SupraWEB
Guide for Agents

SupraWEB
Real estate agent login to SupraSystem

LOGIN TO SUPRAWEB

Table of Contents

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Overview

SupraWEB is the agent website. With SupraWEB you can perform several functions from your computer or mobile device. The functions that are displayed in SupraWEB depend on the type of electronic key, key service, device choice, and features chosen by the association/MLS.

Things you can do	Key-specific activities on SupraWEB
• Obtain an update code for a key • Identify keyholder names by key serial number • Manage keybox inventory and listing information • View, email, and schedule activity reports • Set up showing notifications • View and send showing feedback • Manage your bill	To learn more about SupraWEB functions available specifically with your key, see the key user manual on www.supraekey.com. Below are some examples of key specific SupraWEB functions. • Set up your market area (*eKEY Professional users*) • Change your PIN code (*eKEY and XpressKEY users*) • Obtain an authorization code to install the eKEY software (*eKEY users*) • Manage alerts, if this feature activated (*ActiveKEY and XpressKEY users*) • Keybox Assistant (*eKEY and XpressKEY users*)

Login to SupraWEB

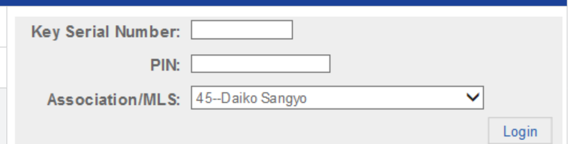
To log into SupraWEB, a key must be assigned to you first. This first time login requires the user ID and password, key serial number, PIN, and choosing the board/association from the list.

Steps

1. Go to www.supraekey.com.
2. Click **SupraWEB Login for Real Estate Agents**.

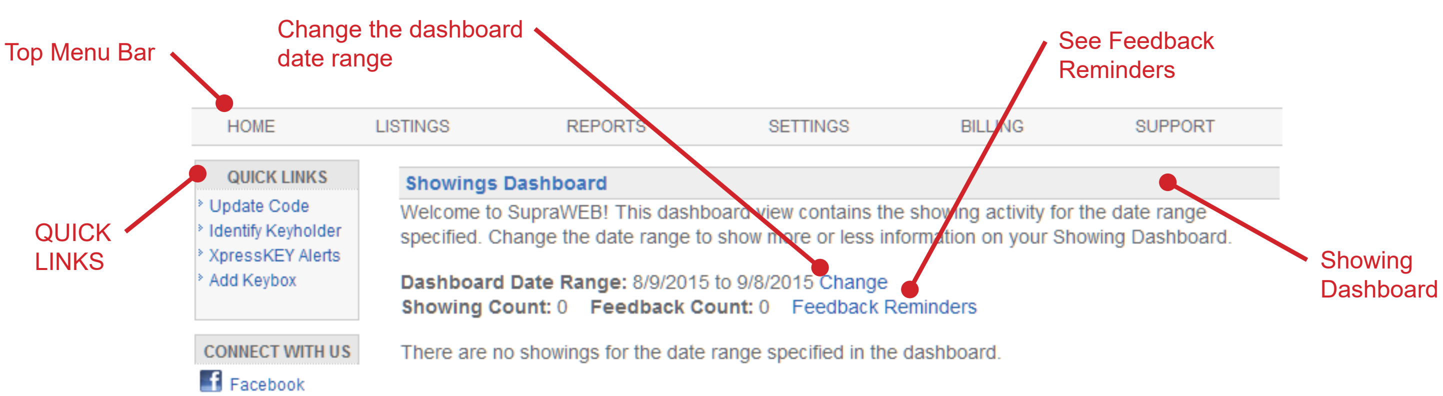
Note*: Click Register on the home page to sign up for a Single Sign On (SSO) user ID and password.*

3. Enter your user ID and password and select **Login**.



SupraWEB Home Page

In SupraWEB, the *Showings Dashboard* displays the showing activity at your listings (keyboxes in your inventory) for the date range specified. The showing data is available for the last six (6) months. Boards can opt-in to features, which determine what is available to view in SupraWEB. The top menu bar links to feature pages. The *QUICK LINKS* are frequently accessed actions. In the *Showings Dashboard,* click on any of the headings with arrows to sort the information.



Need help?

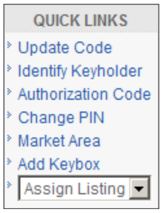
For more information on how to use your electronic key, Mobile SupraWEB, or keyboxes, visit our website ***www.supraekey.com*** and click ***Customer Support***.
Call for free support - 7 days a week, 5am to 7pm Pacific time, Toll-free **1-877-699-6787**

Home Page Quick Links

QUICK LINKS section on the home page shows the most common tasks used on SupraWEB. Options that are available depend on the type of key.

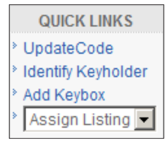
QUICK LINKS

eKEY

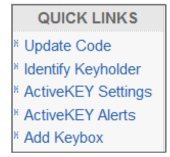


XpressKEY

DisplayKEY



ActiveKEY



Common Key Quick Links	
Update Code	Display a current update code for the key
Identify Keyholder	Identify the name of a keyholder by key serial number
Add Keybox	Add keyboxes to the *Showings Dashboard* and in reports
Assign Listing	Assign a listing ID to a keybox from the inventory to show where it is placed (except in ActiveKEY)
Additional Quick Links for eKEY	
Authorization Code	Generate an authorization code used to install the eKEY software
Change PIN	Change the eKEY PIN code
Market Area	Set up or make changes to your market area (for eKEY Professional service customers)
Additional Quick Links for XpressKEY	
XpressKEY Settings	Receive a message when a keybox battery is low
XpressKEY Alerts	Set up XpressKEY Alert contacts and message ***Note:*** *This is if your association or organization has this feature activated.*
Additional Quick Links for ActiveKEY	
ActiveKEY Settings	Receive a message when a keybox battery is low
ActiveKEY Alerts	Set up ActiveKEY Alert contacts and message ***Note:*** *This is if your association or organization has this feature activated.*

Menu Bar

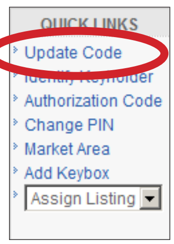
The *Menu Bar* at the top of the screen allows for easy navigation through SupraWEB.

