MARIS
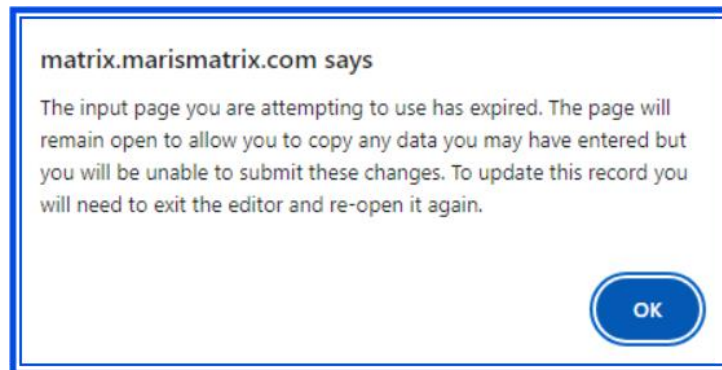
Troubleshooting Steps for Outage: 202410-618513

If you are receiving the following notification, use the troubleshooting steps below:

> **matrix.marismatrix.com says**
>
> The input page you are attempting to use has expired. The page will remain open to allow you to copy any data you may have entered but you will be unable to submit these changes. To update this record you will need to exit the editor and re-open it again.
>
> **OK**

Troubleshooting Steps

When uploading photos:

- Type the MLS number into the speedbar. Usually, this error happens erroneously when uploading photos and they tend to be uploaded anyway.

On the input screen or when uploading supplements:

- Make sure that only one tab of Matrix is open per browser. If more than one is open, close out of the extra tab and refresh your page.
- Additionally, you will need to clear your cache (click here for instruction for chrome and safari)
- Lastly, input or upload again.

If you continue to receive this error reach out to MARIS tech support at 314-984-9111 x 1