

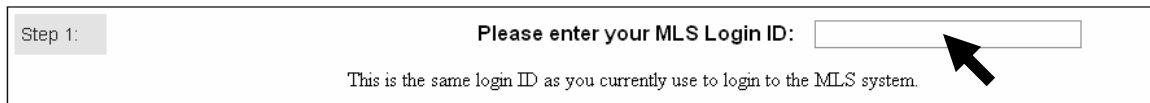
Welcome to SAFEMLS™ security! In order **to activate** your SAFEMLS™ token, you will first need to register it. Registering your token is very simple using the SAFEMLS™ enrollment page. Go to <http://www.tempo.socalmls.com/> and from the MLS login screen, click the link to register your token located below the login boxes.



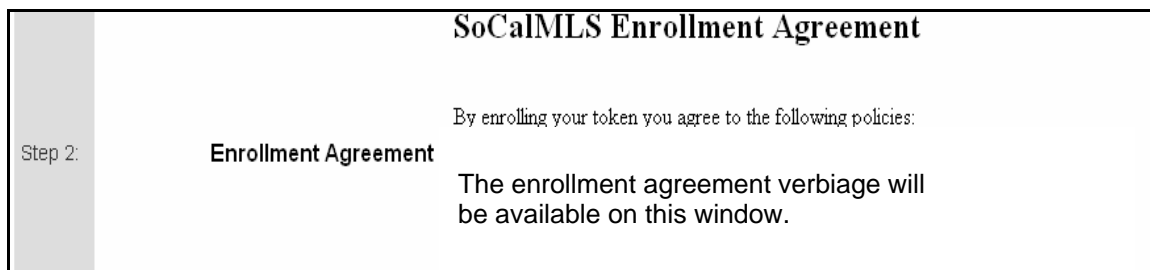
REGISTRATION PROCESS:

SafeMLS Enrollment Agreement

1. Enter your User ID:



2. Read through the Enrollment Agreement



3. Click I Agree



REGISTRATION PROCESS:

1. Your **User ID** will be displayed

Step 1: Your MLS Login ID: xterry
 This is the same login ID as you currently use to login to the MLS system.

2. Select "Yes" next to "I need to enroll a SAFEMLS AUTHENTICATOR".

Step 2: Please select your authentication device type:

I need to enroll a SAFEMLS® Authenticator Yes 

I need to enroll a GE DisplayKEY™ or eKEY™ or ActiveKEY™ Yes

I need to enroll a SAFEMLS® TEXT-pass™ Yes

3. Click the "Continue" button.

Step 3:

4. Again confirm your **MLS Login ID**.

Step 1: Your MLS Login ID: xterry
 This is the same login ID as you currently use to login to the MLS system.

5. Answer the three (3) secret questions in the appropriate boxes displayed. These secret questions will be used to verify your identity in the event your token is lost, stolen or broken.


Step 2: Secret Questions (used to verify identity for lost/broken token replacement)

What city were you born in?

What is your birth year?

What is your father's first name?

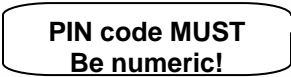
6. Enter the SAFEMLS™ token **serial number** located on the back of your token below the bar code.

Step 3: Please enter your SAFEMLS™ token's serial number: 

If you are enrolling a SAFEMLS™ Token, you can find its serial number on the back of the token device.

7. Select and confirm the **4 digit PIN code** you wish to use with this token. We recommend a code that you will easily remember such as your ATM PIN code or Lockbox PIN code. *PIN Codes are kept completely confidential – agents, board staff and MLS staff will not have access.*

Step 4: Please select a 4 digit PIN code:

 Confirm your PIN code:

We recommend a code that you will easily remember such as your ATM or lockbox PIN code.

8. Click the **Enroll Token** button to complete the enrollment process.



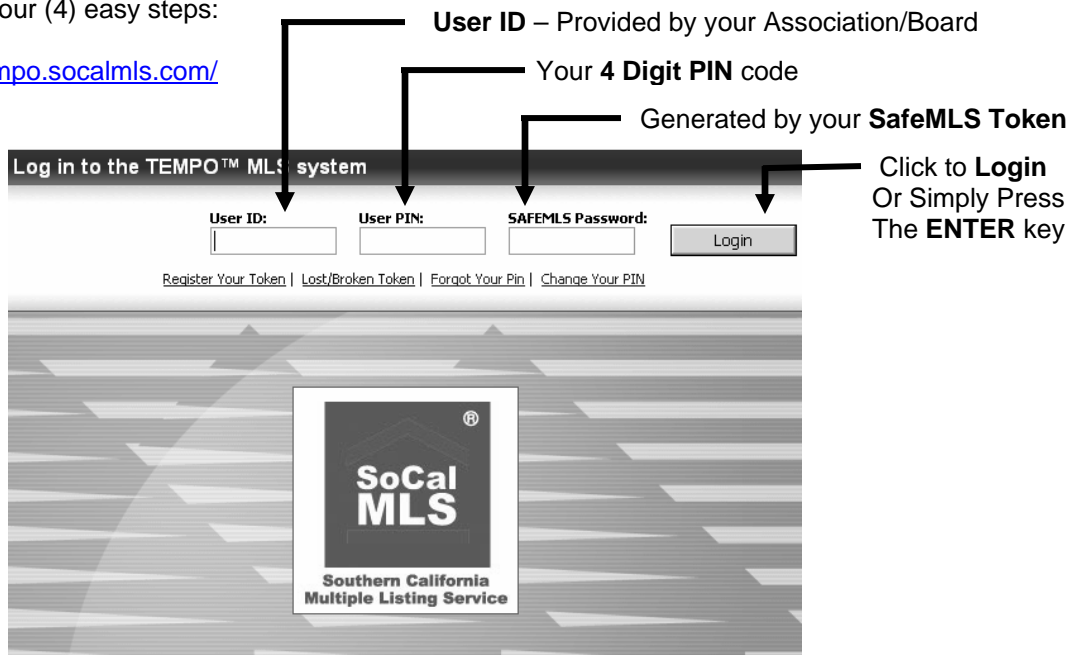
9. You can immediately begin using your token for access to the MLS by picking **Continue**.



