SupraWEB

Guide for Agents

SupraWEB

Real estate agent login to SupraSystem

LOGIN TO SUPRAWEB

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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	eKey-specific activities on SupraWEB
• Obtain an update code for a key • Identify keyholder names by key serial number • Manage lockbox 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 eKEY-specific SupraWEB functions. • Set up your market area (*eKEY Professional users*) • Change your PIN code (*eKEY users*) • Obtain an authorization code to install the eKEY software (*eKEY users)* • Manage alerts, if this feature activated (*eKEY users*) • Lockbox Assistant (*eKEY users*)

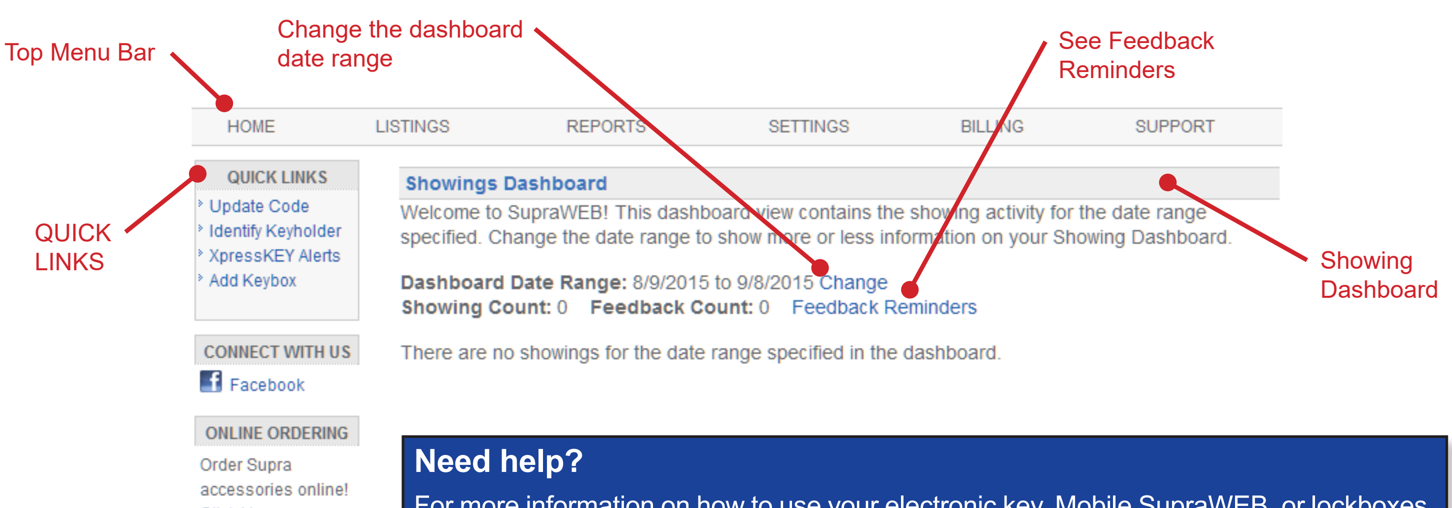
Log in to SupraWEB

To log into SupraWEB, a key must be assigned to you first. This first-time login requires a user ID and password, key serial number, PIN, and the selection of the appropriate 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 (lockboxes 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 links with arrows to sort the information.

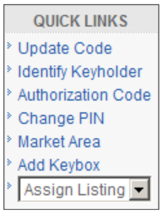


Need help?

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

Home Page Quick Links

QUICK LINKS section on the home page shows the most common tasks used on SupraWEB.



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 Lockbox	Add lockboxes to the *Showings Dashboard* and in reports
Assign Listing	Assign a listing ID to a lockbox from the inventory to show where it is placed
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)

Menu Bar

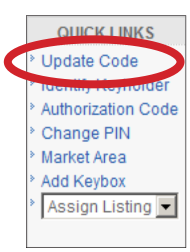
The *Menu Bar* at the top of the screen allows for easy navigation through SupraWEB.

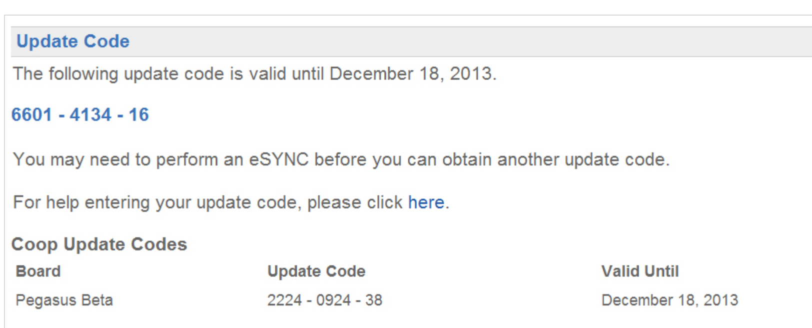
Menu Bar	
HOME	Returns to the SupraWEB home screen and the *Showings Dashboard*
LISTINGS	View information about your listings and assign them to lockboxes
REPORTS	View, schedule, and email showing and key activity reports
SETTINGS	View your user information and key information and define email settings
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**.*

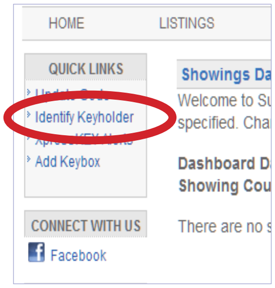




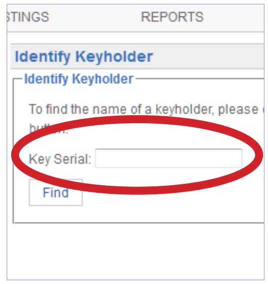
Identify a Keyholder

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

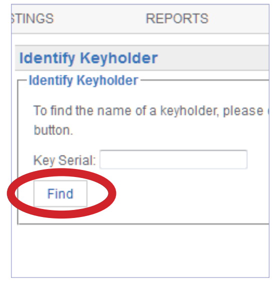
1. Click **Identify Keyholder**.



