



Tip: Search for answers easily by clicking **Ctrl + F** on your keyboard and typing in a key word of your question.

flexmls Web Frequently Asked Questions

Table of Contents

- What is my user name and password? 3
- How do I change my Password? 3
- How do I set up a view? 3
- How do I load a photo? 3
- How do I run a Custom Hot Sheet? 4
- How do I Search by list number? 4
- How do I enter a listing? 4
- How do I change the status of a listing? 4
- How do I set up an automatic e-mail? (Prospecting Event) 5
- How do I modify an auto e-mail? 5
- Why can't I extend an expired Listing? 5
- How do I search by address? 5
- Why can't I e-mail? 5
- How do I set up a Quick Search Template? 5
- How do I choose more than one field on a search? 6
- Why am I getting an SQL error on my screen when I click the Next button? 6
- When I print a listing, why does it use two sheets of paper? 6
- How do I set aside some of the listings for viewing later? 6
- How do I send an e-mail to everyone in the board? 6
- When entering a listing, I tried to save it and got a screen that said that certain fields need to be filled in. Why is this? 7
- How do I find the history on a listing? 7
- How do I sort the columns on the Search Results page? 7
- Why is private information showing up on my listing printout? 7
- How do I e-mail a Listing? 7
- Why can't my client open the link in the e-mail I sent? 8



• Why isn't my client receiving the e-mails I've sent?	8
• How do I save a search?.....	8
• How do I get more contact information on my signature?	8
• Why isn't my profile picture appearing on reports?	8
• Where do listings in a cart go when saved?	8
• How do I run a Hot Sheet for just specific areas?	8
• What is Reverse Prospecting?	8
• Why am I getting an Error on Page?	9
• How do I apply a designation to my profile?.....	9
• I want to stop getting MLS e-mails – what do I do?.....	9
• How do I use two MLSs at the same time?	9
• How do I attach a virtual tour?.....	9
• Why isn't my virtual tour working?.....	9
• How do I add a personal photo to my profile?	9
• Why doesn't my signature appear on my Outlook?.....	9
• Why can't I add a listing?	9
• How do I access help files?.....	9
• Why can't I see the videos for the help files?	10
• How do I change the expiration date on a pended listing?.....	10
• Why can't I use my back button?	10
• I'm e-mailing from the Search Results page - what is "interactive format?".....	10
• How do I sort my hot sheet?.....	10
• I'm using windows 95/98/ME and having trouble using flexmls Web – why?	10
• Why am I getting Inactive User when I try to log in?	10
• How do I change the columns in my View?	10
• I just loaded my new photo; why is the old one still showing?.....	10
• Why can't I extend an expired listing?	10
• Why isn't my listing showing up on My Active Listings?	10
• I set up my browser to automatically sign me in – how do I make it stop? -and- How do I remove someone else's user name and password from the browser?.....	11

- **What is my user name and password?**

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

- **How do I change my Password?**

On your menu, click on **Preferences**, **My Profile**, **Change Password**. Click in the **Old password** field and enter your existing password. Advance to the **New password** field and type to set your new password. Your password must be between four and eight characters. Enter the new password again in the field marked **Retype new password**. Click **Next** to confirm. If you have forgotten your password, call your MLS office to have it reset.

- **How do I set up a view?**

To create or edit a View, click on the **My Views** link under Preferences On your flexmls menu. Click **New** to enter a new View. (If you are editing an existing view, choose from the list of available views and click on the **Edit** button.) Next, enter a description for the View. This description needs to effectively tell you what the View will be used for. Enter a Report Title for the View. The report title prints out when using the Printer Friendly/Print Page function. Something like Sold Listings would be a good report title. You may make a View inheritable, thereby allowing all logins below your access-level to use the View. For example, the Agency login may set up Views that are inheritable so that all of the agents in the office may also use these Views. Next, click on the Fields tab to select your columns. Click in the text 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 may reorder the fields using the arrow buttons at the left edge of the page. By default, the first field in the View will be the column that results are sorted by initially. Click on the Sort tab if you would like to set a different sort order for your View. Click **Next** to save the View.

Your new View will be displayed in the Available Views list. You may see the title and selected columns for the View by highlighting it within the list. Click on the **Give to someone** button to share the View with users within your office or company (when logged in as the office or company). You may also edit and remove Views using the My Views screen.

