

Who should I call? MRED or my association?

Knowing who to call can save you valuable time, so we've put together a list of common issues / topics and where to turn for help with them.

Association	MRED
Membership Questions	Help with any of MRED's products or services
Change email address, other contact information, or brokerage / roles	Listing Maintenance (adding / modifying listings)
Continuing education, Real Estate training.	FREE Training classes on any of MRED's products or services <i>*request to speak with the MRED's Training department</i>
Billing and collection of dues and fees	Field and submit customer suggestions / feedback
Ethics issues and grievances between members	MRED Rules and Regulations questions / issues / fines / quality control <i>*request to speak with Rules and Regulations department</i>
Getting a real estate license	Uploading photos or adding Virtual Tours
Contract Disputes	Transferring clients and saved searches from an old ID to new ID.
Supra / SentriLock / lock box / key box issues Supra support: 877-699-6787 SentriLock support: 513-618-5800	Transferring Listings
Legal Questions - IR legal hotline: 800-952-0578 afierstos@illinoisrealtors.org	ConnectMLS user permissions and restrictions
Real Estate contracts *Questions related to what form to use or what disclosures are needed should be referred to your Managing Broker or Association. We have a Forms section in ConnectMLS that contains many contracts, but that is the extent of our knowledge about them. Your Association submits new forms for inclusion in ConnectMLS.	How to use the Forms section of connectMLS to fill in, print, email, and send forms to DocuSign.
Inactive account *If your account is inactive for whatever reason, you will receive the below error message when signing into connectMLS. Please contact your association for help with your account as MRED can only verify the status of your account and has no knowledge of why it is inactive or what you need to do to be reactivated. Use the link provided in the message to find your Associations contact number. <div style="background-color: #ffe6e6; padding: 10px; border: 1px solid #ffe6e6;"> Your account has been deactivated. Contact your local Realtor Association. Click here for a list of local Realtor Associations and phone numbers. </div>	Login issues (not related to inactive account)