Overview

SupraWEB is the agent website, available at www.supraekey.com. With SupraWEB you can perform several functions from your computer.

### Things you can do

<table>
<thead>
<tr>
<th>Key-specific activities on SupraWEB</th>
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</thead>
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<tr>
<td>Identify keyholder names by key serial number</td>
</tr>
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<td>Obtain an update code for a key</td>
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<td>Manage keybox inventory and listing information</td>
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<td>View, email, and schedule activity reports</td>
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<td>View and send showing feedback</td>
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<tr>
<td>Manage your bill</td>
</tr>
</tbody>
</table>

Login to SupraWEB

2. Click the Agents - Login for Real Estate Agents button.
3. Enter your user ID and password and click Login.

**Note:** To register for a single sign on (SSO) user ID and password, click the Register button. The first time you login with your user ID and password, your key serial number, PIN, and association or organization (selected from a dropdown list) are required.

**Need help?**

Call for free support 7 days a week
5am to 7pm Pacific time
Toll-free 1-877-699-6787
SupraWEB Dashboard

When you first login to SupraWEB, the **Showings Dashboard** displays the showing activity at your listings for the date range specified. The showing data is available for the last six (6) months.

Click **Change** to change the date range on the **Showings Dashboard**.

From any screen on SupraWEB, click **Home** to return to the home screen and view the **Showings Dashboard**.

Only information for the keyboxes in your keybox inventory are included on the **Showings Dashboard**. See **Manage Listings and Keybox Inventory** for instructions on how to add keyboxes to your inventory list.

Sort the information on the **Showings Dashboard** by clicking on any of the headings with arrows.

Showings that aren’t tied to a listing have an **Assign Listing MLS#** icon in the right column. Select the **Assign Listing MLS#** icon to assign the listing ID to the keybox.

Feedback on showings is indicated by a **Showing Feedback** icon. Select the **Showing Feedback** icon to view feedback on a particular showing.

**eKEY Quick Links**

**XpressKEY Quick Links**

**DisplayKEY Quick Links**

**ActiveKEY Quick Links**
**Home Page Quick Links**

*Quick Links* on the home page shows the most common tasks used on SupraWEB. The options that are available depend on the type of key.

<table>
<thead>
<tr>
<th>Common Key Quick Links</th>
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<tr>
<td>Update Code</td>
<td>Display a current update code for the key</td>
</tr>
<tr>
<td><strong>Note:</strong> For BlackBerry devices, set up the market area on the BlackBerry first.</td>
<td></td>
</tr>
<tr>
<td>Identify Keyholder</td>
<td>Identify the name of a keyholder by key serial number</td>
</tr>
<tr>
<td>Add Keybox</td>
<td>Add keyboxes to the <em>Showings Dashboard</em> and in reports</td>
</tr>
<tr>
<td>Assign Listing</td>
<td>Assign a listing ID to a keybox from the inventory to show where it is placed (except in ActiveKEY)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Quick Links for eKEY</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorization Code</td>
<td>Generate an authorization code used to install the eKEY software</td>
</tr>
<tr>
<td>Change PIN</td>
<td>Change the eKEY PIN code</td>
</tr>
<tr>
<td>Market Area</td>
<td>Set up or make changes to your market area (for eKEY Professional service customers)</td>
</tr>
<tr>
<td><strong>Note:</strong> For BlackBerry devices, set up the market area on the BlackBerry first.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Quick Links for XpressKEY</th>
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</tr>
</thead>
<tbody>
<tr>
<td>XpressKEY Settings</td>
<td>Receive a message when a keybox battery is low</td>
</tr>
<tr>
<td>XpressKEY Alerts</td>
<td>Set up XpressKEY Alert contacts and message</td>
</tr>
<tr>
<td><strong>Note:</strong> This is if your association or organization has this feature activated.</td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
<th>Additional Quick Links for ActiveKEY</th>
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</tr>
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<tr>
<td>ActiveKEY Settings</td>
<td>Receive a message when a keybox battery is low</td>
</tr>
<tr>
<td>ActiveKEY Alerts</td>
<td>Set up ActiveKEY Alert contacts and message</td>
</tr>
<tr>
<td><strong>Note:</strong> This is if your association or organization has this feature activated.</td>
<td></td>
</tr>
</tbody>
</table>

**Menu Bar**

The *Menu Bar* at the top of the screen allows for easy navigation through SupraWEB.

