

COMMONLY ASKED QUESTIONS AND PROBLEMS SINCE RELEASING UPGRADE/RENEWAL OF ZIPFORM:

1. What are the most common errors being made during the zipForm renewal/upgrade process?

Answer: a) If you elect to cancel or exit from the renewal/upgrade process, please wait 15 minutes before starting the renewal process again. This may include hitting the Browser Back button, closing the Browser or navigating to another webpage during the renewal process.

b) After completing the renewal process please make sure to finish the final step (Step 15). Download and Install the zipForm 6 Standard application.

c) Trying to login when MAR has not yet received your dues (you get stopped at section where you try to login to the MAR portion during process).

d) Using the wrong password - which is often the last 6-digits of your social security number or another password you gave us - not your MREIS or NAR one (unless you made them all the same at three different locations.) Also, if you try a password three times and it's wrong you will be locked out for 40 minutes from being able to try again.

2. How can I tell if I'm using the Desktop or Online version now - to know what set of instructions to follow?

Answer: How do you access the software? Do you just click an icon on your computer (desktop); or do you have to have Internet on to use it (online).

3. What if I skipped the step in the renewal process to get the desktop version (Step 15), what do I do now to get that icon?

Answer: You need to go to the zipForm section of the MAR site at <http://www.mainerealtors.com>; then from the download area, click on Support FAQ and look for "How to Download Additional Copies of zipForm 6 Standard"

4. When I go to the company verification screen it says "ReMaxLegacy" (in NH) even though that firm is not my company. What do I do? .

Answer: zipForm relayed that was a "rare glitch" that was corrected late Tuesday night. It had no impact on the application itself, but did cause concern by those who saw it. If you completed the process even if you saw that "ReMaxLegacy" on your screen, you will find your actual information is accurate at the bottom of your forms.

5. I'm getting the message that my membership "cannot be verified" (typically at Step 3) and can't go further. I paid my dues. What's wrong?

Answer: If you did not complete the process (described in Question 1) there was a 10 hour cookie on your computer that will require you either go to Internet Explorer or other browser (not a third party cleaning tool) to remove your cookies so you can start over. That typically results from either having hit the Back button during the renewal/upgrade process. If you started the renewal process BEFORE 1:00 PM today (Wednesday) you are going to need to clear your cookies to be able to start the renewal/upgrade process again. If you get that message any other time, you just need to wait 15 minutes for the system to stop recognizing you as being already on it. If you're in a hurry, then clear out your cookies and temp Internet files. Do that directly from the browser, not through a third party cleaning system.

6. I can't find any of my transactions for zipForm Standard Edition (Desktop), what did I do wrong?

Answer: You may have not said Yes to importing transactions. You can find a link that can activate the import by going to the zipForm section of the MAR site at <http://www.mainerealtors.com>, once in the download area, click on Support FAQ and look for "How to Import a Transaction"

MAINE ASSOCIATION OF REALTORS - <http://mainerealtors.com>

Follow us on Twitter: @mainerealtors; and Facebook: <http://facebook.com/mainerealtors>

19 Community Drive, Augusta, ME 04330; Last issue: Jan. 5

info@mainerealtors.com; 207.622.7501; fax 207.623.3590

Some info may be commercial in nature. To OPT-OUT of all communications, use contact info.