Flexmls

Frequently Asked Questions

What is my user name and password?

To maintain security, only the MLS office can provide your user name or reset your password.

How do I change my password?

On the menu, click **My Profile** under Preferences, then click **Security**. Click **Change Password**. Enter your existing password in the **Current password** field. In the **New password** field, type your new password. The password must be between four and eight characters. Type the new password again in the **Confirm new password** field. Click **Update Password**. If you forgot your password, call your MLS office to have it reset.

How do I search by listing number?

Click **MLS # Search** under Search on the menu to open the MLS # Search page. Search for multiple listings by separating the numbers with commas, or search for a range of listing numbers by separating the numbers with a hyphen (for example, 18-12345-12350). Click **Search** to view the listings. You can also start a search by entering an MLS number into the Searches gadget on the dashboard.

How do I search by address?

Click **Address Search** under Search on the menu. Enter known address information to perform the search. You can enter a range of house numbers or the exact number, if available. If you are unsure of the spelling or the exact street name you can use an asterisk (*) as a wildcard character (ex. North* would return results for north, Northwood, Northstar, etc.). You can search by a status change date range by typing the dates or using the date picker. You can also narrow the search by including only your listings, your office's listings, or your company's listings. Click **Search** to display the search results.

How do I view listing history?

On a search results page, click the **Detail** tab. Select a listing and click the **History** link on the menu bar at the top of the listing details pane. Click on the plus sign to expand history events for each MLS number displayed.

How do I set up a Quick Search template?

You can design your own search templates from the Quick Search Preferences page to make searching faster. To open the page, click **My Quick Searches** under Preferences on the menu.

Click **New** to create a new template. Type a name for the template and select the property types to include (hold down the control key to select multiple types). Next, select the default view to be used when viewing results. (Create new views using the My Views page.)

If you are logged on with an office or MLS-level account, you can also make the template inheritable, which means that it can be used by all members in the office or MLS, depending on your login. You can also select to print detail group names in front of the details by clicking on the appropriate radio button. Click **Next** when you are finished with your selections.

Next, choose the fields to include in the template. Select the fields to use on the left side of the page (hold down the control key to select multiple fields). Click the **Add** button below the field list to add the fields to the Template Layout pane at the right. Highlight fields in the layout pane and change their positions or remove them using the buttons at the right. When you are satisfied with your selections, click **Save**. You can also edit an existing template or remove a template from the My Quick Searches page.

How do I set up a view?

To create or change a view, click **My Views** under Preferences. Click **New** to create a new view. (To modify an existing view, choose a view from the list and click **Edit**.) Next, enter a description for the view that effectively describes what it will be used for. Enter a report description for the view. The report description is displayed when you use the Printer Friendly/Print Page function. You can make a view inheritable, which allows all logins below your access level to use it. For example, the office login can set up inheritable views that all the agents in the office can use.

Next, click on the **Fields** tab to select columns. Click in the Search box to search for a field or begin typing to narrow the list of fields. Double-click on a field name to select it. You can reorder the fields using the arrow buttons at the left edge of the Selected Fields list. By default, the first field in the view will be the column that results are sorted by. Click on the **Sort** tab to set a different sort order. Click **Save** to save the view.

The new view will be displayed in the Available Views list. To see the report title and selected columns for the view, select it in the list. When logged in as the office or company, click the **Give to someone** button to share the view with users in your office or company.

How do I change the columns displayed in search results?

On a search results page, click the **View** link. On the Edit View page, add or remove columns of information. To create and save customized views, click **My Views** under Preferences on the menu.

How do I sort the columns on the search results page?

You can sort search results by clicking on a column header and choosing to sort in ascending or descending order. You can also create a custom sort by clicking **Sort** on the List tab of the Search results page, or by setting up a custom sort when creating a view.

How do I set aside listings for viewing later?

Set aside listings for future viewing by placing them in a listing collection. To create a new collection, first perform a search and view the results. In the search results, select the listings you want to place in the collection and click **Save**. Choose **Save Selected As** and the Save Selected page will be displayed, where you can enter a name and save the collection.

How do I access listings that I have saved to a collection?

To access your saved listing collections, click **Listing Collections** under Search on the menu.

How do I save a search?