- **Home** - Returns to the SupraWEB home screen and the *Showings Dashboard*
- **Listings** - View information about your listings and assign them to keyboxes
- **Reports** - View, schedule, and email showing and key activity reports
- **Settings** - View your user information and key information and define email settings
- **Billing** - View account balance, make a payment, update account information, and add or cancel insurance on a key (qualified key types only)
- **Support** - Support contact information
Identify a Keyholder by Serial Number

1. Click Identify Keyholder.
2. Enter the key serial number.
3. Click Find.

Update Code

To obtain an update code for the key, select the Update Code link in the QUICK LINKS section.

If you cooperate in additional areas, the update codes for each of those areas are shown below your primary update code.

**Important!** If more than one Supra key assigned to you by your association or organization you can change the key information viewed by selecting SETTINGS and then choosing the key serial number at the bottom of the screen and then Select.

Manage Keybox Inventory

1. Click LISTINGS.
2. Click the Keyboxes link.
3. Manage the keybox information.

Click the Add Keybox link; enter the keybox serial number, shackle code, and MLS number where the box is located.

To assign a listing to a keybox already in your inventory, select the Assign Listing dropdown, choose the keybox, and enter the MLS number where the keybox is located.
**Listing Inventory**

View all of the listings that have keyboxes assigned to them by selecting **LISTINGS**. A sortable view of the listings that have keyboxes assigned to them is displayed. If a photo for a listing was uploaded, a camera icon is shown next to the MLS #, click the camera icon to see the photo.

From this screen select:

- **MLS #** - View the listing details
- **Keybox #** - View the settings for the keybox placed on the listing
- **Address** - View a Google map of the address
- **Showing Time icon** - View a *Showing Time* report if your association or organization subscribes to this feature
- **Showing Activity icon** - View the last six months of showing activity for the listing
- **Email Showing Agents icon** - Send an email to all the agents that have shown the listing
- **Keyboxes** - Link in **QUICK LINKS** on the left, to view a list of the keyboxes in your inventory.
- **Add Keybox** - Link in **ACTIONS** on the left, to add a keybox to your inventory

**Keybox Assistant**

The **Keybox Assistant** feature can help you assign your keyboxes to your listings. When more keyboxes are associated with a listing ID or address, reports are more informative and it is easier to see at a glance which of your listings were been shown.

When the Supra system determines that you have placed a keybox on a listing, an email is sent to you asking you to confirm the correct location. Confirm by selecting on the email the correct link that matches the listing address.

When you release the shackle with an eKEY or XpressKEY, the following selections are available.

**Adding on a new listing.** Select this when a box is placed on a new listing. A prompt to enter a property address or MLS number will display on the key.

- When an MLS number is entered, it is assigned to the keybox.
- When an address (or a partial address) is entered, the Supra system will look at new MLS listings entered by you and attempt to find a match.
  - If there are several address possibilities, an email is sent to you asking you to confirm the correct property address.
  - If a match is made, you will receive an email telling you that the assignment has been made.
  - If no match is found, no assignment will be made.
Removing from a listing. Select this box if the keybox is being removed from the home, for example when the listing is no longer active. After removal the keybox is unassigned and ready to be placed on a different listing.

Relocating on same listing. Select this box if the keybox is being moved from one place to another on the same listing. No action will be taken on the box’s assignment when this choice is selected.

None of the above. Select this box if the shackle is being released for purposes of testing or other reason. When this choice is selected, the keybox assignment remains unchanged.

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**Supra**

Dear Valued Customer,

Based on recent activity, your SupraWEB Lockbox Assistant has determined that the following keyboxes may be on Listing #4124124 at 356 Third St, Salem, OR 97302

Please select one of the following keyboxes to automatically assign it to that listing:
- You opened the shackle on Lockbox #52641675 on Thursday, September 4 at 10:44 AM
- You opened the shackle on Lockbox #6291675 on Thursday, September 3 at 9:12 AM
- You opened the shackle on Lockbox #50677845 on Thursday, September 5 at 1:49 PM

If none of these keyboxes are correct, please log on to SupraWEB to assign a keybox to this listing.

