

MLS FAQs

Q. Can I join the NW WI MLS?

A. MLS Participants (*broker or appraiser*) must be a Realtor® (*hold membership in a Realtor® Association*), a principal, partner, corporate officer or branch manager acting on behalf of a principal; hold a current, valid real estate broker's license and offer or accept compensation to and from other participants; or are licensed or certified by an appropriate state regulatory agency to engage in the appraisal of real property. **Sales agents** must be licensed with a Realtor® broker who is a member of the NW WI MLS.

Q. How do I join the MLS if I'm a broker?

A. If you satisfy the requirements for MLS participation noted above, you must complete an MLS Application with the one-time application fee at the time of submission.

Q. How do I join the MLS if I'm a sales agent?

A. If are licensed with an MLS participant as noted above, you must either join the Association of which your broker is a member. If you do not join the Association of which your broker is a member, the broker will be billed based on the number of agents licensed with their company. Consult to your broker about any office policies that may define Association membership.

Q. Is there a waiting period after I join before I can access the MLS?

A. You will have access to the MLS within 24 hours of *receipt of application*.

Q. How will I know when I have MLS access?

A. You will receive an email (*to the email address provided to the MLS*) that will detail the MLS website address and login information.

Q. How do I log on to the MLS?

A. Using the required internet browser, go to the web address provided to you and enter your login.

Q. Why does the Message of the Day only pop-up sometimes when I login to the MLS?

A. The Message of the Day (MOD) pops-up only when a new message has been posted. *Please read the MOD. It's the MLS's way of communicating information that may be of value to you.* The MOD can be printed or viewed it at a later time by clicking the Message of the Day link directly below Resources on the left side of the Home page.

Q. Who do I call if I have questions about using some of the features in MLXchange?

A. Contact *MLXchange AnswerLink* (technical support). You can contact them by phone at 888-825-5475 or through Live Chat in the Help menu of *MLXchange*.

Q. How long do I have to correct MLS information after I receive notice of inaccurate data and/or missing photos on one of my listings?

A. Section 6 of the MLS Rules and Regs, found on this website, details the length of time in which data errors or missing photos must be addressed.

Q. How do I find out about MLS rules and regulations, listing input, square footage guidelines, and other procedures?

A. The MLS Rules & Regs, listings procedure manual, square footage guidelines, input forms, etc are available on this website or under Resources on the Home page of MLXchange.

Q. How are MLS fees paid?

A. Brokers are billed bi-monthly for each agent within their office. Invoices are emailed on or about the 15th of the month preceding the billing cycle (Example: invoices for March & April dues are emailed around February 15). Payment in full must be received by the first day of the billing cycle (*Example: March & April dues must be paid in full on or before March 1*). MLS dues are set by the MLS Committee at each meeting and therefore are subject to change.

Q. Can I pay by cash, check or credit card?

A. We accept cash, check or credit card (MasterCard or Visa only). An MLS Credit Card Authorization form must be completed and submitted to the NW WI MLS prior to the due date of the invoice *the first time*. Once credit card authorization is given, the card will automatically be charged for all subsequent MLS invoices.

Q. What if I change credit card companies?

A. Should you change credit card companies, complete a new MLS Credit Card Authorization form and submit it to the NW WI MLS office.