2. Enter the key serial number.

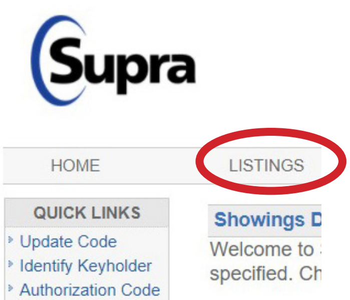


3. Click **Find**.

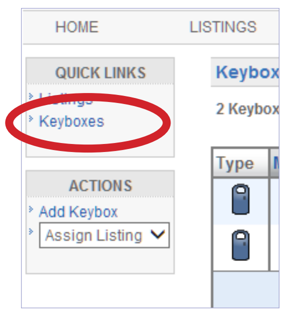


Manage Lockbox Inventory

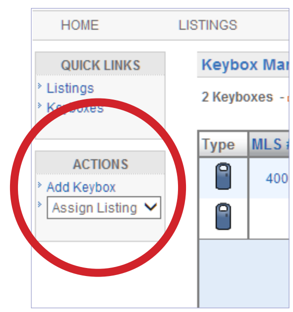
1. Click **LISTINGS**.



2. Click the **Lockboxes** link.



3. Manage the lockbox information.

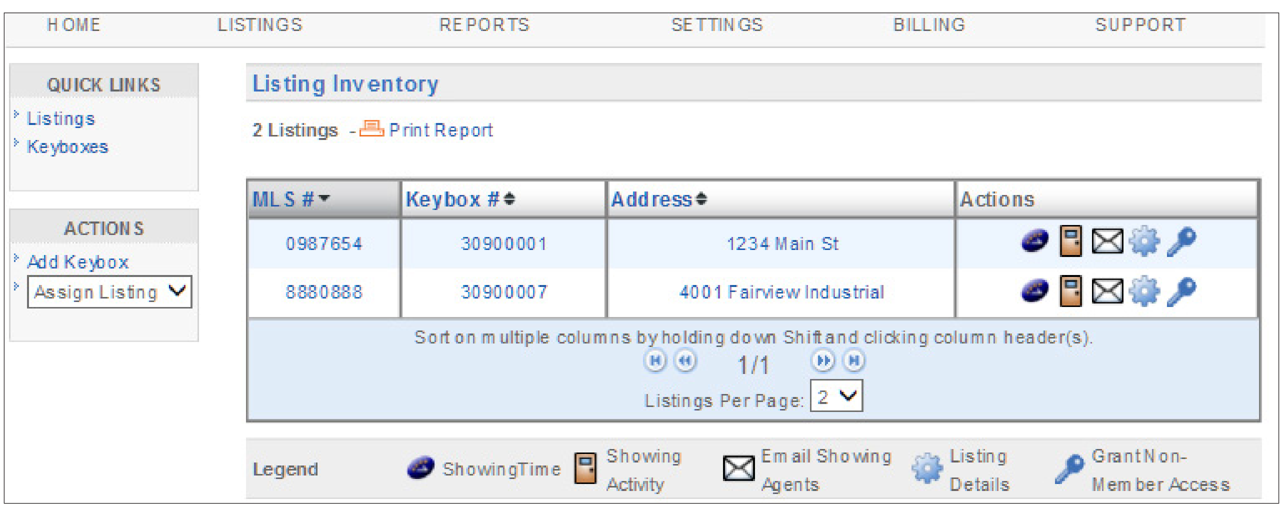


Click ***Add Lockbox***, enter the lockbox serial number, shackle code, and MLS number where the box is located.

To assign a listing to a lockbox already in your inventory, select the *Assign Listing* drop-down, choose the lockbox, and enter the MLS number where the lockbox is located.

Listing Inventory

View all of the listings that have lockboxes assigned to them by selecting **LISTINGS**. A sortable view of the listings that have lockboxes 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 lockbox.

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.
Lockbox #	View the settings for the lockbox placed on the listing.
Address	View a Google map of the address.
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 lockbox showing notifications.
Lockboxes	Link in *QUICK LINKS* on the left, to view a list of the lockboxes in your inventory.
Add Lockbox	Link in *ACTIONS* on the left, to add a lockbox to your inventory.

