

Frequently Asked Questions

Membership

How do I join MRIS? Complete the forms in the Subscriber License and Access Agreement including the Subscriber Information Page (Exhibit A) and page 9 of the Agreement, the signature page, which must be signed by both you and your Broker or Office Manager. Please return these forms to MRIS via mail or fax.

Do I have to pay additional fees for MRIS access at home? No, there are no additional fees for home access. A unique User ID and Password allowing you access to MRIS will be emailed to you with your subscription confirmation.

Can my Personal Assistant or Office Secretary use MRIS? Yes, but each customer who accesses MRIS must have her/his own User ID and Password. For that reason, MRIS offers subscription types for Personal Assistants and Office Secretaries. These customers can be licensed or non-licensed, however their names will not appear on real estate listings. Please refer to Exhibit B for applicable fees.

How can I contact Customer Services? Please call Customer Services (301) 838-7160 or toll free (800) 838-8138 Monday through Friday, 8:30AM to 4:30PM or send an e-mail to subscribe@mris.net.

Does MRIS share personal information? MRIS does not sell, license or share any customer information including email addresses, home addresses, and phone numbers with other individuals, companies, or organizations.

Finance

What payment methods can be used? All payments are processed electronically. MRIS accepts VISA, MasterCard, Discover or American Express. Payments by check should be mailed to:

Metropolitan Regional Information Systems, Inc.
PO Box 37093
Baltimore, MD 21297-3093

What is the Subscription Fee?

This is a non-refundable fee assessed for the use of MRIS and issuance of the User ID and Password.

When is the Subscription Fee due? Upon activation of your completed Subscription Agreement, the Subscription Fee will be due at the beginning of the next month. You may visit the MRIS Online Payment Service on MRIS.com/My Account to make a one time payment or set up recurring billing for future fees.

When will my quarterly payments begin? Your quarterly payments will begin on your Billing Start Date as stated in the confirmation email you receive with your User ID and Password. Payments are non-refundable and will be charged in advance as long as you are a customer of MRIS.

Helpdesk

What are the Helpdesk hours? Helpdesk is available 7 days a week: Monday – Thursday 8:30AM - 7:30PM Friday – Sunday 8:30AM - 6:30PM
(301) 838-7200 or toll free (888) 838-8200

The MRIS[®] Website, <http://mris.com>, contains a Knowledgebase that provides how-to tips and answers to many commonly asked questions. You can also email questions to helpdesk@mris.net.

How do I obtain MRIS documents without having to call the Helpdesk? Documents, forms and manuals can be found on <http://mris.com> under Technical Support, or toll free (888) 838-7783.

Education

How do I enroll in a class? With your User ID and Password you'll be able to register for hands-on training at a location near you. To do so, access <http://mris.com/education>. While visiting the site, you can also sample the interactive tutorials in the online training library.

What is the policy regarding training during inclement weather?

The decision to cancel training classes is based on two factors: the location of the class and the Federal Government or local school district closing policy.

For classes scheduled at ASSOCIATIONS / BOARDS OF REALTORS[®] facilities:

- Local Schools Closed -If local schools are closed, then training classes will be cancelled and the students will be contacted to reschedule.
- Local Schools One (1) or Two (2) Hours Late -If local schools are delayed, morning classes are cancelled and the students will be contacted to reschedule. Afternoon classes will be held as scheduled
- NOTE: The actions of the local school district will determine if local training classes will be held at REALTOR[®] facilities.

For classes scheduled at MRIS (Rockville) or offsite locations, (i.e. local hotels or conference centers):

- Federal Government Closed – If the Federal Government is closed MRIS offices in Rockville are officially closed, however, a limited number of personnel will be available to assist you.
- NOTE: This only affects the MRIS headquarters training center in Rockville and local hotels and conference centers.