From a search results page, click **Save**. If listings are selected, you can select **Save As** to save the selected listings as a collection or click **Save Search** to save the search criteria. On the Save Search page, enter a name and description for the search. From this page, you can also set up a subscription email event.

You can also create a new saved search by clicking **Saved Searches** under Search on the menu. On the Saved Search page, click **New** to create a new search.

How do I enter a listing?

If your login has the necessary permissions, you can add a listing by clicking **Add** under Add/Change on the menu. The Add Listing page is divided into tabs. Enter the required information (as denoted by

bracketed red text) on each tab. Click on the tabs or the **Next** button to navigate among the tabs. When all required fields are complete, you can click **Add Listing** to finish the process. If all required information is not available, you can click **Save Incomplete** to save the incomplete listing information to finish later. A listing is assigned an MLS number when all required information has been entered and you click **Add Listing**.

How do I add a photo to a listing?

From the Change Listing page, click **Photos** to add, edit, remove, or reorder listing photos.

How do I attach a virtual tour to a listing?

On the Change Listing page for the listing, click on **Virtual Tour**. Click **Add Virtual Tour** and enter a link and description. Be sure to include the entire URL (including the http://) or the virtual tour will not work.

Why isn't my virtual tour working?

First, try to open the URL outside of Flexmls to see if the tour loads properly. Next, verify the URL on the Virtual Tours page for the listing. Make sure that the complete address (including the http://) has been entered. If the tour works outside of Flexmls and the address has been entered properly, check with your virtual tour provider to ensure that the tour can be embedded in a frame.

Why do I see an error message about required fields when I try to add a listing?

All fields appearing in bracketed red text are mandatory. You cannot add the listing until all mandatory fields have been completed. Your MLS determines which fields are mandatory. Fill in the required information and then click **Add Listing**.

How do I change the status of a listing?

If your login has the necessary permissions, you can change a listing by clicking **Change Listing** under Add/Change on the menu. The Status section of the Change Listing page displays the available options for status and price changes. Click the appropriate link and enter the required information to make your changes.

Why can't I extend an expired listing?

Your MLS sets the policies that govern extension of listings. Contact your MLS office with any questions regarding policy and regulations.

How do I change the expiration date on a pended listing?

A listing must be active to be extended. If you don't want to make the listing active temporarily to change it to a pending status, call your MLS to have it changed.

Why isn't my listing showing up on My Active Listings?

First, verify that the listing status is Active. Next, make sure that the listing agent on the listing matches the login name that you are currently using (not an office account, for example).

When I print a listing, why does it use two sheets of paper?

If the page margins are too large, listing reports may not fit on one page. We recommend using the narrowest margin settings on the web browser. The procedure for changing margins will vary based on

which browser you are using. In some cases, the length of the information fields on the report or the design of the report can cause it to print on two pages.

Why is private information showing up on my listing printout?

Your preferences can be set to print private reports as the default. To change this setting, click **General Preferences** under Preferences on the menu. Select either the **Public version** or **Private version** as the default for full listing reports. When you are printing a report, make sure that the appropriate version is selected to be printed.

How do I run a custom hot sheet?

Click **Hot Sheet** under Daily Functions on the menu, then click **Custom Hot Sheet Settings**. You can run two kinds of custom hot sheets: Quick Search Hot Sheets and Saved Search Hot Sheets.

To run a Quick Search Hot Sheet, first select the history events that you want to include from the box on the left (New Listing, Price Change, etc.). Then choose starting and ending dates. Finally, select property types and a price range. Then click the **Run Quick Search Hot Sheet** button.

To run a Saved Search Hot Sheet, first select the history events that you want to include from the box on the left (New Listing, Price Change, etc.). Then, choose starting and ending dates. Finally, select a saved search. Then click the **Run Saved Search Hot Sheet** button.

How do I email a listing?

You can email multiple types of information from the search results page. To email either a printer-friendly report or the interactive version of the search results page (so that the recipient can navigate among the tabs), click **E-Mail** on the search results page. Select the information to include, select recipients, compose the message, and click the **E-Mail** button. If you are emailing the printer-friendly version, click **Send Page**.

How do I set up a subscription email (prospecting event)?

Use one of the following options to set up an automatic email subscription:

- When saving a search: Enter a contact name and click **Save and Add Subscription**.

