

Can't print? Can't open reports? Are old pictures showing up in Listing? Listing Changes NOT showing up? Are you getting a reset error? Here are some basic computer settings to try but also take a look at our Tech Tip on "Clearing Cache and Cookies" as that will also cure a lot of issues as will updating your browser:

1. Internet Explorer Tweak That Cures Many Issues – Try This First

- Click on **Tools**
- Click on **Internet Options**
- In the Browsing History Section of the General Tab...
 1. Click on **Settings**
 2. Select the first choice: **Every Time I visit the Webpage.**
 3. Click on **OK.**
 4. Back on the General Tab, in the Browsing History Section, click on **Delete.**
 5. Select first four choices (**Preserve Favorites, Temporary Internet Files and Website Files, Cookies and Website Data, History**) and then click on **Delete.**
 6. When done, click on OK to close window.

2. Windows 7,8,10 Compatibility with MLS Portal, Matrix, Realist, TransactionDesk in IE

In Windows 7 or 8 or 10, you may get a reset error when visiting certain websites, when using Internet Explorer. You may need to change your compatibility mode. To do this, go to:

- Click on **Tools**
- Click on **Compatibility View Settings**
- Type in **realist.com** and click **Add**
- **Type in nys.mlsmatrix.com** and click **Add**
- Click on Close

3. MLS Portal Access Issues and/or You See a Realist 'Login Screen'

You need to disable protected mode in Internet Explorer.

- Go to **Tools > Internet Options**
- Select **Security** Tab
- Select the **Internet** zone up top and then the **Enable Protected Mode** box (on the bottom left) **should be unchecked** (disabled). Click **Apply.**
- Select the **Trusted Sites** zone up top and then **Enable Protected Mode** box (on the bottom left) **should be unchecked** (disabled). Click **Apply.**



The screenshot shows a login form with the following fields and a button:


- Username:**
- Password:**
- MLS Group:**
- Login** button

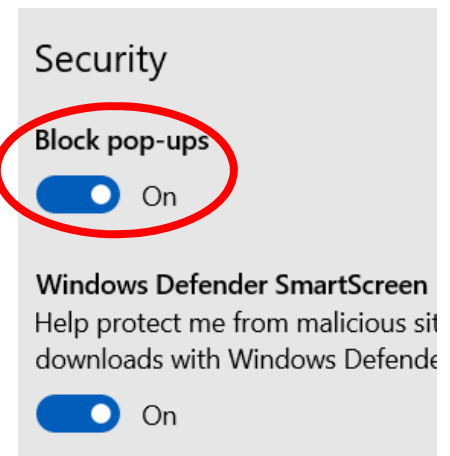
4. Allowing Pop-Ups in Internet Explorer on Windows 7, and 8 and 10

To allow pop-ups for a particular site, you need to add that site to a list. You must be in Internet Explorer...


- Click on **Tools**, then on **Pop-up Blocker** and then **Pop-up Blocker Settings** (if this is grayed out, choose "Turn on Pop-up Blocker" first).
- Type in **nys.mlsmatrix.com**, in the area labeled "**Address of Web Site to Allow**".
- Click on the **Add** button, **nys.mlsmatrix.com** should now appear in the allowed sites.
- Do it again for **Realist.com**.
- In the area labeled "**Blocking Level**" from the drop-down menu, choose **Medium: Block Most Automatic Pop-ups**.
- Click on **Close**

5. Allowing Pop-Ups in Microsoft Edge


- Click the **More icon** in the top right corner of Edge.. 
- Click on **Settings**
- On the left of the menu that opens, click on **Privacy & Security** and then scroll down to the **Security section** (page down to get there)
- On the left of the menu that opens, click on **Advanced** which is shown at right.
- Then click on **Block Pop-ups** to turn it off.

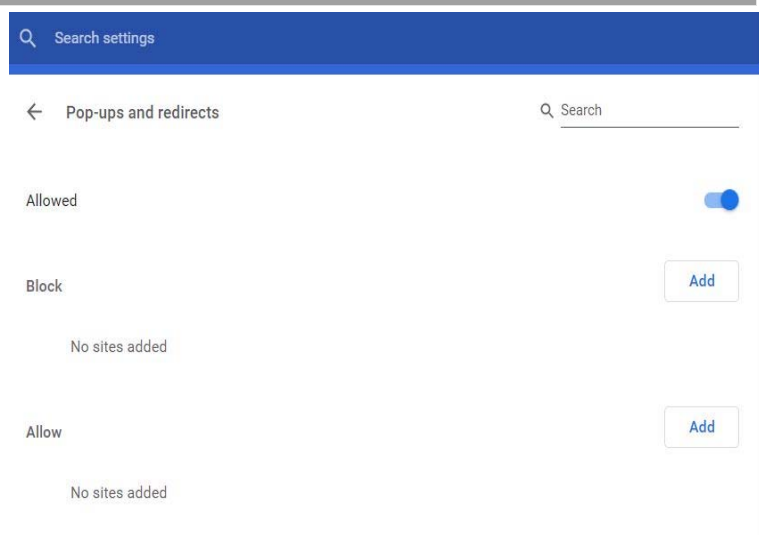


6. Allowing Pop-ups in Firefox

- Click the "hamburger" menu icon (top right) to open the Firefox menu. 
- Click **Options**.
- Click the **Privacy & Security** icon located at the top left of the window.
- Scroll down to the **Permissions** section and make sure that Block pop-up windows is activated (checkbox).
- Click the **Exceptions** button located to the right of Block pop-up windows.
- You will see the **Allowed Sites** dialog box.
- To enable pop-ups, in the Address of web site field, type the site's URL **nys.mlsmatrix.com** and press enter & then **Realist.com** and press enter.
- Click on **Save Changes**.

7. Allowing Pop-Ups in Chrome

- On your computer, open **Chrome**.
- At the top right, click  and then **Settings**.
- Under "Privacy and security," click **Site settings**.
- Click **Pop-ups and redirects**.
- At the top, turn the setting to Allowed or Blocked.



8. Allowing Pop-ups in Safari

- Click the ellipsis icon (...) in the upper right corner of your web browser, and then click Settings.
- In the Advanced settings section, click View advanced settings.
- In the Block pop-ups section, click the switch to Off. Pop-ups are now allowed.
- To block pop-ups once again, click the switch to On.

9. Adobe Reader (all browsers for Matrix, Realist and TransactionDesk and when Realist does not work on a Mac Ex. you only see a white screen):

- Go to <https://get.adobe.com/reader/>
 - Uncheck 'Optional Offers' if you do not want them and then click on **Download Adobe Reader**
 - A pop-up will come up telling you how to proceed which may depend on your browser; you will most likely need to run a program from your Downloads folder.
 - You will likely need to reboot for changes to take effect.

10. Using other Viewers to view Realist Assessor Maps

Turning off the native Internet Explorer viewer (which is no longer available but may still be enabled in your settings) may be necessary. To view Assessor Maps in Realist 2020, you may use any .tif viewer for any browser.

NOTE: To turn it off in Realist if you need to, just go into Realist

Click on **Preferences>Reports>Assessor Map> UNCHECK Enable Assessor Map Viewer**