



RISK Remediation Talking Points

Q: What is Remediation?

A: Remediation is a process that monitors member accounts when accessing the MLS. It helps to protect member accounts from unauthorized access and to shy members away from sharing their accounts with anyone real estate-related or not. The sharing of accounts on the MLS is prohibited based on the [Rules and Regulations](#).

Q: I am getting a “User Identity Conflict” message. Am I in Remediation?

A: No. The “User Identity Conflict” alert comes directly from the Matrix system and is not part of the Remediation process.

Q: I forgot to logout of the MLS. Will that contribute to my Remediation status?

A: No. The system will only look at successful user logins on any login page that use the SafeMLS User ID and Password fields.

Q: I am a high-usage user and login multiple times a day. Will that affect my Remediation status?

A: Possibly. Because Remediation looks at successful user logins, it is RECOMMENDED that the member maximize their existing log in session.

Q: I use a mobile device like an iPhone, iPad, or Android Tablet. Does the system collect data?

A: Yes. The system will capture data regardless of device. However, data pertaining to keystrokes will only be collected and analyzed if the device uses a keyboard peripheral, i.e. USB keyboard, Bluetooth keyboard.

Q: What preventative steps can I take to avoid remediation?

- A:
1. Don't password share. Password sharing can result in a \$1,500 fine per Rule 12.12.
 2. Change the account password to something totally different; for instance, if their password now is password123 suggest to change it to 123password.
 3. Suggest that they use the numbers above their keyboard instead of the 10-key pad on the keyboard, that is if they have that type of keyboard.
 4. If they are using a wireless keyboard suggest they check the batteries to make sure they are fully charged.
 5. Recommend they choose the option to “Always Share” their location. Note: if a member clears their cache and cookies (which is recommend to do at least once a month) they would have to Share their location once again.