Assign a Listing

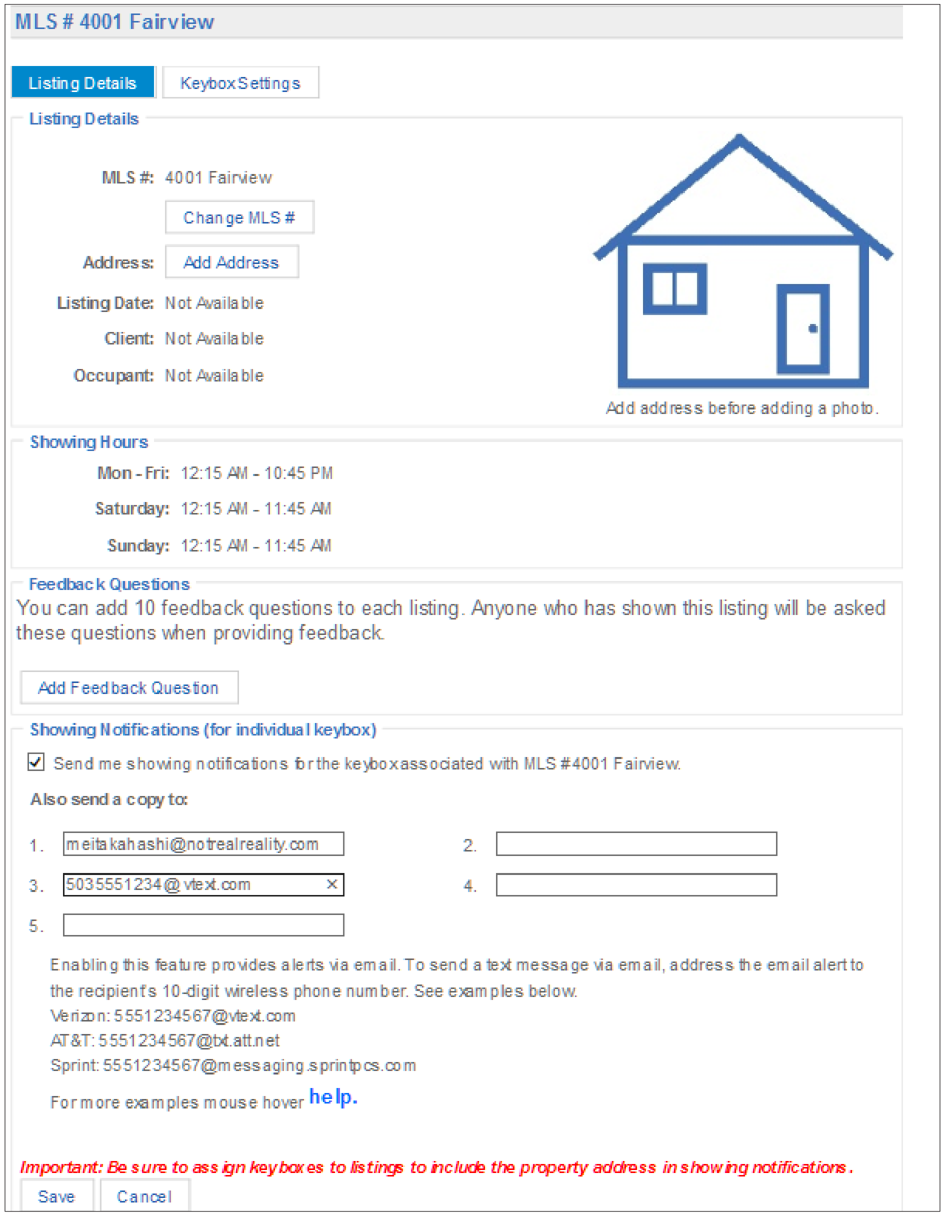
Steps
1. In *QUICK LINKS*, click **Assign Listing**.
2. Choose the lockbox serial number.
3. Add the MLS number.
4. Click **Assign**.
5. Click **Add Address**.
6. Add information and click **Done**.

Unassign a Listing

Steps
1. Cick the **LISTINGS** tab.
2. Click the lockbox 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**.

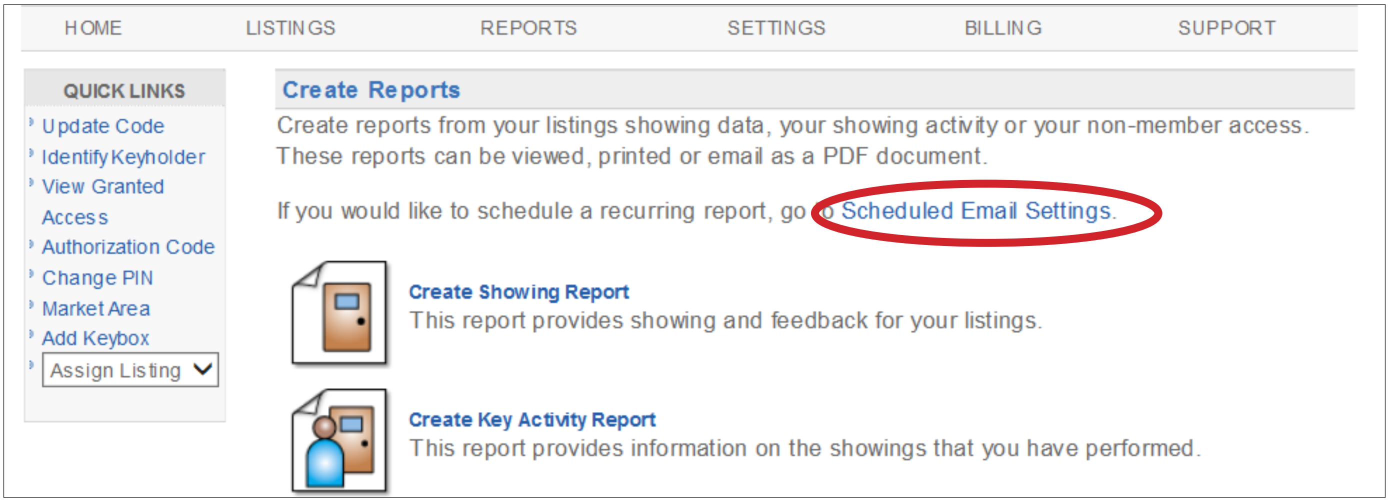


Listing Inventory Screen	
Change MLS #	Change the MLS listing number assigned to the lockbox.
Edit Address	Edit the listing address.
Edit Email CC	Designate an email recipient to receive an email anytime the listing is shown.
Edit Photo	Add a photo of the listing. The photo appears on your Listing Inventory 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 Lockbox	Add a lockbox to your lockbox inventory.
Unassign Listing	Unassign the lockbox from the listing when the lockbox is removed.
Delete Lockbox	Delete the lockbox assigned to the listing from your lockbox inventory.
Showing Activity	View the last six (6) months of showing activity for the listing.
Assign Listing	Assign a listing to a lockbox.
Individual Scheduled Report	Schedule an email report for the listing.

Activity Reports

There are two (2) 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.

