



AEs,  
Below is a recap of the message sent earlier today to local Membership staff.

Thanks,  
Jon

Good afternoon!  
Many of you may have seen an influx in member calls today due to a message from zipForm that some members received when trying to access the platform that states "Your NRDS ID is Inactive".

This is a zipForm error and is not a reflection of the information and membership status within Texas REALTORS® or your local system. We are in communication with zipForm and they are investigating the issue. Until this is resolved, either local staff or impacted members will need to contact [Texas REALTORS® Membership Department](#) with their name and TREC license number so we can submit a ticket to zipForm to have their accounts corrected.

If you/the member prefers to call, below are phone options to contact the Membership Department:  
512-480-8200 - Main Line  
512-370-2203 - Membership Department direct line

Thank you for your patience.