

# 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 MLXchange, click the **Print** button that you use within your MLS application.
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**.

*\*\*If the output of the print does not look correct, see steps on pages 5 – 6 on enabling print preview.*

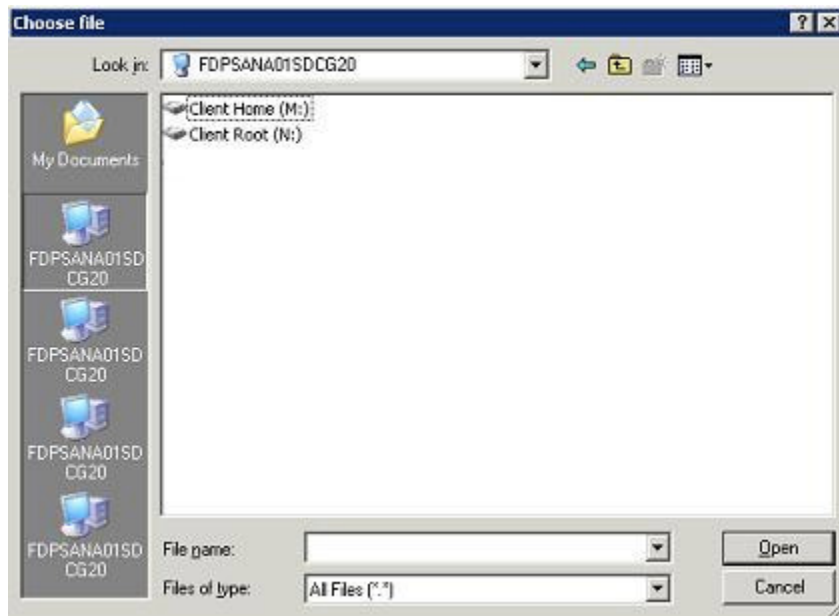
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## How do I upload photos or attachments?

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.

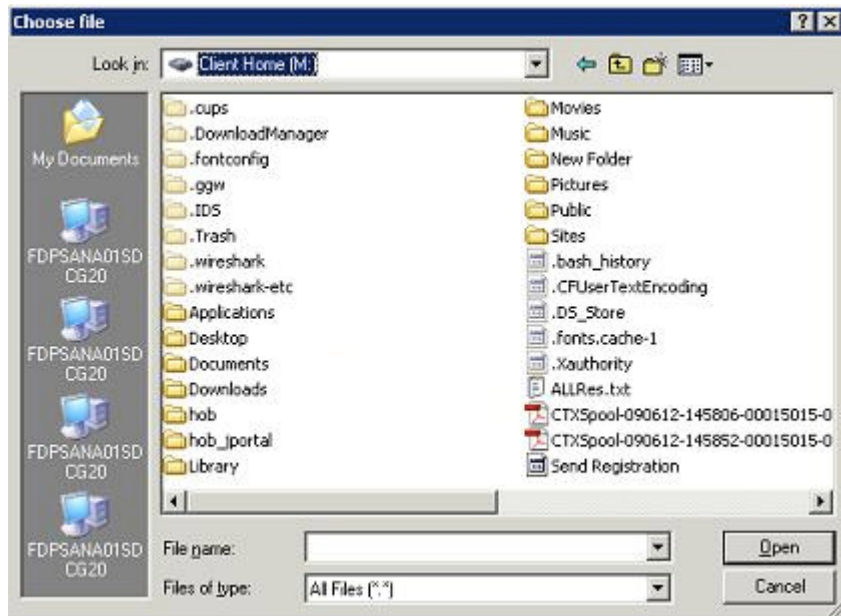
1. From your MLS application, click the **Browse** button to open a Choose file dialog.



2. Click on any of the icons below My Documents button on the left.
3. When the window refreshes, double-click **Client Home (M:)**. This will allow you to see your Mac hard drive.
4. Locate the folder from your Macintosh hard drive 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.