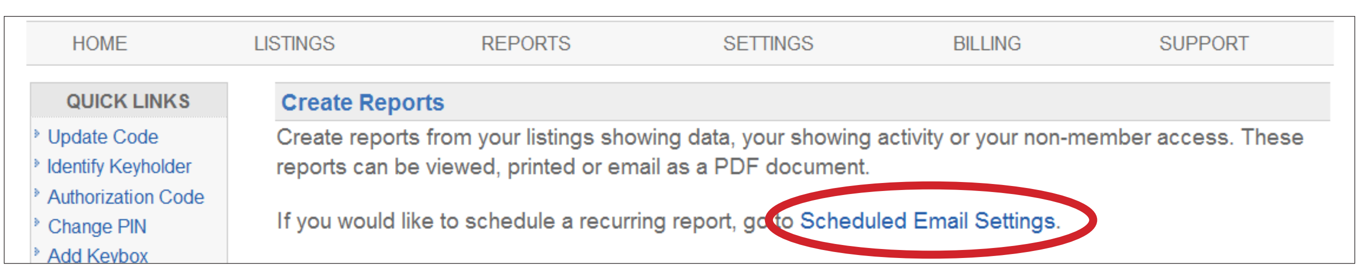


Create a Report

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 lockboxes 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.

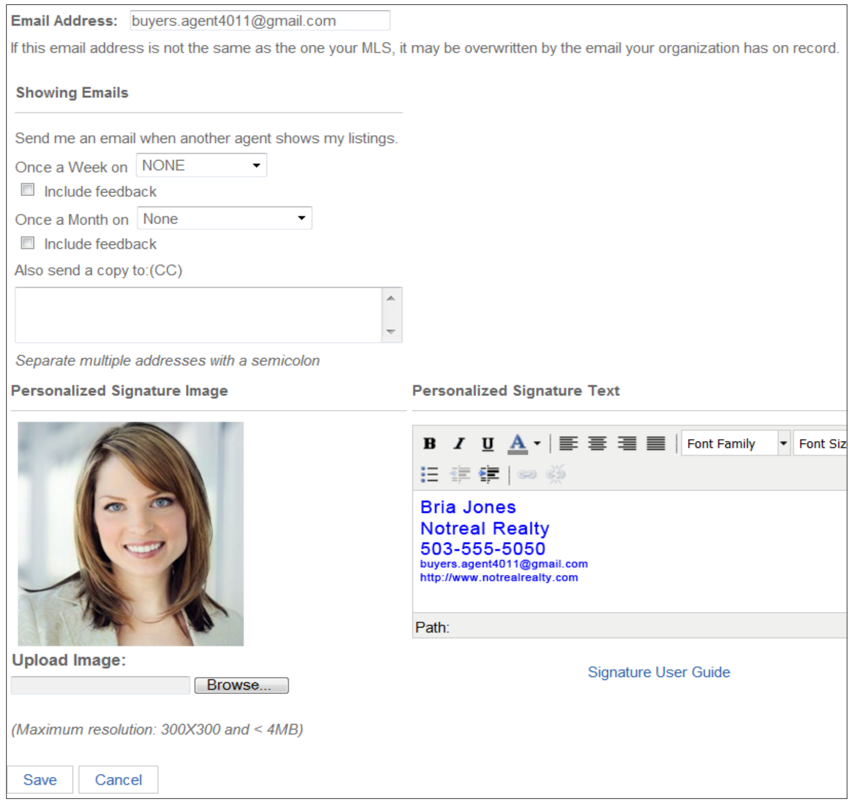
Set up Scheduled Email Showing Report

Set up SupraWEB to send yourself a weekly or monthly *Showing Report*. The scheduled reports automatically include the showing information for all of the lockboxes 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 lockbox in your inventory, check the box and enter your client's email.

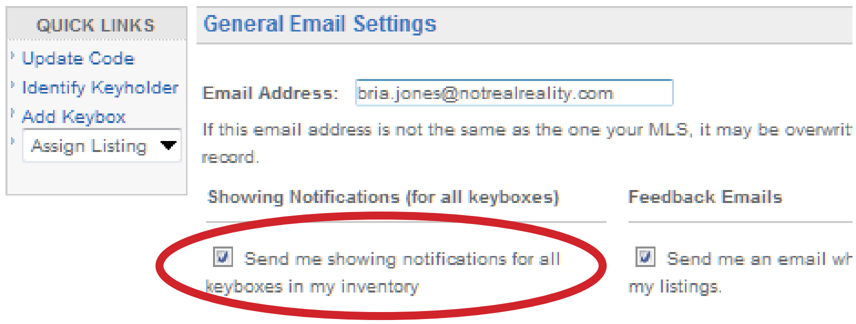
The *Showing Notification* feature alerts the listing agent when a lockbox key container is opened to start a showing. This information can be displayed on all activity reports.

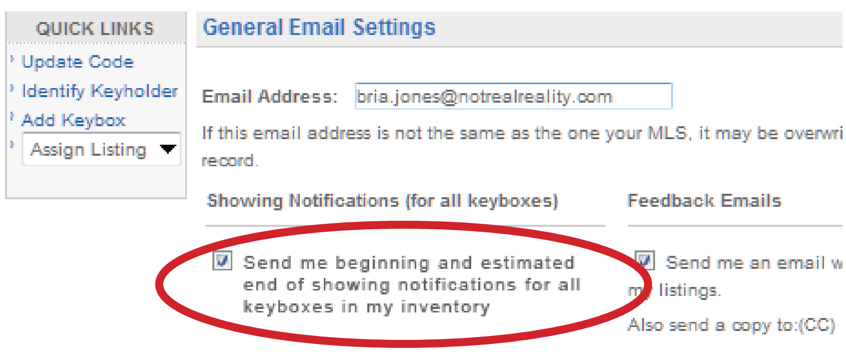
Showing information includes lockbox serial number, associated listing address/information, date of showing, the beginning and the end of the showing time (if enabled), and displays on all activity reports in SupraWEB.

