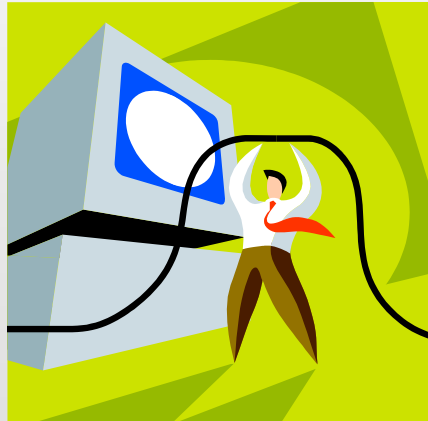


# SAFEMLS® Solutions



**“PROTECTING MLS DATA AND CONSUMER PRIVACY”**

## MLS Bad Behavior (Why)

- Teenage son of a REALTOR®
- The local newspaper
- Potential real estate buyer
- Team-sharing of MLS services
- Appraisal company in Georgia
- Disgruntled administrative assistants

*The common thread:*

*The user of the MLS ID wasn't the Owner of the MLS ID*

# Craigslist Posting (San Diego)

## **MLS SANDICOR APPRAISER REAL ESTATE**

Reply to: [comm-245314799@craigslist.org](mailto:comm-245314799@craigslist.org)

Date: 2006-12-06, 10:32PM PST

NEED SOMEONE ELSE TO JOIN IN WITH ME AND 2 OTHERS TO PAY LESS FOR THE SAN DIEGO MLS.

IF YOUR NOT FAMILIAR WITH THE PRICE, IT'S [REDACTED] FOR THE YEAR FOR ONE PERSON. WITH 4 PEOPLE, IT'S [REDACTED] EACH. A LOT BETTER OF A DEAL.

EVERYBODY WINS.

FEEL FREE TO EMAIL ME.

Location: ORANGE COUNTY

It's NOT ok to contact this poster with services or other commercial interests

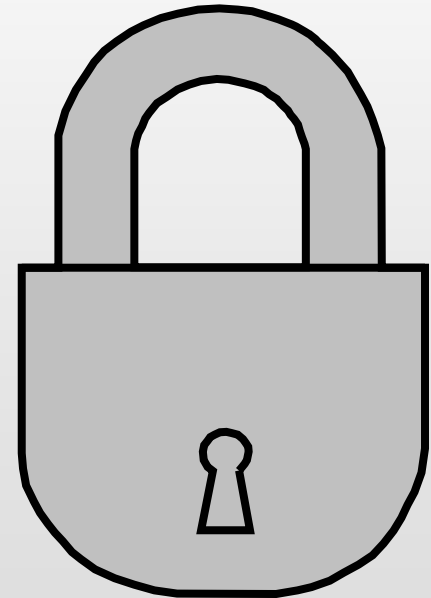
## Security – What are we Protecting?

- **MLS DATABASE**
- **MLS servers and software (IP)**
- **3<sup>rd</sup> party data and IP**
- ***MEMBERSHIP & ACCOUNTING DATA***
- ***PRIVATE CONSUMER DATA***
- ***SENSITIVE SHOWING INSTRUCTIONS***
- ***Ability to conduct business***



## Passwords are Weak Because...

- Only one-factor authentication
- Easily hacked, stolen, borrowed, guessed or sniffed
- Borrowed passwords can easily propagate
- Difficult to remember and *manage properly*
- Human nature makes passwords inherently weak



## The Password Policy Dilemma

- I.T. can make you change your password every 30, 60, or 90 days
- Require complex passwords – oA16l8@CeC
- This increases forgotten passwords and help desk calls
- Users often circumvent these policies
  - Like by writing passwords down on Post-Its!!
- Defense Dept password policy is 30 pages long



## What Security Have We Used?

- 90 – day password change
- Preventive multiple member log-in
- Complex Passwords
  
- These options were somewhat successful.
  
- The Board of Directors & Broker Leadership wanted Sandicor to find a more effective solution.

