



## Is your password not working?

The ARMLS Helpdesk cannot see your password. The solution is on the flexmls login page at <http://armls.flexmls.com>.

1. Directly under the Login button, click on the link that says *If your password is not working, click here*.
2. Enter your agent code and click *Next*. A temporary password will be immediately sent to the email address you have ***on file in flexmls***
3. Retrieve the temp password from your email and use it to login to flexmls. Upon successfully logging in, you will immediately be given the opportunity to change the temp password to something you can remember

**If you do not receive the email** with the temporary password, and it did not get caught in your spam filter, then more than likely flexmls does not have your current email address. Since you cannot get into flexmls to update your email address at this point, you will need to contact your Board to make the change for you. ARMLS Helpdesk has no access to private identification such as your Social Security Number, to identify that a caller is who they say they are, and therefore should not be changing an email address.