- **How do I load a photo?**

Photo Maintenance allows you to add, edit, remove or reorder listing photos.

Add a photo: To add a photo to a listing, click the **Browse** button to locate the file on your computer. A window will appear where you may choose the photo you wish to load. Click on the file to select it and click **Open**, or double-click on the file name to select it. Enter a description for the photo (this step is required to identify the photo within the list of available photos at the left). You may enter a caption if you wish, which will appear below the photo. Click the **Add** button to upload the photo. The first photo loaded will be considered the Primary Photo and will appear on search results, exports, advertising websites, and in the MLS publication (where applicable). To add additional photos, click the **Add Photo** button and follow the same procedure.

You may edit an existing photo's description or caption by clicking the **Edit/Replace** button. Type in a new description or caption and click the **Save Changes** button. You may replace the photo by placing a check in the **Replace Photo** box and clicking the **Browse** button to locate your new photo. Click **Save Changes** to complete the process.

View a photo: Select the photo you wish to view from the list at the left. The selected photo will appear in the frame on the right. Return to the edit listing screen by clicking the link provided at



the top left of the screen, then click the Photo Tour link above the listing number entry to view all the photos individually or at once.

Remove a photo: Select the photo you wish to remove from the list at the left. The selected photo will appear in the frame on the right. Click the **Remove** button and click **OK** to confirm your request.

Reorder photos: Select the photo you wish to move from the list of available photos at the left. Use the arrows at the left of the list to reorder the photos or click and drag the photo to the desired.

- **How do I run a Custom Hot Sheet?**

On your flexmls menu, click on **Hot Sheet** under Daily Functions, and then click on **Custom Hot Sheet Settings**. You may run two kinds of custom Hot Sheets: a Quick Search Hot Sheet and a Saved Search Hot Sheet.

To run a **Quick Search Hot Sheet**, first select which history events you would like to see from the box on the left side of the screen (New Listing, Price Change, etc.) Then, choose starting and ending dates from the Time Period portion of the screen. Finally, select your property types from the Quick Search area of the screen, and select a price range. Then click the **Run Quick Search Hot Sheet** button.

To run a **Saved Search Hot Sheet**, first select which history events you would like to see from the box on the left side of the screen (New Listing, Price Change, etc.) Then, choose starting and ending dates from the Time Period portion of the screen. Finally, select your saved search from the Saved Search portion of the screen. Then click **Run Saved Search Hot Sheet**.

- **How do I Search by list number?**

Under Search on your flexmls menu, click **List Number**, or on the Searches pane of the dashboard enter the listing number(s) you wish to retrieve from the database. You may search for multiple listings by separating the numbers with commas, or you may search for a range of list numbers by separating the list numbers with a hyphen (for example, 08-12345-12350). Click **Next** to view the listing(s).

- **How do I enter a listing?**

If your MLS has given your login the ability to add listings, on your flexmls menu, under Add/Change, click **Add**. The Add Listing page is divided into tabs. Enter the required information (as denoted by the bracketed red text) under each tab, clicking on the tabs or the **Next** button to navigate among the tabs. When all required fields are complete you may click **Add Listing** to finish the process. If all required information is not available, you may click **Save Incomplete** to save your current entries and return to the incomplete listing later to finish it.

- **How do I change the status of a listing?**

If your MLS has given your login the ability to change listings, on your flexmls menu under the Add/Change, click **Change**. The Status and Price Change section of the Change Listing screen will display the options available to your login for status and price changes. Click on the appropriate link to make your changes.

- **How do I set up an automatic e-mail? (Prospecting Event)**

You have several options for how to set up an auto e-mail:

When saving a search: Click the button labeled **Add Auto E-Mail** to enter the Automatic e-mail composition screen.

From the Contact Management screen: Under Contacts On your flexmls menu, click **Contact Management**. Select the contact for whom you would like set up the automatic e-mail, then click on the **Searches/Auto E-mails** tab. From this page, you may select a saved search to add to the contact, then click **Add an Auto E-mail** to enter the automatic e-mail composition screen.

The Automatic E-mail Composition Screen: On the Automatic E-mail screen, begin by selecting a name for the e-mail event. Enter or verify the contact name for the e-mail event, and select the days on which you would like new matches to be e-mailed. Next, select a view and write the message you would like to accompany the listing matches. Click **Next** and your e-mail event is complete. To edit this e-mail event later, click **Automatic E-mails** under Contacts on your menu.