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 lockbox is opened) to detect when the showing has ended. *End of Showing* (EoS) information includes the listing address (or lockbox 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 lockboxes in my inventory


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


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

Below is an example of an EoS notification message that is transmitted to 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

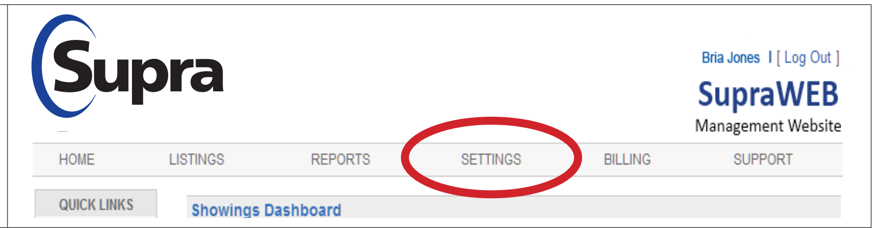
The Supra system detected the showing by **Bria Jones** (877 6996787 bjones@notrealreality.com) at (KeyBox# 33274106) that began **11/28/2017 7:33AM** has ended **11/28/2017 8:31AM**. Estimated showing duration is 1 hour.

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

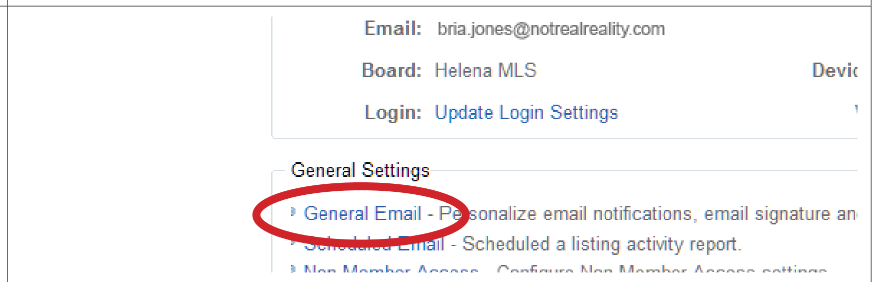
Set Up Notifications for All Inventoried Lockboxes

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

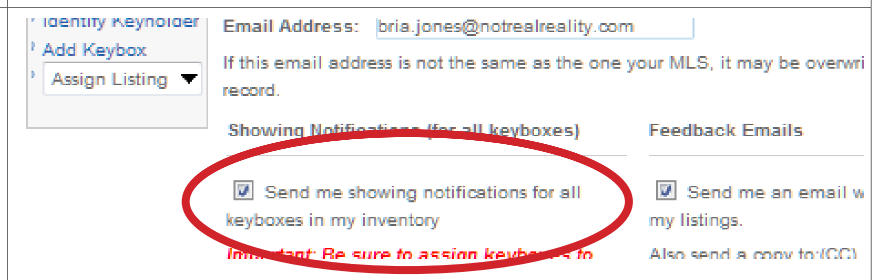
1. Click the **SETTINGS** tab.



2. Click the **General Email** link.



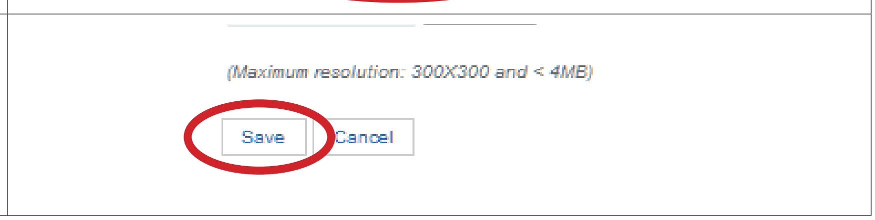
3. Check **Send me showing notifications...**



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

5. Click **Save.**

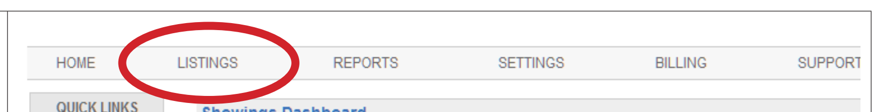
   Note: The recipients get an email from the Supra system indicating their email address is subscribed to receive showing notifications.



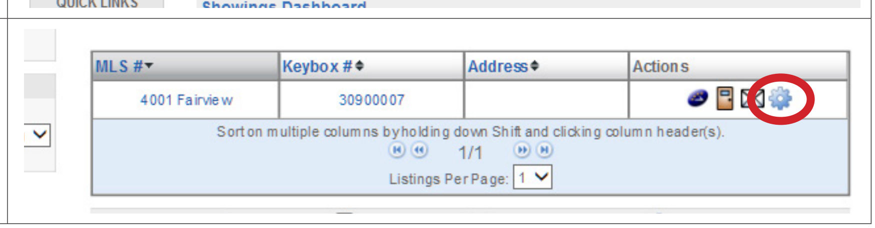
Set Up Notifications for Individual Lockboxes

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

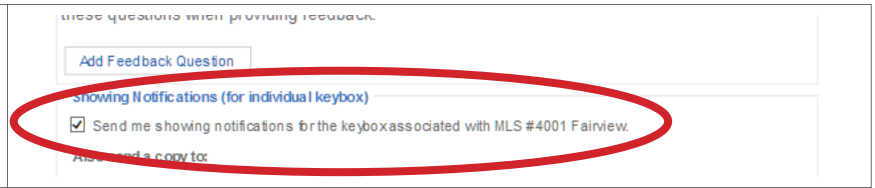
1. Click the **LISTINGS** tab.



