

Broken or Defective SafeMLS Token?

Easy replacement steps:

If your SafeMLS token breaks or becomes defective, i.e. getting “ERR” in the display screen, you no longer need to make a trip to your Association to get a replacement. Follow these online steps for a temporary password and to have a replacement token mailed to you.

1. Click the **“I Lost or Broke My Token”** link on the NorthstarMLS login screen
2. Click the **“My Authenticator is Broken”** button and follow the on screen prompts.
3. After completing the online form, a temporary password will immediately be emailed to you (using the email address you have on NorthstarMLS). The temporary password will get you into all NorthstarMLS systems for **10 days**. Within one business day, a replacement token will be mailed to your office address (a toll-free number will be provided for you to call within 24 hours if you want the token mailed to a different address.)
4. You must return the defective token to your Association office within 10 days or be billed for the replacement. If you prefer, you may mail the defective token to your Association.
5. When the replacement token arrives, click the **“I Need to Enroll My Token”** link on the NorthstarMLS login screen and enroll your new token to start using it immediately.