

General MLS/ACTRIS FAQ

Training

Q: Are MLXchange User Guides available?

A: Yes, you can go to the Help button on MLXchange for a PDF copy of the User Guide. You may also purchase one in the ABoR Store for \$5.

Q: Are training classes available for MLXchange?

A: Yes, you can go to www.abor.com to register for MLXchange Intro classes.

Q: Are Advanced MLXchange classes available?

A: Yes. The New Member Class must be taken before you may register for an Advanced MLXchange class.

Q: Is there a charge for MLS classes?

A: MLS classes are offered for free to all MLS members. If you fail to attend without giving prior notice, a \$25 charge will be placed on your account for not attending.

Q: How can I register for class?

A: For the New Member Class, you must contact the Membership Department to register, if you need to change the original class date you selected when you submitted your application. For advanced classes, you can go to www.abor.com and select the class you wish to attend.

Q: Is an online training class available?

A: The MLS classes given by ABoR are not available online. MarketLinx has created webinars for different features of the program and will schedule them online live and also offer recorded versions of the webinar. Information for upcoming webinars will be located on the Message of the Day, recorded webinar links will be in the Help tab of MLXchange.

Login Information

Q: What is a Strong password?

A: A Strong password contains both numbers and letters, and is not easily identified with the agent. Information such as birthdates, anniversaries, partial names, pets or children's names should never be used as part of a strong password.

Q: What format does my strong password need to be in?

A: The strong password must be 8 characters long and must contain at least 1 letter and 2 digits.
Examples: xxxxxx12, xxx12xxx, x123xxxx, 1xxx2xx3

Q: How will the system know if my password becomes compromised?

A: The scout program works on three different levels:

1. Physical location of the computer accessing the system, i.e. Cleveland, OH.
2. IP address of the computer using the login.
3. Typing speed and rhythm when entering the User Name and Password.

This information is recorded each time you login, and over time a pattern is created. If one of the aspects is different, it will flag the account. The more flags on an account, the more the program believes the login has been compromised and will send notification to the agent of the possibility their password has been compromised.

Q: I have an assistant that needs access to my listings. Is he allowed to share my password?

A: No. Every person accessing the MLS must have their own user name and password. If an assistant needs access to your listing, you can Share Identity with the assistant and grant them permission inside MLXchange. Please go to www.abor.com and click on Join Us to fill out the proper application.

Note: To qualify as an Assistant, the person can not have an active real estate license.

Q: Will I be required to change my password often?

A: No, you will not be required to change your password on a scheduled basis. This program works on watching patterns. You will be asked to change your password if it looks like it has been compromised.

Q: What happens if I forgot my password?

A: You will be able to change your password by answering your three security questions. A new pattern will start recording with the new login.

Q: Will the new login method require Active X controls?

A: No. The new login method will only require Adobe Flash, which is a very common program that is required by numerous sites, thus the majority of computers are already equipped with it. However, you may be prompted to download the latest version the very first time you attempt to log in.

Q: I am the only one that uses my computer. Will I be able to save my User ID when logging into MLXchange?

A: No. Entering your User ID each time you login will give the program more information to record and add to the pattern of your unique login profile.

Q: I was in the middle of an operation when I was pulled away from my desk. I tried to start again and the Login screen popped up. Why?

A: MLXchange will automatically log you out of the MLS if the system is idle for more than 120 minutes. If this happens, you will simply need to login again. This will bring you back to exactly where you were, not losing any work.

Q: What should I do if I believe my password has been compromised?

A: Change your password. Notify ABoR Staff that you believe your password has been compromised and by whom. Safeguard your password by not writing it down.

General Information

Q: I am adding a new listing. How are ADOM/CDOM calculated?

A:

- ADOM – Actual Days on Market (attached to the ML#)
- CDOM – Cumulative Days on Market (attached to property, PID)
- ADOM/CDOM will count in A & AC statuses only

- ADOM/CDOM will **not** count in P, PB, PO or T statuses
- ADOM will reset with a new listing
- CDOM will reset in 90 days on a new listing when the previous listing is either W or X
- CDOM will reset immediately on a new listing when the previous listing is either S or L

Q: I had a property for Lease but now the Owner wants to Sell it. Will the Days On Market carry over to the new listing?

A: No. Each property type calculates independently from the other property types.

