



FAQ

What is Single Sign-On (SSO)?

Single Sign-On (SSO) allows Brokers and Agents of MetroList, BAREIS and San Francisco MLS to Logon (Sign-On) to their Primary MLS System and have access to the other two MLS Systems without the need to Logon again.

For example a MetroList Agent can Logon to the Prospector MLS System and then chose to go to BAREIS without the requirement of needing to Logon to the other system.

What Access Rights will I have in the other MLS Systems?

When a Broker or Agent SSO links to another MLS System they should retain the same access rights as they have in the Prospector MLS System.

What should I do if I don't have the same Access Rights when I link to BAREIS or San Francisco MLS from the Prospector System?

Please call the Technical Support center at MetroList. (916) 922-2234 or outside the 916 area code (888) 898-9788 and report the problem.

Is there anything I should do when I link to BAREIS or San Francisco MLS?

The first time you SSO link to BAREIS and San Francisco MLS you should select "Help" on the navigation bar and click on "Diagnostic Center" and click on "browser optimization tool". You will only need to do this one time on your first visit.

What if I have problems when I link to one of the other MLS Systems?

Please call the Technical Support Center at MetroList. (916) 922-2234 or outside the 916 area code (888) 898-9788 and report the problem.

What is a “Courtesy Access” Logon and how does it work?

If you do not have your token, the Courtesy Access feature enables you to logon to Prospector, by entering your Agent ID and password, then answering a **security question** that you established when you first registered your token.

You can only use Courtesy Access **a limited number of times**. Courtesy Access is meant for emergencies only (such as if your token is lost or stolen).

What if I lose my token?

Report you're lost token to the MetroList staff as soon as possible to receive a new token.

You can log on without your token **a limited number of times** using the "Courtesy Access feature."

There is a \$20.00 fee to replace lost or stolen tokens.

If I have received a token through BAREIS or the San Francisco MLS, will I need to have one for MetroList as well?

No. You will only need one token to access MetroList, BAREIS, and the San Francisco MLS. However you must wait until after March 15, 2007 for a reconciliation of the records at which time you will be contacted and instructed as to what to do with the additional token.

You may still choose MetroList as your "Primary MLS" even if you have already received a token from BAREIS or San Francisco.

Who do I call if I have problems with my token or need help?

Questions should be directed to the Technical Support center at MetroList (916) 922-2234 or outside the 916 area code (888) 898-9788.

What will it cost me?

Absolutely nothing! MetroList is providing this service at no charge to its Participants and Subscribers. **However**, there will be a charge of \$20.00 to replace lost or stolen token. Defective tokens will be replaced at no charge.

Why implement Secure Logon?

Secure Logon improves Prospector data security, by allowing only authorized users to access Prospector.

It also eliminates ID sharing and ID theft by requiring “two-factor” authentication to logon: something the user knows (Agent ID and password) *and* something they have (a code read from a token).

What information are we protecting?

Listing content, homeowner information, and other critical data are accessed through Prospector.

Prospector offers many tools that public sites (like metrolistmls.com) do not have. These include mapping, auto-prospecting, statistics, and much more.

Agents’ identities, privileges, and contact/prospect information is additional critical information that needs to be protected.

Why increase security for Prospector?

Preventing unauthorized access is the big reason. The current logon procedure (entering just an Agent ID and password) does not adequately prevent ID sharing, stealing or other violations.

There are even people that access and sell the information without authorization.

What about clerical users?

ALL Users who need to access Prospector must be assigned a token.

Office staff members need to be assigned their own Prospector Account before they can receive a token.

Can I share my token, or use someone else’s?

No. Every token is uniquely assigned to a specific user, so that your token works with your logon Agent ID and Password only. **(Note: You can still change your password as frequently as needed.)**

Convenience vs. security?

Any security measure causes some inconvenience. However, this token based system adds the least amount of inconvenience for the many benefits received with the enhanced security.

How does the Secure Logon token work?



A six-digit token code displays that changes every 60 seconds. When logging on to Prospector, enter the current token code in addition to your agent ID and password.

A unique mathematical formula generates your token codes. This same algorithm runs on Prospector as well as inside your token, so that the system knows what the token code should be at any given moment for your specific token.

Rapattoni utilizes technology from RSA Security, Inc., the world leader in online data security with over 20,000,000 tokens deployed worldwide.

What if I don't receive my token in the mail?

Please contact MetroList staff to make arrangements to receive a token. Call (916) 922-2234 or outside the 916 area code call (888) 898-9788.

How do I register my token?

Once you receive your token, you can register it by logging on to the Prospector System. Registration is a one-time, easy procedure that you complete online.

To register the token, you will be required to enter the token code (on the front of the token), the serial number (on the back of the token), and a **security question** (**Security question** is required for the "Courtesy Access" feature)

Please note that you will be asked to pick a "Primary MLS" if you wish to continue receiving all the benefits of MetroList choose MetroList as your "Primary MLS".