

# Dual-ing Logins, Annual Survey: Ask Technical Terry



*[Ask Technical Terry](#) is a series RMLS™ aims to offer once a month. RMLS™ subscribers will drive the content—submit any question about RMLS™ to Technical Terry in the comments or by emailing [communications@rmls.com](mailto:communications@rmls.com). Don't be shy—we won't identify you by name.*

**Dear Ask Technical Terry:**

**I'm confused! I'm a dual licensed REALTOR® and since the RMLSweb facelift how I log in has changed. Can you please explain in layman's terms how the process works? What is the best way to access my two unique accounts on RMLSweb?**

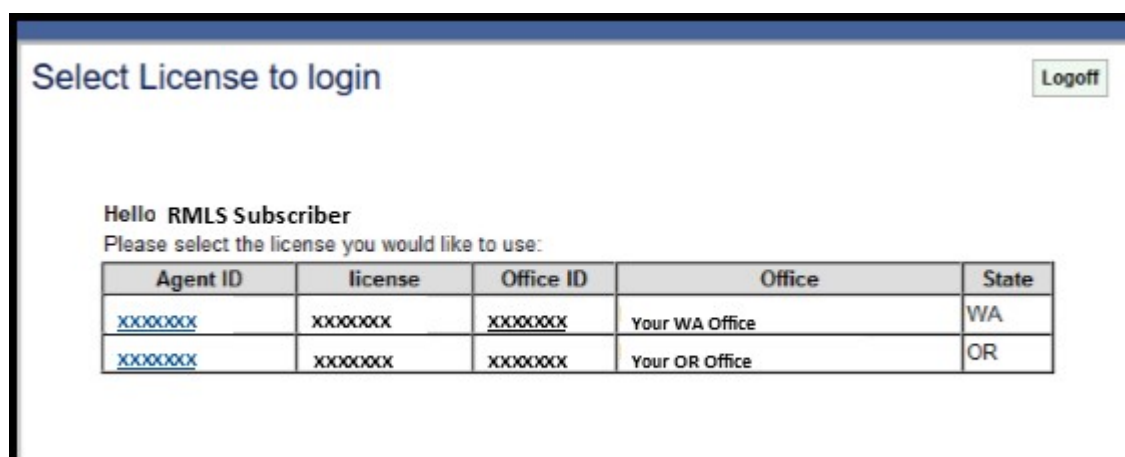
**Login-challenged Loretta**

Hi Loretta:

Of course! The RMLS™ Help Desk has told me that our recent changes to RMLSweb have created some uncertainty among subscribers so let me demystify the new process.

There are three basic scenarios that come in to play when logging in to RMLSweb.

| Dual Licensed Agent<br><b>Scenario 1</b>  | RMLSweb Contact Email                        | Password |
|---|--|----------|
| USER ID - WA  | <a href="mailto:abc@abc.com">abc@abc.com</a> | same1234 |
| USER ID - OR  | <a href="mailto:abc@abc.com">abc@abc.com</a> | same1234 |
| This agent <i>will</i> be presented with a page (example below) to select from either User ID when logging into RMLSweb with email address and password |  |          |



| Dual Licensed Agent<br><b>Scenario 2</b>  | RMLSweb Contact Email                                      | Password |
|---|--|----------|
| USER ID - WA  | <a href="mailto:abc@abc.com">abc@abc.com</a>               | same1234 |
| USER ID - OR  | <a href="mailto:different1@abc.com">different1@abc.com</a> | same1234 |
| This agent will <i>not</i> be presented with a page to select from either User ID when logging into RMLSweb with email address and password because the email addresses are different |  |          |

| Dual Licensed Agent<br><b>Scenario 3</b>   | RMLSweb Contact Email                        | Password   |
|--|--|------------|
| USER ID - WA   | <a href="mailto:abc@abc.com">abc@abc.com</a> | different1 |
| USER ID - OR   | <a href="mailto:abc@abc.com">abc@abc.com</a> | different2 |
| This agent will <i>not</i> be presented with a page to select from either User ID when logging into RMLSweb with email address and password because the passwords differ |  |            |

Once you are logged in to RMLSweb with either of your options, you can change to the other login (state) by clicking on the Help menu and choosing "Switch License," as seen below.