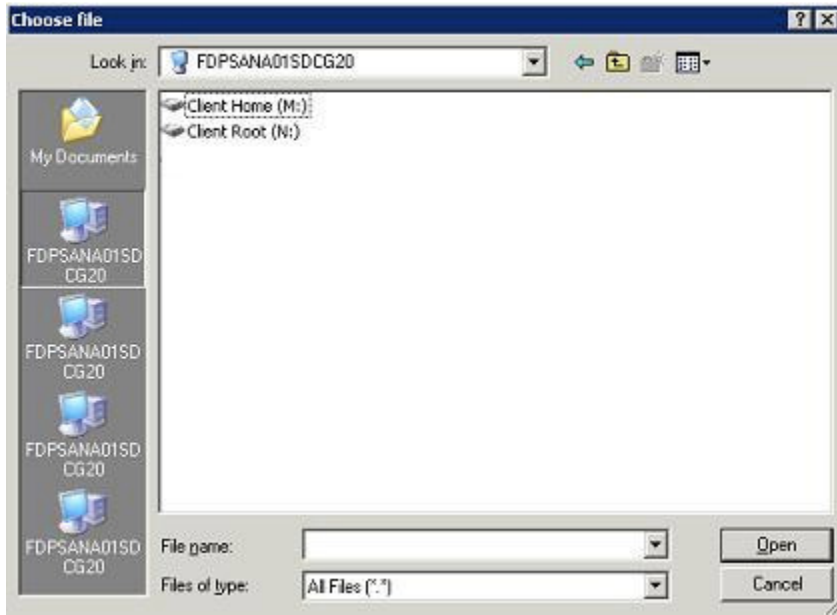
## How do I download listing information?

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

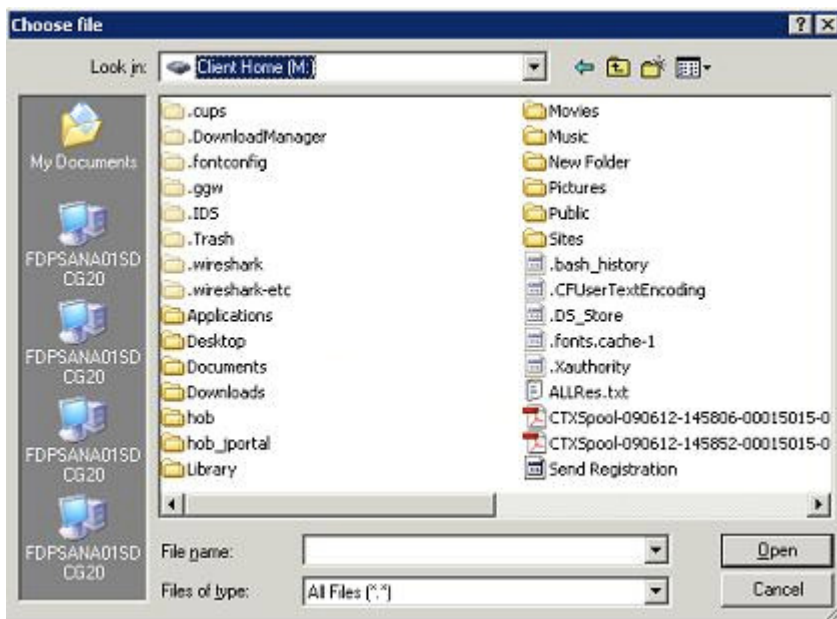
1. Click on any of the icons below My Documents button on the left.

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2. When the window refreshes, double-click **Client Home (M:)**. This will allow you to see your Mac hard drive.
3. Locate the folder where you want to save the downloaded file.



4. Double-click the folder to open it.

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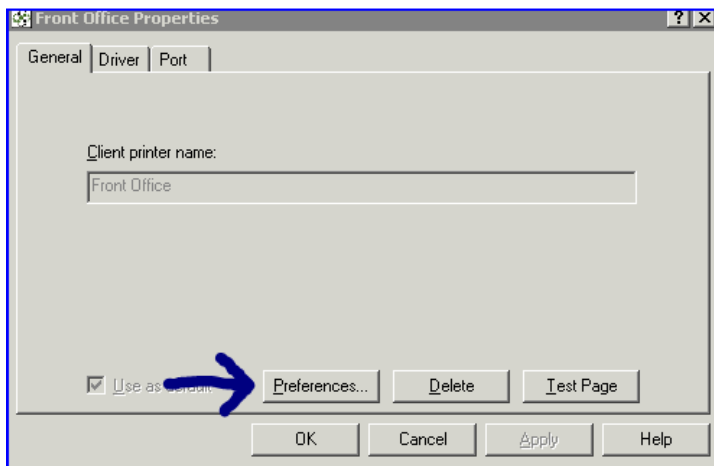
5. There may be a default file name in the **File name** box. You can change this if desired.
6. Click the **Save** button to download the information to your computer.

## Why was I disconnected?

The system will log you off after 45 minutes of inactivity. You will need to launch IDS again to access your MLS.