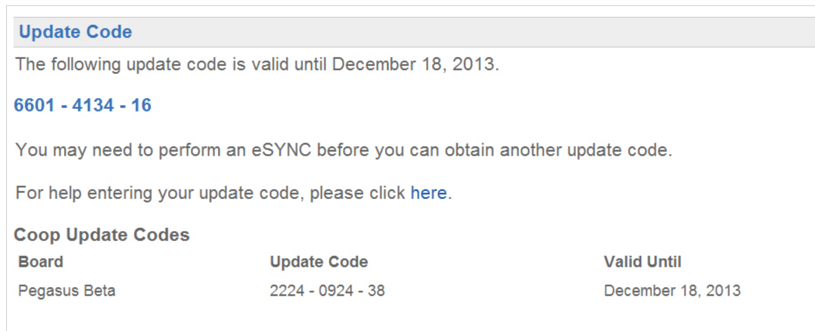
Menu Bar	
HOME	Returns to the SupraWEB home screen and the *Showings Dashboard*
LISTINGS	View information about your listings and assign them to keyboxes
REPORTS	View, schedule, and email showing and key activity reports
SETTINGS	View your user information and key information and define email settings
BILLING	For agents that pay their fees to Supra, view account balance, make a payment, update account information, and add or cancel insurance on a key (qualified key types only)
SUPPORT	Supra Support team contact information

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 is assigned to you by your organization, you can change the key information viewed by selecting* ***SETTINGS****, choose the key serial number at the bottom of the screen, and then click* ***Select****.*

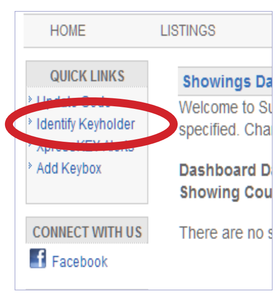




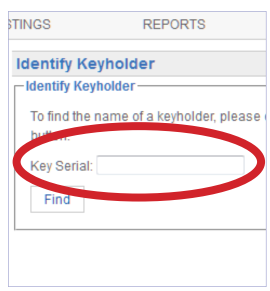
Identify a Keyholder

The steps below show you how to identify a keyholder by key serial number.

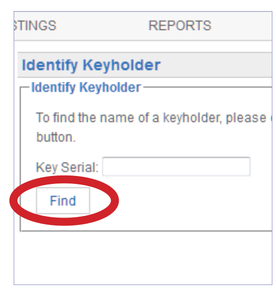
1. Click **Identify Keyholder.**



2. Enter the key serial number.

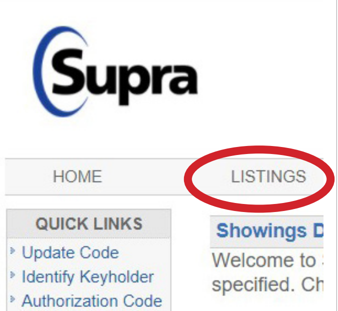


3. Click **Find.**

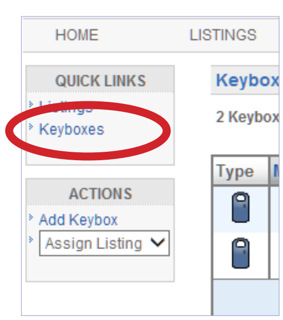


Manage Keybox Inventory

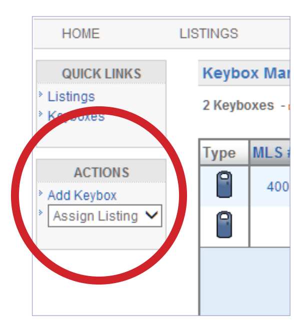
1. Click **LISTINGS.**



2. Click the **Keyboxes** link.



3. Manage the keybox information.

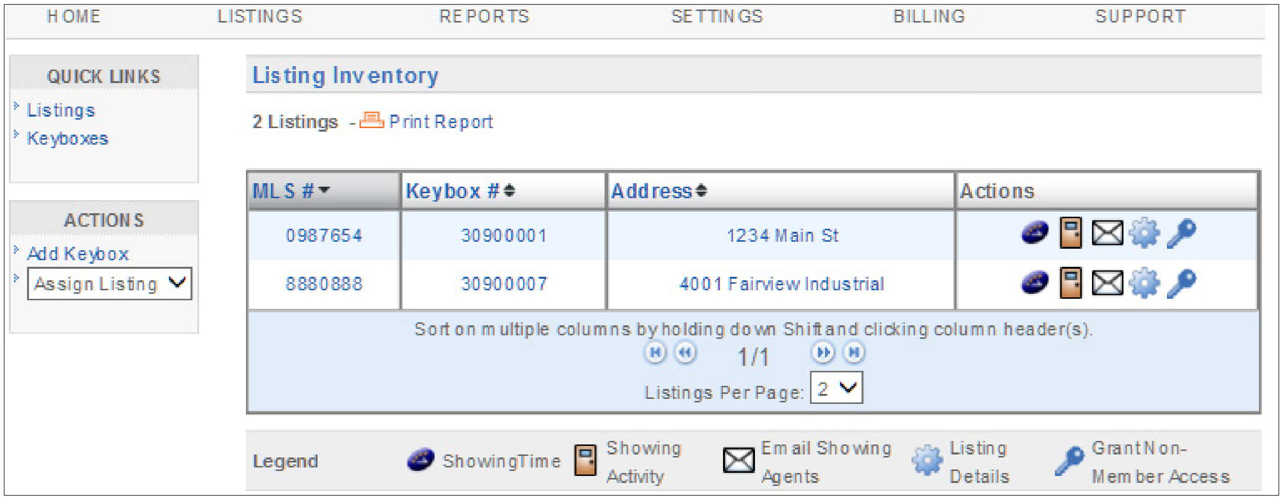


Click ***Add Keybox***, enter the keybox serial number, shackle code, and MLS number where the box is located.

To assign a listing to a keybox already in your inventory, select the *Assign Listing* drop-down, 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.



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

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

Listing Inventory Screen	
MLS #	View the listing details.
Keybox #	View the settings for the keybox placed on the listing.
Address	View a Google map of the address.
ShowingTime icon	View a *ShowingTime* 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.
Listing Details	Edit the listing number and address, see the showing hours, add feedback questions, and set up individual keybox showing notifications.
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.

