

MFA Upgrade – Member FAQ

What is MFA?

Multi-Factor Authentication (MFA) is an added security step that protects your MLS account. It requires both your password and a quick verification (code by text/email or Passkey/biometric login) when the system detects unusual login activity.

Will I need to enter a code every time I log in?

No. Most of the time you'll log in just as you always have. MFA is only triggered when the system detects something unusual about your login (for example: new device, new location, or other higher-risk activity).

What is Passkey/Biometric login?

Passkey lets you confirm your identity using your device's built-in security, like a fingerprint, face scan, or device unlock code. It's quick, secure, and doesn't require waiting for a code.

Why am I being asked to verify more often than others?

MFA challenges are risk-based. If your login looks different than usual, you may be asked to confirm your identity more frequently. Over time, the system "learns" your normal login behavior, and challenges usually decrease.

Does this mean I'm being flagged for credential sharing?

No. MFA is not a punishment. It's a preventative measure to protect accounts and MLS data from unauthorized access. That said, MFA can sometimes reveal unusual login patterns that may indicate account sharing. Remember: per MLS policy, each login credential is for the assigned user only.

What if my email or phone number is wrong on the MFA screen?

Cancel the login, contact MLS staff, and have your info updated. Once corrected, the system will refresh, and you'll be able to log in with the right contact details.