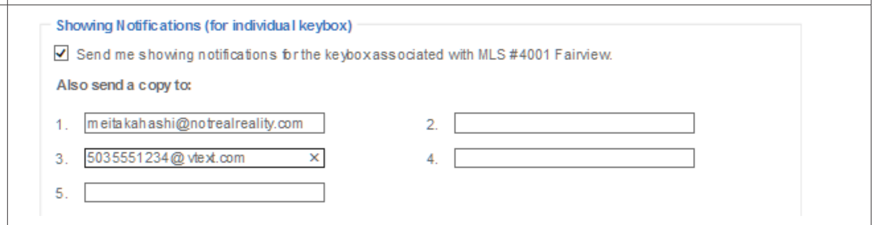
2. Click the *Listing Details* icon for the lockbox.



3. Check **Send me showing notifications...**

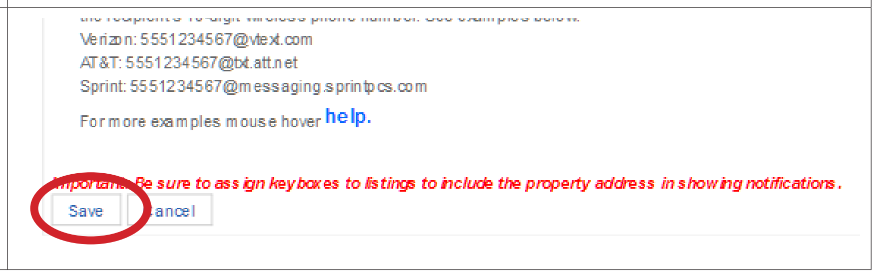


4. Add recipients to **Also send a copy...**



5. Click **Save**.

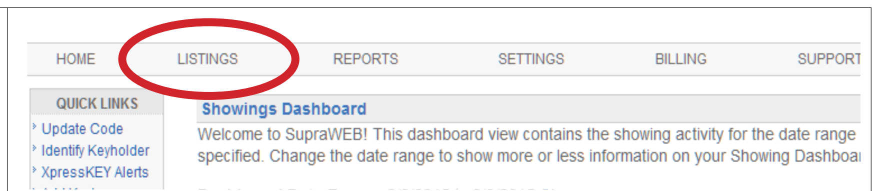
Note: The recipients get an email from the Supra system indicating their email address is subscribed to receive showing notifications.



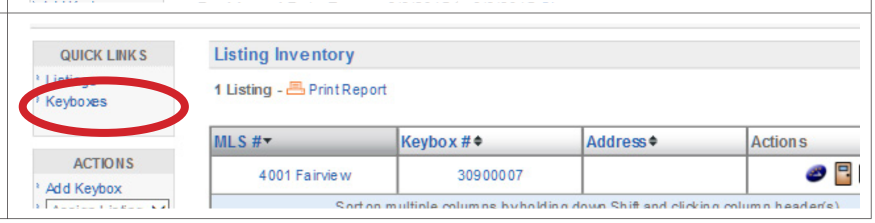
Showing Activity

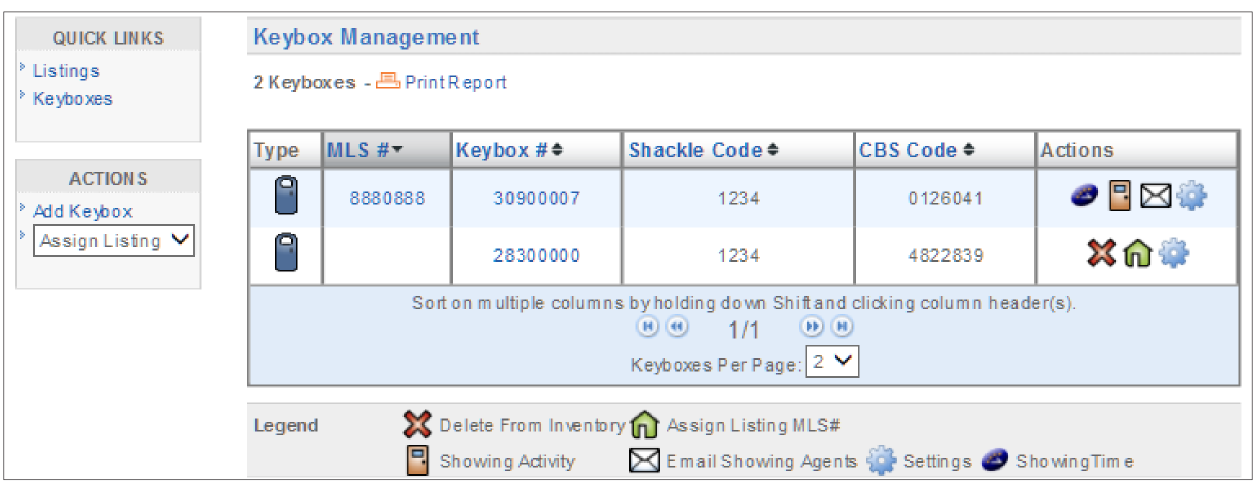
Each time a lockbox key container is opened, the lockbox records the showing information, communicates with the key, and the key sends the information to the Supra network. You can view and manage your lockbox inventory on the Supra website. Once the lockboxes are in inventory and placed at a listing,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

