



# CINCYMLS SUPPORT

Navigating the MLS can sometimes be challenging, but obtaining support is straightforward and designed to ensure you get the help you need quickly and efficiently. Whether you're encountering technical difficulties, need assistance with listings, or have questions about membership, the MLS support team is ready to assist you.

Email [Support@CincyMLS.com](mailto:Support@CincyMLS.com) to generate a support ticket. The ticket will then be forwarded to the team member best suited to assist you, and users will be able to track the history and progress of the ticket.

You can also use the Rapattoni Member Support form which will send the information directly to our help desk creating a support ticket. The form can be found under Member Support in the top toolbar and Contact Us.

The screenshot shows the CincyMLS website interface. At the top, a dark navigation bar contains the following items: Member Home, Member Support (circled in red), Products & Services, Electronic Keybox System (EKS), Training Resources, and MLS Fees. Below the navigation bar, the 'Member Support' section is active, displaying a list of links: After Hours Vendor Support List, Committees, Contact Us (highlighted in dark blue), County Auditors, Ethics or Professionalism Complaint, Industry Partners, In Memoriam, Leadership, and MLS Handbook. To the right of this list is the 'Rapattoni Member Support' form. The form has a 'Contact' section with the following information: Position: Rapattoni Member Support; Address: 400 E Business Way, Suite 100, Sharonville, Ohio, 45241; Phone: 513-761-8833 Ext. 229. Below this is a 'Contact Form' section with a label '\* Required field' and a text input field with the placeholder text 'Name \*Please fill in this field'.