

SafeMLS FAQ Responses

Q: How do I take care of my token?

A: Storage and Operating Temperature - Avoid exposing the token for a long period of time for temperature lower than 32F. For example don't leave the token in the car for the night.

Static electricity - Reduce exposure to static electricity. For example carry the token in a protected case like wallet or sleeve.

Inductance – Avoid placing the token on metal key ring – this will also better preserve the token clip. If you want to attach the token to a ring or lanyard we recommend you use a plastic clip or fastener to do so.

Avoid High Humidity - The token is not waterproof. Avoid exposing it to rain, snow or other wet conditions.

Pressure on the plastic case – avoid putting heavy materials on top of the tokens.

Q: How do I hold my token?

A: SafeMLS should appear on the left side when looking at the token.

Q: How do I report my Token Lost or Defective?

A: On the RMLS Home Page click on Lost or Defective link located on the bottom left. After reading the "Regional MLS Token Replacement Policy" click on the "I need a new token" link at the bottom of the page. Input your 8-digit MLS ID #. Answer your 3 security questions. If you have answered everything correctly you will be emailed a temporary password which will work for 14 days.

Q: After joining RMLS, when do I receive my token?

A: You will receive your token upon completion the General Procedure and Systems class (GPS). GPS is a required class for all new users. You will be e-mailed a temporary password to the primary MLS database (MLXchange) within 24 hours of receiving the Welcome email containing your Login ID & your assigned date to attend GPS. This password is only valid for 7 days.

Q: Where can I pick up my token?

A: A replacement for a defective or lost token may be obtained at the following locations:

Regional MLS – 4400 PGA Blvd, Suite 700 Palm Beach Gardens

RAPB Boca - 3200 Military Trail, Boca Raton

JTHS - 901 Indiantown Rd, Jupiter

RASL - 6666 S. US Hwy 1, Suite 1, St. Lucie

If you are new, you will receive a token upon completion of GPS.

Q: Are there any fees associated with my authentication device?

A: The fees are as follows:

The initial cost of the token is included in your application fee.

Lost Token Replacement Fee: \$45

Reinstatement Fee: \$10 (Cost to reinstate a token previously reported lost or defective)

Q: What are other Options are available besides the token?

A: There are 3 Options you may choose from. If you want to replace your token with one of these options, please contact Professional Services.

Option Name: E Pass

Cost: \$64.95 (1 time fee)

Description: Receive passwords on your E-Key supported SUPRA device

Update your E-Key with new software by performing an E sync.

Find the new menu option in the Supra menu titled "SafeMLS"

Tap the "SafeMLS" option to view your one-time-use SafeMLS password

Your phone is now an all-in-one PDA, lockbox key, and SafeMLS token!

Requirements: Device must have E-Key service enabled on compatible device. [Link to compatible devices](#)

Note: If you have a blue SafeMLS token the token must be returned to RMLS prior to conversion

Option Name: Active Pass

Cost: \$64.95 (1 time fee)

Description: Receive passwords on your existing Active Key device

Scroll through the Active Key menu to find ~ "MLS Token"

Select this option to view your one-time-use SafeMLS password.

Your Active Key now doubles as a SafeMLS token.

Requirements: ActiveKey Lease must be active.

Note: If you have a blue SafeMLS token the token must be returned to RMLS prior to conversion

Option Name: Text Pass

Cost: \$75.00 Annual (fee is in addition to carrier fee)

Description: Your cell phone or Smartphone doubles as an authenticator.

No special device, download or software required (Phone must support SMS messaging)

Send a text message to Clarity Security, the company who contracts with RMLS to provide

secure access to RMLS systems. Receive a one-time-use SafeMLS password within seconds

Note: If you have a blue SafeMLS token the token must be returned to RMLS prior to conversion