

# Supra<sup>®</sup> Non-Member Access

## Supra Member Quick Reference

### Introduction

As a keyholder in an association/MLS using the Supra<sup>®</sup> system with the Non-Member Access feature enabled, you can authorize a non-member to access a Bluetooth<sup>®</sup> 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](http://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](http://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: 7/13/2018 Start Time: 01:00 AM  All Day

**End Access Time**  
End Date: 7/13/2018 End Time: 01:00 AM

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:

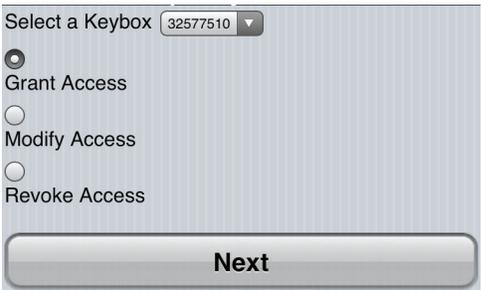
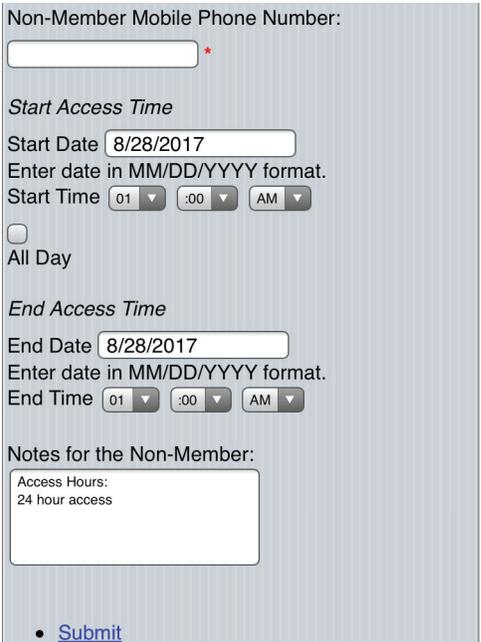
**Start Access Time**  
Start Date: 7/12/2018 Start Time: 01:00 AM  All Day

**End Access Time**  
End Date: 7/12/2018 End Time: 01:00 AM

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.

<b>Steps</b>	
1. Open the eKEY application.	
2. Tap <b>SupraWEB</b> .	
3. Login to SupraWEB with your key serial number, PIN, and organization.	 <p>Welcome to SupraWEB            Key Serial Number: <input type="text" value="5345893"/>            PIN: <input type="password" value="••••"/>            Association/MLS: <input type="text" value="OR--Supra Marketing Sr"/>  <input type="button" value="Login"/></p>
4. Tap <b>Non-Member Access</b> .	 <p><b>Non-Member Access</b> &gt;</p>
5. Choose a keybox from the drop-down menu.	 <p>Select a Keybox <input type="text" value="32577510"/>  <input checked="" type="radio"/> Grant Access  <input type="radio"/> Modify Access  <input type="radio"/> Revoke Access  <input type="button" value="Next"/></p>
6. Tap <b>Grant Access</b> and <b>Next</b> .	
7. Add the non-member mobile phone number.	 <p>Non-Member Mobile Phone Number: <input type="text" value=""/>  <i>Start Access Time</i>            Start Date <input type="text" value="8/28/2017"/>            Enter date in MM/DD/YYYY format.            Start Time <input type="text" value="01"/> <input type="text" value=":00"/> <input type="text" value="AM"/>  <input type="checkbox"/> All Day  <i>End Access Time</i>            End Date <input type="text" value="8/28/2017"/>            Enter date in MM/DD/YYYY format.            End Time <input type="text" value="01"/> <input type="text" value=":00"/> <input type="text" value="AM"/>            Notes for the Non-Member:            Access Hours:            24 hour access  <input type="button" value="Submit"/></p>
8. Add a start date.	
9. Enter the start time.	
10. Check <b>All Day</b> for all day access.	
11. Enter the end date.	
12. Enter the end time.	
13. Add notes for the non-member.	
14. Tap <b>Submit</b> .	