



### Secure Password Overview

Beginning on May 20, you will be asked to enter a new, more secure password when logging in to Matrix. Your new password will bring you several benefits including:

- Greater security of your private information
- Improved security of your MLS data
- Easier and seamless access to subscription products such as Centralized Showing Services and CTM eContracts without having to login again.

To learn more about your new password, please reference the questions and answers below.

### WHY NEW MATRIX PASSWORDS ARE NECESSARY

#### Q: Why do I need to change my password?

**A:** By asking you to change your password, Metrolist is taking an important step to address a challenge that is prevalent in our entire industry – that of data security and unauthorized account sharing. Your new password will help to ensure your private information as well as our MLS data is more secure. Your new password provides the following benefits:

- Improves account security by ensuring that Matrix is accessed only by authorized users with an active Metrolist account.
- Provides access to multiple products through a single login, making it easier for customers to access the products they are already using without having to remember a separate login.

#### Q: Why is Metrolist making this change?

**A:** The listing data and other information entered into Matrix are very valuable and we want to protect it from unauthorized access. In the future, we also want to offer the benefit to our customers of being able to access many of the most commonly-used products and services through a single login.

#### Q: What are the benefits of my new password?

**A:** Soon, your new password will allow you to access multiple products, such as Centralized Showing Services and CTM eContracts from one login, rather than having to remember separate logins for each product.

### HOW TO CHANGE YOUR PASSWORD

#### Q: How do I change to my new Matrix Password?

**A:** Beginning on May 20 you will be prompted to change your password upon logging in to Matrix. You will be asked to:

- Enter your current Matrix Password. (Note: if your password is not accepted, try entering it in all CAPITAL letters, if that doesn't work, please contact Customer Care.)
- Agree to a new Terms Of Use
- Answer security questions/set security answers
- Enter your new password

#### Q: What are the requirements for my new password?

**A:** Your password must be at least 8 characters long and contain at least seven letters, one number, and one capital letter.

#### Q: Why does my password have to be more complex?

**A:** Using a more secure password helps protect your account and prevent unauthorized access to Matrix and other systems.

#### Q: I'm trying to change to my new password but can't remember my old password. What do I do?

**A:** If you can't remember your old password and it is before May 20, please send an email to Metrolist Customer Care and they will assist you. If you can't remember your old Matrix password and it is after May 20, first try entering it using ALL

CAPITAL LETTERS. If that doesn't work, please contact Customer Care at [support@metrolist.com](mailto:support@metrolist.com) or 303-850-9576, option 1.

**Q: How do I get a password for a new Metrolist account?**

A: After you sign up for a new account with Metrolist, your information is sent to Matrix. You'll receive an email with your temporary password within 20-30 minutes of your account being created. Once you get this email, go to REcolorado.com, click Broker Login, and enter your User ID (agent ID) and temporary password. You'll then be prompted to choose a new password and provide answers to three security questions.

## ABOUT YOUR NEW MATRIX PASSWORD

**Q: Why can't I have my computer/browser automatically save my password anymore?**

A: While saving passwords in your computer/browser is convenient, it reduces the security of your account. There are a growing number of websites that do not allow saving your password for this reason.

**Q: Why can't I copy and paste my password?**

A: Typing in your password each time improves the security of your account and helps us to ensure that only the account holder is logging in with that User ID and password.

**Q: Why do I need to provide answers to secret questions?**

A: These questions are used as a security measure to help verify your identity in case you forget your password or the system detects that someone else might be using your account.

**Q: Can I choose my own security questions?**

A. Currently, the security questions are pre-determined. At some point in the future, it may be possible to choose your security questions.

- What was the color of your first car?
- What was the name of your first school?
- In what city or town was your first job?

**Q: Why do I have to provide an MLS Email address?**

A: If you forget your password, we will send you an email to allow you to reset and create a new password. Additionally, when you first sign up with Metrolist, you will be emailed a temporary password. The first time you login on REcolorado.com you'll be prompted to provide answers to three security questions and create your new password. Additionally, if you do not provide an MLS Email address, you are not able to use features in Matrix that use email, such as creating Auto Emails for your clients.

**Q: Can you tell me my password rather than having to reset it?**

A: It is preferable for you to use the password reset process. If you cannot use that process, Customer Care will need to verify the answers to the three security questions you completed when completing the enrollment process before your password can be provided.

**Q: How do I reset my new password if I can't remember it?**

A: You'll have a link on REcolorado.com to reset your password. You'll need to provide the answers to the three security questions you completed when enrolling and then you'll receive an email with a temporary password. The next time you login, you will need to create a new password.

## YOUR NEW PASSWORD AND OTHER ACCOUNTS

**Q: Does this affect the Marketplace My Account password?**

A: No, your Marketplace My Account password and login will not be changed. Because your Marketplace Account includes financial information, it will always have a separate login. This is the best way to protect your private information. We encourage you to use a strong Marketplace My Account password.

**Q: Will I have to change my Metrolist Virtual Office Password?**

A: If you are a user of Metrolist Virtual Office, you will need to update your Metrolist Virtual Office password once you have finished changing your Matrix password. Your Metrolist Virtual Office login and password must match your Matrix login and password for searches to function. Changing your Metrolist Virtual Office password can be done in a few easy steps.

1. Complete the process to update your Matrix password.
2. Launch Metrolist Virtual Office.
3. Enter your Matrix Login ID and New Password and click Save Password.
4. Once updated, login using your new password.

**Q: What other products will I be able to access with my new password?**

A: Soon, your new password will allow you to access multiple products, such as Centralized Showing Services and CTM eContracts from one login, rather than having to remember separate logins for each product.

**Q: Will the other products that I can access with my new password be included in my Metrolist subscription?**

A: No, you will still need to purchase subscriptions to each product individually. We are integrating the most commonly used products as a convenience for our customers. You can purchase subscriptions for many of these products through our Marketplace.

## TERMS OF USE AND PASSWORD SHARING

**Q: What do I need to know about the new Terms of Use?**

A: You will be prompted to read and agree to new Terms of Use as you are setting up your new password. We urge you to read them thoroughly because they contain new information about how MLS data can be used, password sharing, and strict fines that will be assessed for violations.

**Q: What do you consider to be password sharing?**

A: Password sharing is defined as allowing any other person to login to Matrix using your user ID and password. Each individual logging into Matrix should request their own Metrolist account and use their own User ID and password. Your User ID and password should also not be shared with any individual who is not a Metrolist member.

**Q: How do you know I'm sharing my password?**

A: Clarity Security, our secure password provider offers technology that uses several methods to determine if a password is being used by multiple users. This includes identifying login location (for example, your credentials are used within minutes from different locations), analytics on how your password is entered, the devices being used to access your account, and other techniques.

**What are the fines for password sharing?**

These fines\* are described in the Enrollment Agreement that each user will have to agree to when changing to their new password:

1. Password sharing with other current or potential Users:
    - a. First Offense: \$500 fine
    - b. Repeat Offense: Determined by Metrolist Rules & Regulations Committee, with potential fines up to \$15,000 and/or suspension
  2. Offenses where password was shared with user(s) who would not otherwise be approved to have a Metrolist account: \$5,000 fine
  3. Offenses where password was shared with unauthorized user(s) resulting in excessive exports of data or other abusive practices: \$15,000 fine.
- \*Subject to change. Additional fines, suspension, or legal action may apply following review by the Metrolist Rules & Regulations Committee. Refer to Metrolist MLS Rules & Regulations for the most current fine information.