Delete your cache

Instructions on how to clear the cache for the most current version of each of the Rapattoni MLS supported browsers can be found below.

Internet Explorer®

1. From the **Tools** tab in the menu bar, click **Delete Browsing History**.
2. Uncheck all boxes from the **Delete Browsing History** pop-up window except for "Temporary Internet files" and "Cookies."
3. Click the **Delete** button.

IMPORTANT: When deleting your cache in Internet Explorer®, users must uncheck the "Preserve Favorites website data" checkbox. If you have saved your MLS to your favorites menu and do not uncheck this box, the MLS cache will not be cleared.

Mozilla® Firefox®

1. From the **Tools** tab in the menu bar, click **Clear Recent History**.
2. Uncheck all boxes from the **Clear Recent History** pop-up window except for "Cache" and choose "Today" from the **Time range to clear** drop-down menu.
3. Click the **Clear Now** button.

Safari®

1. From the ⚙ menu, click **Reset Safari**.
2. Uncheck all boxes from the pop-up window except for "Empty the Cache."
3. Click the **Reset** button.

Google™ Chrome

1. Click on the wrench icon on the browser toolbar and click **Tools** > **Clear Browsing Data**.
2. Uncheck all boxes from the **Clear Browsing Data** pop-up window except for "Empty the Cache" and choose "Past Day" from the time range drop-down menu.
3. Click the **Clear Browsing Data** button.

1-11-16

The National Association of REALTORS® and our other Single Sign-On (SSO) partners are currently in the process of upgrading their SSO protocols to eliminate security vulnerabilities.

Please be advised that Microsoft is not updating the older versions of Windows and Internet Explorer to support this updated security protocol. In order to continue accessing the SSO links and other external resources within the MLS, users running older versions of Windows will need to upgrade to Windows 7, Windows 8.1, or Windows 10, with Internet Explorer 11 or the Microsoft Edge web browser. Users running Windows 7, Windows 8.1, or Windows 10 may also use the Firefox or Chrome browsers instead of Internet Explorer or Edge.

For Mac users, the Safari browser is only supported in OS X version 10.9 and later, but Firefox and Chrome are still supported for older Mac OS X versions.

Please note that users running older operating system versions and browsers will potentially lose access to SSO links and other external resources until they upgrade to the supported operating systems and browser versions listed above.

For users running Windows 7, the free upgrade for Internet Explorer 11 is available here:

https://www.microsoft.com/en-us/download/Internet-Explorer-11-for-Windows-7-details.aspx

For users running Windows 8, the free upgrade to Windows 8.1 is available here:

http://windows.microsoft.com/en-us/windows-8/update-from-windows-8-tutorial

The free Firefox web browser is available here for both Windows and Mac:

https://www.mozilla.org/en-US/firefox/new/

The free Chrome web browser is available here for both Windows and Mac:

https://www.google.com/intl/en/chrome/browser/features.html

Please contact the Rapattoni MLS help desk by phone at 866-730-7114 or by email at MLS@rapattoni.com if you have any questions or would like assistance with the upgrade process.