skip 2.2. Given the frequency of updates to Claude, you may need to refer to the latest instructions at Claude Support.

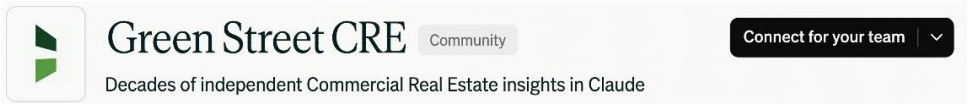
2.1 Pre-requisites

- Our MCP Server Connector is enabled by someone with an administrator account in your organization.
- Green Street credentials (the same ones you use for our platform). Your subscription determines which tools are available — see 8.1 for more details.

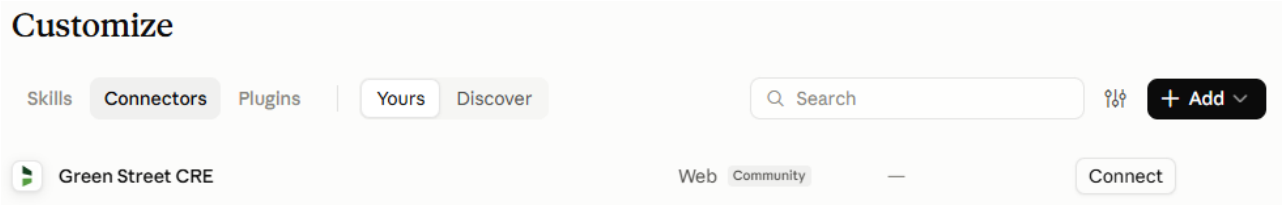
2.2 Claude Connector Administrator Setup

An administrator on your Claude account will need to follow the instructions below to give you the option to connect to our server.

1. Go to https://claude.ai/directory/green-street-cre
2. Click **Connect for your team**



After this has been added, your users will see the server under their Connectors list.
Note: Depending on how Roles are configured, you may need to grant access per role.



2.3 Steps to Connect in Claude

Once the MCP Server shows in the **Connectors** section, users can follow the steps below.

1. Go to **Customize** on the left sidebar – **Connectors** – **Yours.**
2. Select the **Green Street CRE** Connector and click **Connect.**
3. Your browser will open a new tab with an Application Access Request, click **Allow Access.**

4. Next you will be taken to a Green Street login page – enter the credentials you use on our platform to log in.
5. After logging in, reopen Claude and our Connector to see your available tools.
    a. We recommend setting tool permissions to “Always allow” so Claude doesn't pause mid-chat waiting for approval.

Note: MCP authentication is fully delegated to Auth0 and will work with any previously enabled SSO on our platform. If you wish to set up SSO and haven't done so already, please reach out to Customer Success to initiate the process.

3. Scope

3.1 What's Included

The Green Street MCP Server exposes live data like you would find in our Excel Add-In, Snowflake feed, and Data API, as well as Learning Center content – more information on which datasets are available follows. Each tool maps to a specific dataset, and a single prompt can pull from multiple tools simultaneously, see **Example 3 in 6.3**. Tool access mirrors your existing Green Street entitlements, see **8.1: Entitlements and Access Control** for more information.

The tools group into these broad areas:

- **Research Data:** Green Street's Research made available to answer questions grounded in Green Street report content.
- **News:** Green Street publications and articles are now available to answer questions based on Green Street's news.
- **CMBS Data:** At-issuance terms for all rated commercial mortgage-backed securities globally, dating back to 1985. Covers deal characteristics, participants, sectors, deal-level credit metrics, tranches and pricing spreads. Includes searchable conduit and SASB deal profiles. Compare deals, analyze trends and generate league tables. Updated weekly, typically on Fridays.
- **Company Data (Current and Historical):** Data for individual companies including recommendations, prices, NAVs, NAV premium/discount, cap rates, and more.
- **Company Sector Data (Current and Historical):** Green Street REIT based sector roll-up metrics, such as NAV Premiums, Economic Cap Rates, and more, using the Green Street weighting methodology.
- **Market Data (Current, Historical, and Forecasts):** Grade metrics, fundamentals, valuation, and macro and demographic data by market and sector, plus forward-looking forecasts for cap rates, CPPI, occupancy, and more.
- **Transactions and Automated Valuation Model (AVM):** Recent sales comps with property-level details, and on-demand AVM valuations for individual properties.
- **Reference Content (Data Dictionary and Learning Center):** Field definitions and methodology guides, sector primers, and other information from the Learning Center.
- **Skills Based Tools:** Action based tools accessing data and presenting content in a structured format. Currently available for Green Street Concierge, Research Summaries, Daily/weekly Digest, and Market Sector Dashboards.

