MLXchange
Frequently Asked Questions

Q: What do I do if I forget my password?
A: Click on the **Forgot your password?** link on www.mfr.mlxchange.com. The system will ask you to enter ID as well as answer a secret question. Upon successfully answering the question your password will be emailed to you.

Q: How Do I change my secret question that is asked when accessing the password retrieval?
A: Click on **Tools, Settings, Change Secret Question.** The system will ask you to provide your password and will then allow you to pick a new question and answer before clicking **Save**.

Q: Why am I unable to email? When I click on the email button, nothing happens.
A: There is a pop up blocker enabled on the laptop or pc. To ensure all pop up blockers are disabled, close all Internet Explorer windows. From the desktop, click on the **Start** button on the bottom left (Vista users have a Windows Icon). Go to **Control Panel** > **Internet Options** > click on the **Advanced** tab on the top right. **UNCHECK** the box that says "Enable third party browser extensions" and then click **Apply**. Close all windows. Open Internet Explorer. Log into MLXchange. You should now be able to email.

Q: How do I make adjustments in a CMA?
A: Adjustments should always be made to the comparable property, never to the subject. An example would be if the comparable property has 150 heated square feet less than the subject property, a POSITIVE adjustment would be made to the comparable stating that if it had the extra 150 heated square feet like the subject property does, it would sell for so many dollars more. MFR advises that the broker or an appraiser be contacted with regards to what fields to adjust for, or how much to adjust.

Q: Why am I unable to enter a new listing?
A: Beginning in 2007 new agents now have to take a class, "Entering and Editing Listings in MLXchange" before they will be able to add/edit listings. They also need to have their broker submit a Broker's Authorization Form, which can be obtained from the following link:
http://mfrmls.com/mfrmls_forms.html

Q: How do I send listings to clients without using the Agent Webpage?
A: There are two options to send reports out of MLXchange. In order to send an email with only a link to the report(s):
1. Click on **Send Email.**
2. Under S**elect how recipient will view report:** choose the option: **Send Link to selected property report(s)**.

With this method, any listings you send to your clients directly will be sent as a link to a report. Auto-notifications to emails will continue to be linked to the agent webpage. If you want both emails and auto-notifications independent of the agent webpage, do the following.

1. Click on **Settings**.
2. Click on **Personalize**.
3. Click on **Emailed Reports**.
4. Under **Email Report Default**, choose the option: **Send link to selected property report(s).**

Q: How do I access the setup for my Agent Webpage?
A: Every account has the ability to create a webpage that list featured properties, as well as enables other features like performing property searches, linking to other websites, etc. In order to setup or change the configuration of the Agent Webpage:
1. Click on **Settings**.
2. Click on **Personalize**.
3. Click on **Agent Webpage Setup**.

Be sure and review the Agent Webpage Tutorial at: http://www.mlxpro.com/training/MLX_Pro_Training_Intro.htm

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Q: How do I link my MLXchange Agent Webpage to my third party or company website?
A: If you have an existing third party or company website, you can create a link on your MLXchange Agent Webpage. The easiest way to do this is to add text and the domain name (URL) on your Agent Webpage Home Page. Under **Agent Webpage Setup > Manage Web Pages,** under **Section 1**, repeat your contact information and add the following text: *Visit My Website at: http://www.YourDomainNameHere.com*. You must use **http:**// as part of your URL address to create a hot link. Alternatively, you can turn any text into a hotlink just by using the **Create Link** icon in the tool bar and then typing in the URL address.

Q: How can I add fields to the search criteria screen?
A: MLXchange has an abundance of searchable fields, but not all of them are located on the search form by default. To add more fields when in the Search module, at the bottom of the form click on the button that says "**Add More Search Criteria**". Simply select the field wanted and click "**ADD**". The field will appear at the bottom of the form where it can be moved to any desired location on by using the "**Move Field Up**" or "**Move Field Down**" buttons.

Q: How do I create a Custom Search Template?
A: To create a custom search:
1. Click on the **Search** menu.
2. Click the green arrow next to **Save Template** in the Action menu on the bottom left of the screen.
3. A box will appear that says "This Search is read-only. Do you want to create a copy of this search?" Click **Ok.**
4. In the **Template Name** box, type in a name for the search template.
5. On this screen, you will have the ability to add or remove fields from within the Available Items and Selected Items list, by highlighting the desired fields and using the left and right arrows to move between the lists. Once you are done making your selections, click **Finish.**

Q: How do I make my custom template the default when accessing the Search Criteria screen?
A: Click on **Settings** > **Personalize** > **Personal Defaults**. Replace the system template "Res Simple Search" with the one you created in the Saved Search drop down menu before clicking **Apply**.