1. Click the **LISTINGS** tab.



2. Click the **Lockboxes** link in *QUICK LINKS*.

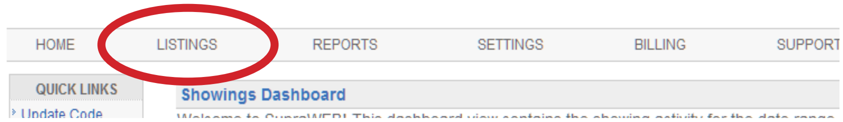




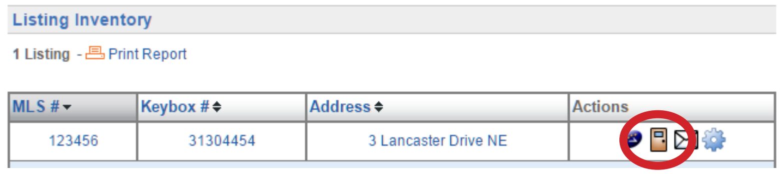
Lockbox Showing Report

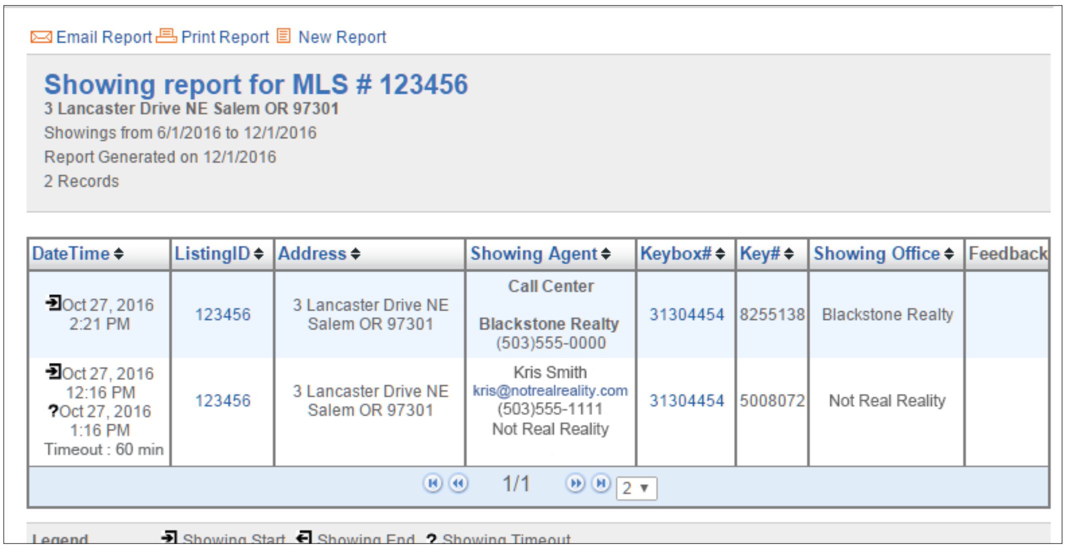
View a report on the showing activity for a specific lockbox.

1. Click the **LISTINGS** tab.



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

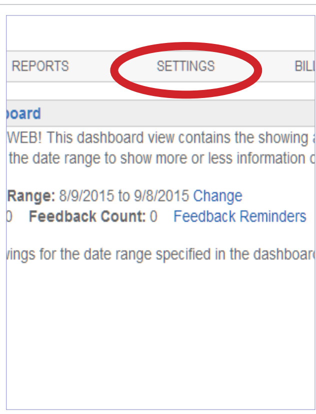




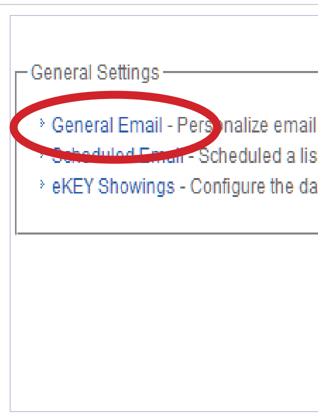
Modify Email Settings

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

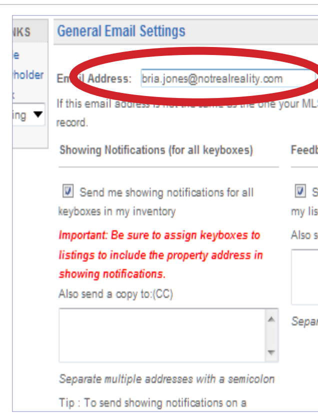
1. Click **SETTINGS**.



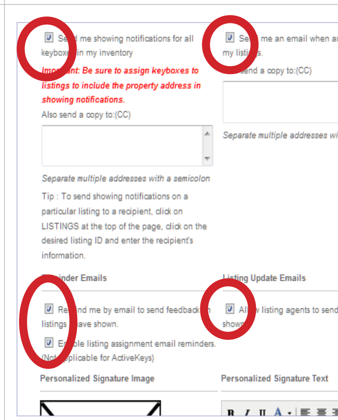
2. Click **General Email**.

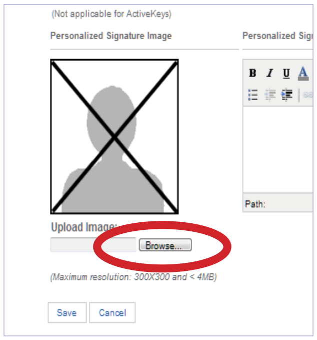
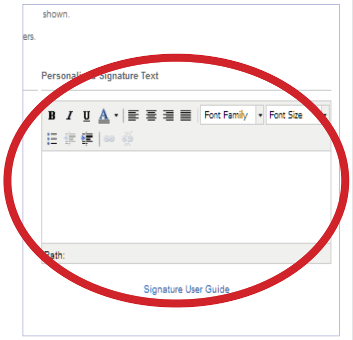
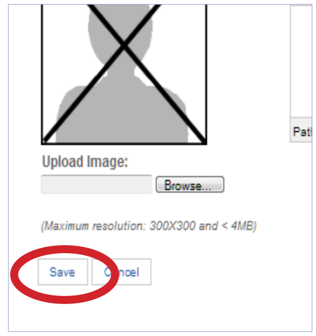


