

# FREQUENTLY ASKED QUESTIONS (FAQs)



**Clare<sup>ē</sup>ity**  
Security

OMREB's New Single Sign-On (SSO) Portal & "Scout for SAFEAccess®" from Clareity

## FREQUENTLY ASKED QUESTIONS (FAQs)

**Q:** **What is Clareity?**

**A:** Clareity Security's **Single Sign On (SSO)** service creates significant subscriber convenience, drives adoption of third party applications, and centralizes subscriber access under a single login. SSO eliminates the need to remember multiple passwords and logins creating a seamless workflow for subscribers.

**Q:** **Why are we implementing enhanced security?**

**A:** In addition to an improved security posture to keep valuable data from being compromised, the industry standard Safe MLS® system (SAFEAccess® from Clareity Security) ensures that only authorized users of the MLS® have access to the service.

**Q:** **What is an SSO?**

**A:** **Single Sign On (SSO)** is a property of access control to multiple related, but independent software systems. With this property a user logs in once and gains access to all systems without being prompted to log in again at each of them.

**Q:** **How do I use an SSO?**

**A:** The SSO is a secure web page. Using the page simply means logging in and using the buttons (or links) inside the web page that will direct you to the appropriate service.

**IMPORTANT: Once you have logged in to the portal it is important that you leave the main portal page open. Leaving it open, ensures that your single sign on sessions are maintained. As soon as you close down the main window, all other sessions will terminate and you will be forced to logon to the system again.**

**Q:** **There are specific “secret” questions set to verify IDs. What if they don’t really apply to me and I don’t have a real answer to provide?**

**A:** We recommend that if you don’t know how to answer a specific question, just pick a word or name that means something to you and remember it. It doesn’t matter what your answer is as long as it makes sense to you and applies to you personally.

**Q:** **Why am I being forced to use a complicated password?**

**A:** Your password must contain a mix of upper and lower case letters, and at least one numeral and symbol to make it hard to duplicate by someone who is unauthorized to login to access your data and use the Member Services you pay for.

**EXAMPLE:** **%New3\_Dax25**

*This password includes 2 symbols (% \_ ), 3 numbers (3, 2, 5), 2 upper case letters (N, D)*

**Q:** **Where do I find my User Name?**

**A:** Your User Name or **Logon ID** is the same number you currently use for signing into MATRIX®, REALTORLink® or the Education and Invoice History portal. For OMREB Members, it is a 4 or 5 digit number. For KREB Members, it is an Alpha character combination of first and last name. If you are unable to locate or remember this number, please contact OMREB Technical Support.

**Q:** **How come my User ID can’t be saved?**

**A.** We’re sorry for the inconvenience. However, our new SAFEAccess® login process requires that both the username and password be entered each time you login.

**Q:** **The Save Password feature in my browser doesn’t work.**

**A:** The way our new SAFEAccess® login process works it prevents the use of automatically saved passwords. If you do save your password in your browser, you will run into login problems. We don’t recommend that you use the save password features offered by most browsers.

**Q: What is the SAFEAccess® enrollment process and why do I need to complete it?**

**A:** The SAFEAccess® enrollment is a one time, and one time sign in process that confirms your password conforms to the password complexity configuration. The process also ensures that you have answered the recovery or secret questions which are extremely important in the even you forget your password.

The first time you logon to the system, you will receive a notice advising you to complete the enrollment.



This will automatically forward you to the next step in the process.

You will need to read and accept the **Terms of Use Agreement**,

Your MLS® Login ID: 15688  
This is the same as you currently use to login to the OMREB Portal system.

\* By clicking on the "Log On" button you are confirming that the Okanagan Mainline Real Estate Board (OMREB) and/or the Kootenay Real Estate Board (KREB) has authorized your use of the User ID and password entered and that you are an Authorized User of the MLS® System. Fraudulently accessing the MLS® system by using someone else's User ID and Password is not permitted. You may only use the information on this system for purposes expressly permitted by OMREB and/or KREB. Improper access and/or use of the information in this system is also a breach of the OMREB's and the KREB's Regulations and the terms of use of this system. Offences will result in termination of MLS® access and may additionally result in termination of all membership privileges. OMREB, and/or the KREB reserve the right to prosecute violators and anyone illegally using this system or the information obtained from it and will seek all damages available in statute, tort and/or contract that

Terms of Use    Printer Friendly

I agree

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Your MLS® Login ID: 15688

This is the same as you currently use to login to the OMREB Portal system.

Secret Questions (Used to verify identity for Forgotten Passwords.)  
It is important to remember the answers to these questions as they can be used to verify your identity for access in the future.