See **Appendix B: Tools & Datasets** for the full list. Please reach out to Customer Success at clientsupport@greenstreet.com if we're missing any data that you need.

3.2 What's Not Included

The items below cover what's outside scope today:

- Green Street doesn't review or validate the AI's interpretation of the data once it leaves our server.
- The AVM tool is read-only and will not save any Property runs to your account to be accessed on the platform.

3.3 Coming Soon

- Sales Comps aggregations (e.g., transaction volumes, average sales prices, counts)
- CRE-CLO, ABS, and HY Fund Debt Databases
- More workflow tools and datasets to come!

4. Usage Guidance

After connecting, you can ask questions in chat as you normally would — the AI assistant is aware of the available tools and can pick the right one based on your question. The guidance below covers how to get the most out of our server.

4.1 Before you start

Be aware of other MCP tools you have enabled. If another connector exposes similar data, the AI may pick the wrong source. Either disable competing tools for the session, or name Green Street explicitly in your prompt. For the best experience, ensure you are using just the Green Street tools. However, if you would like responses that contain content from other MCP servers or web searches, be specific about what aspects you want from our data.

4.2 Writing the prompt

Phrase the question so the AI knows to reach for Green Street data. AI assistants often figure out that it can pull our data to answer relevant questions, but you may need to add phrases like “What does Green Street have on…” or “Using Green Street data…”.

Be specific about what you’re asking for and how you want it. If you’re looking for U.S. REIT data, specify US so that the AI doesn’t start pulling EUR or CAN REITs. See the next section for output options the AI can produce, such as bar charts, tables, and summaries.

Tell the AI what you already know. If you've decided on a market or sector and just need supporting data, say so upfront — the AI will spend its effort answering your question rather than restating context you already have.

4.3 Working with the response

Iterate in the same chat. Each follow-up question reuses the prior context, so refining ("Now show just the top 10 by IRR") is faster than starting over. Start a new chat when you switch topics so that previous context doesn't carry over to a new question.

Trust, but verify. *Outputs can look polished even when they're wrong — a misread field, a wrong column label, or two datasets stitched together incorrectly can still yield a convincing result. Spot-check original data sources for anything you'll cite, model, or recommend against the platform.*

5. Output Formats

Because the AI composes the final response, outputs adapt to how you ask. If you want a specific format, just state it. Common output types:

Tables and Comparisons

Ask for tabular output ("give me a table of…") and the AI will format the data into rows and columns directly in the chat; you can even state what columns you're looking for. This is the most common output type for comparisons.

Narrative Summaries

The AI reads the structured data and writes a summary. Example: "Green Street currently has a HOLD recommendation for Prologis, who trades at a 9.1% NAV premium with a 4.3% implied cap rate."

Charts and Visualizations

When using Claude or other tools with a charting capability, it can render line charts, bar charts, and scatter plots from the returned data — especially useful for historical trends or forecasting.

Combined Multi-Tool Analysis

Because MCP lets the AI call multiple tools in one conversation, you could ask: "Give me a comprehensive overview of data centers." The AI can call company data, market sector data, and sales comps tools together to build the response. It can also combine Green Street's data with data from other MCP servers in the same chat.

Downloadable Files

Ask the AI to produce a CSV, Excel file, or other downloadable output and you can save it directly from the chat — useful for pulling a result into a deck, model, or further analysis without re-querying.

