

FAQ's



On March 24, 2020 when OneKey MLS goes live, can I use the same login and password to gain access to Stratus and Matrix that I am using now?

Yes. Your credentials will not change.

Where will I be able to access Matrix and Stratus on March 24, 2020?

Your access to the MLS systems will be available on the home page of onekeymlsny.com, or via the same entry points you are currently using. For example, the Stratus link on LIRealtor.com will still be active and the link on HGAR will remain active as well.

What are the fees for OneKey™ MLS?

A Fee Schedule is available on onekeymlsny.com under the About US tab on the top navigation. Note that your OneKey™ MLS fee is separate from any Association fee.

Will Stratus functionality be changing when we move to OneKey™ MLS?

Yes. There are changes to Stratus add/edit and some of the searching features that will go into effect on March 24. Watch the video on these changes or participate in one of the webinars that address Stratus Changes.

Will the change to OneKey™ MLS affect our IDX feed into our website?

No, your vendors all have access to the new fields.

Are we permitted to enter a private listing (office exclusive) to share closings and pending sales with other agents?

No, only listings available to be shown may be entered onto the MLS system. Listings may not be entered if pending or closed.

Are any classes scheduled to learn more about OneKey™ MLS changes?

No, not at this time. All support is available on our Help Center at onekeymlsny.com. When you visit the Help Center you can learn about changes to Rules, Status Changes, MLS System changes and more via the Webinars, Videos, and Documentation we have available for you to use.

Where can I find the NEW OneKey™ Rules & Regulation Guide?

It is conveniently placed right next to the current Rules book on Matrix and Stratus.

When will the Rules Enforcement Facilitator list be published?

The list of assigned Facilitators, which will replace Zone Chairs that Long Island is accustomed to, will be available on the go-live date of March 24, 2020 and will be available on Stratus and Matrix.

Does this mean when OneKey™ goes live will a Suffolk Broker have the ability to enter a listing in Westchester and points beyond?

Yes, you will have the ability to add listings and search listings throughout the entire OneKey™ regional area in both Stratus and Matrix.

Can I access listings now at Hudson Gateway if I am a Stratus user?

No, not until March 24, 2020 when the company officially goes live. Same holds true for Hudson Gateway REALTORS® wanting access to Long Island listings.

How will it work if I am a Sentrilock subscriber on Long Island and need access to a Hudson Gateway Supra Lockbox to show a listing?

Hudson Gateway users will continue to use Supra and Long Island users will continue to use SentrLock until the contracts expire. At that time, we will investigate using one lockbox system provided by OneKey MLS. Supra users are not allowed to give out one-day codes to those belonging to HGAR, but will be required to give them to OneKey™ subscribers outside of that market.

Will we still have access to the Market stats through my MLS system?

Yes – that will not change for now.

Will this affect the use of the stratus collaborate system?

No, Stratus users will still have access to Collaborate.

How do I change a TOM status to an available listing?

Go to Status Change and select Back on Market.

Will there be an App for OneKey™ MLS?

No, it is not currently in the plans. If you are currently using one for your MLS, it will now include all OneKey™ listings.