Q: I have an assistant. Do they need to join? How much will they pay?

A: Yes. Anyone accessing the MLS must have their own login and password. Assistants accessing the MLS/Keypad systems:

- Unlicensed Assistant – must join as an Assistant with appropriate application fees
- Licensed Assistant – must join as a Realtor member with appropriate application fees

Applications are available on abor.com. ABoR does not recognize licensed assistants.

Q: I just entered a new listing. Can I ask for help from ACTRIS Staff to make sure all the information is correct?

A: Yes. You can contact ACTRIS Staff to look at your listing for verify there are no violations. If this is done before a violation is detected, you will not receive a warning letter later.

Q: If I did something wrong in my listing, will I be notified? How will I know?

A: Warning letters and/or emails are provided as notification of certain incorrect or incomplete entries in the database. If the entry is not corrected within forty-eight (48) hours of the notice, a fine of \$100.00 is imposed. Some examples are, but not limited to:

- School District
- Individual School Name
- Zip Code
- Owner Name (May only be withheld if a letter from the owner is on file with the agent or indicated in the Listing Agreement)
- City (if outside any city, use the mailing address city)
- Omission of Subdivision or Survey Name from the Legal field
- Comments that could be harmful to the interests of the Seller

Note: Once a fine has been imposed, the listing must be corrected to avoid additional fines which may be doubled every 10 days.

Q: When I print a report, it rolls over onto another page. How can I change this?

A: Printing wide lists from Browser – Use Page Setup to set the page margins to .25". To select it, left click within the frame you want to print. Right click in the frame and select print. This will automatically reformat the page's information to the printer margins and print everything on the screen's "page" even if it is several printed pages. Also make sure the Active X controls are downloaded properly.

Q: How do I check or download my Active X controls?

A: In the address bar, type in <http://actris.mlxchange.com/ax> and hit Enter. Click the Install button for your computer to begin the process to verify controls have been downloaded. If all are downloaded correctly, a red check mark will appear on the right side. If they are not, a red x will appear. A yellow tool bar should appear at the top of the page to download the Active X controls. Follow the directions.

Once all the red check marks appear, remove the ax from the address bar and hit Enter again. This will return you to MLXchange.

Q: I am transferring to a new office. Will my listings follow me automatically?

A: No. A Listing Transfer form must be completed and signed by the releasing Broker and the accepting Broker.

Q: I am the Broker and I want to give Broker Access to another person in the office. Can I do that?

A: Yes. In order to assign Broker access to another person, the individual must be an active MLS member. Send a request to mlssupport@abor.com.

Q: I pulled up a listing and the Listing Agent's name was not there. Why is that?

A: When an agent is no longer Active with MLS, their name and contact information will not appear on any listing. Office information will continue to display.

Q: I found a listing that has some information that doesn't appear to be correct. What should I do?

A: If you discover a listing with invalid data, *contact the listing agent or broker first*. It is best when members work together to improve the MLS data. If there is no response, please report it to ACTRIS. Reporting members always remain anonymous. Use the Report Data Error button associated with the listing in MLXchange.

Q: I entered a listing and the location on the map is not correct. Can this be fixed?

A: If you are the listing agent, you can modify the location on the map through Listing Maintenance. If you are not the listing agent, contact the Listing Agent to correct. MLS staff can also make the correction.

Q: I am busy and don't have time to show my client around today. Am I allowed to loan them my keypad so they can go view the properties on their own?

A: No. This is against ACTRIS Rules and Regulations. Members may not share any MLS tool with a non-subscriber. This includes licensed and non-licensed non-members. Non-licensed/Inactive licensed Assistant may join ACTRIS to obtain their own User Name and Password. Anyone needing access to MLS tools and service must be an ACTRIS member.

Q: I need to register for an MLS class. How do I do that? How much do they cost?

A: All MLS classes are free, but seating is limited. Class registration is done at www.abor.com. To cancel a reservation, email MLSSclasses@abor.com. If a member is scheduled for a class and fails to attend or cancel 24 hours prior, a \$25 fine will be assessed.

Q: The Buyer brought a licensee that is not a member of ACTRIS. Are they automatically entitled to the commission offered in the MLS?

A: No. The commission offered through the MLS is for other members of ACTRIS. If the licensee is not a member of ACTRIS, the offer does not apply to them. You may negotiate the rate of commission to the licensee.

