

OREB Dashboard Remediation Plan

Step 1

Email #1 to User (3 days)

If the account displays high-risk activity the user receives an email from Clareity explaining that account inconsistencies have been detected. Links are provided to applications for Member Assistant Access and Office Administration Staff Access. Reference is also made to the CREA Alternates Access Manager, and the 4 steps that Members can follow to remove themselves from remediation.

From: Dashboard.Security@oreb.ca
Subject: Notice to OREB Dashboard User

Dear <First Name> <Last Name>,

The Ottawa Real Estate Boards (OREB) security system monitors user logins with the purpose of detecting potential unauthorized access to the Dashboard and the MLS® System data, including [password sharing](#).

The system has detected inconsistencies associated with your specific login credentials, indicating a high risk of unauthorized access to your Dashboard.

To avoid further escalation, please ensure you are working within the designed software parameters that protect our valuable MLS® System data.

You must ensure you are undertaking ALL of the following steps to comply with the End-User License Agreement (EULA) and prevent future disruption in Dashboard your use:

1. Location services must be turned ON for ALL devices while accessing the OREB site (OREB Dashboard). For assistance, call TECH HELPLINE 1-877-573-5610
2. Use only **ONE** device at a time. Dashboard sessions cannot be open at the same time on multiple devices.
3. **Log out** from one device before logging into another. Selecting **X** from one application, such as Matrix™ will keep you logged into dashboard. If you wish to switch devices, select **logout** to properly log out of the Dashboard on that device.
4. **Never share your password**, as the system detects inconsistencies with multiple Key Strokes. Every user requires their own individual and personal User ID and Password to access the Dashboard.

*Password Sharing is against the EULA and strictly forbidden.

- You are in breach if login credentials are shared to any third party to access the Dashboard on a members behalf (i.e. website development/maintenance etc.)
- You are in breach if you employ an assistant who does not have their own login credentials. Please email membership@oreb.ca

If you require assistance setting up a Member Assistant, please email membership@oreb.ca

Thank you for keeping your Dashboard and the MLS® System database secure.

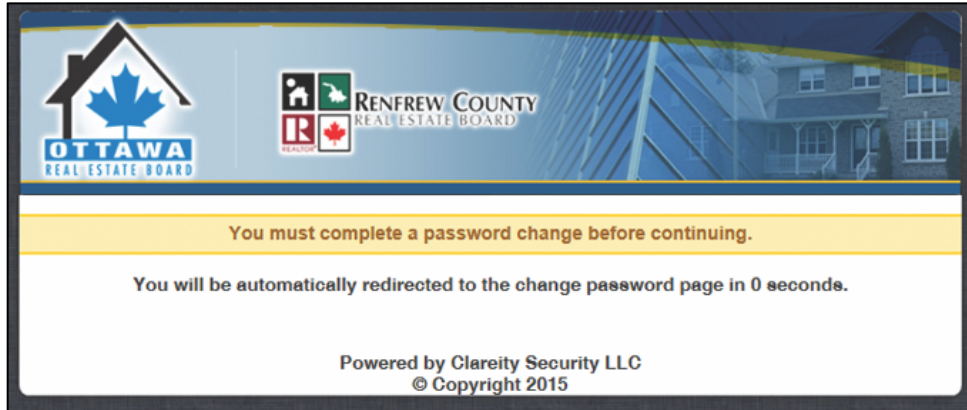
Should you have any questions please email dashboard@oreb.ca.

Ottawa Real Estate Board
1826 Woodward Drive
Ottawa, Ontario K2C 0P7
OREB.Admin@oreb.ca

Step 2

Reset Password (4 days)

If high-risk account activity continues to be detected, the user is forced to change their password. Upon login, an alert screen appears informing the member that their password must be changed. They are redirected to the change password screen.



Step 3

Alert #1 (Alerts presented for 7 days)

If high-risk account activity continues to be detected, the system displays an alert which cannot be removed (for a minimum of 15 seconds) after every login to the Dashboard. The user is reminded of the MLS® Rules and Regulations and Dashboard Enrollment Agreement.



Step 4

Email #2 to User (7 days)

If high-risk account activity continues to be detected, the user receives a second email notifying them that despite several notifications, high-risk behavior continues to be detected for their account. The email urges them to immediately discontinue unsafe behavior or be subject to sanctions. The steps are again provided to assist the member in removing their account from remediation.

From: Dashboard.Security@oreb.ca
Subject: Notice to OREB Dashboard User

Dear <First Name> <Last Name>,

The system continues to detect inconsistencies associated with your specific login credentials, indicating a high risk of unauthorized access to your Dashboard.

