

Two-Factor Authentication

Below are some helpful tips and information to reference if you are experiencing problems with Two-Factor Authentication on UtahRealEstate.com.

Make Sure Your Web Browser is Set to Accept Cookies.

If using Google Chrome:

1. Click on the menu button in the top right-hand corner (with three vertical dots)
2. Click on **Settings**.
3. Under "Privacy and security," click **Cookies and other site data**.
4. Make sure that **Allow all cookies** is selected.
 - *Alternatively, you can choose to select Block third-party cookies in Incognito.*

If using Safari:

1. Click on **Safari**, and then **Preferences**.
2. Click on **Privacy**.
3. Make sure that **Block all cookies** is not selected.
 - Click on **Manage Website Data** to see which websites store cookies or data.

Turn off Incognito or Private Mode.

Incognito/Private Mode blocks cookies, which will block Two-Factor Authentication.

If using Google Chrome:

- <https://support.google.com/chrome/answer/95464?co=GENIE.Platform%3DAndroid&hl=en>

If using Safari:

- <https://support.apple.com/guide/safari/use-private-browsing-ibrw1069/mac>

Check to See if Your Browser is Set to Clear Cookies When Exiting Google Chrome.

If you have a setting enabled in your web browser that automatically clears cookies when you exit your web browsing session, we recommend you disable that feature while using UtahRealEstate.com. If you do not want to disable this feature, you will need to add an exception for UtahRealEstate.com within the settings of this feature. To do this within Google Chrome:

1. Click on the menu button in the top right hand corner (with three vertical dots)
2. Click on **Settings**.
3. Scroll down and click on **Cookies and other site data**.
4. Scroll down to **Sites that can always use cookies** and click on **Add**
5. Enter **UtahRealEstate.com** and click on **Add**
6. Scroll down to **Always clear cookies when windows are closed** and click on **Add**
7. Enter **UtahRealEstate.com** and click on **Add**

Disable Browser Extensions.

It may also be helpful to look at your browser extensions, and disable any that you do not recognize, particularly those who claim to accelerate or speed up browsing.

If using Google Chrome:

1. Click on the menu button in the top right-hand corner (with three vertical dots)

2. Click on **More Tools**, then **Extensions**.
3. Disable or remove any extensions that you don't recognize.

If using Safari:

1. Click on **Safari**, and then **Preferences**.
2. Click on **Extensions**.
3. Disable or remove any extensions that you don't recognize.

Additional Information About Two-Factor Authentication

- **What is Two-Factor Authentication**
 - Two-Factor Authentication is a common software security feature where you generate and enter a verification code that is sent directly to you in order to ensure that you are really the person who is logging into your account.
- **Why is Two-Factor Authentication Used?**
 - Two-Factor Authentication is used to prevent password sharing, as well as to prevent bots and malicious web scraping software from compromising your account and gaining access to the MLS system.
- **What Does this Mean for Our Membership?**
 - For most users, this will mean a few times a year you will have to complete this process to verify you are the one who is actually accessing your MLS account. The greater benefits of this process is that they will help protect our membership from possible fraudulent use if a username and password is stolen, lost, or the subject of a "hacking" attempt.
 - **It's important to note that you will not need to generate and enter a verification code every time you login.** You will only be required to take this action when the following occurs:
 - You are logging in with a new device or one you haven't used before with the website
 - You recently cleared or changed your web browser information
 - After a defined period of time, you will be required to re-authenticate so we know the authorized person is logging in

If you need further assistance, please give our Technical Support group a call at 801-676-5400, option 1. We are available by phone between the hours of 8:00 am and 5:30 pm, Monday - Friday.