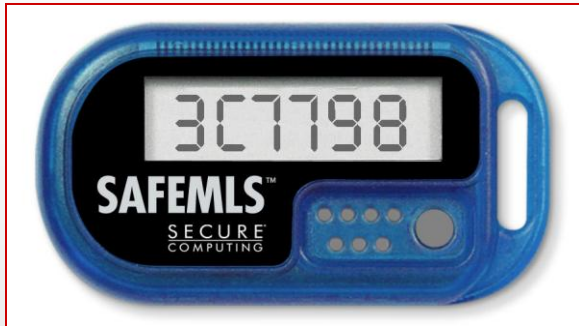
## Board of Directors & Broker Leadership

- Sandicor implements decisions and polices as directed by the BOD
- The BOD is composed of reps from each of the five Association owners
- The decided 2 step authentication process has valid successful results with several MLS'





## The Solution: SAFEMLS®



- Similar Technology
  - Automated Teller Machine
  - Sentrilock Lockboxes
- Strong Authentication
  - Combining something you know with something you have in your possession
  - You can't have one without the other

## Who uses these products?



**Secure remote access for 60,000+ users**



**Authenticate \$90B in cash management transactions daily for 1.2M+ users**



**Authenticate 30,000 employees from any location using multiple access methods.**

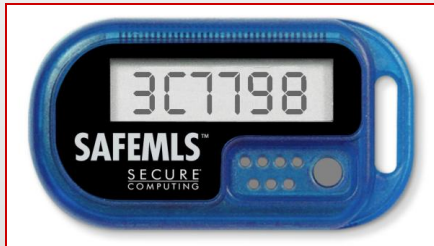


**Secure remote access for 40,000 users.**



**Authenticate 80,000 remote users, suppliers and business partners**

## Key Tokens/FOB History



- SCUR - NASDAQ
- Over 20 years experience
- DOD, NSA
- Dept of the US Navy
  - Torture test
  - Extreme weather
  - Dashboard
  - Washing machine
  - 5 year warranty
  - Battery life- 9 years

## Silver vs. Alpine

### Big vs. Small

#### Silver



**Description:** The original authenticator, the SAFEMLS® blue token, is convenient and easy to use. The slim line device measures about 1" X 2" and easily attaches to a key chain for quick access. Just press the small gray button to obtain a password!

**Is it for you?** The characters on the display window are large and easy to read. This token displays both letters and numbers.

#### Alpine



**Description:** Newly released hardware token. This new token is a slightly smaller form factor with a convenient carbiner clip for easy attachment to lanyards or key chains. Like the blue token, simply press the gray button to obtain a password!

**Is it for you?** The display area on this token has a magnified password display window. Password display is slightly smaller than the silver token and displays only numeric characters.

## SAFEMLS Token Enrollment Process



You must register your Token  
ONE TIME

## 1. Go to [www.sandicor.com](http://www.sandicor.com)

Click on Tempo 5 Icon

The screenshot shows the Sandicor, Inc. homepage. The browser window title is "Sandicor, Inc. - Home Page - Windows Internet Explorer". The address bar shows "http://www.sandicor.com/". The website header includes the Sandicor logo and "SAN DIEGO REGIONAL MLS COUNTY'S". A navigation menu on the left lists various services. The main content area features a "Tempo 5.0" icon, a "Premier IDX" map, and several promotional banners. A red box highlights the "Tempo 5.0" icon, with a red arrow pointing to it from the instruction "Click on Tempo 5 Icon". The taskbar at the bottom shows several open applications, including "Inbox - Microsoft Out...", "Danielle's version of...", "Sandicor, Inc. - Home...", "V1\_Tempo Essentials...", and "Microsoft PowerPoint...".

## 2. Click on Register your Security Token

Follow this step first before you log in

Log in to the TEMPO™ MLS system

User ID:  User PIN:  SAFEMLS Password:

 [Register Your Token](#) [Lost/Broken Token](#) [Change Your PIN](#) [Forgot Your PIN](#)



Sandicor

## SafeMLS® Enrollment Agreement

Step 1:

Please enter your User ID#:

This is the same as you currently use to login to the Sandicor Tempo 5 system.

Step 2:

### SANDICOR TEMPO MLS END-USER LICENSE AGREEMENT

This End-User License Agreement ("EULA") is a binding agreement between you ("You" or "Subscriber" or "Participant" or "Assistant") and SANDICOR, Inc., a California Corporation ("SANDICOR"). You are permitted access to the SANDICOR Tempo MLS System only by virtue of your assent to the terms of this EULA. If you decline to assent to the terms of this EULA, your use of the SANDICOR Tempo MLS System will terminate immediately.

**SafeMLS® Enrollment Agreement**

Printer Friendly

Step 3:





## SAFEMLS® Enrollment

Step 1:

Your MLS Login ID: test111

This is the same login ID as you currently use to login to the MLS system.

Step 2:

**Secret Questions** (used to verify identity for lost/broken token replacement)

What is your birth city?

What is your birth year?

What is your mother's middle name?

Step 3:

Please enter your SAFEMLS® token's serial number:

Please re-enter your SAFEMLS® token's serial number:

Your SAFEMLS® Token serial number is on the back of the token device.

Step 4:

Please select a 4 digit PIN code:

Confirm your PIN code:

We recommend a code that you will easily remember such as your ATM or lockbox PIN code.

