

**Unable to Save Passwords** - If you are unable to save or your browser is not asking you if you want to save your password, find your browser below for how to enable that feature. See next page for **Changing a Saved Password**.



### Google Chrome

- From the Chrome menu on the browser toolbar (top right), click on the **three vertical dots**. 
- Click on **Settings**.
- Click **Autofill** on the top left, then select **Password Manager**.
- Make sure that **Offer to save passwords** is enabled (the slider should be blue, not gray) right up top.
- Then scroll down to the bottom of this page. In the **Never Saved** section look for [iam.mynysmls.com](https://iam.mynysmls.com), then click the "x" to the right to remove it from your list.
- Close **Settings** tab and then log in to your portal (either [www.grar.org](https://www.grar.org) or [portal.mynysmls.com](https://portal.mynysmls.com) depending on your MLS organization) and you should now be prompted to save your login information again.



### Microsoft Edge

- Click the **three horizontal dots**  on the top right corner of the Edge browser.
- Select **Settings** and then in the center column **Passwords** and click the arrow on the right.
- Make sure that **Offer to save passwords** is enabled (the slider should be blue, not gray) right up top.
- Then scroll down to the bottom of this page. In the **Never Saved** section look for [iam.mynysmls.com](https://iam.mynysmls.com), then click the "x" to the right to remove it from your list.
- Close **Settings** tab and then log in to your portal (either [www.grar.org](https://www.grar.org) or [portal.mynysmls.com](https://portal.mynysmls.com) depending on your MLS organization) and you should now be prompted to save your login information again.



### Mozilla Firefox

- At the top right of Firefox, click the **three lines**  icon and then click **Settings** near the bottom of the menu.
- On the left side of the Settings page, select **Privacy and Security**.
- Scroll down to the **Logins and Passwords** section, and make sure there is a check in the box next to **Ask to save logins and passwords for websites**.
- Click the **Exceptions** button to the right of this option.
- In the list of websites that opens, look for [iam.mynysmls.com](https://iam.mynysmls.com). If found, select it, and click **Remove website** at the bottom left of this window.
- Click **Save Changes** at the bottom right of this window.
- Close **Settings** tab and then log in to your portal (either [www.grar.org](https://www.grar.org) or [portal.mynysmls.com](https://portal.mynysmls.com) depending on your MLS organization) and you should now be prompted to save your login information again.



### Safari

- At the top left of your screen click the **Safari** menu, then click **Preferences**.
- Sign in with Touch ID or enter your user account password.
- Search the list of websites for [iam.mynysmls.com](https://iam.mynysmls.com) and click on it and then click **Remove** at the bottom right of the window.
- Close the Safari Preferences window, then click the "Safari" menu at the top left of the screen and select "Quit Safari".
- Re open Safari and log into your portal (either [www.grar.org](https://www.grar.org) or [portal.mynysmls.com](https://portal.mynysmls.com) depending on your MLS organization). You should now be prompted to save your password.

**Changing a Saved Password** – When it is time to change your portal password and you need to update your saved password in your browser, try these tips.

### Google Chrome

- From the Chrome menu on the browser toolbar (top right), click on the **three dots**. 
- Click on **Settings**.
- Click **Autofill** on the top left, then select **Password Manager**.
- Make sure that **Offer to save passwords** is enabled (the slider should be blue, not gray) right up top.
- Then scroll down to the **Saved Passwords** section and look for [iam.mynysmls.com](http://iam.mynysmls.com), then click on the three dots menu to the right and then the **Remove** to remove it from your list so you can resave it.
- Close **Settings** tab and then log in to your portal (either [www.grar.org](http://www.grar.org) or [portal.mynysmls.com](http://portal.mynysmls.com) depending on your MLS organization) and you should now be prompted to save your login information again.

### Microsoft Edge

- Click the **three horizontal dots**  on the top right corner of the Edge browser.
- Select **Settings**
- Under **Your Profile** in the middle, look for **Passwords** and then click on the little arrow for more information.
- Make sure that **Offer to save passwords** is enabled (the slider should be blue, not gray) right up top.
- Then scroll down to the # **Saved Passwords** section and look for [iam.mynysmls.com](http://iam.mynysmls.com) (hint there is a search box up top that you can enter "iam"), then click on the three dots menu to the right and then **Delete** to remove it from your list so you can resave it.
- Close **Settings** tab and then log in to your portal (either [www.grar.org](http://www.grar.org) or [portal.mynysmls.com](http://portal.mynysmls.com) depending on your MLS organization) and you should now be prompted to save your login information again.

### Mozilla Firefox

- At the top right of Firefox, click the **three lines**  icon and then click **Settings** near the bottom of the menu.
- On the left side of the Settings page, select **Privacy and Security**.
- Scroll down to the **Logins and Passwords** section, and make sure there is a check in the box next to **Ask to save logins and passwords for websites**.
- Click the **Saved Logins...** button to the right of this option.
- In the list of websites that opens, look for [iam.mynysmls.com](http://iam.mynysmls.com) (hint there is a search box up top that you can enter "iam"). If found, select it, and click **Remove** at the top this window (or you can edit the password here).
- Close **Settings** tab and then log in to your portal (either [www.grar.org](http://www.grar.org) or [portal.mynysmls.com](http://portal.mynysmls.com) depending on your MLS organization) and you should now be prompted to save your login information again.

### Safari

- At the top left of your screen click the **Safari** menu, then click **Preferences**.
- Then click **Passwords**. Sign in with Touch ID or enter your user account password.
- Search the list of websites for [iam.mynysmls.com](http://iam.mynysmls.com). Click on it and then **Edit** at the bottom right of the window to update the saved password. Click **Save**.
- Close the Safari Preferences window, then click the "Safari" menu at the top left of the screen and select "Quit Safari".
- Re open Safari and log into your portal (either [www.grar.org](http://www.grar.org) or [portal.mynysmls.com](http://portal.mynysmls.com) depending on your MLS organization). You should now be prompted to save your password.