Assign a Listing

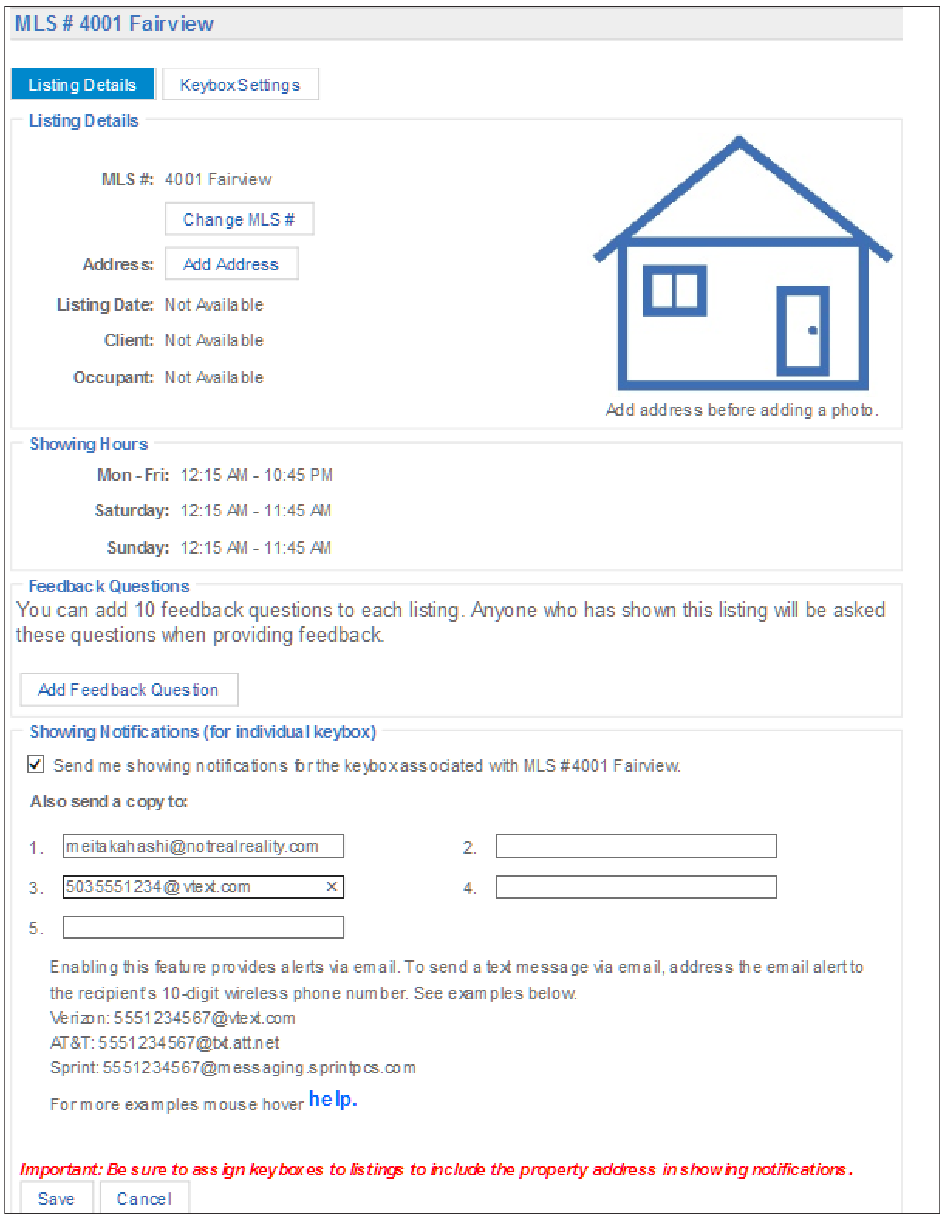
Steps
1. In *QUICK LINKS*, click **Assign Listing**.
2. Choose the keybox serial number.
3. Add the MLS number.
4. Click **Assign**.
5. Click **Add Address**.
6. Add information and click **Done**.

Unassign a Listing

Steps
1. Cick the **LISTINGS** tab.
2. Click the keybox serial number.
3. Click the **Listing Details** tab.
4. Click **Change MLS#**.
5. Delete the MLS number and leave it blank.
6. Click **Assign**.

Listing Details

Click on the Listing ID link to view or edit listings from the *Showings Dashboard* or click on **LISTINGS** and then click the **MLS#** link from your *Listing Inventory*. Edit information and click **Save**.



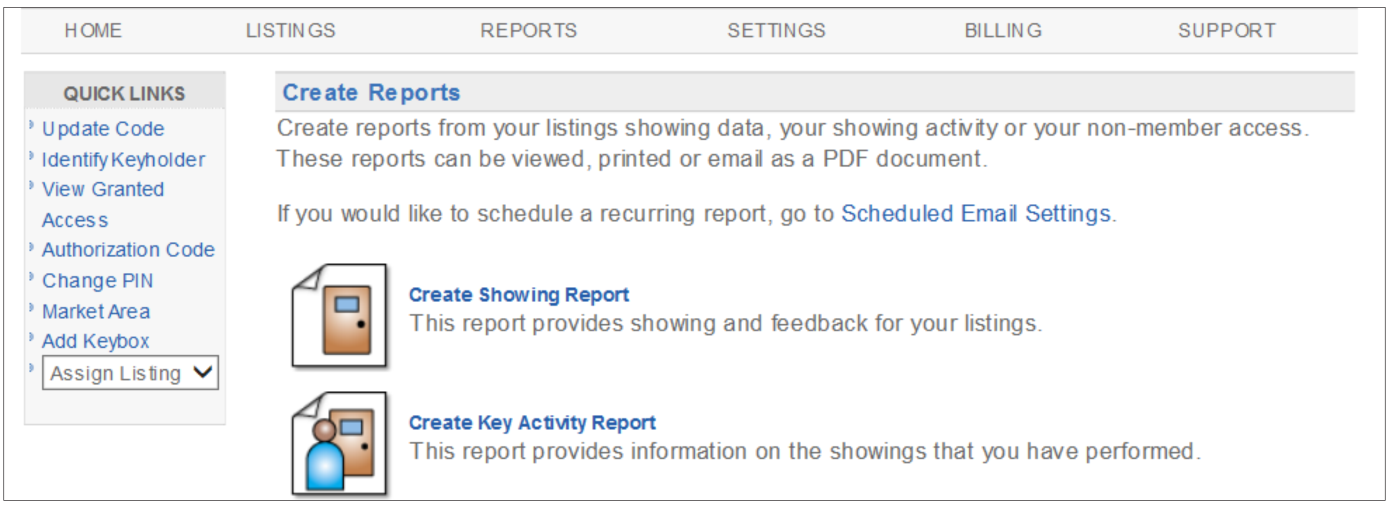
Listing Inventory Screen	
Change MLS #	Change the MLS listing number assigned to the keybox.
Edit Address	Edit the listing address.
Edit Email CC	Designate an email recipient to receive an email anytime the listing is shown.

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.
ShowingTime Activity	View your listing ShowingTime activity if your association/MLS subscribes to this feature.
Showing Activity	View the last six (6) 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 three (3) main report links to choose from (depending on what options your board chooses) that can be viewed, printed, or emailed. Click the *Scheduled Email Settings* link to schedule a recurring report.

- **Create Showing Report -** A *Showing Report* provides the start of showing and end of showing information plus feedback for all of the showings at your listings.
- **Create Key Activity Report -** A *Key Activity Report* displays all the listings you have shown. This report provides the start of showing and end of showing information for the showings you have performed in the last six (6) months within your primary association and any cooperating areas.

