

Rapattoni-Matrix Transition FAQs



As an HDAOR member, you may choose to use Rapattoni MLS, CRMLS Matrix, or both.

How do I switch from Rapattoni to Matrix?

Contact your Association for details.

What happens if I choose Matrix?

If you choose to use CRMLS Matrix, you will have a new login ID. You will receive an email from Clarity (the vendor that provides the member dashboard) titled CRMLS Temporary Password. This email will contain important information on how to set up your password. You will receive your new login ID from your Association.

Will I still have access to Rapattoni?

If you choose to leave Rapattoni for Matrix, you will leave behind your entire user experience (including products) and start fresh in Matrix. No saved searches, listings, history, etc. will move to CRMLS Matrix. Your Rapattoni ID will still be searchable in roster, but you will not see it or your finalized history in your new account.

Existing listing history and inventory will continue to be tied to your Rapattoni ID. However, you will be locked out editing any of your non-finalized listings unless you choose to cancel and re-enter.

When will I gain access to Matrix?

If you decide to switch to CRMLS Matrix, you will immediately gain access to your member dashboard that contains all [CRMLS products](#) and services. (Please note: the dashboard will not include products native to Rapattoni and those products, along with any saved data, will not be retained.)

What happens to my IDX services I have in Rapattoni?

IDX services may experience interruption, as your Office IDs and User IDs will change; also, the source of your data may be changing. If you have an IDX vendor, you will need to contact them and verify if they are receiving data from CRMLS RETS. If not, then you will need the vendor to contact CRMLS's Licensing Department (licensing@crmls.org) to get setup.



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