Programmatic Outputs

For developers, our MCP server can be consumed programmatically and output to custom applications, ingesting data directly into models, spreadsheets, or dashboards.

New! Workflow Tool Outputs

Some of our tools — **Green Street Concierge, Research Summary, Daily/Weekly Digest** and **Market Sector Overview** — return a structured, purpose-built output rather than free-form text. Because the prompt and layout are pre-defined, you get the same consistent format every time — just ask, for example, "Use the Green Street Concierge tool", "Use the get research summary tool", "Provide me my digest" or "Use the get market overview tool."

6. Examples

The examples below walk through three common use cases, from simplest to more complex. Each show what happens behind the scenes, the response you'd see, and why it's worth doing this way.

6.1 Example 1: Quick Company Summary

A simple example showing a single tool call returning a narrative summary.

Prompt: “What does Green Street have on Prologis right now?”

What happens under the hood: Claude recognizes this as a company question and calls the company data tool with ticker PLD. The MCP server checks your entitlements, returns the latest Green Street record for Prologis, and Claude composes the response.

What you get back: A short narrative summary along the lines of “Green Street currently has a BUY recommendation on Prologis (PLD). PLD trades at a 12% NAV premium with a 4.3% implied cap rate. The Industrial sector view is Neutral, and Prologis is currently the top-ranked name in the sector.”

Why this is useful: Replaces the round-trip of opening the platform, navigating to the company page, and scanning the dashboard — you stay in the AI application and get the headline read in one line.

6.2 Example 2: REIT Comparison Across a Sector

A more involved example showing multiple tool calls feeding a tabular output.

Prompt: “Give me a table with U.S. data center REITs on Price, NAV, and recommendation.”

What happens under the hood: Claude calls the sector tool to identify the U.S. data center REITs, then calls the company data tool for each one to pull Price, NAV, and recommendation. The MCP server returns structured data for each company, and Claude assembles it into a single table.

What you get back: A four-column table rendered directly in chat with columns for Company, Price, NAV, and Recommendation. You can ask follow-ups like “sort by NAV” or “add economic cap rate” and Claude will adjust without re-pulling everything.

Why this is useful: Comparisons that would normally require pulling Excel Add-In data for each ticker and stitching it together happen in one prompt, and the output is ready to copy into a model or deck.

6.3 Example 3: Cross-Source Combined Analysis

A walkthrough showing multiple Green Street datasets combined into one cohesive sector read.

Prompt: “Give me an office sector summary using company, sales comps, forecast, and market data.”

What happens under the hood: Claude recognizes this as a multi-dataset request and calls four tools in parallel. The MCP server enforces entitlements on each call independently.

What you get back: A combined response with four parts — The company data tool returns the U.S. office REITs Green Street covers, with key metrics. The sales comps tool retrieves recent office transactions. The forecast tool pulls Green Street projections. The market data tool returns the current sector view and fundamentals.

Why this is useful: This is the section an analyst would normally assemble by pulling four separate exports and then stitching them together. The MCP server collapses that into one prompt, and follow-up questions stay in the same conversation without re-querying.

7. Appendix A: Configuring the MCP Server Connection

The Green Street MCP Server uses the open Model Context Protocol standard and works with most AI applications that support remote MCP connections. Please reach out to the administrator in your organization to have them connect to our server.

The general process is:

1. Locate the MCP server settings in your AI application.
2. Add a new remote MCP server connection named “Green Street CRE”.
3. Enter the Green Street server URL: https://mcp.greenstreet.com/cre **- this is case sensitive**
4. Choose OAuth 2.0 to authenticate with your Green Street credentials.
   If there are options within OAuth 2.0, CIMD is preferred if available, but inform Green Street if any errors arise with this. Dynamic Client Registration (DCR) is also a feasible option.
5. Enable the connection in your chat session.