## How Do I Enable Print Preview?

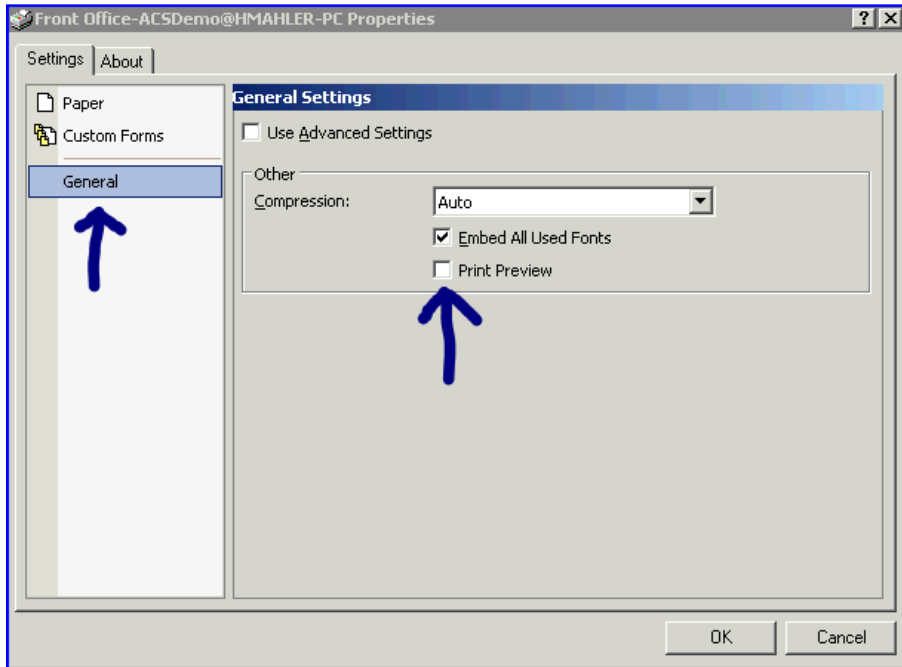
1. After connecting to the IDS program (and before launching your MLS Program), click on File in the top left, then Printers, and finally your Printer name.
2. Click the **Preferences** button.



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

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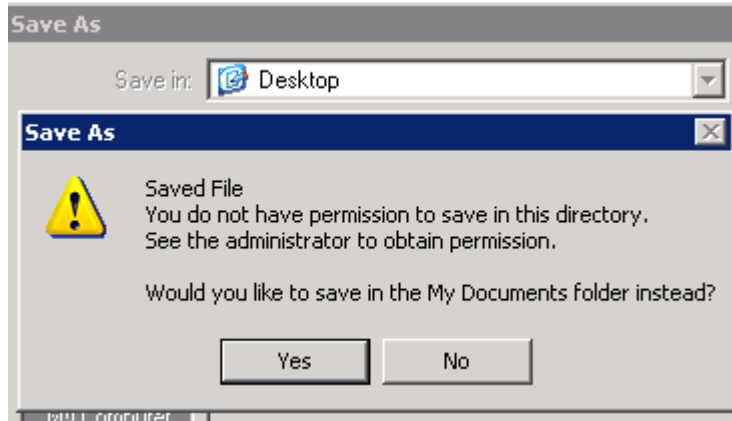
4. Click the **OK** button. *\*\*These settings will now be set for all printing using IDS for the Printer chosen in Step 1\*\**
5. When printing from your MLS Program, a preview will open up in your default PDF reader program. After the preview opens, choose Print.

## Why am I unable to save or upload files from the Desktop?

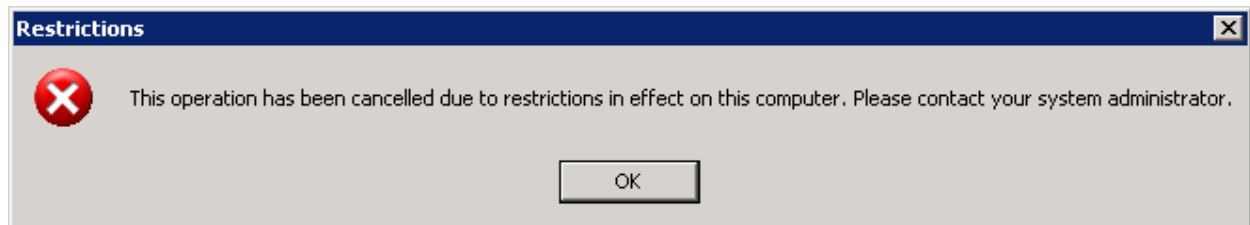
If you are seeing the messages below when attempting to upload files from, or download files to your personal Desktop, it means that you are accessing the IDS server Desktop instead of your own.

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If you click the **Yes** button on the above message, you will see the following:



This means that you are trying to access the IDS server Desktop. Please refer to the steps on pages 2 – 5 on this FAQ for steps to properly download or upload files while using your MLS System with IDS.