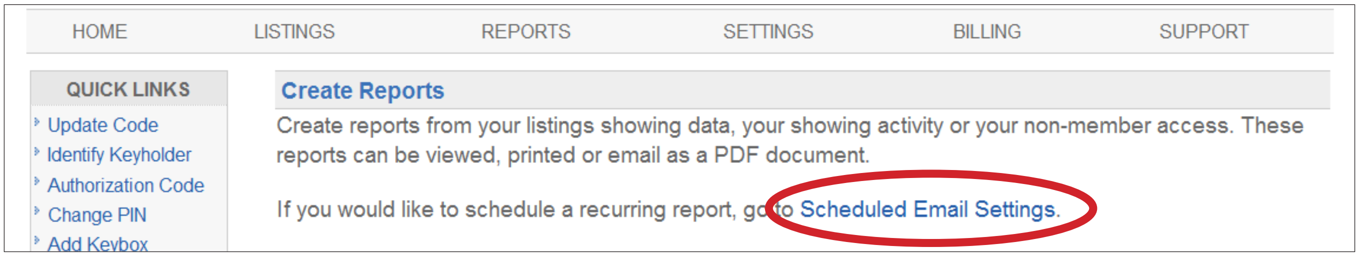


Create a Report

Steps
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.
5. Click **Create Report** to view the report.
6. To print or email the report, click the **Print Report** or **Email Report** icon at the top of the screen.
7. To add your photo and contact information to the email, see the next section.

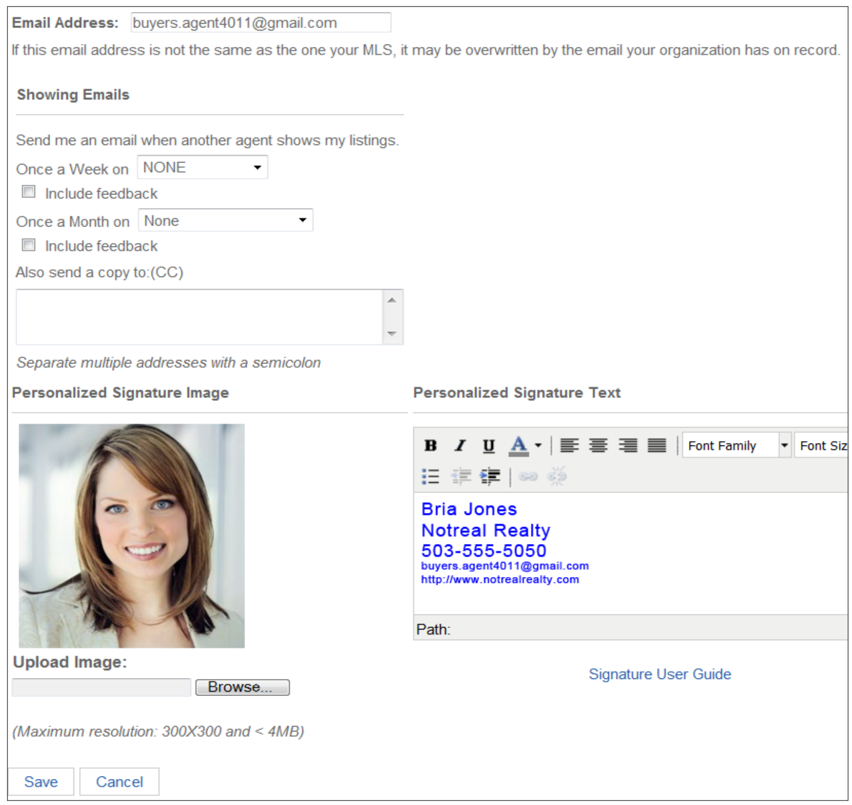
Set up Scheduled Email Showing Report

Set up SupraWEB to send yourself a weekly or monthly *Showing Report*. The scheduled reports automatically include the showing information for all of the keyboxes in your inventory.



Steps

1. From *SupraWEB* select **REPORTS**.
2. Click **Scheduled Email Settings**.
3. Enter your email address.
4. Choose from the weekly or monthly drop-down 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.
7. In the *Personalized Signature Image* section, click **Browse** and choose 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

Listing agents have several options for sending showing notifications. Use SupraWEB to 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).

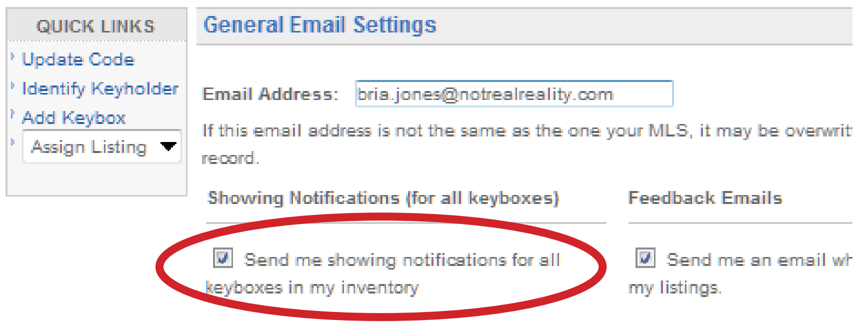
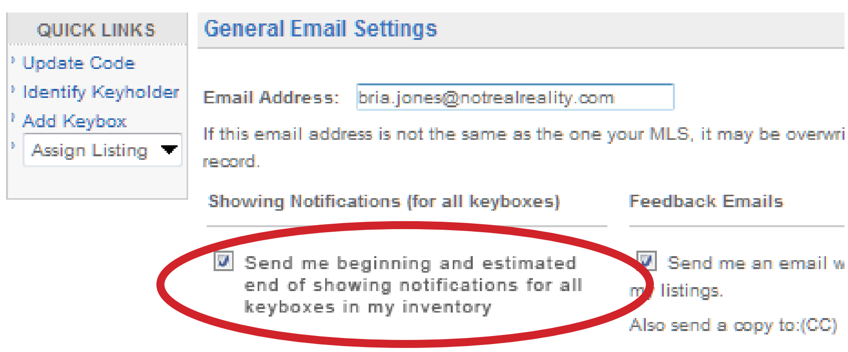
Notification Recipient	***Showing Notification Action***
Listing agent	To receive notifications, make sure your email is correct in the *Email Address* field and check the *Send me showing notifications...* box in *General Email Settings*.
Partner or team member	Add partners to receive all showing notifications 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 displayed 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

Boards or associations must contact Supra to “opt-in” to showing notifications first for this feature to be available. 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* (EoS) information includes the listing address (or keybox serial number if the listing address is not available), and date and time the showing ended. End of Showing notification allows the listing agent and designated recipients to see when the showing ended for the property.

<table>
<tr><th>Notification Enabled</th><th>Showing Notification Checkbox Says:</th></tr>
<tr><td>Not Enabled</td><td>☐ Send me showing notifications for all keyboxes in my inventory

</td></tr>
<tr><td>Enabled</td><td>☐ Send me beginning and estimated end of showing notifications for all keyboxes in my inventory

</td></tr>
</table>

Below is an example of an EoS notification message that is transmitted to the designated recipients.