3. Enter your email address.



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.**

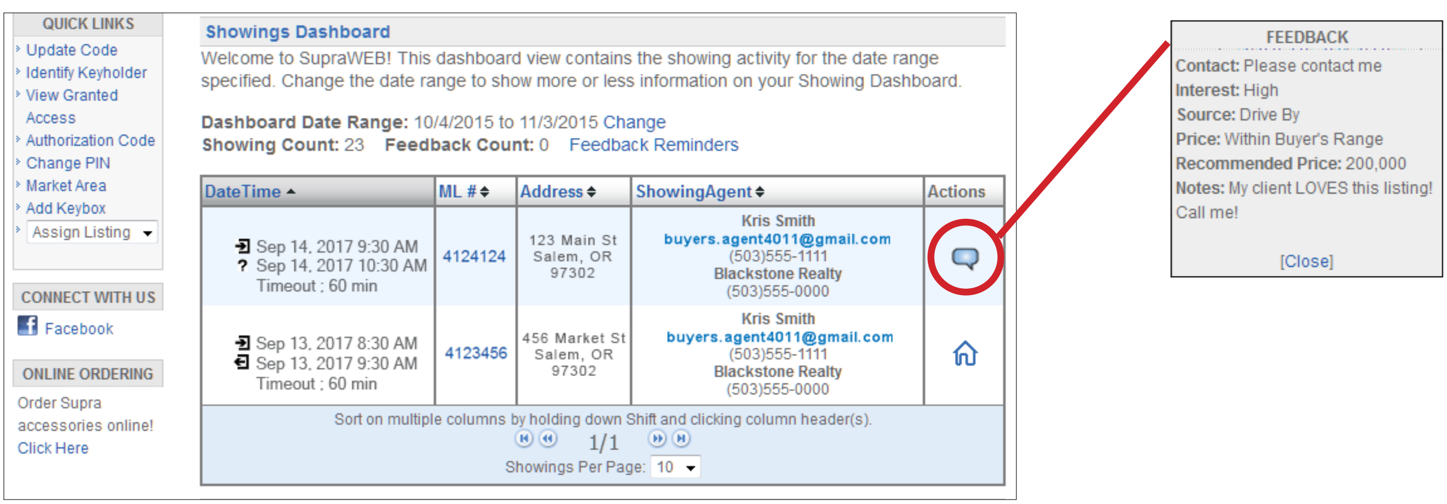
For additional information on your showings please login to SupraWEB.

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.

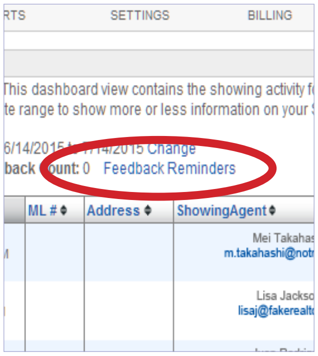
View Feedback

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.

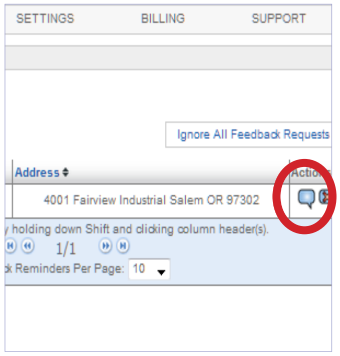


Leave Feedback on a Showing

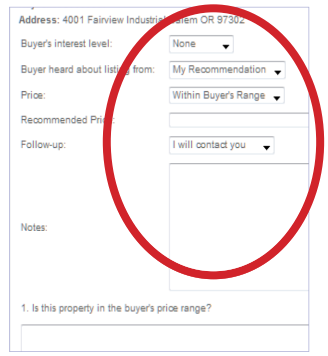
1. Click **Feedback Reminders.**



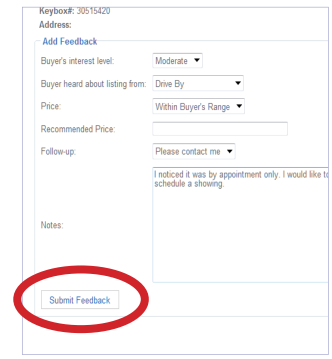
2. Click **Leave Feedback** icon.



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



4. Click **Submit Feedback.**



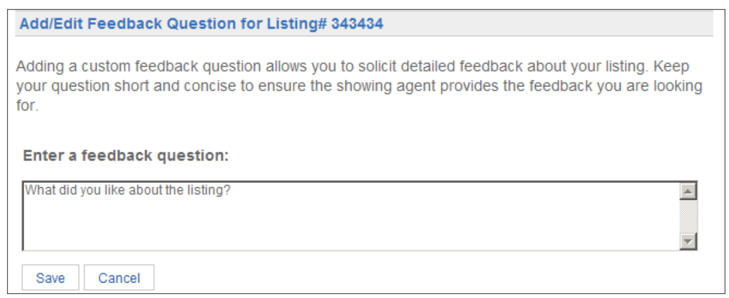
Add a Feedback Question

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.

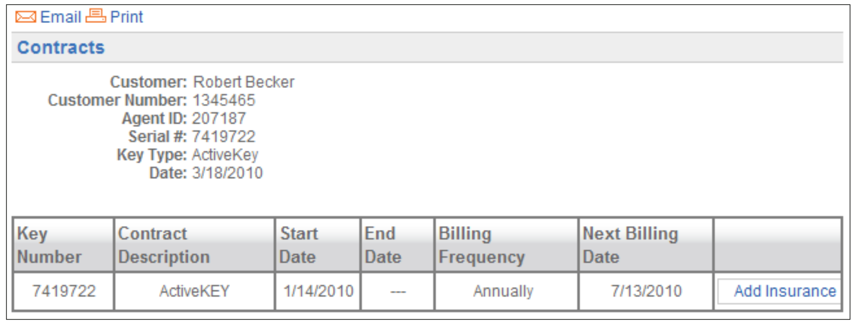
Billing Menu	
Account Balance	View a current account balance and make a payment.
Billing History	View invoices and payment history.
Account Information	View or change the billing address and payment method and enable/disable automatic billing and electronic invoicing.
Contracts	Displays key information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