



Supra eKey access for non-members FAQ

Who is eligible for non-member access? Only qualifying non-members without access to Supra are eligible for non-member access. Any member or service provider who has access to the Supra system, whether they choose to use it or not, is not eligible for non-member access.

How will the non-member be tracked? The non-member will be invited to have access. He or she will enter his or her mobile phone number that sets off the start and end access times along with the listing address, keybox serial number and MLS number. This data is able to be viewed in the mobile SupraWeb.

I never use my Supra eKey. Can I use the non-member access? No, members of an Association who have or would qualify for a Supra key do not qualify for non-member access.

My client is locked out of their home, can they use the non-member access?
Yes, following the instructions they may be granted the one-time access.

Is a pre-approved appointment necessary for the non-member access?
Yes, an appointment is required.

Is there a cost for the non-member access?
No.