Hello, Terrie Cox! (OR - COXTEROR)

Home Search Prospecting Statistics Roster / Associations Toolkit Back Office Help

**Account**  
 You are logged in as Terrie Cox (COXTEROR)  
 View/Pay Invoice Due  
 User Preferences  
 Switch License  
**System**  
 Log Off

**Help**  
 Questions/Comments  
 Help Desk Support Documents  
 Training Registration  
 Click to chat live

**Scratch Notes**  
 Save

**My Links**  
 rmls.com  
 Inman News  
 Update Internet Explorer  
 Safety Information

**RMLS™ Contact Information**  
**RMLS™ Help Desk Information**  
 Phone: 503-872-8002  
 Toll-free: 877-256-2169  
 Email: [helpdesk@rmls.com](mailto:helpdesk@rmls.com)  
 Hours: Monday - Thursday 8AM-7PM  
 Friday 8AM-5PM

If you need to set or change either password for RMLSwab just log in to the account in question, then go to User Preferences/My Account Information to edit.

User Preferences Help

|                          |   |
|--------------------------|---|
| My Account / Roster Info | <b>My Account Information</b>   |
| Desktop/Sidebar Options  | Save  |
| Report Banner            | You can manage your RMLS subscriber account and RMLSwab contact information in this tab.  |
| E-mail Signature         | <b>RMLS Subscriber Account Info:</b> To manage your subscriber account (address, phone number, receipt history, pay bills online, etc.), please go to <a href="http://my.rmls.com">http://my.rmls.com</a> . |
| Prospecting Options      | <b>Password:</b> <a href="#">Change Password</a>  |
| My Photo                 | <b>RMLS Subscriber Account:</b> david.p@rmls.com (as of 9/24/2018 1:38:58 PM)<br><a href="#">Edit RMLS Subscriber Account contact e-mail</a>  |
| My Resume                | <b>Contact E-mail:</b> E-mail address stored by RMLS for communications regarding your account (Includes invoice, market action).   |
| Team Logo                | <b>RMLSwab Contact E-mail:</b> <input type="text" value="david.p@rmls.com"/><br>E-mail address stored by RMLSwab for communications with other agents and your clients (includes roster, auto email.)       |
| Company Email/Logo       | <b>RMLSwab Roster Phone Number:</b> <input type="text"/><br>This phone number is your primary contact phone for display on the RMLSwab and RMLS.com rosters and for the autopopulation in your listings.    |
| Company Information      | <b>Text Phone#:</b> <input type="text"/><br>This phone number is used solely to inform you about changes to your Watch List if text notifications are selected.   |
|                          | <b>RMLSwab Roster WebSite:</b> <input type="text"/>   |

Dear ATT:

Over the past few weeks I've been getting emails from RMLS™ about some survey. It seems like I've gotten one for the last few years since I joined RMLS™. Why do you keep sending me these?

## Demotivated Dana

Dear DD:

Indeed! RMLS™ conducts one big survey per year of all RMLS™ subscribers—the RMLS™ Subscriber Satisfaction Survey—usually in September. We aim to hear from 20% of you, which is a pretty big response rate—but that’s because the survey is pretty important to RMLS™.

You may have read about [how the enhancements process works](#). It is a process, and the Subscriber Satisfaction Survey is a large part of that. We are asking our members to give us feedback about specific projects that RMLS™ may be undertaking in the next calendar year, but we also use the opportunity to get feedback about nearly every aspect of RMLS™.

*Every single comment* collected in the survey is read by a RMLS™ staff member. The data is also used in aggregate by the RMLS™ Board of Directors to steer the ship, so to speak. Even so, if you’re reluctant to take the survey anymore because RMLS™ just won’t add “Clown Car Parking” to the Advanced Search options (even though you’ve suggested it 27 times!), keep in mind that you may be the only person requesting that particular change.

Why do we keep sending you emails about taking the survey, then? We really do want to hear from you! Our response rate has also been a little low so far and we’re aiming for that 20% before we close things up for the year.

ATT

PS: [If that doesn’t convince you, perhaps this will!](#)