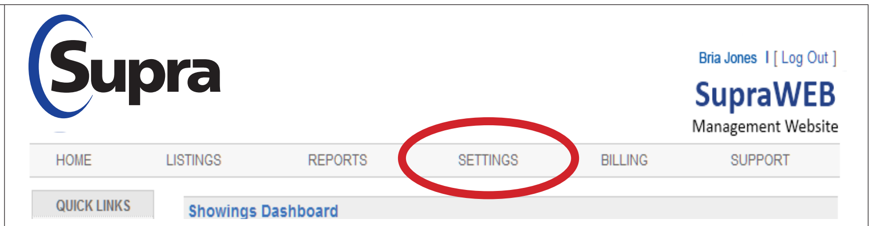
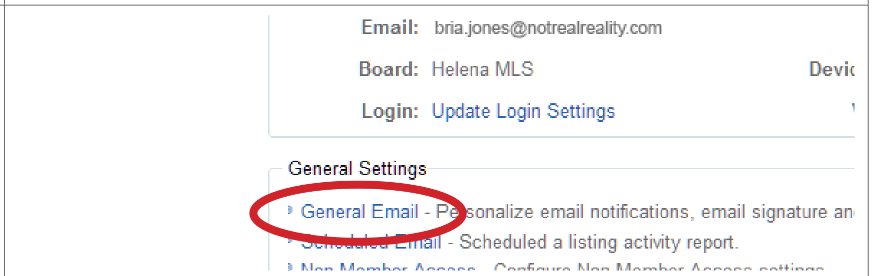
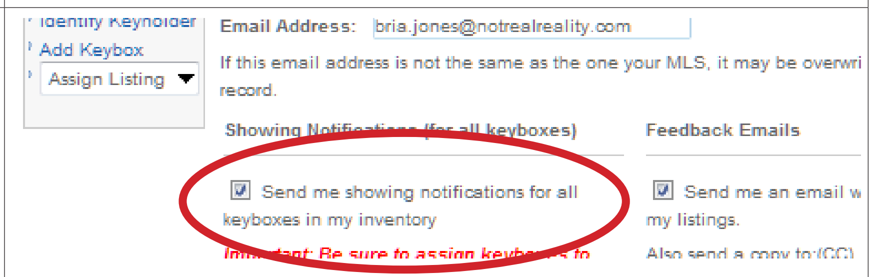
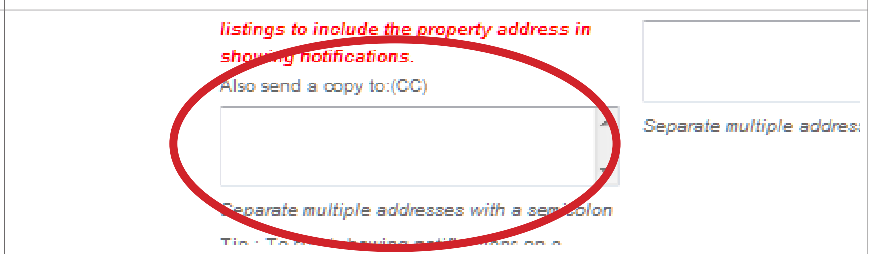
From: SupraShowing@fs.utc.com [mailto:SupraShowing@fs.utc.com]
Sent: Tuesday, November 28, 2017 9:02 AM
To: Smith, Jane
Subject: [External] Supra Showings - End of Showing Notification

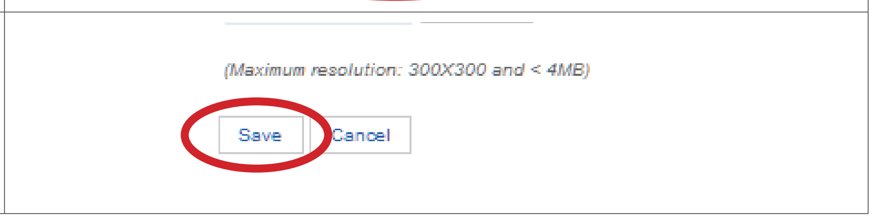
The Supra system detected the showing by **Bria Jones** (877 6996787 bjones@notrealreality.com) at (KeyBox# 33274106) that began **11/28/2017 7:33AM** has ended **11/28/2017 8:31AM**. Estimated showing duration is 1 hour.

This notification does not guarantee the showing agent is no longer at the listing.

Set Up Notifications for All Inventoried Keyboxes

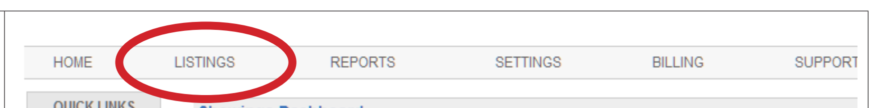
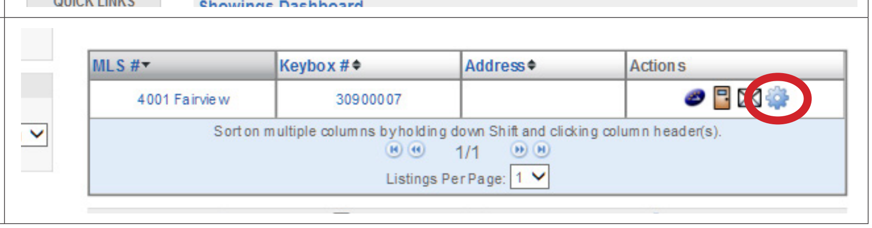
Set up notifications for all the keyboxes in your inventory at once.

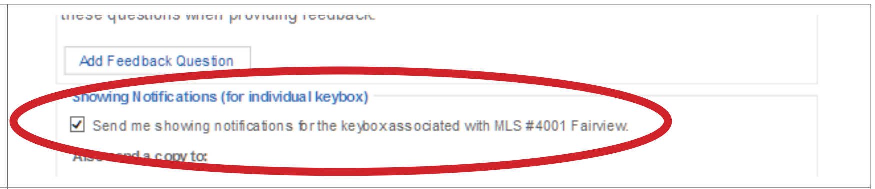
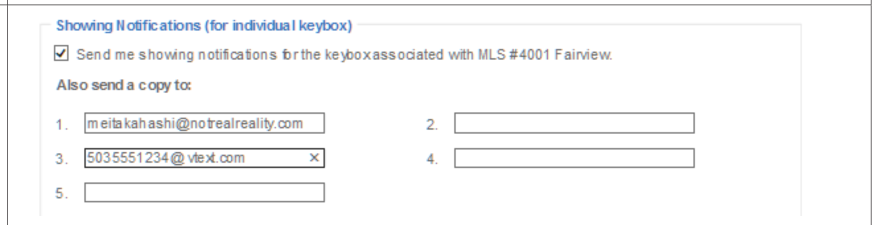
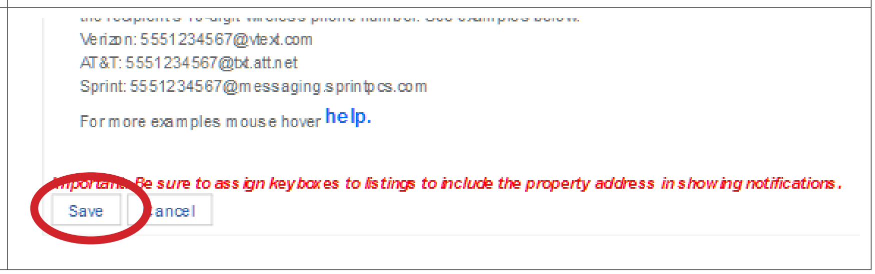
<table>
<tr><td>1. Click the SETTINGS tab.</td><td>
</td></tr>
<tr><td>2. Click the General Email link.</td><td>
</td></tr>
<tr><td>3. Check Send me showing notifications...</td><td>
</td></tr>
<tr><td>4. Add recipients to Also send a copy...</td><td>
</td></tr>
<tr><td>5. Click Save.