Q: Can I provide information from the MLS to other companies, like moving companies?

A: No. The intent and purpose of the Multiple Listing Service is to share information about the property and offer compensation and cooperation to other members. It is a violation of the MLS to use any field for anything but its intended purpose. This specifically includes, but is not limited to, promotion of an individual, a company, or a marketing plan.

Billing

Q: Why do I receive three bills during the year?

A: ACTRIS (MLS) dues are separate from ABoR dues. ABoR (Board) dues cover your local, state and national membership fees and are due annually on December 15th. ACTRIS dues cover your MLS and Dkey service and insurance and are billed semi-annually on March 15th and September 15th.

Q: When are my dues sent to me?

A: All dues are sent out a month before they are due:

ABoR Dues – sent November 15th

ACTRIS Dues – sent February 15th and August 15th

Q: Can I pre-pay my dues for the entire year?

A: No. ABoR does not offer a prepayment option.

Q: Can I have my dues automatically taken from my account?

A: ABoR/ACTRIS does not assume member will renew membership with the Association. All dues must be paid at the time they are received.

Q: I mailed my payment. Will I be charged a late fee if it isn't received by the due date?

A: To avoid late fees and/or interruption of services, your payment must be postmarked or reach ABoR by the deadline on the invoice. If the postmark is on or before the due date, you will not receive a reinstatement fee.

Q: How can I pay my bill?

A: Members may pay their bills by mail, phone, online or in person at ABoR during business hours.

Q: I have a Supra eKey, how are they billed?

A: Supra eKey users are billed directly by Supra and dKey users are billed by ACTRIS during MLS billing periods.

Q: I wasn't aware I would be receiving an eBill. When did this become effective?

A: eBilling has been in effect since January, 2004. Members who wish to receive a paper bill should contact ABoR. There is a \$10 charge to receive each paper bills.

Q: I never received my eBill. Why is that?

A: Check member records on abor.com to ensure ABoR has your correct email and postal addresses. Also check your Junk folder. Make sure you allow email addresses from @abor.com.

Q: I never received an eBill. Do I still have to pay the reinstatement fee?

A: Yes. Members are responsible for paying dues on time. The dues dates have not been changed for several years. Members are reminded of dues dates several ways (www.abor.com, monthly Newsletter, quarterly ACTRIS Bulletin, and the Message of the Day in MLXchange, a message on keypads and in the monthly eStatements sent out, among other venues).

Q: Am I allowed to charge items from the store to my account?

A: Yes. The amount must be a minimum of \$20 to charge to your account. The amount must be paid within 30 days.

Supra – General Information

Q: What types of keypads are available?

A: All ACTRIS Realtor members have a choice between two different types of keys: the DisplayKey (dKey) or the eKey (Palm or Smartphone). Assistants and Affiliates may use either key with limited access.

Q: I need assistance from Supra. What are their hours?

A: Technical Support is available 7:00 am to 9:00 pm, seven days a week by calling Supra at 1-877/699-6787.

Q: How often does my key need to be updated?

A: Keys require nightly updates. The update of your key sends and receives important information.

Q: What happens if I forget to place my key in the cradle at night?

A: If a nightly sync is missed, you may call KIM (number located on the back of the key), to obtain an update code good for one day. You may have one update code between cradle eSync. You must esync that night. This code may also be obtained via the Internet on Supra's site.

Q: How can I see who has accessed my lockbox?

A: To view activity, register keyboxes and other features, log on to <http://www.supraekey.com>.

Q: What is the proper way to carry a lockbox?

A: Do not carry lockboxes by open shackles. They can slip from the lockbox and be damaged.

Q: I can't remember the codes for my key and lockbox. Can these be changed?

A: Shackle codes and PIN codes may be changed. Members with an eKey service may change codes without having to go to ABoR.

Q: The lockbox won't open.

A: If the lockbox will not respond when the key is pointed to the sensor, shield the "eye" from sunlight and try again. If this doesn't help, contact Supra for assistance.

Q: What are the entry hours of my lockbox?

A: Default hours are 7:30 am – 9:00 pm CST. These hours can be changed by the eKey users or ABoR staff.

Q: I have a bad memory. Is it ok for me to carry my PIN code with my keypad?