**Suggested Questions**What is your father's middle name? In what city or town was your first job? What is your mother's middle name? **Enter New Password**

Your password must be a minimum of 8 characters with at least one uppercase, at least one special character (no commas permitted), and at least one number.

Enter New Password: RE-Enter your NEW Password here: **Next**

Congratulations! You have successfully enrolled your account.

Lynette@omreb.com is the E-mail address we currently have on record.

For technical support please contact matrix@interiorbc.ca. For account and other membership questions, please contact OMREB\_Members@interiorbc.ca. Thank you for completing this one time enrollment process. Please click the button below to continue.

**OMREB Portal**

**Q: How do I re-set my account password if I've forgotten it?**

**A:** There is a link provided on the Member logon page that provides you the ability to reset your password. You will be required to provide your User ID and answer the security questions you provided during the enrollment process.



The page features the OMREB logo (a stylized sun rising over mountains) and the text "Okanagan Mainline Real Estate Board". Below the logo are two input fields: "Username" and "Password", each with a required asterisk (\*). To the right of these fields are two orange hyperlinks: "I need to change my password" and "I forgot my password". A red arrow points from the text "I forgot my password" to the "I forgot my password" link. Below the input fields is a black "Login" button. At the bottom of the page is the copyright notice: "© Copyright 2014, Powered by Clareity Security LLC.".

Step 1: Please enter your MLS® Login ID:

Step 2: Click to verify your identity.

Please answer the following questions to validate your identity.

What is your father's middle name?

In what city or town was your first job?

What is your mother's middle name?

Successfully answering the security questions will generate a **temporary password** for you to access the system and change the password immediately.

An emergency password has been created for your account. Please check your email account  
**charlesh@omreb.com**  
for your password.

Please note the subject of the email will be  
**SafeAccess Message**  
and the message will be from  
**safeaccess@interiorbc.ca**

You are required to change your password on the next login.

You may reset your password by [clicking here](#)

You must now change your password. You will be redirected to the change password screen in 8 seconds.

Step 1:	Please enter your MLS® Login ID: <input type="text"/>
Step 2:	Enter your Current Password here. <input type="password"/>
Step 3:	Click to validate your identity. <input type="button" value="Next"/>

Step 1:	MLS® Login ID: 8707
Your password must be a minimum of 8 characters with at least one uppercase, at least one special character (no commas permitted), and at least one number.	
Step 2:	Enter your NEW Password here: <input type="password"/>
Step 3:	RE-Enter your NEW Password here: <input type="password"/>
Step 4:	Click to set your new Password: <input type="button" value="Next"/>

Enter your new password following the **Safe Password guidelines** to complete the process.

Step 1:	MLS® Login ID: 8707
Your password must be a minimum of 8 characters with at least one uppercase, at least one special character (no commas permitted), and at least one number.	
Step 2:	Enter your NEW Password here: <input type="password"/>
Step 3:	RE-Enter your NEW Password here: <input type="password"/>
Step 4:	Click to set your new Password: <input type="button" value="Next"/>

## Q: How do I change my account password?

**A:** There is a link provided on the Member logon page that provides you the ability to change your password. You will be required to provide your User ID and answer the security questions you provided during the enrollment process.



Username:  \*

Password: .....  \*

[I need to change my password](#)  
[I forgot my password](#)

**Login**

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Step 1:

Please enter your MLS® Login ID:  \*

Step 2:

Click to verify your identity.

Please answer the following questions to validate your identity.

What is your father's middle name?

In what city or town was your first job?

What is your mother's middle name?

Step 1:

Please enter your MLS® Login ID:  \*

Step 2:

Enter your Current Password here.  \*

Step 3:

Click to validate your identity.

Step 1:	MLS® Login ID: 8707
Your password must be a minimum of 8 characters with at least one uppercase, at least one special character (no commas permitted), and at least one number.	
Step 2:	Enter your NEW Password here: <input type="password"/>
Step 3:	RE-Enter your NEW Password here: <input type="password"/>
Step 4:	Click to set your new Password: <input type="button" value="Next"/>

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Step 2:	Enter your NEW Password here: <input type="password"/>
Step 3:	RE-Enter your NEW Password here: <input type="password"/>
Step 4:	Click to set your new Password: <input type="button" value="Next"/>

**Q: Why is there a countdown and what will happen when the time runs out?**

**A:** The countdown clock, is meant to serve as a reminder to keep the Portal window / tab open to keep your SSO session active. When the time runs out, the active session that maintains your SSO will expire and the credentials that allows you to switch between applications without logging on, expires. You will need to open and start a new browser session by logging into the Clareity portal.