Note: The recipients get an email from the Supra system indicating their email address is subscribed to receive showing notifications.</td><td>
</td></tr>
</table>

Set Up Notifications for Individual Keyboxes

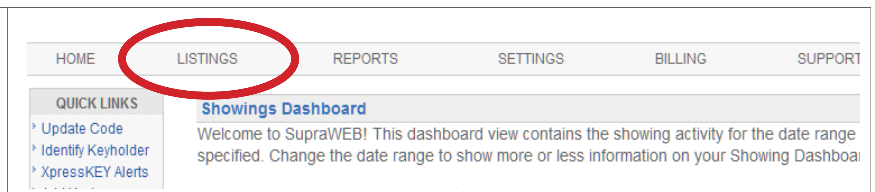
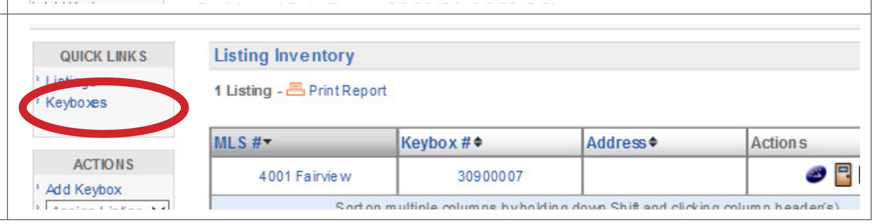
Set up showing notifications to the individual keyboxes in your inventory.

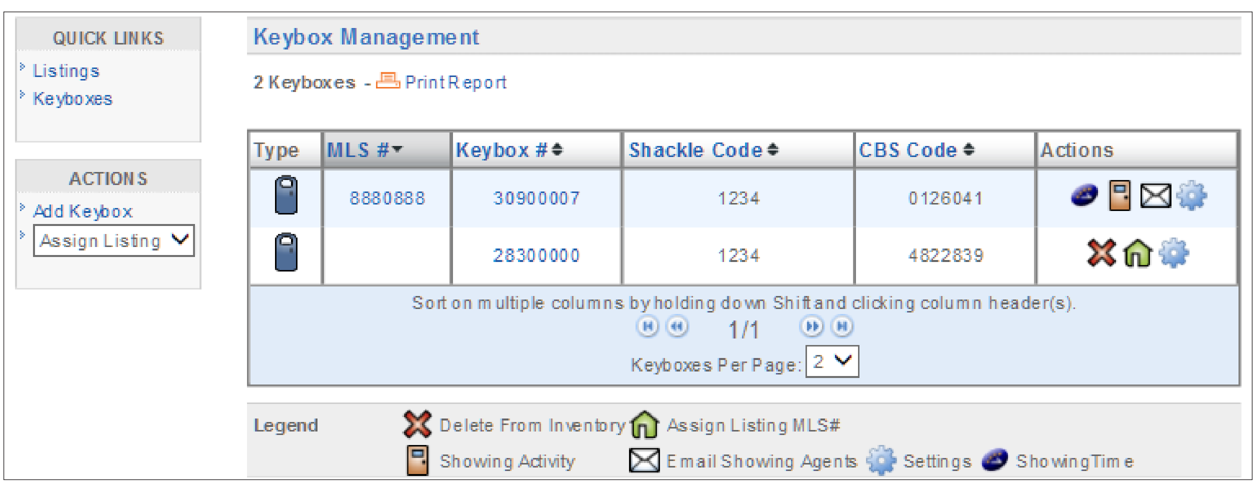
<table>
<tr><td>1. Click the LISTINGS tab.</td><td>
</td></tr>
<tr><td>2. Click the Listing Details icon for the keybox.</td><td>
</td></tr>
</table>

3. Check **Send me showing notifications...**	
4. Add recipients to **Also send a copy...**	
5. Click **Save**. **Note**: The recipients get an email from the Supra system indicating their email address 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.

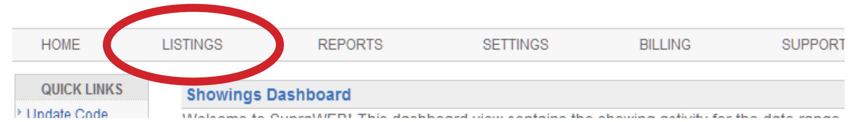
1. Click the **LISTINGS** tab.	
2. Click the **Keyboxes** link in *QUICK LINKS*.	



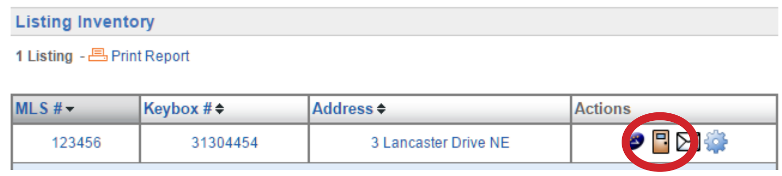
Keybox Showing Report

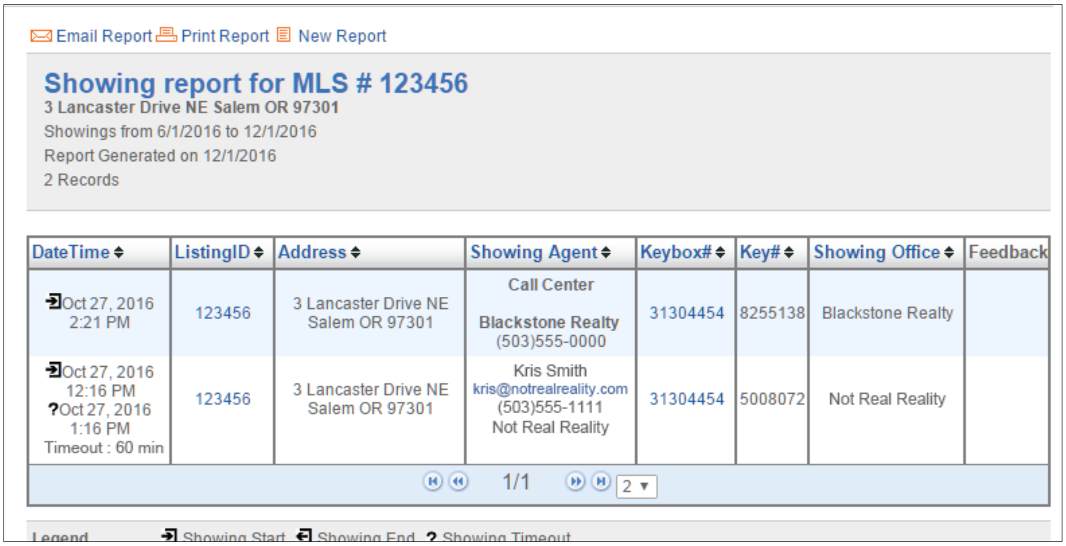
View a report on the showing activity for a specific keybox.

