

Supra eKEY Instructions

It is important to assign a listing address to your lockbox when you check out a lockbox, or when you "recycle" a lockbox in your own possession to a new listing, so you can track who accesses the property and assign a single-use access code when needed for a home inspector, property manager, photographer, general contractor, handyman, etc.

You will need the lockbox serial number and shackle code provided to you upon checkout.

How to ASSIGN a listing to lockbox in your Supra eKEY app: <https://www.youtube.com/watch?v=lr444rgyun4>

How to GRANT SINGLE-USE ACCESS in your Supra eKEY app: <https://www.youtube.com/watch?v=Kjo1ucCsR0A>

ADD a lockbox to your inventory:

1. Open Supra eKEY app on cell phone
2. Tap on My Lockboxes
3. Tap on Add Lockbox
4. Enter the Shackle Code - the eKEY will immediately start searching for the Lockbox
5. On bottom of lockbox, PUSH UP the key container to activate Bluetooth. Your phone will connect to the box and it will be added to your inventory.

REMOVE a lockbox from your inventory once transaction closes (or otherwise):

1. In Supra eKEY app, tap on My Lockboxes
2. Swipe left on the subject Lockbox, then tap DELETE

ASSIGN/UNASSIGN a Lockbox from a listing within the eKEY app:

1. Tap on My Lockboxes
2. Tap on the Lockbox you wish to edit
3. Tap on Edit Lockbox Data
4. Under the Listing Information section find the lines for MLS # and Address
5. To type in the text field tap on the right side of the line and enter the corresponding MLS # or address for the listing
6. Be sure to press Save at the bottom of the page to save your changes.

***To UNASSIGN a listing just remove any information from the MLS # and Address fields (tap on far right side of field and backspace to delete content), then SAVE.

SINGLE-USE ACCESS by granting temporary code:

1. Open eKEY and go to My Lockboxes
2. Tap the subject lockbox, which must be a BTLE (Bluetooth Low Energy) box
3. Choose Grant Managed Access (3rd option)
4. Enter the Cell Phone Number of the person you are granting access to, tap CHECK ELIGIBILITY
5. Select Date/Time, it will default to today for all day.
It may be set up to 30 days in the future and if the All-day Access is unchecked, it may be from 2-72 hrs, with start and end times on the quarter hours (:00, :15, :30 or :45)
6. Optional: enter any additional notes/instructions. This only shows up via text message, which is a separate message from the 'granted access' text.

DAAR members cannot be granted single-use access, since they should have their own Supra eKEY. It is intended for non-DAAR members. The non-member access recipient must have SMS texting available. They will need to have the eKEY installed on their phone to gain access.

PLEASE ADD THESE STEPS TO YOUR NEW LISTING CHECKLIST AND ADVISE YOUR ASSISTANT OF THE PROCESS.

Supra Support: 1-877-699-6787 Have your Professional Serial # ready that is found at the very top of your eKEY app.