- **How do I modify an auto e-mail?**

The simplest way to modify an automatic e-mail is on the Contact Management page. Click on a contact name, and then click on the Searches/Auto E-Mails tab for that contact. Click on the automatic e-mail name to make changes to the event for that contact.

- **Why can't I extend an expired Listing?**

Your MLS sets the policies regarding extension of listings. Please contact your MLS office with any questions regarding policy and regulations.

- **How do I search by address?**

Under Search on your flexmls menu, click on **Address**. Enter as much or as little address information as you would like to perform your search. You may use a range of house numbers, or enter the exact number if available. If you are not sure of the spelling or the exact street name you may use an asterisk (*) as a wildcard character (ex. North* would bring results for north, Northwood, Northstar etc.). You may enter a status change date range to search with by typing in the dates or using the date picker to narrow your search. You may also narrow your search by choosing to include only your listings, your office's listings, or your company's listings by clicking on the radio buttons at the lower left. Click **Next** to display the search results.

- **Why can't I e-mail?**

In order to send e-mail from the flexmls system, you must have a primary e-mail address saved in your profile. On your flexmls menu, under Preferences, click **My Profile, My E-Mail Addresses**. Enter your primary e-mail address and click **Next** to save.

- **How do I set up a Quick Search Template?**

On your flexmls menu, click on **My Quick Searches** under Preferences. You may design your own search templates from the Quick Search Preferences screen to provide a faster route to your desired results.



Click **New** to create a new template. Type a name for the template in the field provided. Select whether you wish to have the detail group names print in front of the details by clicking on the appropriate radio button. Select the property type or types by clicking to highlight them (hold down your control key to select multiple types). You may also choose whether you wish to make the template inheritable (ex., MLS for all members -- office for its own members to use). Finally, you must select the default view to be used when viewing the results generated by searching with the template. The views that appear have been created under Preferences, Views. Click **Next** when you are finished with your selections.

Next, choose the fields to be made available for searching within your new template. Click on the field or fields you would like on the left side of the screen (hold down your control key to select multiple fields). Then click the **Add** button below your selections and the fields will appear in the Template Layout window at the right. You have the ability to highlight fields within the layout window and change their position or remove them by clicking on the buttons on the right. When you are satisfied with your selections, click **Next** to continue on and save your template.

To edit an existing template, click on the name to highlight it. A description of the template will appear at the right side of the screen. Click **Edit** at the bottom of the list. After you have made your changes, click **Next** to proceed and save your changes.

To remove an existing template, click on the name to highlight it. A description of the template will appear at the right side of the screen. Click **Remove** at the bottom of the list. You will proceed to a confirmation screen.

- **How do I choose more than one field on a search?**

Hold your Ctrl key down and click with your left mouse button.

- **Why am I getting an SQL error on my screen when I click the Next button?**

This error is often related to duplicate requests - be careful that you're only "single clicking" when pressing command buttons.

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

If your page margins are too large, listing reports may not fit on one page. To adjust your margins, click on **File, Page Setup** on your internet browser. Change your margins to read 0.20 on Left, Right, Top and Bottom. Click **Ok** to save your settings. In other cases, the length of the information fields on the report or the design of the report can cause it to print on two pages.

- **How do I set aside some of the listings for viewing later?**

You may set aside listings for future viewing by placing the listings in a Listing Cart. To create a new Listing Cart, first create any kind of search and view the results. Then select the listings you wish to place in the cart, and click **Save**. Choose **Save Selected**, and you will be brought to the Save Listing Cart screen where you may type in a description and select the view you wish to associate with your listing cart.

- **How do I send an e-mail to everyone in the board?**

If your MLS allows broadcast e-mail, on your flexmls menu, click on Daily Functions, then **MLS E-mail**. The flexmls e-mail client enables you to send messages to an individual, an entire office, or the entire MLS. Recipients must have their e-mail address entered in their Profiles. Your MLS can disable this feature per user or for the entire MLS membership.



- **When entering a listing, I tried to save it and got a screen that said that certain fields need to be filled in. Why is this?**

All fields appearing in bracketed red text are mandatory. You cannot save your listing until all mandatory fields have been completed. Mandatory fields are determined at the MLS level. Fill in the required information and click **Add Listing** to proceed.