1. Click the **LISTINGS** tab.



2. Click the *Showing Activity* icon for the keybox.





Email Report Print Report New Report

Showing report for MLS # 123456
3 Lancaster Drive NE Salem OR 97301
Showings from 6/1/2016 to 12/1/2016
Report Generated on 12/1/2016
2 Records

DateTime	ListingID	Address	Showing Agent	Keybox#	Key#	Showing Office	Feedback
Oct 27, 2016 2:21 PM	123456	3 Lancaster Drive NE Salem OR 97301	Call Center Blackstone Realty (503)555-0000	31304454	8255138	Blackstone Realty	
Oct 27, 2016 12:16 PM ?Oct 27, 2016 1:16 PM Timeout : 60 min	123456	3 Lancaster Drive NE Salem OR 97301	Kris Smith kris@notrealreality.com (503)555-1111 Not Real Reality	31304454	5008072	Not Real Reality	

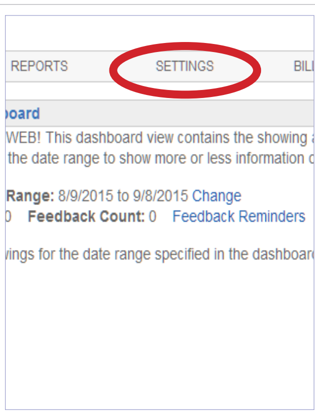
1/1 2

Legend Showing Start Showing End ? Showing Timeout

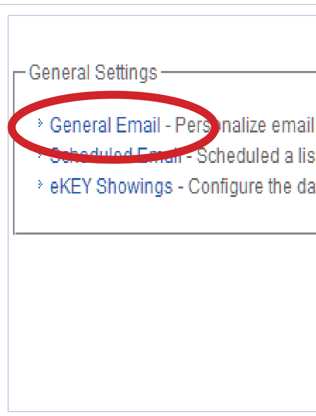
Modify Email Settings

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

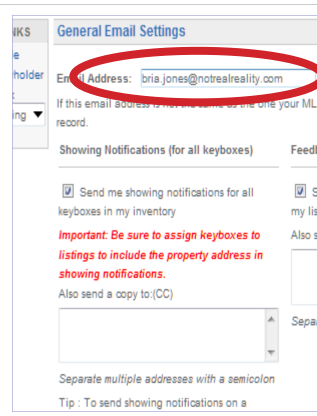
1. Click **SETTINGS**.



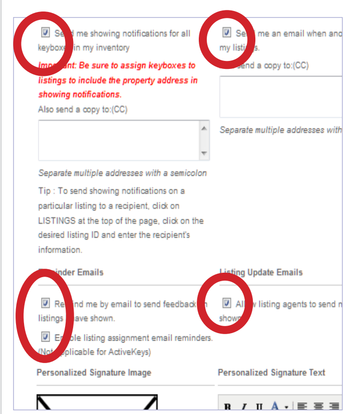
2. Click **General Email**.



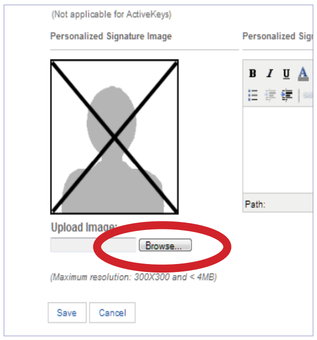
3. Enter your email address.



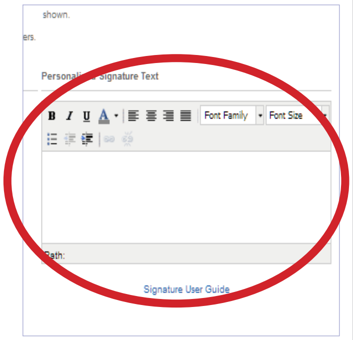
4. Check each notice to receive and add email addresses.



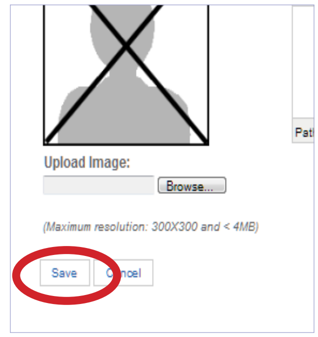
5. Click **Browse** and select a photo.



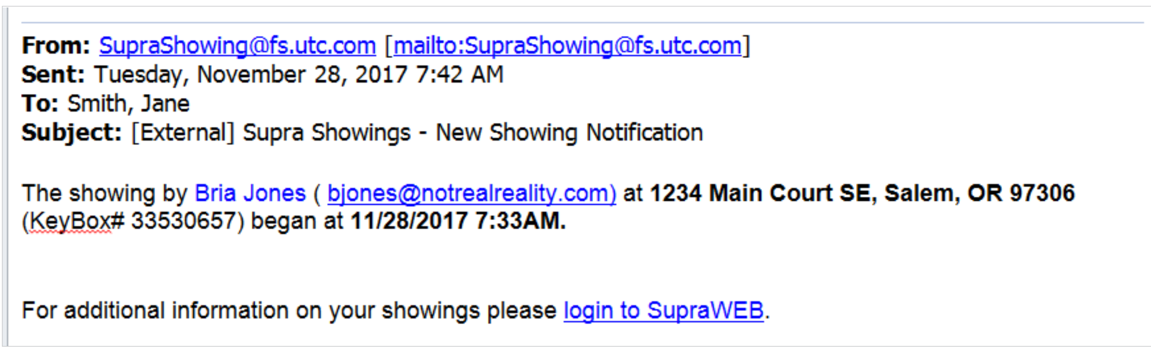
6. Enter your contact information.



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.



