

Troubleshooting SafeMLS Logins

Step 1: Restart the Browser

1. Close all browser windows and restart the browser.
2. Attempt to Login.

Step 2: Enable Session Cookies

Internet Explorer:

3. Open Internet Explorer and select the Tools menu.
4. Select "Internet Options" then the "Privacy" tab.
5. Select the "Advanced" button and check the "Override Automatic Cookie Handling" checkbox.
 - a. Optional: Select "Accept" under "First-party Cookies".
 - b. Optional: Select "Block" under "Third-party Cookies".
6. Check the "Allow session cookies" checkbox.
7. Click "OK" to close the Advanced Privacy Settings page.
8. Click "OK" to close the Options page.
9. Close all Internet Explorer windows and restart the browser.
10. Attempt to Login.

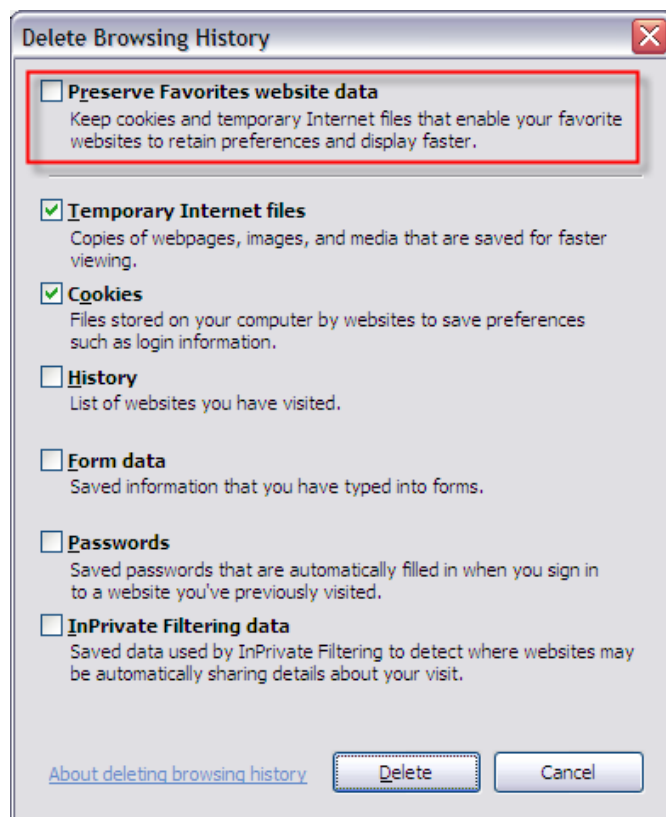
Firefox: on by Default

Step 3: Clear Browser Cache

Note: in both browsers you can press Ctrl+Shift+Del to open this page.

Internet Explorer:

1. Open Internet Explorer and select the Tools menu.
2. Select "Internet Options".
3. Under the "General" tab and click the "Delete" button in the Browsing History section.
4. Do NOT check "Preserve Favorites website data" – this will now clear the browser cache all bookmarked websites.
5. Check "Temporary Internet Files" and "Cookies", then click the "Delete" button.
6. Optional: check "History", "Form data", "Passwords", and "InPrivate Filtering Data".
7. Click the OK button to close the Options page.
8. Close all Internet Explorer windows and restart the browser.
9. Attempt to Login.



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***With IE8, users maybe familiar with deleting temporary internet files, cookies, etc. via the Tools>Internet Options screen without realizing they are not deleting the temp internet files and cookies from bookmarked websites. In order to prevent this you need to **uncheck** the "Preserve Favorites website data" box via Tools>Delete Browsing History.

Firefox:

1. Open Firefox and select the Tools menu.
2. Select "Clear Recent History".
3. Select "Everything" under the "Time range to clear" dropdown list.
4. Click the Plus Sign (+) next to "Details".
5. Select only Browsing and Download History, Cookies, Cache, and Active Logins. Any other selections are at the user's discretion.
6. Click the "Clear Now" button.
7. Close all Firefox windows and restart the browser.
8. Attempt to Login.

Step 4: Reboot the PC

Step 5: Setup a Trusted Site

Internet Explorer:

1. Open Internet Explorer and browse to your MLS login screen.
2. Select the Tools menu, and click "Internet Options"
3. Under the "Security" tab, click the green "Trusted sites" checkmark, then click the "Sites" button.
4. The address of the current site will automatically populate the "Add this website to the zone" field.
5. Click the "Add" button.
6. Uncheck the "Require server verification (https:) for all sites in this zone" checkbox.
7. Click the "Close" button.
8. Click the "OK" button.
9. Close all Internet Explorer windows and restart the browser.
10. Attempt to Login.

Firefox: n/a

Step 6: Lower Security Level to Medium

Internet Explorer:

1. Open Internet Explorer and select the Tools menu.
2. Select "Internet Options".
3. Select the "Security" tab.
4. The "Internet" Zone (globe icon) should already be selected.
5. Adjust the slider bar to "Medium" for the Internet Zone
6. Click the OK button to apply changes and close the Options page.
7. Close all Internet Explorer windows and restart the browser.
8. Attempt to Login.

Firefox: n/a

Step 7: Reset the Browser

Internet Explorer:

1. Open Internet Explorer and select the Tools menu.
2. Select "Internet Options".
3. Click the "Advanced" tab.
4. Click the "Reset" button at the bottom.
5. Click the next "Reset" button to disable all toolbars and add-ons, reset privacy and security settings, advanced options, tab and pop-up settings.
6. Note that your Favorites are NOT erased.
7. Click "Close" and "OK".
8. Restart Internet Explorer.
9. Attempt to Login.

Firefox:

1. Close all Firefox windows.
2. Click Start>All Programs>Mozilla Firefox>Mozilla Firefox (Safe Mode)
3. Firefox should start up with a Firefox Safe Mode dialog. Select from the following:
4. Click the "Continue in Safe Mode" button to disable all custom settings and extensions for this session only.
5. Attempt to login. Success indicates one of the following solutions.
6. Select from the options below and click "Make Changes and Restart" to reset Firefox. Note that these changes cannot be undone and will remain in effect after exiting Safe Mode.
7. Disable all add-ons.
8. Reset toolbars and controls.
9. Reset all user preferences to Firefox defaults.
10. Restore default search engines.
11. Close all Firefox windows and restart the browser.
12. Attempt to Login.