

# IDS FAQs for Macintosh Users

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## What is IDS?

IDS (Information Delivery System), is a server based solution that allows Mac users to access programs that require running on a Windows computer. Once logged into the IDS application, you will be able to access your MLS Program from an icon specifically for the site that you use every day. All settings are taken care of on the server for the MLS Program that you access.

## What are the minimum system requirements?

- An Intel-based or PowerPC-based Macintosh running OS X 10.4 or later
- A high-speed Internet connection.
- IDS is not compatible with the Apple iPad.

## How do I print?

1. In Tempo 5 and MLXchange, Click the **Print** button that you use within your MLS application. In Tempo 4, either right-click on what you want to print and select **Print** from the context menu, or select **Print** from your browser's **File** menu. A print dialog will open.
2. Ensure that your default printer is selected. It appears as <your printer name and model>@<your computer name>.
3. Click the **Print** button to open a preview window.
4. From the preview window's **File** menu, select **Print** to open a print dialog.
5. Click **Print**.

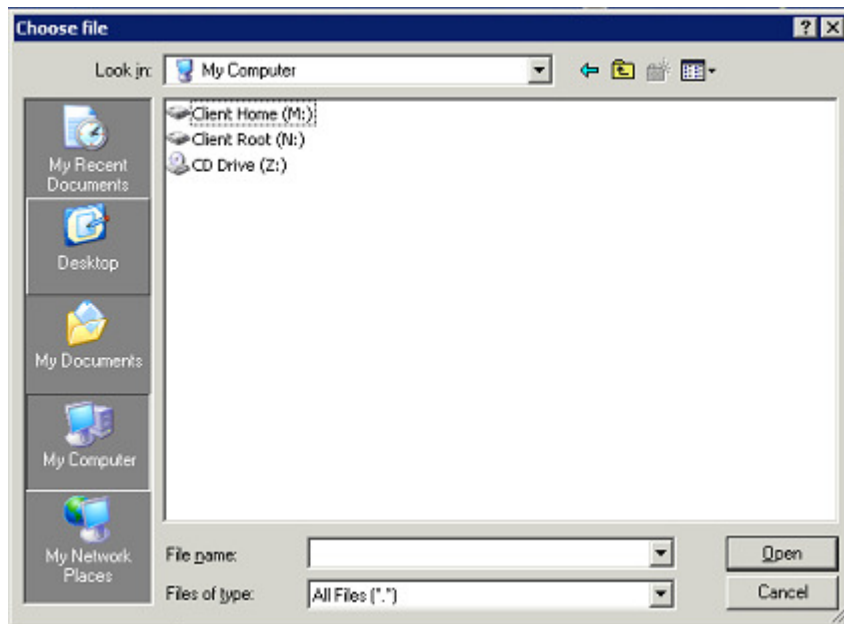
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## How do I upload photos or attachments?

IDS calls the drives on your Macintosh 'Client Drives', and assigns them a 'drive letter' (**Client Home (M:)** for example). In order to upload an image or listing attachment, you need to access your Macintosh hard drive.

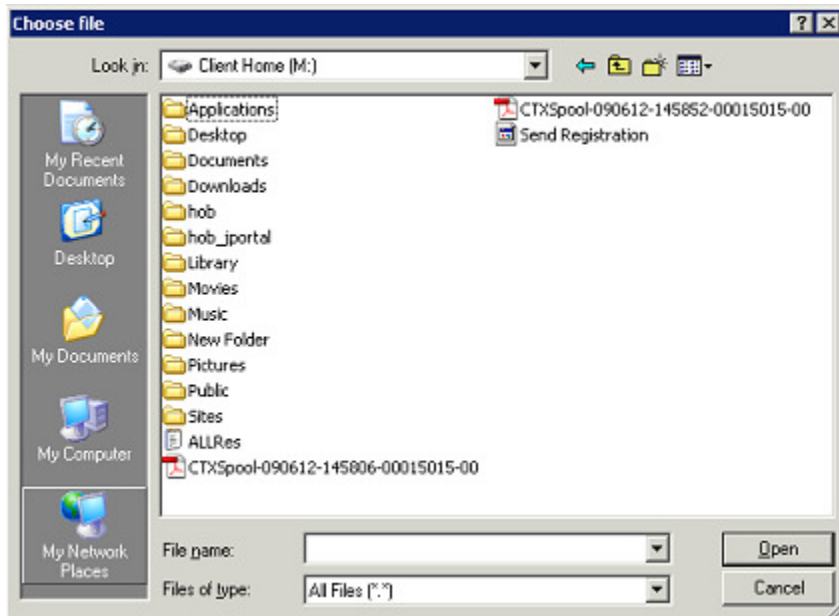
1. From your MLS application, click the **Browse** button to open a Choose file dialog.



2. Click the **My Computer** icon.
3. When the window refreshes, double-click **Client Home (M:)**
4. Locate the folder that contains the file that you want to upload.
5. Double-click the folder to open it.