Step 5:

Enroll Token

## Successful Enrollment!

You have successfully enrolled your SafeMLS® authenticator.

*You may start using your SafeMLS® Authenticator now.*

Please add the SafeMLS® administrative address

*[safemls@sandicor.com](mailto:safemls@sandicor.com)*

to your address book to help make sure you can receive email messages from the SafeMLS® system in case of a lost or broken Authenticator.

Sandicor Tempo 5

## How to Use your SAFEMLS Token



## Log-in Using the Token/FOB.

Press the gray button to receive a SafeMLS Password

Log in to the TEMPO™ MLS system

User ID:  User PIN:  SAFEMLS Password:

[Register Your Token](#) [Lost/Broken Token](#) [Change Your PIN](#) [Forgot Your PIN](#)



**Sandicor**

Red arrows point to the SIGN IN button, the top token's button, and the bottom token's button. Text labels 'PRESS HERE' are next to the bottom two arrows.

## Success!

# Welcome to Tempo 5!

Tempo - Windows Internet Explorer

http://sandcor.mlxtempo.com/

Tempo x SafeMLS® Configure Fixed P... SAFEMLS® User Information... http://las.mlxchange.com/

Sandcor

KAREN DUPRIEST

SEARCH HOT SHEETS REPORTS PROSPECTS PUBLIC RECORDS FINANCIALS MEMBER INFO MY TOOLS

**Matches**

New Prospecting matches 0

Searches expiring in 7 days 0

**Find a Listing**

Lookup by:  Address or  ML#

Separate multiple ML# by commas

Search for a listing

**HotSheet**

Days Back: 0

RES - New Listings 4

RES - Back on Market 0

RES - Price Changes 0

RES - Pending Changes 0

**Welcome KAREN DUPRIEST**

**MLS** **Broker** **Office**

Welcome to TEMPO 5

The TEMPO 5 (T5) system will be running in parallel mode with our current system referred to as Tempo 3 (T3). You have attended the training class and are now ready to experience some of the major enhancements and improvements of T5! Since we will be running in parallel mode for a few months, you might want to utilize the system with these things in mind.

- Enhancements and improvements will continue for the next two months as more users work with the T5 system.
- The initial use of T5 will expose unanticipated software bugs that will be resolved periodically with system updates.
- All prospects will be transferred from T3 to T5.
- Your custom searches for established prospects will NOT be transferred from T3 to T5
- If you have a client who is very anxious to find a property, leave that client's search running on Tempo 3 (T3). Leave them on a proven system where all properties are still being added to the system and we are still running using the old listing input forms.
- New listings and changes will be added to T5 every hour.
- New fields have been added to T5 but they will not work until we turn off T3 in April.
- Add/Edit functions in T5 will be made available in April when agents are able to update their listings to match the new forms.
- In order to begin testing the new system, solicit the help of a friend or perhaps a client who has just begun exploring the San Diego real estate market. Set them up on both systems so you can watch and experience the new software. Mark your Gateway so you will know which software is

**Inventory Watch**

Active Listings 0

Expiring Within 7 Days 0

Pending Listings 0

Pending Sales 0

Sold Within 6 Months 0

Office - New This Week 0

Office - All Actives 0

## Lost or Broken Token?

Log in to the TEMPO™ MLS system

User ID:  User PIN:  SAFEMLS Password:

[Register Your Token](#) [Lost/Broken Token](#) [Change Your PIN](#) [Forgot Your PIN](#)

Click Lost/Broken Token here



Sandicor

## Fill out Form

### My Authenticator Is Lost

Please enter your User ID#:

Next

Back

Main Menu

### Lost Your PIN

Please answer the following questions to validate your identity

What is your birth city?

What is your birth year?

What is your mother's middle name?

Next

Back

Main Menu

## Confirmation Page

- Temporary Password Confirmation
  - Screen will display which email sent to
  - Email address on file with Association



- Temp password only good for up to 4 days
- Temp password deactivates Token/FOB
- Can only use temp password 3 times a year



## Contact Your Service Center

- Contact your local Association:
  - To receive new Token/FOB
  - To reactivate found Token/FOB



# Clareity Tech Support

- [www.sandicor.com](http://www.sandicor.com)
  - SafeMLS Token User Guide
  - [Click Here for Information on SafeMLS](#)
- [Call Sandicor Tech Support](#)
  - (858) 622-6200
- [Email Sandicor Tech Support](#)
  - [HelpDesk@sandicor.com](mailto:HelpDesk@sandicor.com)





“Oh no, this isn't a *model* of a house I have in your price range . . . it's the actual house itself.”