On January 19, 2010 Southwest MLS will offer new, state-of-the-art Adaptive Technology to help protect your MLS data and privileges. For existing MLS users this means the use of the RSA Secure ID token will no longer be required for MLS access.

**What is Adaptive Technology?**
Based on PassMark device identification technology, which provides the “know your customer” rule used in online banking, this technology offers customers even more security assurance than traditional hardware tokens. RSA® Adaptive Authentication is an intelligent system that authenticates users by monitoring a series of risk indicators in real-time. If you are using your bank’s online services, you most likely are using this technology today,” said Nick Rapattoni, president of Rapattoni Corporation.

“Eliminating the need for agents to carry a physical token removes all of the resistance to adopting higher security.”

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<tr>
<th>What about the token I already have on my keychain or PDA device?</th>
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<tr>
<td>You will no longer need to use this device for MLS access after January 19th, 2010. Adaptive Authentication will eliminate the need for you to enter a tokencode when signing in to the MLS.</td>
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**How does it work?**
For MLS access you will be prompted to enter your user id and password. You will then need to answer some confidential security questions and select a security image. The next time you access the MLS system from that same computer it will “remember” your identity allowing you to sign in with just the user id and password.

**Who do I contact for help?**
- Please contact the Southwest MLS staff if you need to verify your username or password.
- If you need help with setting up Adaptive Authentication, please contact Rapattoni’s call center by e-mail (mls@rapttoni.com) or phone (1-866-730-7114) support id 809.
- To learn more how Adaptive Technology works, watch a quick video. Simply point your Internet browser to http://www.rapattoni.com/multimedia/adaptive/adaptive.html.