



CONNECTICUT MULTIPLE LISTING SERVICE, INC.
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NORTH HAVEN, CT 06473
P. (203) 234-7001 F. (203) 234-7151
WWW.CTSTATEWIDEMLS.COM

Using MLXchange – Useful Tips

<http://ctmls.mlxchange.com>

What You Need to Know

- You will need a highspeed internet connection. The faster your Internet connection, the better MLXchange will perform.
- You must be using Microsoft Internet Explorer Version 6.0, Service Pack 2 or higher to access MLXchange. To check what version you have installed, simply open Internet Explorer, click on **Help** and then click on **About Internet Explorer**. You can download and install the latest version of Internet Explorer 6 from <http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.asp>.
- If you plan to use AOL for your Internet access, you must first minimize the AOL browser and then launch Internet Explorer. AOL's proprietary browser does not work with MLXchange.
- Some older versions of anti-virus software may not recognize the programming techniques MLXchange users. Make sure your anti-virus software is up to date.
- You will need an MLS User ID and Password (Public ID and Private ID) to login to MLXchange. These will be provided to you by your Service Center.
- The URL to MLXchange is [**http://ctmls.mlxchange.com**](http://ctmls.mlxchange.com). There is no "www" beforehand. Type the URL in the Internet Explorer browser address bar, not in a search box.
- Do not use the Back button on the Internet Explorer tool bar but rather make a habit of using the navigational buttons within the MLXchange application. Clicking on the Back button could produce error messages.
- After you log in to MLXchange, save the MLXchange URL address [**http://ctmls.mlxchange.com**](http://ctmls.mlxchange.com) as a bookmark or under your favorites in Internet Explorer for quick access in the future. From the MLXchange HomePage (after login), click **Add to Favorites** in the Internet Explorer tool bar, then click **Okay**. To make MLXchange your home page, open Internet Explorer and select **Internet Options** from the **Tools** menu. Click on **Use Current** or insert the cursor in the Home page **Address** field and type in the URL and then click **Okay**.
- **Create a Shortcut on your Desktop**
After you log in to MLXchange, you can create a shortcut to MLXchange on your desktop by following these simple steps. Launch Internet Explorer and type in the URL ([**http://nwa.mlxchange.com**](http://nwa.mlxchange.com)) and login. At the MLXchange Home Page, click **File** on the Internet Explorer tool bar and then select **Send**. Select **Shortcut to Desktop**. From that point forward, just click on the MLXchange shortcut instead of Internet Explorer when you want to open MLXchange. (Note: AOL users must still connect using AOL and minimize the AOL browser first.)



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- **Setting your Resolution to Minimize Scrolling**
Your resolution on your PC should be set at **1024x768**. To check or change your resolution, right click in an empty space on your desktop, select **Properties**, then click on **Settings**. Click on the sliding bar for the **Screen Area** resolution and move the pointer to **1024x768** and then click **Okay**. Note: This setting will make the icons on your desktop smaller. If you wish to increase them, follow the same steps above but click on **Effects**. Click on the button **Large Icons** and click **Okay**. Another way is to collapse the left-hand column on the Details page.
- **Windows NT, 2000 or XP Operating System on Office Network**
If you experience a problem loading MLXchange and your computer uses the Windows NT, 2000 or XP operating system, you must be logged into Windows as an Administrator, so that MLXchange has permission to configure the browser. If you are using an office computer and you do not have Administrator privileges, contact your office manager or system administrator to arrange for this.

Customizing MLXchange

By taking the time to set up your own searches, result formats, preferences, and custom reports, you can increase your efficiency by creating a system that lets you work the way you are used to working. More importantly, customizing MLXchange is an easy way to differentiate your services and stand out in today's competitive market.

- **Search Templates**
To customize the system, you can set up multiple search templates using the **Template Manager** option in the **Action Bar** on the Search Criteria Screen.

Adding fields to your own search templates:
A Search Template is a group of visible fields that you use to enter search criteria. Simple search templates expose only a few basic fields for entering criteria, while the most complex template would make every possible MLS field available. MLXchange has a number of default search templates you can copy and customize to suit your specific needs, or you can create a new search template from scratch.

To add fields to an existing Search Template:
 1. Click the **Search main menu** at the top of the page or click **Search for a Listing** from the Home page.
 2. Click **Quick Add to Search** to quickly add more search fields without having to create or edit a search template.
 3. Select the field names and enter the desired values.
 4. Click **Add**.
 5. To save the modified template, select **Save Template** from the Action list and click the arrow button.



