



June 13, 2023 (\*Updated 6/15 with additional information)

**IMPORTANT INSTRUCTIONS  
ON MFA IMPLEMENTATION**

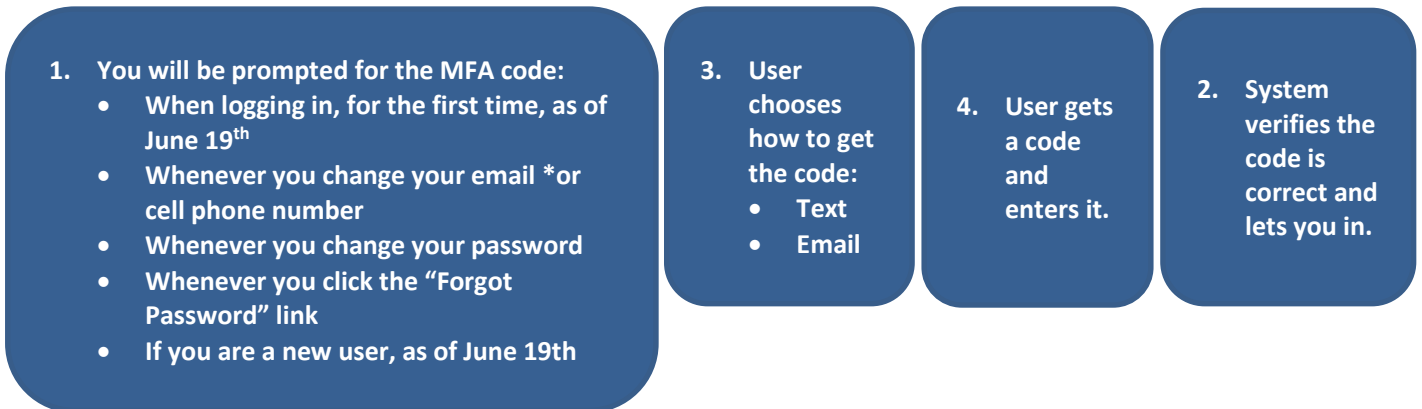
**Important Security-Related Information for All Realcomp MLS  
Subscribers on MFA Implementation**

Realcomp will always treat data accuracy and security as a top priority of the MLS. As such, Realcomp is taking steps to further secure our computer networks and systems due to the global rise of cybercrime.

**On June 19<sup>th</sup>, Realcomp will be implementing multifactor authentication (MFA) for our systems and a one-time mandatory password change, which will go into effect for all MLS Subscribers.** Realcomp originally had this scheduled for the 4<sup>th</sup> quarter of this year, but we had the opportunity to move this initiative up on our schedule to next week. MFA is an extra layer of security and a proven security practice that helps protect data and applications from unauthorized access. Multifactor authentication requires three different pieces of information during the login process:

- Your user name
- Your password
- A temporary code sent to your email address or mobile phone number, whichever you choose.

You are most likely already using MFA when banking or shopping online. Here’s how it will work for Realcomp Subscribers:



**Next Steps:**

- 1) **Sometime before 6/19/23 (the day of MFA implementation)** - access your Realcomp profile through the Realcomp dashboard and the MMSI icon and **make sure your email address and mobile phone number are both up to date**. If not, be sure to edit your profile, enter the correct information, and save it so the correct data is accessible/used when MFA is launched.  
\*Note: You are not able to update your office phone number in MMSI. This information must be emailed to Realcomp at [support@realcomp.com](mailto:support@realcomp.com) for an update to be done.
- 2) Additionally, **Realcomp has added a new texting option to the MMSI system** which will allow us to send important communications (like this one) to you via SMS/text, email, or both. Please update this option while you are reviewing and/or updating your other contact information.
- 3) **Mark your calendar for Monday, June 19<sup>th</sup>, as all our systems will be unavailable between 3:00 a.m. EDT and 5:00 a.m. EDT during the Realcomp dashboard upgrade.**
- 4) **As of June 19<sup>th</sup>, follow the new MFA system prompts for receiving your security code to login to the Realcomp dashboard. Upon doing this, you will be prompted with a one-time password change. Be sure to select a new passphrase with at least 8 characters made up of upper and lower case letters, numbers, and special characters.**

**Important Notes:**

- **You will NOT have to enter the MFA code every time you login. Once you have gone through the MFA security process, you will only be prompted to enter the code when you have:** 1) changed your email or \*cell phone number, 2) changed your password, 3) or if you click the "Forgot Password" link.

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**Important Notes - Continued:**

- **Based on confirmation from our vendor, you will NOT have to enter the MFA security code when changing devices or browsers.**
- **You do not need to change your password before June 19<sup>th</sup>.** The system will automatically prompt you to do this with a one-time forced change as of June 19<sup>th</sup>.

If you have any questions regarding this important information, please do not hesitate to reach out to our Customer Care Department at [support@realcomp.com](mailto:support@realcomp.com). Thank you for your support of these security efforts.

*Revised: June 15, 2023-10:30 a.m.*