- **How do I find the history on a listing?**

On the Search Results page, click on the Details tab. Beneath that, click on **History**. Click on the plus sign to expand history events below each list number displayed.

- **How do I sort the columns on the Search Results page?**

You may sort the listings shown by clicking on the column header and choosing whether you would like to sort the results in ascending or descending order. You may also customize your sort by clicking on **Sort** on the List tab of the Search Results page, or by setting up a custom sort when creating your View.

- **Why is private information showing up on my listing printout?**

Your Preferences may be set to print Private reports as the default. To change this setting, click on **General Preferences** under Preferences on your menu. Select whether you would like Public or Private as your default view when creating reports. Be sure to click **Next** at the bottom of the screen to save your changes. When you are printing a report, check to ensure that the appropriate version (Public or Private) will be printed.

- **How do I e-mail a Listing?**

You may e-mail multiple types of information from the Search results screen. To e-mail the interactive version of the Search Results page (so that your recipient can navigate among the photos, details, or any tabs you choose), click **E-Mail**. Select the tabs, and pages within those tabs that you'd like to send, then select your recipients and compose your message.

To e-mail the printer-friendly versions of reports or information, click **Print** on the Search Results page. Again, select the tabs and pages within those tabs that you would like to send, and click the **E-mail** button to bring up the message composition screen. Select your recipients and compose your message.

The **Web page personal message** is the message that will appear at the top of the page that the recipient views after clicking on the link from within the e-mail. This could be a statement about the listing or anything related to how the property meets the needs of the client. The field allows up to 90 characters. You may select the font, font size, style and color from the drop-down and check box fields provided.

The **E-Mail personal message** is what will appear in the Subject line and in the body of the e-mail itself. You may use the default entry or enter what you would like. Your profile information will appear below the body of the e-mail message and you may also edit that as you wish.

When you are ready, click **Send page** at the bottom of the screen. You will only receive a confirmation of the e-mail being sent, so be sure that you are satisfied before clicking **Send page**.

- **Why can't my client open the link in the e-mail I sent?**

First, check with your client to see if the link is visible in their e-mail – some e-mail providers strip the link or disable the ability to click on the window.

If the link directs the client to an interactive version of the Search Results page, the client's browser may be unable to finish loading it. In this case, your client may need an updated version of their web browser with Java and Flash capabilities.

- **Why isn't my client receiving the e-mails I've sent?**

Check that the recipient's address is entered in correctly in Contact management or on the e-mail screen. If the e-mail address is correct, have the recipient check their junk mail folder (sometimes called Spam or Bulk mail) to see if the e-mail was blocked.

- **How do I save a search?**

From any Search Results screen, click **Save**. If you have listings selected, you will be prompted to select whether you would like to save the selected listings to a cart, or save the search. The Save Search screen will prompt you for a name for your saved search. From this screen, you may also set up an Automatic E-mail event. You may also create a new saved search by clicking **Saved Search** under Search on your menu. On the Saved Search page, click **New** to create a new search.

- **How do I get more contact information on my signature?**

Use the Custom Report writer, located under Preferences, to create your own Business Card with additional information.

- **Why isn't my profile picture appearing on reports?**

Check your profile to ensure that the image type is set to Photo and not Logo. Also, check to make sure the selected report is set to display profile information.

- **Where do listings in a cart go when saved?**

Access your saved listing carts from the Search section of your menu by clicking on **Listing Cart**.

- **How do I run a Hot Sheet for just specific areas?**

Using the Market Areas function under Daily Functions on your menu, you can set up five separate hot sheets and organize them by area or other search criteria. You may also set up a saved search to use with the Custom Hot Sheet.

- **What is Reverse Prospecting?**

Reverse Prospecting is a tool that allows you to search for parties who may be interested in your listings. Reverse prospecting will give you contact information for the members who have saved searches that match your listings. Only the MLS member name, not their client, will be displayed as a Reverse Prospecting match.

- **Why am I getting an Error on Page?**

Error messages can typically be solved by dumping your temporary internet files.

- **How do I apply a designation to my profile?**

Under Preferences, click My Profile, and then **My Names**. Add your designation, and be sure to mark the check boxes to indicate where you would like the designations to display. Contact your MLS regarding availability of designations for selection.

