

Questions & Answers

1. Why is MLS showing me with ABC Realty when I am with XYZ Realty?
You must notify EPCAR membership when you move to a new office so that we can update your record. There is an office transfer form that must be completed, and a \$25.00 fee will apply.
2. Why is my old email address showing in MLS?
Your Contact Record for MLS comes from EPCAR. EPCAR membership must have correct information for the MLS to show correct information.
3. Do I have access to lockboxes in Auburndale since it's also Polk County?
What lockboxes you have access to is dependent on what association the owner of the lockbox has his or her membership with. You can find this information by the letter that is at the beginning of every MLS listing number.
4. Do I need to make an appointment to join EPCAR and Supra?
We highly encourage scheduling an appointment. With EPCAR growing, we may not always be available when someone walks in. Scheduling beforehand ensures they bring a check for the MLS and that we set that time aside.
5. Why am I suspended from MLS when I just renewed my license and it included the COE course?
Your license renewal and the Code of Ethics are separate from the MLS. The MLS requires you to take their Compliance Refresh course every two years. You can check the last time you took it in your MLS account in your class history.
6. Why is this agent still showing in my office?
EPCAR membership must be notified when an agent leaves your office. Information from DBPR does not directly feed to our system.
7. Why am I not able to add and edit my listings?
You must take the MLS Adding & Editing course to be able to enter and edit your own listings. If you already have but have recently changed offices, your new broker will have to give you that access again.
8. Why is my listing still showing in my old office when I have already submitted an office transfer form?
There is a separate listing transfer form that must be filled out if any listings are coming with you to your new office.

9. Why do I need to take a new member orientation class, when I have been a Realtor for 15 years?
Orientation is a requirement of membership with EPCAR. If someone has taken an Orientation class within one year, they are excused from this requirement. Otherwise, it does not matter how many years someone has been a Realtor, it is a condition of membership.
10. When can I request an email blast to go out next week on Tuesday?
Promotional email blasts are only scheduled for Wednesdays and Fridays and should be received by our office at least 24 hours in advance.
11. I don't have an iPhone; how do I get access to Supra?
The Supra e-Key is available on Android and iPhone devices. There is no longer the physical Active Key option.
12. Can I use my Broker's phone to get access to Supra?
No. It is violation of both EPCAR and SUPRA for an agent to share access. All agents must have their own Supra key.
13. Can my assistant use my MLS instead of joining and getting access to MLS?
No. An assistant must have his or her own MLS access. It is a violation to share your MLS.
14. I am showing a home in another county that is not part of our MLS. Can I access their lockboxes?
When you plan to show in an area outside our MLS, it is best to contact EPCAR membership at least 24 hours before your showing. Currently we can only access the Hernando, Ocala/Marion, New Smyrna Beach, and Daytona associations.
15. I just updated my information with the association why hasn't MLS been updated.
It can take up to 48 hours for the MLS to process updated information from our system.
16. I transferred from another association how do I transfer my listings?
Listing transfers from another association can only be processed by MLS and must be emailed to their Administration department at admin@stellarmls.com.
17. Can you help me with this contract, I can't get into my Form Simplicity?
Issues with Form Simplicity, or other Florida Realtors products, are best handled by them. You can call their main number at 407-438-1400 or Tech Helpline at 407-587-1450.
18. I can't figure out how to get access to my Transaction Desk, I have looked all over my Matrix?
Issues with Transaction Desk, or other Stellar MLS products, are best handled by them. You can call them 407-960-5300 or 800-686-7451.
19. When and where do I pay my dues?
Your EPCAR membership dues are billed October 1st, due October 31st, and can be paid online in you EPCAR member portal.

20. Can you tell me how many CE Credits I need?

No. To find out how many credits you have you will need to go to the DBPR website, www.myfloridalicense.com, and login. They will have record of all the CE courses you have taken.