Q: How do I change the default for the map so that it doesn't always come up centered around Orlando?
A: Click on **Search**, and then click on the **Search Map** tab. Position the map the way you want it to be as your default before clicking on the **Set My View** button on the bottom right hand side of the map.

Q. How can I access my saved searches that I set up for clients in the Listing Search?
A: One of the features of MLXchange is a comprehensive client manager. MLXchange actually lets you associate and store saved searches to a client for easy access from **Search** or **Clients** by selecting the client. When in **Search**, above the **Saved Searches** list, on the right hand side, is a drop down menu with the names of your clients. Upon changing the client, all the searches associated with that client will now be displayed. When no client is selected, the list will show only those searches that are not associated with a particular client.

Q. I have recently changed my e-mail address. I have contacted my local Board or Realtors (or local MLS) and they have changed my address. I have also changed my primary e-mail address in MLXchange. However, when I send an e-mail, the address in the body of the e-mail has not changed.
A. The default e-mail signature when signing up for MLXchange still contains your original e-mail address. You will need to go to **Settings > Personalize > Contact Information** and view the **E-mail Signature** box. Change your e-mail address from within the E-mail Signature box and click **Save**. You may need to scroll down the edit box to see the entire signature.

Q: How do I create a Shared Identity?
A: Shared Identity allows members working in a team or assistant's who need to access multiple member accounts to be able to switch accounts seamlessly. To give another person in your office access to your account click on the **Signed in as** [your name] link. Click on the **Create New Shared Identity** link. Look that person up by name, select them and click on ok. If you need to access another members account they will need to grant you access to their account as well.

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Q: How do I login using a Shared Identity?
A: Once you have been invited to share an identity, log in normally using your own Member ID. Click the **Signed in as** [your name] link. The Sign in as dialog opens. Select the member you wish to sign-in as by highlighting a user (the person who invited you to share their identity), then click **OK**. Wait a few seconds as MLXchange refreshes. The Signed in as link in the header bar now displays the person whose identity you are sharing.

Q: When I am trying to send an e-mail through MLXchange, the body of the e-mail contains [Contact's Salutation], [Listing URL], and [User's E-mail Signature]. Where is the hyperlink for the client to click on to view properties, and my e-mail signature?
A: The mail merge feature of MLXchange allows you to send personalized e-mails to multiple recipients at once. This is similar to the BCC feature (recipients do not see that you sent the e-mail to multiple recipients). The recipient's salutation **[Contact's Salutation]** will automatically appear in the e-mail text when the e-mail recipient receives your e-mail. The Salutation is auto-filled from your Client Manager, if you add the e-mail recipient from the client manager. If the recipient is not in your client manager, no salutation will appear or you can easily remove the **[Contact's Salutation]**, and type in the salutation. The **[Listing URL]** will appear as an active link to the listing in the e-mail text when the recipient receives your e-mail. Do not remove or modify the **[Listing URL]**.
Your e-mail signature **[User E-mail Signature]** will automatically appear in the e-mail text when the e-mail recipient receives your e-mail. You can add or modify your MLXchange e-mail signature under **Settings > Personalize > Contact Information > E-mail Signature.** Be sure and include your e-mail address and Agent Web Site Domain (URL) in your e-mail signature.

Q: How to I create/edit an Action Plan?
A: To create a new plan:
1. Hover the mouse over the **Schedule** menu, select **Plan Manager**.
2. Check the box next to plan you would like to edit.
3. Click **Copy**.
4. Create a name for the Plan and save it.

To edit a plan, click on the plan you wish to edit in the Plan Manager. The plan will open and each of the items in that plan will appear. Simply click on the item you would like to edit and the details of that item will appear.

Q: How do I apply an action plan to a client?
A: To apply an action plan:
1. Click on **Clients**.
2. Check the box next to the name of the client.
3. Click the **Details** button on the bottom right.
4. Click the **Tasks** tab.
5. Click the **Apply Plan** button.
6. Select from the list of available plans. Use the arrow pointing to the right to add the plan to the **Applied Plans** box.
7. Click **Ok.**
8. Under **Apply Date for [name of action plan]**, verify the start date and click **Ok**. The MLXchange will automatically adjust the dates in your plan accordingly, as well as place each item in that plan on the Schedule.