From: SupraShowing@fs.utc.com [mailto:SupraShowing@fs.utc.com]
Sent: Tuesday, November 28, 2017 7:42 AM
To: Smith, Jane
Subject: [External] Supra Showings - New Showing Notification

The showing by Bria Jones (bjones@notrealreality.com) at **1234 Main Court SE, Salem, OR 97306** (KeyBox# 33530657) began at **11/28/2017 7:33AM.**

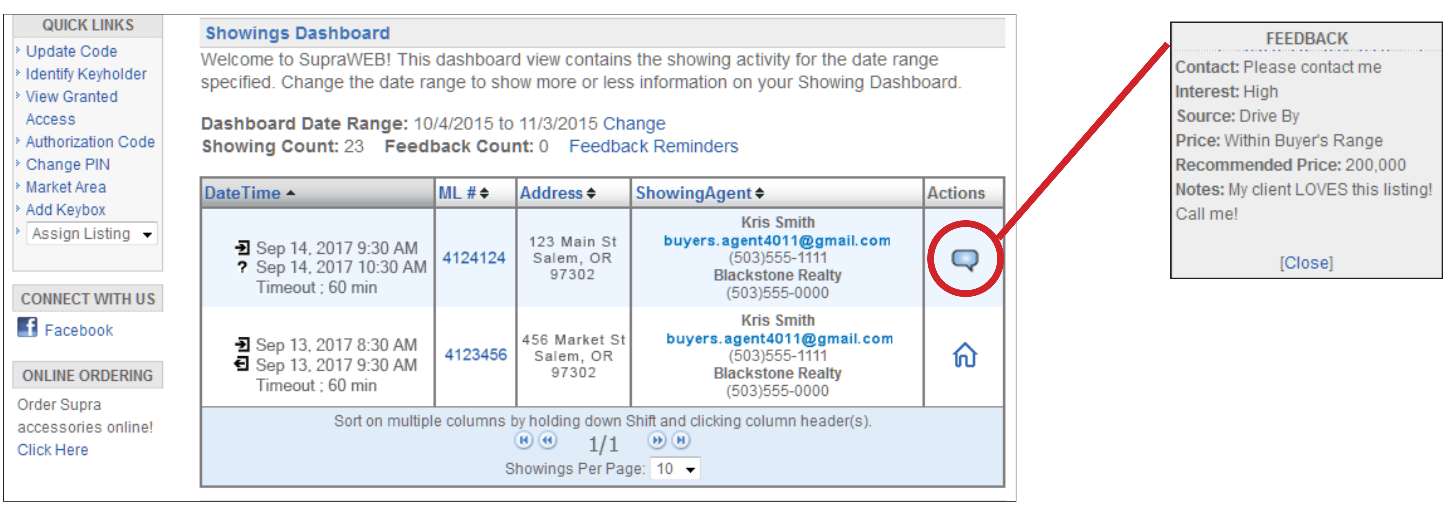
For additional information on your showings please login to SupraWEB.

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.

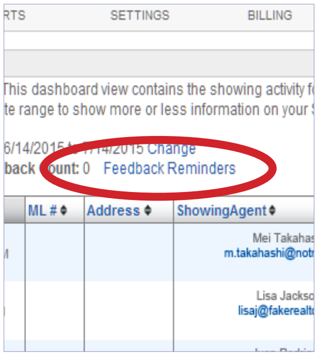
View Feedback

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.

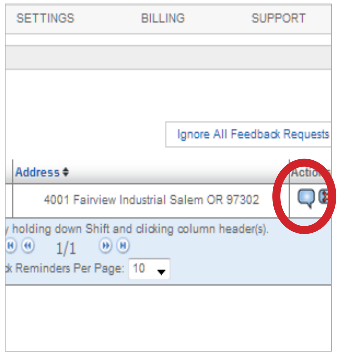


Leave Feedback on a Showing

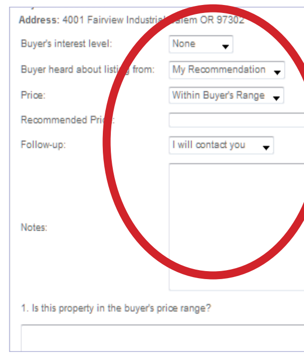
1. Click **Feedback Reminders.**



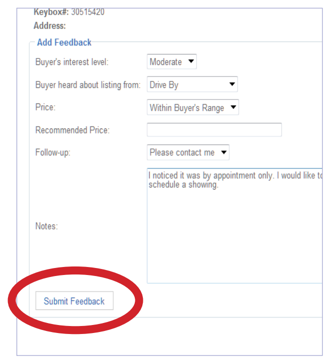
2. Click **Leave Feedback** icon.



3. Use the drop-down menu and *Notes* field to provide feedback.



4. Click **Submit Feedback.**



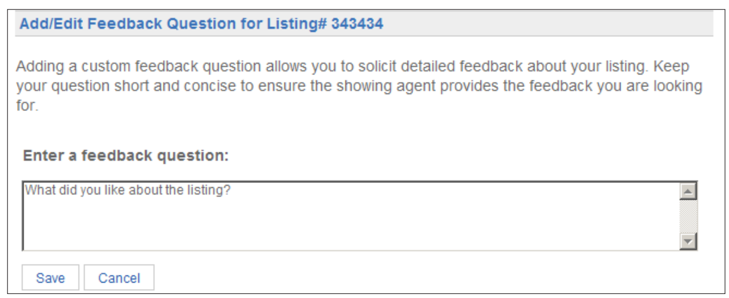
Add a Feedback Question

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

Steps

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 is not displayed. Automatic payment is required for eKEY keyholders.

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

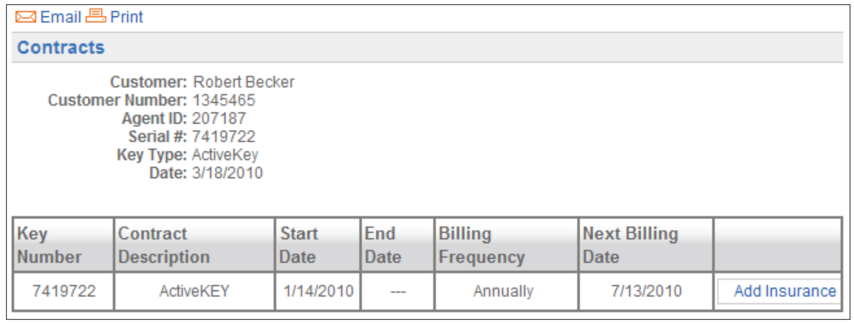
Billing Menu	
Account Balance	View a current account balance and make a payment.
Billing History	View invoices and payment history.
Account Information	View or change the billing address and payment method and enable/disable automatic billing and electronic invoicing.
Contracts	Displays key information 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

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.

Steps

1. From *SupraWEB* select **BILLING**.
2. Click **Contracts**.
3. Click the appropriate link to **Add Insurance** or **Cancel Insurance**.
4. Click **Email** or **Print** icon.



Pay with SupraWEB

Steps

1. Click **BILLING**.

***Note**: Open invoices show in the Account Balance by default when billing is clicked.*

2. Click an invoice from *Account Balance*.
3. Choose to use the card on file or add a new card and expiration date.
4. Click the box under *Terms and Conditions*.
5. Click **Make Payment of $xx.xx**.

Change the Billing Credit Card

To change the billing credit card information in SupraWEB, follow the steps below.

Steps

1. In SupraWEB, click **BILLING**.
2. Click **Account Information**.
3. Click **New Credit Card #**.
4. Add the new card number.
5. From the drop-down, add the expiration date.
6. Click the box under *Terms and Conditions*.
7. Click **Save**.