If your AI application requires additional configuration details, here is the connection specification:

Setting	Value
Server URL	https://mcp.greenstreet.com/cre **- this is case sensitive**
Name	Green Street CRE
Transport	Streamable HTTP (HTTPS required)
Authentication	OAuth 2.0 (Green Street credentials)
Tool Type	Read-only (no write actions)

Below are the latest instructions for various AI applications:

- Claude (See Section 2)
- ChatGPT
- Gemini

After your administrator has connected our server, you can login with your Green Street credentials, then start a new chat and begin asking questions.

If you need assistance connecting from an application not covered in this guide, please contact Customer Success at clientsupport@greenstreet.com.

Note: MCP authentication is fully delegated to Auth0 and will work with any previously enabled SSO on our platform. If you wish to set up SSO and haven't done so already, please reach out to Customer Success to initiate the process.

8. Appendix B: Tools & Datasets

The MCP server exposes Green Street data through a set of purpose-built tools. Each tool maps to a specific dataset and respects your account's entitlements, and you'll only see tools that your subscription covers. The table below summarizes what's currently available; the AI should select the appropriate tool(s) based on your question, but if not, you can reference tool names directly.

8.1 Overview of Data Tools

Tool	What It Returns	Typical Question
Research (US, CAN, EUR, AUS) **BETA**	Green Street Research reports available to answer questions based on Green Street content. Source report links used to answer the question. Note: This is the “Ask Question” tool and will answer News questions when that becomes available.	"How is AI affecting data centers?" “What is Green Street’s latest insights on European Office?” “Give me a summary of the last Heard on the Beach report”
News (US: ABA, CMA, REA; CAN, EUR, AUS) **NEW** **BETA**	Green Street News publications and articles available to answer questions based on Green Street news. Source article links used to answer the question.	“What is Green Street’s latest news on Prologis?” “Give me a summary of London Logistics news over the last month”
CMBS Data (US) **COMING SOON**	At-issuance terms for all rated commercial mortgage-backed securities globally, dating back to 1985. Covers deal characteristics, participants, sectors, deal-level credit metrics, tranches and pricing spreads. Includes searchable conduit and SASB deal profiles. Compare deals, analyze trends and generate league tables. Updated weekly, typically on Fridays.	“Who were the top U.S. CMBS bookrunners in the first half of this year?” “How much SASB issuance was backed by data centers last year?” “How have conduit AAA and BBB- spreads moved this year?” “What was the average LTV and DSCR on conduit deals this year versus last?”
Company Data (US, CAN, EUR, AUS)	Latest Green Street record for a single company — recommendation, NAV premium/discount, implied cap rate, sector rank, target price, and other coverage metrics. Both current and historical time series available.	“What data does Green Street have on Equinix?” “What office REITs are currently a BUY per Green Street?”
Company Sector Data (US, EUR)	Sector based roll up metrics, such as NAV Premiums, Economic Cap Rates, Debt/EBITDA and other metrics, based on Green Street REIT coverage universe.	“What is the Green Street Health Care GAV premium?” “Compare the Apartment and SFR dividend yield over the last year”

	Both current and historical time series available.	
Sector / Market Data (US, CAN, EUR)	Grade metrics, fundamentals & valuation, and macroeconomic and demographic data by market and sector. Both current and historical time series available.	"Give me the top data center markets by risk-adjusted IRR" "What US market has the highest apartment effective rents"
Sales Comps (US, CAN, EUR)	Recent transaction comps with property-level details. **NOTE: This tool cannot yet perform aggregations, such as transaction volumes, average sales prices, or counts.**	"Show me recent office comps in Chicago" "Give me the most recent data center transactions in the U.S."
Property Valuation (US)	Green Street's AVM (Automated Valuation Model) for a single property; you can even use our Sales Comps data to supplement your query. This tool is read-only and will not save any AVM runs to your account to be accessible on the platform. Ask our Learning Center tool for more information about how it works.	"Use Green Street's Sales Comps data for property information on the office at 100 Bayview Circle, Newport Beach then run the AVM for a current valuation" "How does Green Street's AVM work?"
Forecasts (US, CAN, EUR)	Forward-looking estimates by market and sector for metrics such as cap rates, CPPI, occupancy, and more.	"What's Green Street's Orange County senior housing CPPI forecast for the next five years?"
Learning Center Content	Methodology guides, sector primers, whitepapers, and educational content from the Green Street Learning Center.	"What's the underlying methodology behind Green Street's Market Grades?" "Tell me the difference between Green Street's cap rate types?"
Data Dictionary	Definitions, labels, data types, and context for any field or metric available in Green Street's data platform — so you always know exactly what a number means before you use it.	"What's the desirability index per Green Street's data dictionary?"