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6. Click the file to select it.
7. Click the **Open** button. The Choose file dialog will close and you will return to your MLS application.
8. Click the appropriate button (**Submit**, **Save**, etc.) in your MLS application to upload the selected file.

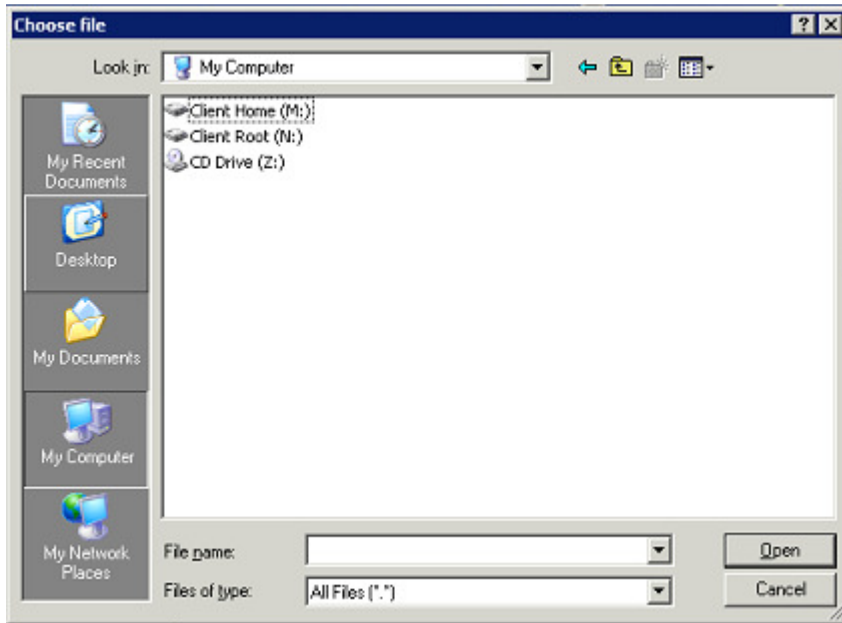
## How do I download listing information?

From your MLS application, click the download or export button to open a Choose file dialog.

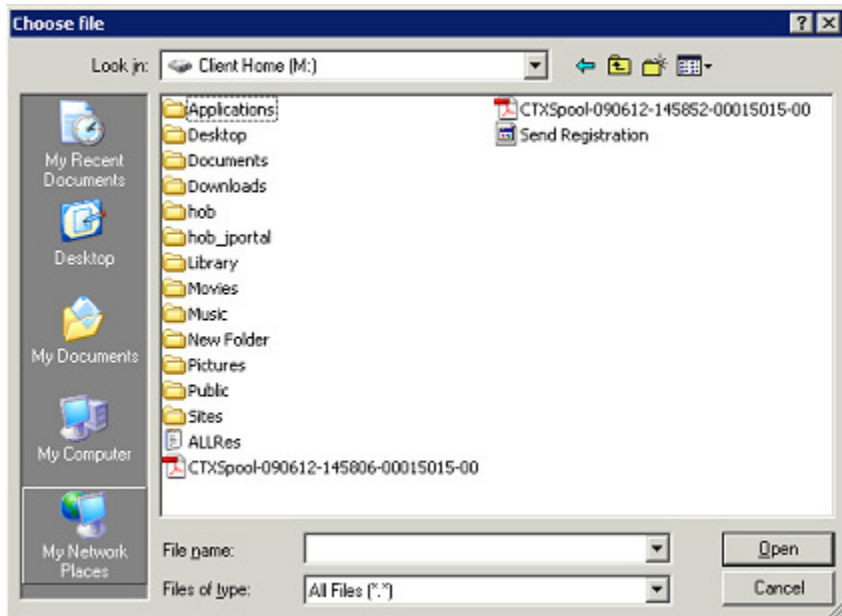
1. Click the **My Computer** icon.

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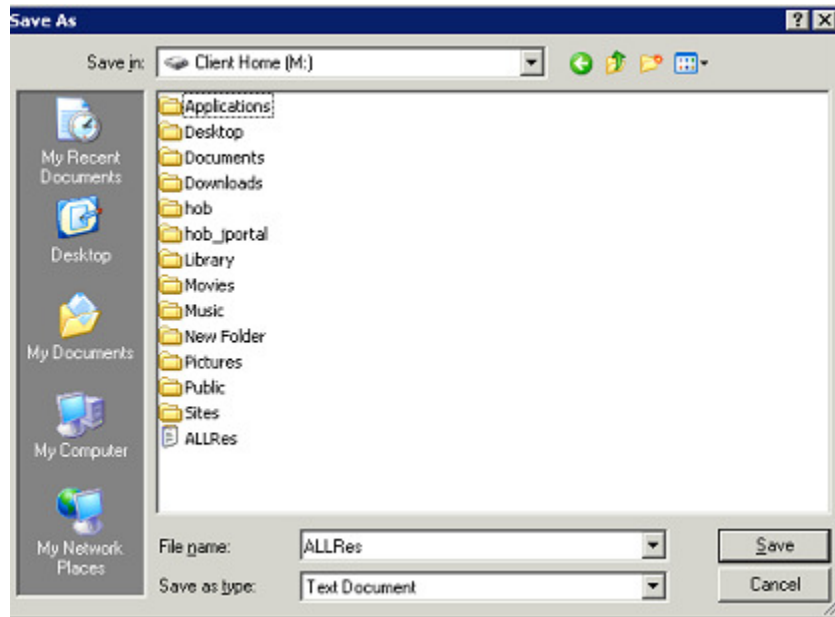
2. When the window refreshes, double-click **Client Home (M:)** .
3. Locate the folder where you want to save the downloaded file.



