

Supra[®] Non-Member Access

Supra Member Quick Reference

Introduction

As a keyholder in an association/MLS using the Supra[®] system with the Non-Member Access feature enabled, you can authorize a non-member to access a Bluetooth[®] iBox keybox (iBox BT or iBox BT LE) using their smartphone or tablet.

Important information to note about granting a non-member access to your keybox:

- You can only grant access to Bluetooth keyboxes in your inventory
- Non-members can access a keybox from 2 to 72 hours
- Non-members must fill out a registration form and download an eKEY app for their mobile device. For a list of supported devices, visit www.supraekey.com and select the **Compatible eKEY Devices** link

Use the *View Granted Access* option in SupraWEB to view non-member access information for your listings. Brokers can view non-member access information on individual keyboxes within their offices using the *Create Non-Member Access Report* in the **Reports** section.

One-time only: Activate Non-Member Access feature

Steps

1. Go to www.supraekey.com and click **SupraWEB Login for Real Estate Agents** and login.
2. From SupraWEB click **SETTINGS**.
3. Click **Non-Member Access**.
4. Check **Enable Non-Member Access**.
5. After reviewing the *Terms and Conditions*, check to accept.
6. Click **Save**.



Agents: Grant Non-Member Access to your keybox from SupraWEB

Steps

1. From SupraWEB select **LISTINGS**.
2. Click **Keyboxes**.
3. On the line of the keybox that you want to grant a non-member access to open, select the **Grant Non-Member Access** icon in the Actions column. If the keybox is not listed, use the **Add Keybox** link on the left to add a keybox.

Note: If the non-member has already registered, their name and information is displayed. After setup is complete, a text message is sent to the non-member containing a link for them to download the eKEY application and information for them to register.

4. Enter the mobile phone number for the non-member.
5. Choose the access starting and ending date and time (between 2 and 72 hours).
6. Enter any notes about the listing to the non-member and click **Submit**.
7. Check to accept the *Terms and Conditions*.

Note: A text message and an email is sent to the non-member to notify them of their new access to the keybox.

8. Click **Submit**.

A text message and email is sent to the non-member once keybox access is granted.

Grant Non-Member Access

Specify Access Details

MLS #: 7001234
Keybox Serial Number: 30000761
Listing Address: 111 Main St Salem, OR 97302

Non-Member Mobile Phone Number:

Start Access Time
Start Date: Start Time: : | All Day

End Access Time
End Date: End Time: : |

Notes for the Non-Member:
Access Hours:
24 hour access

Office Brokers: Grant Non-Member Access to office keyboxes from SupraWEB

This section is for offices that have a Broker login.

Steps

1. In the *BROKER QUICK LINKS*, choose the **Non-Member Access** link.
2. On the line of the keybox that you want to grant a non-member access to open, select the **Grant Non-Member Access** icon in the Actions column. If the keybox is not listed, use the **Add Keybox** link on the left to add a keybox.

Note: If the non-member has already registered, their name and information is displayed. After setup is complete, a text message is sent to the non-member containing a link for them to download the eKEY application and information for them to register.

3. Enter the mobile phone number for the non-member.
4. Choose the access starting and ending date and time (between 2 and 72 hours).
5. Enter any notes about the listing to the non-member and click **Submit**.

A text message and email is sent to the non-member once keybox access is granted.

Grant Non-Member Access

Specify Access Details

MLS #: 41269
Keybox Serial Number: 32959704
Listing Address:

Non-Member Mobile Phone Number:

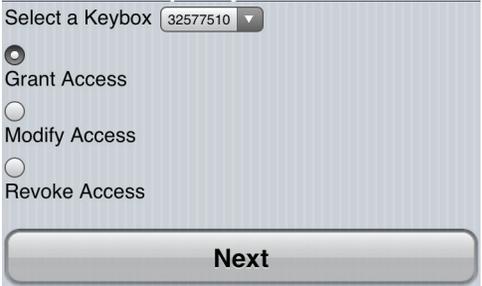
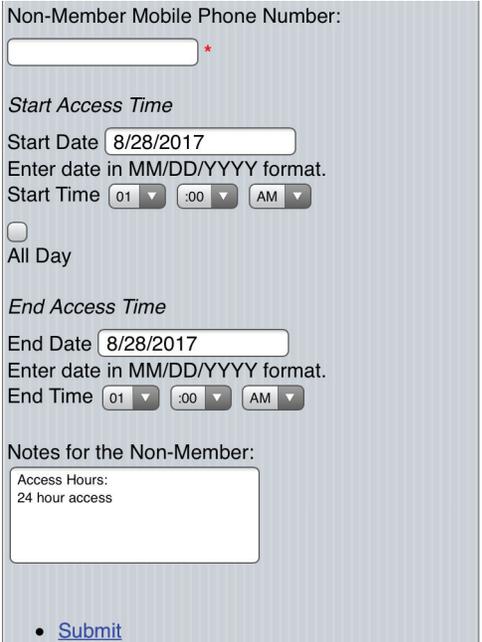
Start Access Time
Start Date: Start Time: : | All Day

End Access Time
End Date: End Time: : |

Notes for the Non-Member:
Access Hours:
24 hour access

Grant Non-Member Access from the eKEY application

Use the eKEY app to grant access to your keyboxes for non-members.

Steps	
<ol style="list-style-type: none"> 1. Open the eKEY application. 2. Tap SupraWEB. 3. Login to SupraWEB with your key serial number, PIN, and organization. 	
<ol style="list-style-type: none"> 4. Tap Non-Member Access. 	
<ol style="list-style-type: none"> 5. Choose a keybox from the drop-down menu. 6. Tap Grant Access and Next. 	
<ol style="list-style-type: none"> 7. Add the non-member mobile phone number. 8. Add a start date. 9. Enter the start time. 10. Check All Day for all day access. 11. Enter the end date. 12. Enter the end time. 13. Add notes for the non-member. 14. Tap Submit. 	