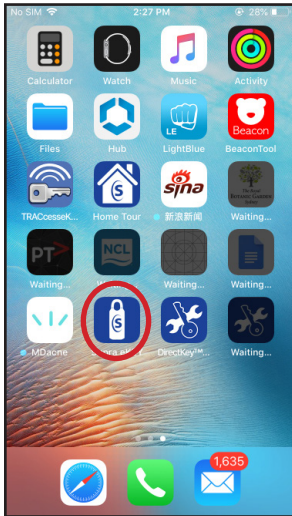# Single Access with eKEY
Instructions for Listing Agents with Tokens

### Provide one-time access to your property listings

Real estate agents know it takes a whole team to make a sale. Supra now offers a simple way to provide access to your listings for infrequent users such as contractors, stagers, and out-of-area agents. Follow the steps below to provide one-time access to your listings. *NOTE: This feature is not available in all areas.*

IMPORTANT: Listing agent must receive homeowner's permission before granting access to someone who is not a member of the association / board.
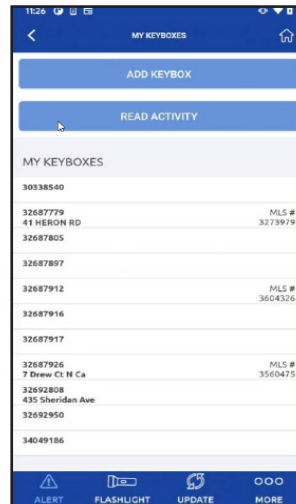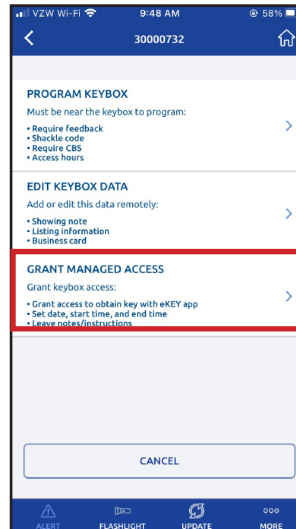
1. Open the eKEY app.

2. Select **My Lockboxes**.
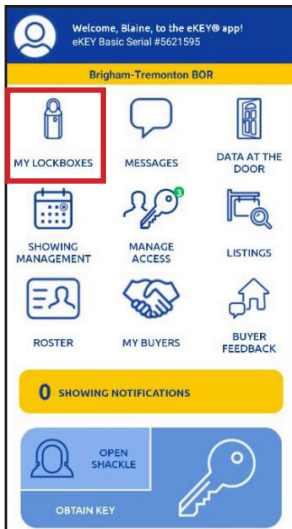
3. Select the lockbox for the property to which you wish to grant access.

4. Select **Grant Managed Access**.

Rev. D

Provide one-time access to your property listings

5. Type in the cell number of the person to whom you wish to grant access (or choose from your contacts).

Note: *Lockbox must be assigned to an address. If the address field does not pre-populate, you must enter an address.*

6. Select who will pay for the access token; the agent or the recipient (grantee).

7. Select access day and time, add any pertinent notes and then press **Send***.

*An SMS text will be sent, inviting them to register for eKEY if they are not already registered with Supra. Once they register, they will receive a second SMS text.

8. If the recipient is paying for the token, they will receive a text indicating further action is needed. If the agent is paying, the recipient will receive a text indicating that access has been granted.
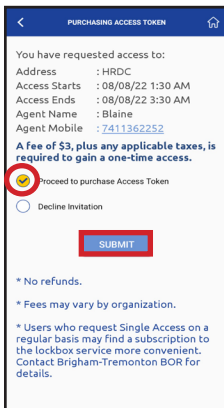
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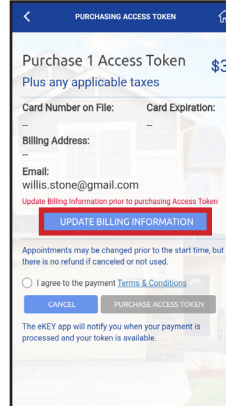
When Grantee Pays for Token

1. When the grantee clicks on the SMS text link indicating further action is needed, it will bring up the screen below. They tap the blue **Add Access Token** button.
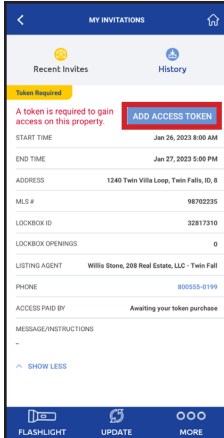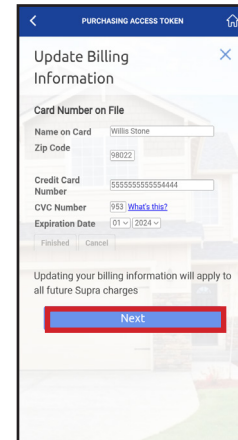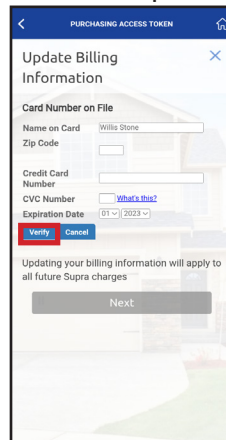

2. A screen appears indicating that a small fee is required to gain one-time access. They can either decline the invitation or accept it; proceed to make the payment, then tap **Submit**.
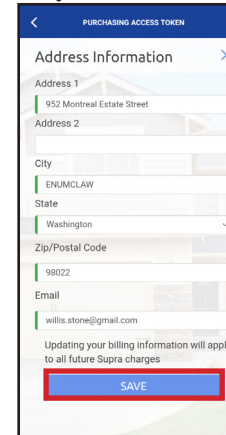

