

Troubleshooting SafeMLS Logins

Please attempt the following steps one at a time until the error is resolved. For persistent issues, please contact the MLS team at 800-686-7451 or support@mfrmls.com

Step 1: Close all Internet Explorer browsers and re-open before logging in again

Step 2: Clear Browser Cache

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

1. Open Internet Explorer and select the Tools menu.
2. Select "Internet Options".
3. Under the "General" tab, click the "Delete" button in the Browsing History section.
4. Make sure all boxes are checked (IE8) and click the "Delete" button. (Warning: many users do not want to erase "Cookies" or saved "Passwords".)
5. Click the OK button to close the Options page.
6. Close all Internet Explorer windows and restart the browser.
7. Attempt to Login.

Step 3: Setup a Trusted Site

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 icon, then click the "Sites" button.
4. The address of the MLS log in page will automatically populate the "Add this website to the zone" field.
5. Before clicking add, you must delete idp.MLSname and replace with an "*" asterisk symbol.
ex. change <http://idp.mfrmls.safemls.net> to http://*.safemls.net or
change <https://idp.mfrmls.safemls.net> to https://*.safemls.net
6. Click the "Add" button.
7. If your IDP address has http then, uncheck the "Require server verification (https:) for all sites in this zone" checkbox.
8. Click the "Close" button.
9. Click the "OK" button.
10. Close all Internet Explorer windows and restart the browser.
11. Attempt to Login.

(Continued on the next page.)

Step 4: Enable Session Cookies

12. Open Internet Explorer and select the Tools menu.
13. Select "Internet Options" then the "Privacy" tab.
14. 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".
15. Check the "Allow session cookies" checkbox.
16. Click "OK" to close the Advanced Privacy Settings page.
17. Click "OK" to close the Options page.
18. Restart Internet Explorer.

Step 5: Reset Security Level to Medium

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.

Step 6: Reset the Browser

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.
 - a. Note that your Favorites are NOT erased.
6. Click "Close" and "OK".
7. Restart Internet Explorer.
8. Attempt to Login.