

Troubleshooting SafeMLS Logins

Please attempt the following steps one at a time until the error is resolved. For persistent issues, please contact the MLS team at 512-454-7636 or mlssupport@abor.com.

Step 1: Clear Browser Cache

Note: in both browsers you can press Ctrl+Shift+Del to open this page.

Internet Explorer:

1. Open Internet Explorer and select the Tools menu.
2. Select "Internet Options".
3. Under the "General" tab, click the "Delete" button in the Browsing History section.
4. Make sure all boxes are checked (IE8) and click the "Delete" button. (Warning: many users do not want to erase "Cookies" or saved "Passwords".)
5. Click the OK button to close the Options page.
6. Close all Internet Explorer windows and restart the browser.
7. Attempt to Login.

Step 2: Setup a Trusted Site

Internet Explorer:

1. Open Internet Explorer and browse to your MLS login screen.
2. Select the Tools menu, and click "Internet Options"
3. Under the "Security" tab, click the green "Trusted sites" checkmark, then click the "Sites" button.
4. The address of the current site will automatically populate the "Add this website to the zone" field.
5. Click the "Add" button.
6. Uncheck the "Require server verification (https:) for all sites in this zone" checkbox.
7. Click the "Close" button.
8. Click the "OK" button.
9. Close all Internet Explorer windows and restart the browser.
10. Attempt to Login.

Step 3: Enable Session Cookies

Internet Explorer:

11. Open Internet Explorer and select the Tools menu.
12. Select "Internet Options" then the "Privacy" tab.
13. Select the "Advanced" button and check the "Override Automatic Cookie Handling" checkbox.
 - a. Optional: Select "Accept" under "First-party Cookies".
 - b. Optional: Select "Block" under "Third-party Cookies".
14. Check the "Allow session cookies" checkbox.
15. Click "OK" to close the Advanced Privacy Settings page.
16. Click "OK" to close the Options page.
17. Restart Internet Explorer.

Step 4: Reset Security Level to Medium

Internet Explorer:

1. Open Internet Explorer and select the Tools menu.
2. Select "Internet Options".
3. Select the "Security" tab.
4. The "Internet" Zone (globe icon) should already be selected.
5. Adjust the slider bar to "Medium" for the Internet Zone
6. Click the OK button to apply changes and close the Options page.
7. Close all Internet Explorer windows and restart the browser.
8. Attempt to Login.

Step 5: Reset the Browser

Internet Explorer:

1. Open Internet Explorer and select the Tools menu.
2. Select "Internet Options".
3. Click the "Advanced" tab.
4. Click the "Reset" button at the bottom.
5. Click the next "Reset" button to disable all toolbars and add-ons, reset privacy and security settings, advanced options, tab and pop-up settings.
 - a. Note that your Favorites are NOT erased.
6. Click "Close" and "OK".
7. Restart Internet Explorer.
8. Attempt to Login.