

MaryAnn's Computer Corner

**MLXchange Frequently asked Questions week #1**

If you have any questions about MLXchange functions or features, please email MaryAnn at mbaer@marketlinx.com

**1. Q: I forgot my password and can not log into MLXchange. Can you email it to me?**

**A:** On the MLXchange login page you will notice the "Forgot your password?" link under the **Password** box. You were required to select a 'Secret Question' when first logging into MLXchange. After clicking on the "Forgot your password?" link, you will need to enter your Username, select your secret question, provide the answer and click next. After clicking the **Done** button, your password will be e-mailed to your primary email address within minutes. If you have forgotten your 'Secret Question', you will need to call the Board office at 734-761-7340.

**2. Q: How many property addresses can I insert in the Find a Listing box on the Home Page?**

**A:** Only a single address (street number/street name) can be entered. Members can select a **range** of Street Numbers for one Street Name, i.e., 200-300 Main. You can also enter in **multiple street names** (2,second) or listing numbers separated by comas, no spaces.

**3. Q: Is there any way I can enter in multiple property addresses?**

**A:** YES. On the Search page go to the **Search Template** menu box and select Address Search from the *System Search* category. Click on the "**Enter Multiple Addresses**" link next to the **Address Search** field. Up to 10 addresses may be entered and searched.

**4. Q: When entering in an address in the Find a Listing box on the Home Page, is it case sensitive and do I need to type spaces?**

**A:** When using the Address choice, letter case will not make a difference. My suggestion is to type in lower case to save space when multiple street names need to be entered. Inserting a space after the commas between multiple street names or MLS numbers will not make a difference but are counted as characters.

**5.Q: How do I add my own links to websites under the Resource section?**

**A:** MLXchange allows you to set up your Home Page Resource section to quickly access links to your favorite Websites and after closing the link, remain in MLXchange to continue working. To create your own personal links under the Resources section go to **Settings, Personalize**, and click on **Personalize Home Page Resource Links**. Type in a Category Name and follow the instructions at the top of the page.