A live list with parameters is also available at https://developer.greenstreet.com/mcps/tools?id=cre.

8.2 Overview of Workflow Tools

Tool	What It Returns	Typical Question
Research Summary (US, CAN, EUR, AUS)	AI generated digest of research reports based on region, sector, and timeframe with source links.	“Use the get research summary tool” “What Green Street research came out yesterday for the Apartment sector”
Market Sector Overview (US, CAN)	Dashboard for a selected market and sector including key metrics: nominal cap rate, IRR, occupancy, etc.	“Use the get market overview tool” “Help me underwrite Indianapolis apartments”
Ask Green Street Concierge (US, CAN, EUR, AUS) **NEW**	Orients new users to the Green Street MCP server, surfaces personalized prompts, and answers metric/ methodology questions on demand.	“Use the ask Green Street concierge tool” "Help me get started with Green Street MCP server" "What Green Street tools do I have access to?”
Green Street Digest (US, CAN, EUR, AUS) **NEW**	Produce a personalized daily or weekly digest of Green Street research, earnings Quick Takes, sales comps, watchlist companies, and key market metrics. A one-time setup captures frequency and preference.	“Use the Green Street digest tool” “Run my digest" "Set up my digest — daily, SoCal apartments and strip retail"
Market Sector Comparison (US, CAN, EUR) **COMING SOON**	Compares 2–5 CRE markets or property sectors on fundamentals with a metric matrix, historical charts, and trending research.	“Use the get market sector comparison tool” "Compare Atlanta Apartments vs. Phoenix Apartments"
Company Sector Comparison (US, CAN, EUR, AUS) **COMING SOON**	Compare all REITs within a sector, side by side on key Green Street metrics with related research.	“Use the get company sector comparison tool” "Compare the Apartment and Industrial sectors using Green Street company sector data"
Company Comparison (US, CAN, EUR, AUS) **COMING SOON**	Compares 2–5 REITs on key Green Street metrics with a 3-year price performance chart and linked Green Street research.	“Use the get company comparison tool” "Compare Prologis vs. Rexford" "How does AMT stack up against CCI?"

8.3 Entitlements and Access Control

The MCP Server is a standalone product with its own entitlements and access control. Your account's subscription determines which tools and data you can access, which mirrors what you are able to see on the platform. The MCP Server does not require a separate Data API subscription.

Want to know what tools you have access to and more information about them? Just ask "What Green Street tools are available to me?"

Don't see an expected tool? Contact Customer Success at clientsupport@greenstreet.com.

9. Appendix C: Key Terms

Term	Definition
Connector	A plug-in that links your AI application to an external MCP server. In Claude, connectors appear under Customize → Connectors; each one gives the AI access to a different data source.
Entitlements	Access permissions tied to your Green Street subscription that determine which data you can query through the MCP server. See 8.1 for more details.
Large Language Model (LLM)	The AI model behind assistants like Claude, ChatGPT, or Gemini. It reads your question, decides which tools to invoke (if any), and generates a response.
MCP Server	Our service that sits between your AI assistant and Green Street's data. It receives requests and returns content.
Model Context Protocol (MCP)	The open standard that lets AI assistants talk to external data sources and tools in a consistent, secure way.
OAuth 2.0	An industry-standard login protocol that lets you authenticate with your Green Street credentials without sharing your password directly with the AI application.
Token	How AI applications meter usage. Both your prompts and the data our server returns count against your AI subscription's limits, so large pulls can consume them quickly.
Tool	A specific capability our server exposes (e.g., "get company data" or "search markets"). The LLM picks which tool(s) to call based on your prompt and descriptions our server publishes for each one; you don't need to reference tool names directly unless you aren't invoking the tools you would like to. See 1.2 for more details.