A: No. Do not carry your PIN code with your keypad. Do not tape your PIN code to the back of the key. If the key is lost, and used, the assigned member may be responsible for associated damages. There is an immediate fine if the PID code is found with the keypad.

Q: My Dkey is stuck in a "searching" cycle. How do I fix it?

A: If the DisplayKey is caught in a loop and just keeps searching, press "Enter" and the "1" buttons simultaneously to get it out of the loop.

Q: I placed my Dkey on the cradle last night but it didn't update. Why is that?

A: You may need to reset the cradle. Take the dKey out of the cradle, turn the cradle over. Near the power/phone cords is a very small hole titled "Reset". Insert an opened paperclip and depress the reset button for 5-6 seconds. Unplug the power cord for 5-6 seconds and then reconnect. The cradle lights should flash red, green, amber, and then go off completely. Try the "Manual eSync" again.

Q: How does my Assistant's keypad work?

A: Assistants and Affiliates are required to use a Call Before Showing (CBS) code with their key. The CBS Code is a 7-digit code that is uniquely programmed in each Lockbox. Only the Listing Agent/Office is allowed to release the CBS Code to an authorized assistant or affiliate. The CBS Code must be entered into the keypad followed by their 4-digit PIN to obtain the key out of the lockbox.

Q: I am busy and don't have time to show my client around today. Am I allowed to loan them my keypad so they can go view the properties on their own?

A: No. This is against the ACTRIS Rules and Regulations. Members may not share any MLS tool with a non-subscriber. This includes licensed and non-licensed non-members. Non-licensed/Inactive licensed Assistant may join ACTRIS to obtain their own User Name and Password. Anyone needing access to MLS tools and service must be an ACTRIS member.

Technical Assistance

Q: My page does not look correctly and I cannot scroll up and down on the page. How do I fix this?

A: Make sure your Screen Resolution is set to 1024 x 768. You may want a PC tech to assist with this change.

Q: Login says "loading MLXchange" and will not let me login.

A: You have a Pop-up Blocker, the message that you just clicked OK to explain that you needed to configure it before you can login. Go to Tool → Internet Options → Privacy → Pop-up Blocker Settings; OR Tools → Pop-Up Blocker → Allow Pop-ups for this Site

Q: How do I access MLXchange?

A: You can bookmark MLXchange directly using this link <http://actris.mlxchange.com>, or click on the Access MLXchange link located on the upper left hand corner of www.abor.com.

Q: If I have functionality questions (e.g. run searches, create reports, prospecting, time stamps, etc.) that required step-by-step instruction who do I contact?

A: You can contact Tech Support at 1-866/776-0661 Monday through Friday 8:30 – 4:30 CST, email Tech Support at actrishelpdesk@marketlinx.com or conduct Live Chat Monday through Friday 8:30 – 4:00. Contact MLS staff at 512/454-7636 x 2001 or email mlssupport@abor.com, Monday through Friday 9:00 – 5:00. You can also use the MLXchange Online as a reference.

Q: Is there a place I can access help on the MLXchange web site?

A: Yes. Look in the top right corner of the page for the Help link.

Q: I use Norton "Personal Firewall" and I'm experiencing problems. What should I do?

A: Follow these steps:

- Launch Norton Personal Firewall
- Go to the section labeled Personal Firewall
- Click Configure in the bottom right hand corner
- Choose the Home Networking tab
- At the bottom, in the Restricted Zone section, make sure Trusted has been selected
- Click the Add button underneath that section
- Type the Web address that needs to be allowed (ex. Actris.mlxchange.com) and click Ok
- Click the Add button again to add the Web address actris.mlxchange.com and click Ok and the Ok again
- This should work right away. If it does not, close Internet Explorer (IE) and then go back into MLXchange from the start

Q: Is MLXchange compatible with Macintosh computers?

A: A server has been added to allow Mac computer to work with MLXchange. The link for the ACTRIS CITRIX users is http://citrix001.interealty.com/Citrix/MetaFrame/actris_mlx3.htm. When you open this link, the page will provide instructions on how to download the CITRIX client and how to create a shortcut on your desktop for accessing the MLXchange application.

This is a PDF file of the current <http://www.abor.com/MLS/Citrix-MLXchange.pdf> explaining how to upload pictures through CITRIX and how to print through CITRIX.