4. Double-click the folder to open it.

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5. There may be a default file name in the **File name** box. You can change this if desired.
6. Click the **Save** button to download the information to your computer.

## Why was I disconnected?

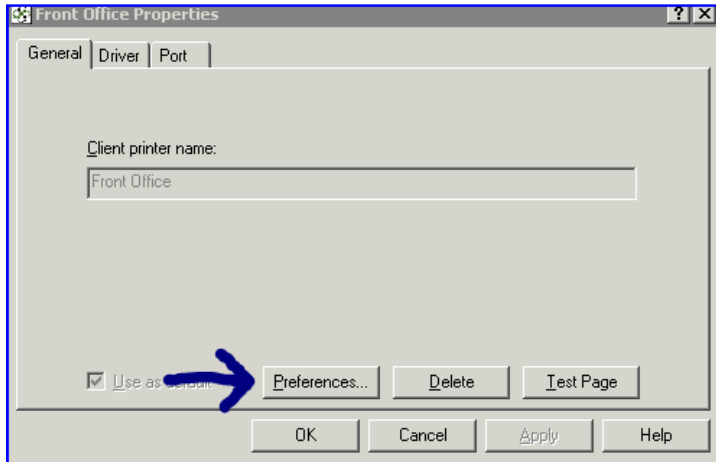
The system will log you off after a period of inactivity. Log on again to IDS to access your MLS.

## How Do I Enable Print Preview?

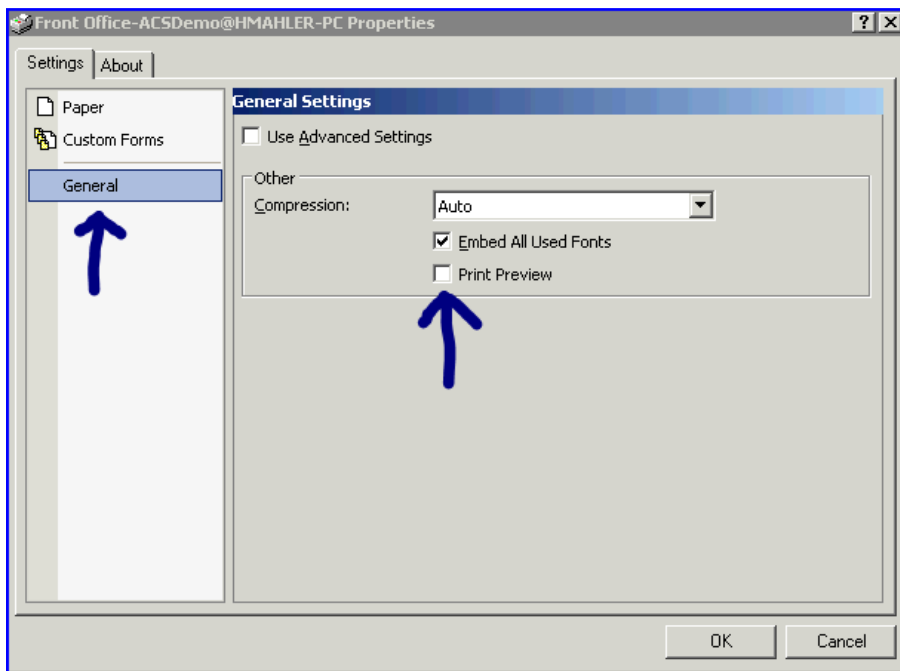
1. After connecting to the IDS program (and before launching your MLS Program), click on File in the top left, then Printers, and finally your Printer name.
2. Click the **Preferences** button.

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3. Click the **General** tab and then select the **Print Preview** checkbox.



4. Click the **OK** button. *\*\*These settings will now be set for all printing using IDS for the Printer chosen in Step 1\*\**

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5. When printing from your MLS Program, a preview will open up in your default PDF reader program. After the preview opens, choose Print.

## **Why am I still being prompted to login to IDS?**

New users to IDS will need to login once on each application server before the information is stored for the next sessions. There may be times when existing users will be prompted to login again when events such as a new server is added. The info will once again be stored after the first successful login.

## **Why am I seeing connection errors when accessing IDS for the first time?**

Please refer to your account specific Installation Guide. Steps 10 – 12, which shows the server entry info and account specific logins, should be followed exactly for a successful login.