- **I want to stop getting MLS e-mails – what do I do?**

Under Preferences, then General Preferences, mark the **Opt Out** option for any e-mails you would like to stop receiving.

- **How do I use two MLSs at the same time?**

You may access two MLSs using two separate web browsers.

- **How do I attach a virtual tour?**

On the change listing screen for your listing, click on **Virtual Tour**. 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, check the link outside of flexmls – does the tour load properly? Next, check the address as it is entered on the change listing screen – is it a complete address (including the http://) Also, check with your virtual tour provider to ensure that the tour is capable of being framed.

- **How do I add a personal photo to my profile?**

To add a photo to your profile, click Preferences, My Profile, and **Personal Photo and Logo Maintenance**. Mark the option to upload a photo, and place a check in the box marked Photo. Select whether you would like the photo resized. We recommend resizing the photo, as many professional photos will appear very large if not modified beforehand.

- **Why doesn't my signature appear on my Outlook?**

If a predefined message is to be included in the mail popup window, Outlook will strip your signature. This is an aspect of the e-mail program that is currently unavoidable. To include your signature on these outgoing e-mails, you may cut and paste the signature into the message, or copy the message into a new message window.

- **Why can't I add a listing?**

Your MLS sets the permission levels for your login. If your login name should have permission to add listings, but the option is not appearing, start by emptying your temporary Internet files. Next, log into the system again by typing in the address www.flexmls.com in your web browser (not using a desktop shortcut).

- **How do I access help files?**

Each page within flexmls Web has a help button at the upper right corner. Click on the help button to see help customized to the page you are currently viewing. To watch tutorial videos or access the flexmls manual, click on **User Guides** on your flexmls menu.



- **Why can't I see the videos for the help files?**

The flexmls tutorials require a flash player. If you don't have a current version of the flash player, you may download a free player from [Adobe](#).

- **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, call your MLS to have it changed.

- **Why can't I use my back button?**

Some pages in flexmls are not designed to store on your machine, which is where the back button looks to "go back." Instead, use the navigation within flexmls.

- **I'm e-mailing from the Search Results page - what is "interactive format?"**

The interactive format is the search results page with the tabbed interface. Select which tabs of information you would like to send. You may also choose to send the Printer-Friendly format, which is individual pages of information, ready for a printer.

- **How do I sort my hot sheet?**

Hot sheets are automatically sorted by your selected View. Modify your View to sort the hot sheet differently. You may also select the listings you want sorted, and then sort the contents of the Selected tab manually using the arrows at the bottom of the page.

- **I'm using windows 95/98/ME and having trouble using flexmls Web – why?**

Microsoft no longer supports Windows 95/98/ME, and fixes are no longer available. Try downloading a newer web browser, like Firefox.

- **Why am I getting Inactive User when I try to log in?**

Your MLS sets your system access – please contact your MLS to regain access.

- **How do I change the columns in my View?**

On the Search Results page, click the word View. Add or remove columns of information from that screen. Under Preferences, My Views, you can customize your Views and create new Views.

- **I just loaded my new photo; why is the old one still showing?**

This is often a temp file issue. Your browser will sometimes show the old file temporarily - try deleting your temporary internet files.

- **Why can't I extend an expired listing?**

Typically this is because your MLS doesn't allow expired listings to be extended or restricts this function after a certain date.

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

Begin by checking to ensure that the listing is active. Next, check to make sure that the name on the listing matches the login name that you are currently using (not an office account, for example).



- **I set up my browser to automatically sign me in – how do I make it stop? -and- How do I remove someone else's user name and password from the browser?**

This is a function of your web browser, which is storing the login credentials. In order to fix this, you will need to force your browser to prompt for a user name and password or clear your browser's passwords. In Internet Explorer, you can force your browser to prompt for a user name and password by clicking on Tools, Internet Options, Security tab, and then Custom level button. Scroll to the bottom of your security settings and mark the last option **Prompt for user name and password**. Click the **OK** button to apply the settings and then click **OK** to close Internet Options. You may need to restart your web browser in order for the settings to take effect.

In Firefox, you can remove the login information for each saved website. In Firefox, click on Tools, Options, Security, and then Show Passwords. Scroll through the list until you find an entry for members.x-mls.com (the actual stored address may vary). Select it, and then click on **Remove** (not Remove All). Click the **OK** button to apply.