10. Appendix D: Frequently Asked Questions

Do I need to be a developer to use this?

No. Setup takes a minute and all interaction is through natural language. Developer skills are only needed for custom integrations.

Is this a replacement for the Green Street website or API?

No. People who prefer the traditional web experience, the Excel Add-In, Snowflake, or direct API integration can continue as they are. The MCP Server is for those who want to access Green Street content inside AI-powered workflows. It will not require an existing API subscription.

Can I combine Green Street data with other data sources?

Yes — that's one of the biggest advantages. MCP is a universal standard. Someone using Claude, for example, could connect Green Street, Snowflake, and other MCP servers simultaneously and ask cross-cutting questions.

Is the data real-time?

The MCP Server pulls from the same backend as the Green Street platform, so any update you see on the platform — recommendation changes or new comps — is available immediately through the server. There is no separate publishing or sync step.

What if the AI gives an inaccurate answer?

The AI interprets our data and composes a response. Occasionally it may misinterpret information or pick the wrong field. You should treat AI-generated analysis as a starting point and verify critical decisions against the source data on our platform. You can always ask the AI to explain itself and how it formulated its response.

Who's paying for the LLM tokens?

The data the server returns counts as tokens against your AI app's usage (Claude, ChatGPT, etc.), so heavy use can affect your AI subscription costs.

Which Claude (or ChatGPT, Gemini) model should I use?

Any modern model that supports MCP and tool use will work. In Claude, the Sonnet and Opus model families both handle tool calls well; lighter models may struggle with multi-step queries. For complex cross-source analysis (**Example 6.3** in this guide), a more capable model produces better results. Start with your default and step up if you see the model failing to chain tool calls correctly.

Can I use this on mobile?

If your AI application supports MCP connectors on mobile (Claude's iOS and Android apps do, for example), the Green Street connector will work there once it's set up on your account. The connect/setup flow is generally easier on desktop, but day-to-day querying works on mobile.

How do I get the best results from my prompts?

Be specific about what you want and how you want it. Name the data source ("Using Green Street data, …"), specify the output format ("give me a table with columns …" or "summarize in two

paragraphs"), and include filters (tickers, region, date range, sector). If a response isn't what you wanted, ask a follow-up.

What happens if MCP support is removed from my AI app?

MCP is an open standard with broad industry adoption (Anthropic, OpenAI, Google, Microsoft), so removal from a major app is unlikely. If it does happen on the app you use, you can switch to any other MCP-compatible app.

Can I use this with my firm's private/internal data?

The MCP server only returns Green Street data; it doesn't access your internal systems. But your AI application can combine Green Street responses with other connected sources in the same conversation.

What is Green Street logging and what are you doing with my queries to the MCP server?

When a user invokes a tool in our MCP server, Green Street sees (i) the user information provided at authentication to our server (as we do when a user logs into our platform so we can determine what data a user can access), (ii) the tool invoked, (iii) the AI application that is invoking the tool (such as Claude or ChatGPT), (iv) the parameters sent by the AI, and what data we returned; we have no visibility as to how the client's AI application presents this data to them after our server provides it.

- Queries that are sent to our unstructured data tools, such as news, research, or learning center, are received as a string verbatim (this is required to answer the question) but are only retained for 6 months and available in technical logs internally for quality assurances; users with access to this information are required by our Compliance team to sign an AI Confidentiality Attestation. It is only accessible to a limited engineering group and then aggregated anonymously for future product development to support our clients' needs.

- For our structured data, we only receive the parameters sent by the AI application just as we would an API call, but no actual queries verbatim.

Do you train on our data?

We do not use any client data to train models

11. Appendix E: Troubleshooting

Below are the most common issues users run into and how to resolve them. If nothing here matches your situation, reach out to Customer Success at clientsupport@greenstreet.com.