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Note: To save changes to a default template, you will be prompted to save a new copy of the template using a different name.

To make a new Search Template from scratch:

6. Select **Template Manager** from the Action list and click the arrow button.
7. Click **New** (or click **Copy** to copy an existing template).
8. Enter a Template Name.
9. Select the fields that you want to appear in the search template.
10. Change the positions of the fields by using the up/down arrows.
11. Click **Finish** when you are satisfied with your list of fields.
12. Click **Done**. Your new template will now appear in the Search Template list on the Search Criteria page and can be used any time you want.

▪ **Customizing your Column Layouts**

You can customize the column layout on the Search Results page to show only the columns of information that you want. To make a new column layout:

13. Conduct a search on the Search Criteria page and click **Results**.
14. Select **Column Manager** from the Action list and click the arrow button.
15. Click **Create new column report**.
16. Select the fields that you want to appear in the column layout from the available grid fields list.
17. Change the order of the fields by using the up/down arrows.
18. When you are satisfied with the list, click **Finish** to save.
19. To change the default sort order for a column format you have created, select the column layout from the **Available Column Reports** list and click Change field sort order.
20. You can sort search results using this column format by up to three columns. Select the columns by which you want to sort, and specify if each column should sort by ascending or descending value. Click **Save** when you are finished.

▪ **Personal Defaults**

Set up your defaults or preferences for using MLXchange using the **Settings** tab and under **Personal Search Default**. This includes your preferred search template, grid view, reports, etc. New to MLXchange is map searching. To avoid scrolling on the map, you can also set a default location and zoom level on your market area. By setting these defaults, you will save yourself an extra click or two.

▪ **Set up Your Hotsheet**

Set up your Hotsheet criteria for the Home Page under the **Hotsheet** tab. Once you have selected all Hotsheet criteria (Hotsheet sections, Property types and Area's) then click on the Action pull down menu at the bottom left of your screen and select 'Save Criteria'. Remember when printing your hotsheet from the results grid to select all sections, if not, only one section



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at a time will print.

- **Set up Auto-Prospecting**

MLXchange will automatically notify both you and your client when new properties match you're their criteria. To set up an auto-notification:

1. Load your criteria into a search
2. Click **Results**
3. Locate the action box in the lower left corner of the results screen
4. Select **Save Search** from the available actions
5. Provide a name for your search
6. Associate your search to a client
7. Select **Enable Auto-Notification** for Search
8. Select which email address to use – you, your client, or both
9. Select the frequency and the report to be e-mailed

- **Set Map Search Default**

When searching using Map Area, the map opens to the MLS default view, which may not include the area you search regularly. To set your Map Area default:

1. Open the Search criteria screen
2. Click on **Select Map Area**
3. Using the North, South, East, West labels, diagonals, and zoom level, bring the map to the area and zoom level desired.
4. Locate the check box at the bottom of the frame labeled "Save current map center and zoom level as user default". Click in the check box, and click "**OK**".

- **Upload your Agent Photo for Reports**

You can up upload your agent photo for use in listing reports. Photos can be uploaded using **Images** under the **Tools** menu. Alternatively, members can also use **PhotoLink**. You must then select a report that is formatted to include your photo. Reports with agent photos are identified as **w/Agent Photo**.

- **Upload Property Images**

You can add up to 10 photos for each property within the MLS system. These photos can be submitted at any time for immediate display in the system. To add photos to your listings, follow these simple steps:

1. Digitize the photo - either scan it or take it with a digital camera, or have processed digitally at your local photo-processing center (even Wal-Mart, CVS will do this). Store on your hard drive or on a CD that you can access from your PC.
2. In MLXchange, on the "Tools" page, click on "Listing Images" (this can also be done through Listing Maintenance).
3. Enter the ML #
4. Find the photo on your system (browse)
5. Save it and your done.



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Detailed instructions are available in the MLXchange User Guide.

Additional Training documentation can be found at:

http://www.firstamericanmls.com/support/support_mlxchange_documentation.asp

--or--

On the MLXchange Homepage under Resources: Click MLXchange/First American MLS Solutions, Inc. then MLXchange Documentation.

Need Help?

MLXchange Help Desk can be reached at: Toll Free: 1-888-825-5472, Mon – Fri, 8:30am-8pm and Sat./Sun. 8:30am – 3pm.