

MRED'S Help Desk team is here to serve you!



Whether you have a question, a suggestion or don't know where to turn, MRED's Help Desk is a great place to start. MRED's Award winning Help Desk is one of the best in the country, and our Analysts stand ready to assist you.

Help Desk Hours of Operation: M-F 8am -6pm and Saturday's 9am-3pm & On Call Emergency hours available Sundays and most holiday 10am-2pm

How to Reach us: 630-955-2755 or contact us by Email at help.desk@mredllc.com

**The Help Desk does not conduct complete training classes over the phone; therefore in-depth training issues should be referred to MRED's training department.*

MRED's Help Desk is the first point of contact for most agent/broker issues. The Help Desk answers questions regarding:

- ConnecMLS
- Adding/modifying listings
- CMA Reports
- Transaction Management
- Clients and Service Partners
- Realist Tax System
- Showing Assist
- Infospark
- And so much more!

Find help online at MRED's Member website www.mredllc.com. Do you know the product or service you need help with or want to learn more about? Visit the Products and Resources tab for the latest product news, links to product FAQ's, training materials, and more. Browse the "How Do I..?" questions to find answers to common questions FAST or visit the "Technical Troubleshooting" page for quick help solving common technical issues. And don't forget to click on the TRAINING tab to take advantage of the wide variety of training methods and topics we provide our members for FREE!

The screenshot shows the MRED website interface. At the top, there's a navigation bar with tabs for STATISTICS, TRAINING, HELP DESK (highlighted), RULES & PHOTOS, PRODUCTS & RESOURCES, COMMUNICATIONS, and ABOUT MRED. Below the navigation, there's a search bar and a "HELP DESK" section with links to Forms, Product FAQs, How Do I?, and Technical Troubleshooting. A "Need More Help? Give Us a Call." box displays the phone number 630-955-2755. A "This Week's Ask MrEd Winner" section features a question about duplicating a search and a "GET THE ANSWER" link. A "Help Desk Tips" box includes a cartoon character and a link to "SEE TIPS FROM THE HELP DESK".

Accessing connectMLS™

connectMLS™ is MRED's full-featured, browser-neutral MLS solution with an embedded transaction management system. Created to be both powerful and easy to use, connectMLS™ keeps MRED customers at the forefront of real estate transactions.

connectMLS Full site: <http://connectmls.mredllc.com/slogin.jsp>

connectMLS SmartPhone or Tablet: <http://mredllcapp.connectmls.com>

*You can access the full connectMLS site or SmartPhone version from you tablet or phone. The SmartPhone version will be more suitable for smaller devices.

How to Retreive your connectMLS™ password 24/7

1. Go to the connectMLS login page: <http://connectmls.mredllc.com/slogin.jsp>
2. Click on “**Forgot your Username or Password?**” and enter your email address (***hint:** *you must use your primary or secondary email address stored in connectMLS*). Your password will be sent to you instantly! Be sure to check your junk/spam folder if not found in your inbox. Add “no-reply@connectMLS” to your address book to ensure delivery.



The image shows a screenshot of the connectMLS login page. At the top right is the 'connectMLS' logo. Below it are two input fields: 'Username:' and 'Password:'. To the right of these fields is a 'Sign In' button. Below the 'Password:' field, the text 'Forgot your Username or Password?' is highlighted with a red rectangular box, and a red arrow points to it from the right. Below this link is the text 'Need Help?'. At the bottom of the page, there is a footer that reads 'Connecting Your Real Estate Community © 2001-2013 dynaConnections Corp.' and an 'ATTENTION: MRED SUBSCRIBERS' notice stating 'MRED Rules prohibit the sharing of MLS Passwords'.

3. If you need to update your email address, please contact your Local Board Association.

Who should I call?

MRED OR MY ASSOCIATION?

Knowing who to call can save you valuable time so we've put together a list of common issues/topics and where to turn for help with them.

Association	MRED
Membership Questions	Help with any of MRED's products or services
Change email address and other Contact Information	Listing Maintenance (adding/modifying listings)
Continuing education, Real Estate training.	FREE Training classes on any of MRED's products or services <i>*request to speak with MRED's Training department</i>
Billing and collection of dues and fees	Field and submit customer suggestions/feedback
Ethics issues and grievances between members	MRED Rules and Regulations questions/issues/Quality Control <i>*request to speak with Rules and Regulations department</i>
Getting a real estate license	Uploading photos or adding Virtual Tours
Contract disputes	Transferring clients and saved searches from an old ID to new ID.
Supra / lock box / key box Supra support: 877-699-6787	Transferring Listings
Legal questions OBRE's legal hotline: 800-950-0578	ConnectMLS user permissions and restrictions
Real Estate contracts * Questions related to what form to use or what disclosures are needed should be referred to your Managing Broker or Association. We have a Forms section in ConnectMLS that contains many contracts, but that is the extent of our knowledge about them. Your Association submits new forms for inclusion in ConnectMLS.	How to use the Forms section of connectMLS to fill in, print, email, and send forms to DocuSign.
Inactive account *If your account is inactive for whatever reason, you will receive the below error message when signing into connectMLS. Please contact your association for help with your account as MRED can only verify the status of your account and has no knowledge of why it is inactive or what you need to do to be reactivated. Use the link provided in the message to find your Associations contact number. <div style="border: 1px solid red; background-color: #ffe6e6; padding: 5px; margin-top: 10px;">Your account has been deactivated. Contact your local Realtor Association. Click here for a list of local Realtor Associations and phone numbers.</div>	Login issues (not related to inactive account)