USING YOUR SAFEMLS™ TOKEN:

To login, follow these four (4) easy steps:

1. Go to <http://www.tempo.socalmls.com/>



2. In the **SAFEMLS™ Login** section, type in your **User ID**
3. Type your **4 digit PIN code** in the User PIN: field.
4. Press the **Gray** button on your **SAFEMLS™ token**. The token will generate a one time password. Type the one time password into the SAFEMLS™ Password field.





Note: Passwords are not case sensitive so it is not necessary to capitalize the letters. *In addition, all characters that look similar to letters or numbers are always numbers. For example 0's are always zeros and not the letter "O", 5's are always fives and not the letter "S".*




Note: If you accidentally press the Gray button more than once prior to logging in and receive an invalid password message, simply press the button one more time and enter the next password generated. This will reset the synchronization of passwords assigned to your token.

5. Click the **Log In button** or simply press the **ENTER key** to complete the login process.

LOST/STOLEN/BROKEN TOKEN:

If your token is lost, stolen or broken, follow the instructions below, and then report it immediately to your board office. To be issued a new token, please visit your board office during normal business hours. After hours or on weekends, you may obtain an emergency password that will be valid for a five (5) day period. Follow these instructions to obtain an emergency password:

1. Go to <http://www.tempo.socalmls.com/>
2. Click the "**Lost/Broken Token**" link. 
3. At the reporting screen you will be required to provide your User ID then click the button that applies (*I Lost My Token* or *My Token is Broken*) and correctly answer the three (3) security questions you completed during the enrollment process.
4. Your password will be emailed to the **email address on file with the MLS system**. The password will be valid for five (5) days, after which, you will be required to retrieve a new token from your board office.



Note: Reporting a token as lost, stolen or broken will disable the token. If you find the token after reporting it lost or stolen, please contact your board office for further instructions.

FORGOT/CHANGE YOUR PIN:

If you forget your PIN or wish to change it, follow the instructions below:

1. Go to <http://www.tempo.socalmls.com/>
2. Pick Link that applies [Change Your PIN](#) OR [Forgot Your Pin](#)
 - a) **Change Your PIN** - to change your PIN, simply fill in the information required, click **Next** and you will receive a notice that your PIN has been changed along with a reminder to check your email account where an email with your new PIN will be waiting.
 - b) **Forgot My PIN** - simply enter your **User ID** and click **Next**. At this screen correctly answer the three (3) security questions, then click **Next** and you will receive a notice that your PIN has been changed along with a reminder to check your email account where an email with your new PIN will be waiting.

SUPPORT/WARRANTY INFORMATION:

If you need assistance using your SAFEMLS™ Token during normal business hours, contact the SoCalMLS Tech Support. If your token becomes non-functional after normal business hours or on the weekend, please follow the lost or broken token instructions. SAFEMLS™ tokens are warranted against defects in workmanship under normal operation. To replace a non-functioning token, please visit your board office during normal business hours.

FAQ's:**Q) Can I still access the MLS multiple times per day?**

A) Yes, you can still access the MLS as often as you currently do. Each time you login, you will enter your user id, push the gray button and enter the alphanumeric password into the "SAFEMLS Password" field, plus your 4-digit PIN.

Q) How does it work?

***Is it a pager? Does it synchronize off of a satellite? Do I have to point it at the computer?
Does it beam to the computer?***

A) None of the above. The SafeMLS token has a computer chip inside that executes an alphanumeric password based on an algorithm. When you enter your Member ID, the SafeMLS password, and PIN, the system will verify each piece against the token serial number stored on file and compare that to the set of algorithmic numbers available for those credentials. Each password will be used only once.

Q) What if I forget it in my pocket and it runs through the washing machine-can it be submersed in liquid?

A) While the tokens warranted against defects in workmanship under normal operation, submersing them in liquid is not appropriate use. These tokens have been tested in extreme conditions, such as dropped in a bucket of water, left on the dashboard of a car in extreme temperatures (hot & cold), and run through a load of laundry; however, these circumstances are not considered "normal operation" for the device. It is your responsibility to take proper care of your token. Most do not survive the washing machine.

Q) I didn't get the email when I tried to change my PIN (claimed it lost, or Forgot PIN)?

A) You probably do not have an email address on file with the board office. Please contact your board office to update your personal contact information.