

Supra[®] Non-Member Access

Supra Member Quick Reference

Introduction

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

- 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 phones, visit www.supraekey.com and select the **Compatible eKEY Devices** link

Use the *Create Non-Member Access Report* 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.

One-time Only: Activate Non-Member Access Feature

Steps

1. Go to www.supraekey.com and click **SupraWEB Login for Real Estate Agents** to log in.
2. From SupraWEB click the **BILLING** tab.
3. After reviewing the *Terms and Conditions*, check to accept.
4. Click **Save**.

Keyholders: Grant Non-Member Access from the eKEY App

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

Steps

1. Open the eKEY application.
2. Tap **SupraWEB**.
3. Login to SupraWEB with your key serial number, PIN, and organization.
4. Tap **Non-Member Access**.
5. Choose a keybox from the drop-down menu.
6. Tap **Grant Access** and **Next**.
7. Add the non-member's mobile phone number.
8. Choose the access start and end date and time (Access may be allowed between 2 to 72 hours).
9. Add notes about the listing for the non-member and click **Submit**.
10. Check to accept the *Terms and Conditions*.
11. Tap **Submit**. A text message and an email is sent to the non-member.



Keyholders: Grant Non-Member Access to Your Keyboxes 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.
<i>NOTE: If the non-member has already registered, their name and information is displayed. After setup is complete, a text message is sent to them with a link for them to download the eKEY app and register.</i>
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 <i>Terms and Conditions</i> .
<i>NOTE: A text message and an email is sent to the non-member to notify them of their new access to the keybox.</i>
8. Click Submit . A text message and email is sent to the non-member once keybox access is granted.

Office Brokers: Grant Non-Member Access to Office Keyboxes from SupraWEB

Steps
1. In the <i>BROKER QUICK LINKS</i> , choose 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.
<i>NOTE: If the non-member has already registered, their name and information is displayed. After setup is complete, a text message is sent to them with a link for them to download the eKEY app and register.</i>
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.