

FAQ for SafeMLS

New Login

Q: How long will I use my ABoR.com password to login to MLXchange?

A: You will use the abor.com password until you are prompted to enroll in the new system. When you enroll in the new system, you will be required to create a new password. (Note: it is acceptable to use the same ABoR.com password as your newly created MLS password.)

Q: How do I register my new password?

A: The first time you log in, you will use your password for abor.com. This will take you to the process of creating your new strong password and answer your three security questions.

Q: What do I do if I don't remember my abor.com password?

A: Click on the www.abor.com password link located just about the login box. This page will prompt you to initiate an email with your abor.com password.

Q: Why didn't I get the email when I tried to retrieve my abor.com password?

A: This could be caused by a few things. You either do not have an email address on file with ABOR or the email address is incorrect. Please go to www.abor.com to update your Profile. If your email address is correct, please make sure you have added MLSSupport@abor.com so emails from this email address does not get blocked as spam.

Q: What is a Strong Password?

A: A password that is hard to detect both by humans and by the computer, and provides an effective defense against unauthorized access to a resource.

Q: Why must I click through another User Agreement? Didn't I already do this when I registered my token?

A: This User Agreement pertains to the new password policy. The previous User Agreement concerned the usage of the tokens.

Q: I don't remember my answers to the security questions the first time I registered. Will this stop me from registering my new password?

A: No. Your answers can be different than the first time you registered with your token.

Q: What is the password policy for passwords?

A: Passwords must be exactly 8 characters long, with a minimum of 2 digits. The password can not be made of all numbers. The password is not case-sensitive.

Q: The login screen has changed, but I have not been prompted to change my password. Why is that?

A: A throttling code has been implemented to prevent the server from being overloaded. Please continue to use your ABoR.com password until you are prompted to enroll.

Q: I registered my new password, and was taken back to the login screen. Why is that?

A: You must use your new password to log into MLS at this time. From now on, you will only use your new password.

Q: What do I do if I forget the password I created?

A: Click on the Forgot Password link, answer your three security questions and create a new password using the same password policy.

Q: Will I need to keep my token after I create my new password?

A: No. Once you create your new password, you will no longer need your token.

Q: Can I throw my token away?

A: It is not good to throw electronic equipment into landfills. ABoR will collect the tokens and recycle the pieces to make sure they are properly disposed of.

Q: What do I do with my token once I have my new password?

A: You can return your token to ABoR and they will send it back to the vendor to dispose of properly.

Q: My office is not close to ABoR. Can we collect the tokens here and drop all of them off at ABoR?

A: Yes. You can collect tokens from the agents in the office and make one stop at ABoR to drop off all the tokens at once.

Security

Q: Why are we not using tokens anymore?

A: The new authentication system carries several advantages for ACTRIS members, including convenience and improved security. With more sophisticated technologies available, single-use passwords are not necessary.

The new intelligence-driven system authenticates members by way of keystroke dynamics or “typing signature.” Keystroke dynamics makes it possible for the server to detect account sharing, account takeover, and differences between individual users that is not possible with traditional device or IP tracking. The security will work in the background instead of using a hardware token.

Q: How is the strong password safer than the token?

A: The security will work in the background instead of using a hardware token.

Q: Will I still be able to Identity Share with this new password?

A: Yes, the new login method will not change this practice.

Q: How will the system know it is me logging in?

A: The Sentry program will track three major factors: Physical location (i.e. City), IP Address, and typing pattern/speed. Each login will create a picture. The Sentry program will compare each picture over a period of time to create a profile for each user.

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

A: Click on the Change Password link and create a new password using the same password policy logic.

Q: If I have to change my password will I be able to use the same password I did previously?

A: No. Logic in the system will not allow you to use the same password for 9 months.

Q: Will I receive notification if my password has been compromised?

A: Yes. The Sentry program will automatically send you an email if there are multiple profiles for the same user account. The email will instruct you to create a new password using the password policy.

Q: Will I be forced to change my password after a certain time frame, like 180 days?

A: No. The only time you will be asked to change your password is if the Sentry program believes the account has been compromised.

Accessing the MLS

Q: I am a new member. Will I be able to access the MLS before I attend the Getting Started session?

A: Yes, you will. The Terms and Conditions of Use must be accepted before you are allowed to access the MLS, but you may begin using the MLS soon after joining.

Q: I have a new assistant. Can I share my Password with them so they can log in as me?

A: No. Each Password is registered to a unique User. Using their own Password, the assistant should use the "Signed in as" feature to access your listings.

Q: Am I allowed to share my password with my partner if I am on vacation and need to update a listing?

A: No. No one else may use your password to access the MLS. If your partner needs access to your listings, you can grant them permission through Identity Sharing inside MLXchange.

Q: I'm trying to login but I keep getting an error message. What could be causing this?

A: If you receive the "Sorry, you are currently not authorized to access the system", either your session has been timed out for in-activity or you have been logged off the system by another user. If you are unable to re-enter the MLS, contact the MLXchange Help Desk at 1-866/776-0661.

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, clicking the gray button on the Token to issue you a new Password. This will bring you back to exactly where you were, not losing any work.

Q: Will I be able to access the MLS multiple times during the day?

A: Yes, you can access the MLS as often as you need to. Each time you login, you will be required to enter your User ID and Password. This will create a new "snap-shot" to add to your profile.

Q: Will I still be able to log in using multiple computers, like my home, office and laptop?

A: Yes. The Sentry program will take all three aspects into consideration while creating your user profile. It will track the different IP addresses from each computer and use this information as part of the profile.

Q: Will I be able to login at my client's home?

A: Yes. It will track this as a new location in your profile.

Q: Will I be locked out if I use a different computer than what I normally use?

A: No. The new IP Address will be recorded in your profile, but this will not keep you from logging into MLS.

Tips when creating passwords:

- Don't make the password so difficult you can't remember it, and must write it down
- The password should be easy enough to remember but not easy enough to be compromised.

The password should not be a common usage word such as:

- Names of family, pets, friends, co-workers, fantasy characters, etc.
- Computer terms and names, commands, sites, companies, hardware, software
- Birthdays and other personal information such as addresses and phone numbers
- Word or number patterns like aaa1bbb2, qwerty23, abcdef89, abc00cba, etc
- Any of the above spelled backwards
- Any of the above preceded or followed by a digit (e.g., secret11, 11secret, 1secret1)

Here is a list of "don'ts":

- Don't reveal a password over the phone to ANYONE
- Don't reveal a password in an email message
- Don't reveal a password to your boss
- Don't talk about a password in front of others
- Don't hint at the format of a password (e.g., "my family name")
- Don't reveal a password on questionnaires or security forms
- Don't share a password with family members
- Don't reveal a password to co-workers while on vacation