Issue	Likely cause	Fix
I don't see the Green Street MCP Server in my Connectors list	Your Claude (or other AI application) administrator hasn't added the custom connector yet.	Ask your Claude admin to follow the steps in Claude Connector Admin Setup above. Once they've added it, refresh Claude and the connector will appear under your Connectors list.
I connected but no tools appear	The connector is active, but your account's entitlements haven't been provisioned for MCP access, or the server returned an empty tool set during initial handshake.	Disconnect and reconnect the server. If the tool list is still empty, contact Customer Success, your account may need MCP-specific entitlements enabled for your subscription.
Authentication fails when I try to connect	Either your Green Street credentials aren't recognized, you have an active session that's interfering, or your account hasn't been enabled for MCP access.	Confirm you can log into the Green Street platform directly with the same credentials. If platform login works but MCP login doesn't, try signing out of Green Street in your browser, then re-running the Connect flow. If that still fails, contact Customer Success, your account may need MCP access enabled.
Claude answers my question without using Green Street data	The AI didn't recognize that your question needed our data and answered from its own training instead. This is most common with general-sounding questions. Your Connector may have also disconnected.	Be explicit. Phrase the prompt as “Using Green Street data, …” or “What does Green Street have on …”. Also confirm the Connector is still connected and enabled for that specific chat, because some AI applications like Claude and ChatGPT, have toggles in specific chats.
I get an “access denied” or “not entitled” response	You're asking for data outside your subscription — for example, querying APAC private-market data on a USA REIT-only entitlement.	Check what your account is entitled to (compare your platform access). If you believe you should have access to the dataset in question, contact Customer Success to review your entitlements.
The data looks wrong or is missing values I expected	Two common causes: (1) the AI misinterpreted a field name and pulled the wrong metric, or (2) the underlying data on the platform is missing for that company/date.	Ask the AI to show its work — “Which tool did you call and what fields did you pull?” If the tool call looks right but the value is off, verify directly on the Green Street platform. If the platform shows a different value, that's an issue worth flagging to Customer Success.

The AI returned a number that doesn't match the Green Street platform	The AI filled a gap from its own training data instead of calling a tool, or it called the right tool but misread the returned field. This is sometimes called "hallucination" — the response looks plausible but isn't sourced from Green Street.	Ask "Which tool did you use for that number?" If it didn't call a tool, rephrase with "Using Green Street data, …" to force a tool call. If it did call a tool, compare the value to the platform. Report persistent mismatches to Customer Success.
I asked for a table (or chart) and got a paragraph instead	The AI defaults to narrative output unless explicitly asked otherwise, and chart rendering depends on the AI application you're using.	Be direct: “Give me a table with columns X, Y, Z” or “Render a line chart of … over the last 5 years.” If you're in an app that doesn't render charts in chat, ask for the raw data instead and paste it into Excel or your charting tool.
Responses are slow or time out on broad questions	A broad prompt (“give me everything on industrial”) can trigger many sequential tool calls. Each call returns data that the AI must process, and long chains can be slow or hit time limits.	Narrow the question, specify a list of tickers, a region, or metrics. If you need a wide pull, break it into two or three follow-up prompts in the same conversation; Claude will remember context across.
My AI usage limits are getting hit faster than expected	Data returned by the MCP server counts as tokens against your AI subscription's usage. Large tabular pulls are token-heavy.	Ask for the specific fields and rows you need rather than “all data on X.” If you're routinely pulling large datasets, the Excel Add-In, Snowflake, or direct API are more efficient for bulk extracts — the MCP Server is optimized for conversational analysis, not bulk loads.
The connector disconnects or asks me to re-authenticate frequently	Authentication sessions expire on a fixed window, and some AI apps drop the connection on long idle gaps.	Re-run the connect flow when prompted — it's a single click once the connector is set up. If you're being asked to re-authenticate multiple times per day, contact Customer Success so we can check session-length settings on your account.