Sincerely

SupraWEB Lockbox Assistant

[www.suprakey.com](http://www.suprakey.com)

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**Listing Details**

You can view or edit details about your listing by clicking on the listing ID link from the Showings Dashboard or by clicking on LISTINGS and then selecting the MLS# link from your Listing Inventory.

From the listing details screen select:

- **Change MLS #** - change the MLS listing number assigned to the keybox
- **Edit Address** - edit the listing address
- **Edit Email CC** - designate an email recipient to receive an email anytime the listing is shown
- **Edit Photo** - add a photo of the listing. The photo appears on your Listing Inventory page and when you email agents that have shown your listing as a reminder of the listing.
- **Add Feedback Question** - add questions to solicit specific feedback about the listing from showing agents
- **Add Keybox** - add a keybox to your keybox inventory
- **Unassign Listing** - unassign the keybox from the listing when the keybox is removed
- **Delete Keybox** - delete the keybox assigned to the listing from your keybox inventory
- **Showing Time Activity** - view Showing Time activity for your listing if your association or MLS subscribes so the Showing Time feature
- **Showing Activity** - view the last six months of showing activity for the listing
- **Assign Listing** - assign a listing to a keybox
- **Individual Scheduled Report** - schedule an email report for the listing
Activity Reports

There are two (2) types of reports to generate in SupraWEB that can be viewed, printed, or emailed:

- A **Showing Report** which displays all of the showings that have occurred at your listings, and
- A **Key Activity Report** which displays all the listings you’ve shown (in your primary association or organization and any cooperating areas)

**Create a report**

1. From SupraWEB select **REPORTS**.
2. Click the type of report to create.
3. Customize the report:
   a. For a showing report - click which listings or keyboxes to include.
   b. Select the date range.
   c. For a showing report - click to include the showing agent’s contact information. If emailing the report to a client, you may not want to include the showing agent’s contact information.
   d. Click to include feedback sent to you from showing agents in the report, if desired.
4. Click **Create Report** to view the report.
5. To print or email the report, click the **Print Report** or **Email Report** icon at the top of the screen.
6. To add your photo and contact information to the email, see the next section.
Set up Scheduled Email Showing Report

You can set up SupraWEB to send you a weekly or monthly Showing Report. The scheduled reports automatically include the showing information for all of your keyboxes in your inventory.

1. From SupraWEB select REPORTS.
2. Click Scheduled Email Settings.
3. Enter your email address.
4. Select from the weekly or monthly dropdown menu.
5. Click to include in the report any feedback sent to you from showing agents.
6. Enter any additional email addresses to send the report to.
7. In the Personalized Signature Image section, click Browse and select a picture you would like shown on emails and reports.
8. Fill out your contact information in the Personalized Signature Text box to have your contact information display on emails and reports.
9. Click Save.
Showing Notifications

As a listing agent you have several options for sending showing notifications. Using SupraWEB, you can add multiple people (i.e. the listing agent, office staff, and the home owner) to receive beginning and ending showing notifications. Notifications are sent to email addresses or cell phone numbers (as text).

**Listing agent** - To receive notifications, make sure your email is correct in the Email Address field and check the Send me showing notifications... box in General Email Settings.

**Partner or team member** - Add partners to receive all showing notifications by entering their email in the Also send a copy to: (CC) field.

**Client** - To have your client receive notifications, go to the specific keybox in your inventory, check the box and enter your client’s email.

The Showing Notification feature alerts the listing agent when a keybox key container is opened to start a showing. This information can be display on all activity reports.

Showing information includes keybox serial number, associated listing address/information, date of showing, the beginning and the end of the showing time (if enabled), and displays on all activity reports in SupraWEB.

### End of Showing Notification

Your board or association must contact Supra to “opt-in” to showing notifications for this feature to be available to you. The eKEY application uses multiple methods (including GPS data captured when the keybox is opened) to detect when the showing has ended. End of showing information includes the keybox serial number, the property address, date and time of the end of the showing. End of Showing (EoS) notification allows the listing agent and designated recipients to see when the showing begins and ends for a property.