3. To purchase an Access Token, they tap **Update Billing Information** to add their information.

4. They then enter their card information and tap **Verify,** and then tap **Next**.

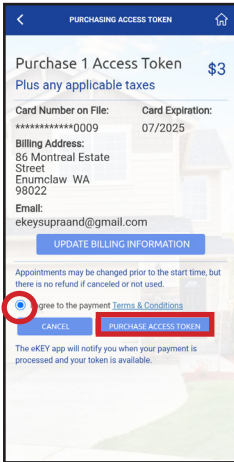5. They enter their address information and tap **Save.**

When Grantee Pays for Token
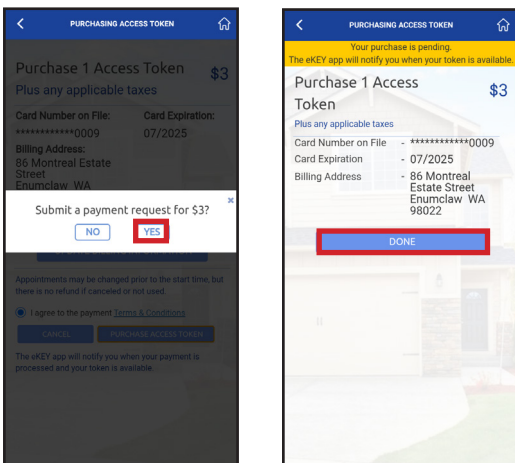
6. After they agree to the payment terms & conditions, they tap **Purchase Access Token**.

7. They must confirm that they want to make the payment by tapping **Yes**. Another screen will appear; they can either tap **Done** or the screen will auto-navigate to the next page in 6 seconds.

8. They will receive a text message indicating that their purchase was successful and then they will see the welcome screen pop up on the eKEY app.
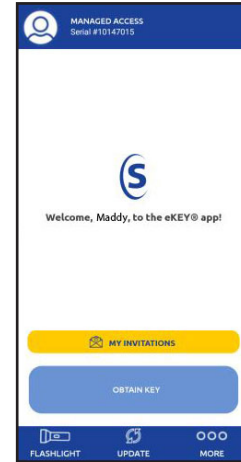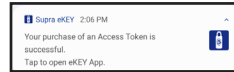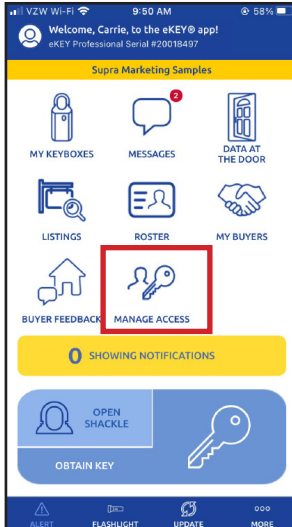
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View Access Granted, History of Access Granted, and Generate Access Report

1. To view access granted, tap the **Manage Access** icon on your eKEY home screen.


2. From here, you can view recent invites, history of access granted, and run reports of access granted. Tap **Recent Invites** to view recent access granted, access pending and access cancelled.
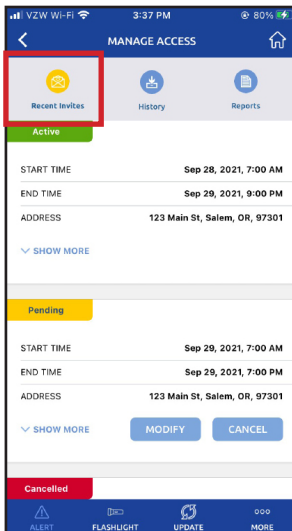

Note: *This is where you can modify or cancel access granted (as long as the access window has not begun).*

3. Tap **History** to view history of access granted. This will show completed, no-shows, and cancelled access.
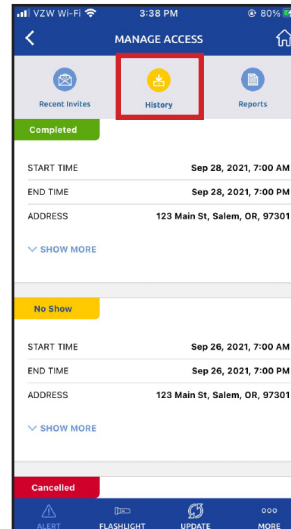
4. Generate a report of lockboxes accessed, which will be sent to your email on file. Tap **Reports**. Run reports based on users or lockboxes. The report can be generated for all accesses by choosing *Select All*. Select a specific user or lockbox to generate a report for that selection only. Reports can be run for up to 2 years in the past, with a date range of 6 months.
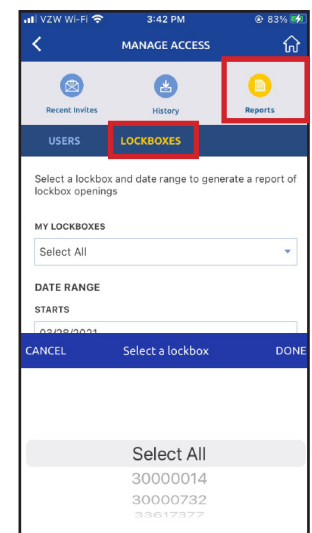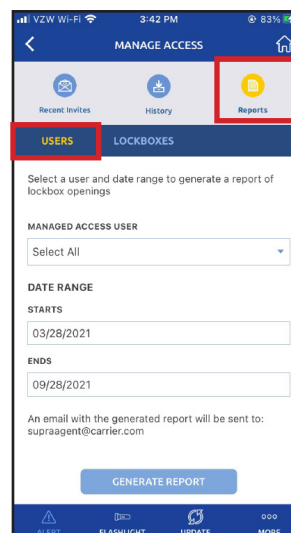
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