



## Single Sign-On (SSO) Member Dashboard FAQ

### **Q: When is the New SSO Member Dashboard Launching?**

**A:** The morning of Tuesday, August 22<sup>nd</sup>. Please note that we will be in a Service Maintenance Window from 5:00 am – 10:00 am est. During that timeframe we will have limited access to phone calls.

### **Q: How do I access the Member Dashboard?**

**A:** We encourage you to access the member dashboard by visiting [www.SpaceCoastMLS.com](http://www.SpaceCoastMLS.com) and clicking on the “Member Login” button in the right-hand corner of the webpage.

[You can bookmark this page](#) (Note: if the hyperlink ever breaks you will need to visit the [www.SpaceCoastMLS.com](http://www.SpaceCoastMLS.com) website to redirect to the member dashboard)

You can still access the member dashboard and your MLS by visiting [www.Flexmls.com](http://www.Flexmls.com) however, you will need to enter your spc. number on the Flex Login page and then you will be re-directed to the dashboard for authentication.

### **Q: What are the Username Login credentials?**

**A:** You can login to the new member dashboard with your SCAR Member ID or your previous MLS login, **with or without the spc.**

**Note:** if you go to [www.flexmls.com](http://www.flexmls.com) to login you will be required to still enter spc. on the Flex Login page then you will be redirected to the member dashboard, this is the same for the Flex Mobile App.

### **Q: What are the Password credentials?**

**A:** You will be issued a temporary password of Space32940, you will be prompted to change this upon first login.

### **Q: Will FlexMLS still be accessible on the Go Live Date of August 22<sup>nd</sup>?**

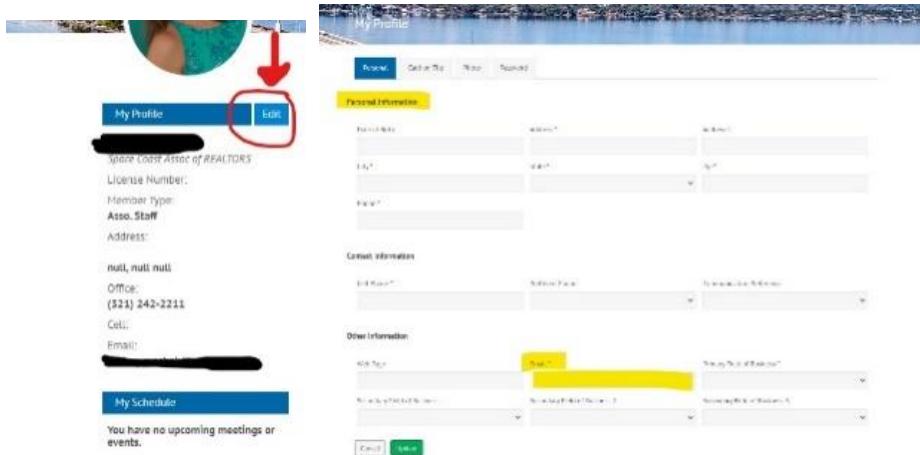
**A:** FlexMLS and other products will be available on the member portal during the Go Live Service Maintenance Window, however you *may* experience some service interruption.

### **Q: How do I make sure my email is updated?**

**A:** Login to your Member Portal on [www.spacecoastmls.com](http://www.spacecoastmls.com)

Near the ‘My Profile’ blue tool bar is an ‘edit’ feature

Select the ‘edit’ feature, verify email within Personal Information tab.



### **Q: What if I share an email?**

**A:** If you share an email, we **highly** suggest you change your email to a single access email. When you share an email and request a password change the email that comes to you with the link to reset your password will not have any identification on who is requesting the password reset.

### **Q: Why move to an SSO Dashboard?**

**A:** the Single Sign-On Dashboard provides for the most secure and efficient access to the products and services that come with your Space Coast Association of Realtors® membership. The SSO dashboard also provides statistics on how often products are being used which in turn allows the Association to better serve you, our member.

### **Q: Can I share my Password?**

**A:** No.

#### **Section 13.1 - Sharing of MLS Passwords Prohibited: See Fine Section 22.4**

MLS Participants and subscribers are strictly prohibited from sharing their MLS Passwords or **providing access to the MLS database.**

**Section 22.4** - If the MLS suspects that your password has been compromised, the MLS will immediately initiate a password change. For giving out a password, giving access, receiving, or using another MLS Participant's or Subscriber's password to MLS both the person providing unauthorized access and the person using the unauthorized access will be fined \$15,000.00. Additionally, both parties are required to attend the MLS sponsored 2-hour course of instruction on the MLS Rules and Regulations within 90 days of notification by the MLS. If after 90-days the class has not been taken, an additional fine equal to that of the original fine will be assessed monthly until the class is taken. In addition, the MLS Participant or Subscriber may be suspended or subject to permanent revocation of access to the service as determined by the MLS Governing Body, after an appropriate hearing has been held.

### **Q: What if I experience an issue?**

**A:** If you are having trouble logging into the member dashboard or accessing products you can call the Association at 321-242-2211 or email the following email addresses with the subject line Member Dashboard Issue.

[Memberservices@Space321.com](mailto:Memberservices@Space321.com)  
[Communications@Space321.com](mailto:Communications@Space321.com)  
[MLS@Space321.com](mailto:MLS@Space321.com)  
[Membership@Space321.com](mailto:Membership@Space321.com)