To avoid further escalation, OREB asks that you ensure you are working within the designed software parameters that protect our valuable MLS® System.

You must execute ALL of the following steps to comply with the End-User License Agreement (EULA) and prevent future disruption in Dashboard use:

1. Ensure location services is turned on for ALL devices while accessing the OREB site. [This is imperative](#). For assistance, call TECH HELPLINE 1-877-573-5610
2. Use only **ONE** device at a time. Dashboard sessions cannot be open on multiple devices at once.
3. Log out properly from one device before logging into another. Selecting **x** from one application, such as Matrix™ will close the application but leave you logged into Dashboard. If you wish to switch devices, select **logout** from Dashboard to properly log out on that device, then log into Dashboard on your alternate device.
4. **Never share your password**, The system detects inconsistencies with multiple Keystrokes. Every user requires their own individual and personal User ID and Password to access the Dashboard.

[*Password Sharing is against the EULA and strictly forbidden.](#)

[*If the above security compliance is not followed, the next step of remediation will be a series of one-time password requests for every dashboard login over the course of 5 days.](#)

[Save](#) [Cancel](#)

Ottawa Real Estate Board
1826 Woodward Drive
Ottawa, Ontario K2C 0P7
OREB.Admin@oreb.ca

Step 5

One Time Password (New passwords for 5 days)

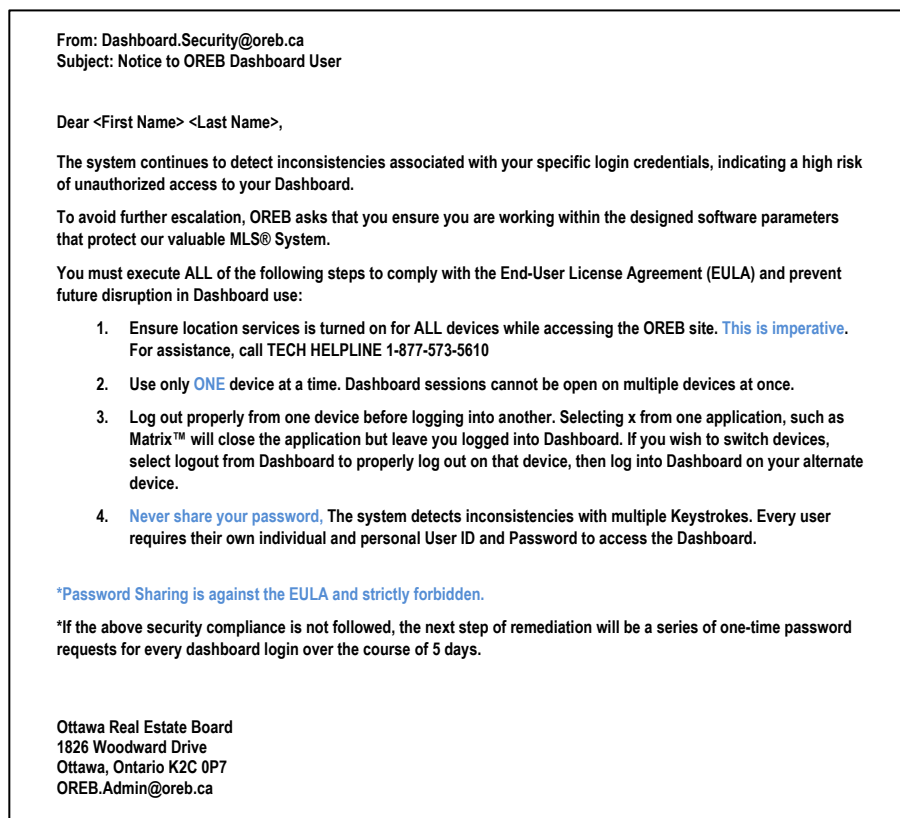
If high-risk account activity continues to be detected, the system displays an alert after login to notify the user that their account continues to exhibit inconsistencies, and that the user will be required to login with a one-time password. The password will be delivered via email each time they login to the system.



Step 6

Email #3 to User - ACCOUNT UNDER REVIEW (7 days)

The user receives a final email notifying them that despite several notifications, high-risk behavior continued to be detected for their account. The user is notified that their account is under review by OREB for a breach of the MLS® Rules and Regulations and the Dashboard Enrollment Agreement, and is subject to account suspension and/or fines. The email again provides the 4 steps the Member can follow to remove themselves from remediation.



OREB will add the broker/manager into the communication and request a Clarity audit as required.