If the EoS notification is **not** enabled by the association, the box in the Showing Notifications (for all keyboxes):

- Send me showing notifications for all keyboxes in my inventory

If the EoS notification **is** enabled by the association, the box in the Showing Notifications (for all keyboxes) will say:

- Send me beginning and estimated end of showing notifications for all keyboxes in my inventory
Below is an example of an EoS notification message that is transmitted to the designated recipients:

From: ShowingValue [mailto:ShowingValue.UnmonitoredMailbox@fs.utc.com]
Sent: Monday, August 10, 2015 4:12 PM
To: Jones, Bria
Subject: End of Showing Notification Email from Mark Johnson

This message is to inform you that the Supra system detected the showing has ended for Listing 4001 Fairview Industrial Drive, Salem, OR 97302 at 4:06PM on 08/10/2015 4:06PM

Please note that this notification does not guarantee that the showing agent is no longer at the listing.

### Set Up Notifications for All Inventoried Keyboxes

You can set up notifications to all the keyboxes in your inventory at once.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Click the <strong>SETTINGS</strong> tab.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>General Email</strong> link.</td>
</tr>
<tr>
<td>3.</td>
<td>Check <strong>Send me showing notifications...</strong></td>
</tr>
<tr>
<td>4.</td>
<td>Add recipients to <strong>Also send a copy...</strong></td>
</tr>
<tr>
<td>5.</td>
<td>Click <strong>Save</strong>.</td>
</tr>
</tbody>
</table>

**Note:** The recipients will get an email from the Supra system indicating that their email ID is subscribed to receive showing notifications.
## Set Up Notifications for Individual Keyboxes
You can set up showing notifications to the individual keyboxes in your inventory.

1. **Click the LISTINGS tab.**

2. **Click Keyboxes in QUICK LINKS.**

3. **Click the keybox serial number.**

4. **Click the Listing Details tab.**

5. **Check Send me showing notifications...**

6. **Add recipients to Also send a copy...**

7. **Click Save.**

**Note:** The recipients will get an email from the Supra system indicating that their email ID is subscribed to receive showing notifications.
Showing Activity

Each time a keybox key container is opened, the keybox records the showing information, communicates with the key, and the key sends the information to the Supra network. You can view and manage your keybox inventory on the Supra website. Once the keyboxes are in inventory and placed at a listing, you can view the last six (6) months of showing information.

Modify Email Settings

The system can send you an email when someone opens one of your keyboxes or sends showing feedback.

1. Click SETTINGS.
2. Click General Email.
3. Enter your email address.
4. Check each notice to receive and add email addresses.
5. Click Browse and select a photo.
6. Enter your contact information.
7. Click Save.

When one of your listings has been shown and the showing information is sent to the network, you’ll receive a new showing email.
Showing Feedback

Feedback sent to you from when your listings were shown can be viewed on SupraWEB. You can send feedback on your showings to the listing agents through SupraWEB.

View Feedback

Feedback sent to you on a showing is indicated by a Showing Feedback icon. Click the Showing Feedback icon to view the feedback on a particular showing.
Leave Feedback on a Showing

1. Click Feedback Reminders.
2. Click Leave Feedback icon.
3. Use the drop-down menu and Notes field to provide feedback.
4. Click Submit Feedback.

Customize Feedback
Add up to ten (10) custom feedback questions that are displayed when a showing agents leaves you feedback on one of your listings.

Add a Feedback Question
1. From SupraWEB click LISTINGS.
2. From the Listing Inventory, click the listing ID link.
3. Click Add Feedback Question.
4. Enter a question and click Save.
When the showing agent goes into SupraWEB to leave feedback on the showing, any additional feedback questions you’ve entered for the listing are displayed.

Manage Billing Information

If you pay key fees to Supra, you can manage your billing information online. If you pay your key fees to the association or MLS, the Billing Menu option will not be displayed.

Select the Billing Menu option at the top of the SupraWEB screen and your account balance is displayed and the Billing Menu options are shown.

- **Account Balance** - view a current account balance and make a payment
- **Billing History** - view invoices and payment history
- **Account Information** - view or change the billing address and payment method and enable/disable automatic billing and electronic invoicing
- **Contracts** - displays key information and the start of your contract, billing frequency, and next billing date and allows you to add or cancel insurance if applicable
- **FAQ** - view frequently asked questions about managing your billing information

Add/Cancel Insurance

1. From SupraWEB select BILLING.
2. Click Contracts.
3. Click the appropriate link to Add Insurance or Cancel Insurance.

If the key has not connected with the Supra network recently you must open a key container or release a shackle to verify the key is in your possession and functioning before you can purchase insurance.