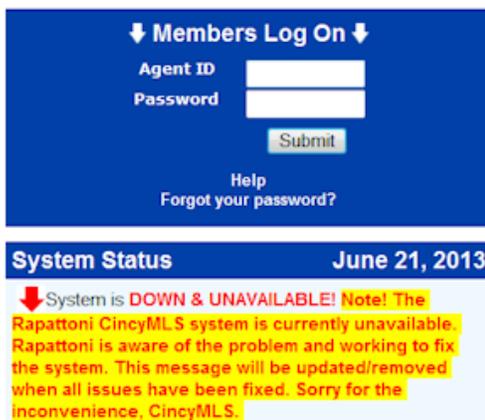# You try to login to MLS & you are having problems.
What can you do?

First, you need to figure out what the problem is. Typically issues & problems could be:

1. **The MLS (Rapattoni) System, located in California, is down and unavailable.**
2. **The www.CincyMLS.net logon page is down and unavailable.**
3. **Your access to the Internet is down and unavailable.**
4. **You can connect to most websites, but cannot login to MLS.**

1. **If it is the first scenario, the Rapattoni system is down.** You will be able to get to the Logon page, **www.CincyMLS.net** but not be able to login. There is a status message of the system under the login section. If it says it is unavailable, we know there is a problem and Rapattoni is diligently working on it. Be patient while they fix the problem. In this case, the "back-door" will not allow you to login to the MLS. Note! This message is maintained by MLS staff. We will make every attempt to keep the message up-to-date. (**Green up arrow**: system is up and ready for use. **Yellow up arrow**: system is up and ready for use but there are problems that you need to be aware of. **Red down arrow**: system is down and unavailable.)

2. **If it is the second scenario, our "logon portal page – or route" www.CincyMLS.net is down**, you will get an error when the page attempts to load. If this is the case, you have an option. You can use our alternate route. We call it our "**Back Door**" logon page. Go to this webpage, login and continue working. *Please "bookmark" or "Add to Favorites" so that this alternative logon route is always an option.* **http://cincy.rapmls.com**

3. **If it is the third scenario, your access the Internet is unavailable**, check to see if you can get to other websites. If you cannot get to other websites *(like Google, Gmail, Yahoo, etc.),* then you should reboot your Pc and router/modem. If this does not resolve your problem, then contact your local home/business Internet Service Provider (ISP). **There may be a service outage in your area or you may have problems with your personal hardware and equipment.**

4. **In the fourth scenario, you can connect to other websites** *(like Google, Gmail, Yahoo, and even www.CincyMLS.net, etc.)* **but cannot login to MLS**. *There is no warning in the System Status message.* In this <u>rare</u> situation, only certain users fail to login, while others login with no problems. There may be a problem with your Internet Service Provider's ability to navigate to the Rapattoni system in California. Each ISP uses a different route or "*backbone*" to navigate to websites across the country. In this case, it is recommend that you 1) contact CincyMLS to verify the system status 2) contact your ISP and finally contact Rapattoni Support at 1-866-730-7114 support ID = 3675. The Rapattoni support department will be able to trouble shoot the problem and either correct it locally in California and/or contact your ISP.

In Summary:

1. If the situation is #1 and the system is down, please be patient. They are doing everything they can to get the system up and running. Check the system status message for updates: www.CincyMLS.net. The "back door" will not help you out.

2. If the situation is #2, please try the alternate "back door" route: http://cincy.rapmls.com

3. If the situation is #3, contact your local home/office support to troubleshoot your personal issue. The MLS team cannot help you in that situation.

4. If the situation is #4, contact your local home/office support to troubleshoot your personal issue and contact Rapattoni User Support for additional help: 1-866-730-7114 support ID = 3675

5. Rapattoni support is available Monday – Friday, 9am – 8pm and on Saturday, 10am – 6pm CincyTime.

If you have any questions, please don't hesitate to contact the MLS office at 513-761-8833