Clicking "Refresh" or pressing F5 will reset the timer and restart your session.

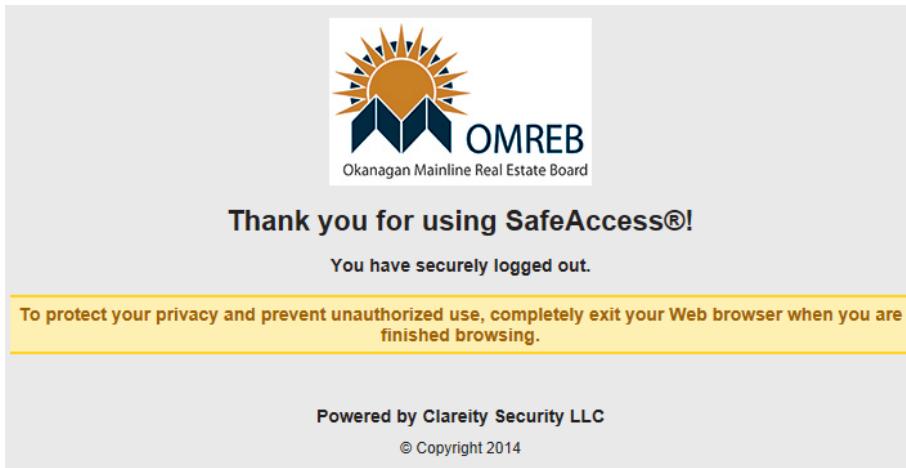
A pop up window will notify you that your about to be logged off of the system. This is a security measure to protect your account from misuse.

**Q: How long will the site (portal) remain open before timing out?**

**A:** 120 minutes

**Q: When I log out of REALTOR Link® or WEBForms® and try to sign back into MATRIX®, why am I kicked out and have to start all over again?**

**A:** The Single Sign-on (SSO) portal page needs to remain open as you move from one service (linked button?) to another. Otherwise, you will need to start from scratch and sign-in again (re-authenticate with User Name and Password).



**Q: There is a pop-up that says only secure content is displayed. Do I select “show all”?**

**A:** Yes. This message is telling you that there may be both secure and non-secure content on the page. Secure and non-secure content, or mixed content, means that a webpage is trying to display elements using both secure (HTTPS/SSL) and non-secure (HTTP) web server connections. This often happens with online stores or financial sites that display images, banners, or scripts that are coming from a server that is not secured. The risk of displaying mixed content is that a non-secure webpage or script might be able to access information from the secure content.

**Q: Where did the “banner” go and how do I get it back?**

**A:** The banners or ‘Panels’ in the Clareity portal can be collapsed and hidden from view. There are arrows that point up and down. Clicking the “UP” arrow will collapse the panel, and clicking it again, restores it. There are also arrows that point left and right and clicking them will scroll through the additional or hidden applications in the portal.

Your Session will end in 00 hours 59 mins 24 secs.



**Q:** I can't seem to find the buttons I am looking for in the "Services" list.

**A:** There are arrows on the right and left of the page. Click on them to navigate through and access the various services available. **Example:** MATRIX®, Member Services (online invoice and education history), SentriLock®, WebForms®, REALTOR Link®, etc. (See diagram above.)

**Q:** I am a REALTOR® with OMREB. How can my assistant or fellow REALTOR® manage my listings when I am away on holidays if the Clareity system tracks keystroke / keyboard patterns?

**A:** Password sharing is against **OMREB's Rules and Regulations** and, therefore, is not supported. REALTORS® that are going away on vacation and require someone to manage their listings in their absence will need to contact OMREB Member services to have the team function enabled for them.

There are two variations to the **Team Functionality** in MATRIX® to be aware of:

- 1) Team function for REALTORS®, and
- 2) Team function for Real Estate Assistants.

OMREB Member Services can provide assistance with setting this feature up and explain its functionality in complete detail. Service request forms are required.

**Q:** When I logout, there is a message that says to completely exit my web browser for security reasons. What is the risk if I don't do this, as I have many screens open that I don't want to close?

**A:** While there is no direct consequence to not closing your browser, it does ensure that your logon has been dropped completely to prevent against someone else picking up and using your logon (public computers). It also will prevent the additional error message from appearing if you try logging in from that browser window again.

**Remember:** The portal window must remain open while you are working. Once you have timed out or logged out, you will need to open a new window / session to logon to the system again.

## CONTACT US!

If you can't find an answer to your question here, please contact **Charles Howarth** at [CharlesH@omreb.com](mailto:CharlesH@omreb.com).

This document will be updated as additional questions arise and answers are added.