

The error message “Authorization Failed” normally occurs for one or more of the following reasons:

- It has not been 36 hours since you built the frameset and registered your URL within Tempo. It can take up to 36 hours for the program to download to your website.
- You have not registered your website address (URL) in the Tempo MLS system. Sign onto the Tempo MLS system and go to MEMBER TOOLS, EDIT MY ROSTER. On this page please type your URL in the entry WEB. After you register the URL, it can take up to 36 hours before the IDX search will work.
- You have a Firewall program which is blocking the download of the IDX program. You probably have your security setting too high. You need to make your site a trusted site, or disable the Firewall. Please note: this is the number one reason why clients cannot access an IDX search on your webpage. If your clients cannot view the IDX search, have them lower their Firewall security settings.
- You are no longer active with the MLS. ARMLS or your Association may have inactivated your user id. This can occur for several reasons including failure to pay dues or an outstanding fine. If you cannot log into the MLS system, then this is probably the problem. Please contact ARMLS or your Association for details.
- Please sign into the TEMPO MLS System, go to MEMBER TOOLS, ROSTER, and look at your Roster entry. Please verify that the correct URL (web address) is entered. If it is blank or incorrect, please make the necessary changes. PLEASE NOTE: If you are a member of the Phoenix Association of REALTORS you must contact the Phoenix Association directly as their membership information system will overwrite what is in TEMPO. Even if you correct the web address in TEMPO, the Phoenix system could change it back the following day. Contact PAR at 602-246-1012 to have them verify your web address in their membership system. Remember, it can still take up to 36 hours for the program to load after a URL has been changed or updated.

If you have tried these fixes and are still seeing “Authorization Failed,” please contact Success Web Systems at (888) 690-8803 or you can e-mail them at ts@successwebsystems.com for further assistance.