- From the Show My Saved Searches page: First, select a saved search. Then, in the Subscriptions panel on the right side of the page, click **Add a Subscription** to open the Edit Subscription page.

- From the Contact Management page: Select the contact to set up the subscription for, then click on the **Searches/Subscriptions** tab. Add a saved search to the contact, then click **Add a Subscription** to open the Edit Subscription page.

- From the Subscriptions page: Click **New**. Select a saved search and click **OK**. Enter the required information, including the contact, scheduling, and content of the email message. Click **Save**. To edit this subscription later, click **Subscriptions** under Contacts on the menu.

How do I modify a subscription?

Use the Contact Management page to modify a subscription. Click on a contact name, and then click on the **Searches/Subscriptions** tab for that contact. Click on a subscription name to make changes to that subscription.

What is reverse prospecting?

Reverse prospecting allows you to search for buyers who may be interested in your listings. If a member has a saved search that matches one of your listings, you will be given that member's contact information. Only the MLS member name, not their client, will be displayed as a reverse prospecting match.

Why can't I send email from Flexmls?

In order to send email from the Flexmls system, a primary email address must be specified in your profile. Click **My Profile** under Preferences on the menu, then click **My E-Mail Addresses**. Click the **New** button to enter a new email address. If the email address has already been entered, select it and click the **Edit** button. Make sure that *Is this your primary e-mail address?* is set to **Yes** and click **Next** to save. If you are unable to change your email address, contact your MLS.

How do I send an email to everyone in the board?

The Flexmls email client enables you to send messages to an individual, an entire office, or (if your MLS allows broadcast email) the entire MLS. To open the email client, click **MLS E-mail** under Daily Functions on the menu. Recipients must have an email address entered in their profiles. Your MLS can disable this feature per user or for the entire MLS membership.

Why isn't my client receiving my emails?

Verify that the recipient's address is entered correctly in Contact Management or on the page where you are composing the email. If the email address is correct, ask the recipient to check their junk mail folder (sometimes called Spam or Bulk mail) to see if the email was blocked by their email provider.

How do I add more contact information to my signature?

Use the Custom Report Writer to create your own business card with additional information. To open the Custom Report Writer, click **My Reports** under Preferences.

How do I add a personal photo to my profile?

To add a photo to your profile, click **My Profile** under Preferences, then click **Personal Photo and Logo Maintenance**. Click **New**. Select the **Photo** option and choose the file to upload. Select whether to resize the photo. We recommend resizing, because the original size of professional photos can be very large.

Why doesn't my profile picture appear on reports?

Verify that the image type is set to **Photo** in your profile. Click **My Profile** under Preferences, then click **Personal Photo and Logo Maintenance**. Click on your profile photo and then click **Edit** to verify the type. Also verify that the selected report is set to display profile information.

How do I apply a designation to my profile?

Click **My Profile** under Preferences on the menu, then click **My Names**. Select your designations. In the Display Options section of the page, mark the **Include Designations** check boxes next to the display options where you want the designations to display. This feature may not apply to all MLSs.

How do I select more than one item in a list?

To make multiple selections from a list, hold down the **Ctrl** key (**Command** on a Mac) while clicking to select items. To deselect one item when multiple items are selected, hold down the **Ctrl** (**Command**) key and click the item you want to remove.

How do I stop my browser from automatically logging me or another user into Flexmls?

If your web browser is storing login credentials, you will need to force the browser to prompt for a user name and password or clear your browser's passwords.

In Internet Explorer, click the **Tools** (gear) icon, then click **Internet options**. On the **Security** tab, click the **Custom level** button. Scroll to the bottom of the security settings. Under User Authentication, mark the option **Prompt for user name and password**. Click **OK** to apply the settings and click OK again to close Internet Options. You may need to restart the browser for the settings to take effect.

In Firefox, you can remove the login information for each website. Click the tools menu in the top-right corner of the browser and then click **Options.** On the **Privacy & Security** tab, under Logins & Passwords, click **Saved Logins**. Scroll through the list until you find an entry for flexmls.com (the exact address may vary). Select it, and then click **Remove** (*not* Remove All).

In Google Chrome, click the tools menu in the top-right corner of the browser and then click **Settings**. Under Autofill, click **Passwords**. Scroll to flexmls.com and select the More (three vertical dots) button next to the password you want to remove and click **Remove**.