Supra 4001 Fairview Industrial Dr. SE Salem, OR 97302 USA



# **eKEY, SupraWEB and SupraNET Enhancements**

Over the next two weeks, Supra will make exciting enhancements to our system. Many of these changes are a direct result of feedback from customers. We have attached an agent specific announcement that details changes to SupraWEB and eKEY, the tools they use. Please feel free to send it out to your members and/or post it on your site.

Below is a list of the major new enhancements and fixes, by product.

## **Key Exception Report**

We have created a Key Exception Report in SupraNET. This report will allow you to see anomalies or irregular key activity. The intent is to provide a means of determining if key sharing might be occurring. As an example, a report could be run that shows all keys that have accessed ten or more keyboxes in one day. The report is configurable by number of keybox accesses per day, with a range of one to 30 days. The report can be found in the Reports section of SupraNET.

### Improved Office/Broker Tools

A new method for office managers and brokers to manage their keyboxes and view showing activity has been created. Within SupraNET, there is now an option to indicate that an agent should have access to all of an offices' showing and keybox information. Once designated, this agent has access to all the office specific tools inside SupraWEB. It is no longer necessary to use the office login for this information. This tool also provides an easy method of downloading showing data for all the lock boxes in a given office.

In addition, more than one office can be associated with the chosen agent. In this way, all the showing data and lock box inventory information, from multiple offices, can be summarized with only one login required. This feature works great for those Brokerages that have multiple locations. This new function is managed through the Manage Office Broker Service option, under Offices, in SupraNET.

### **Enhanced Lockbox Assignment**

Over the next few months we will be rolling out a new feature which will provide assistance assigning lockboxes to listings. When new listings are added to the MLS, the Supra system will look to see if the agent has released a shackle in a similar time frame. With this information the system will send an email to the agent informing them that the box has been assigned to the listing. If the assignment is incorrect, with one click the assignment can be changed, without having to log into SupraWEB.

Initially this product will be in beta testing, and then it will begin moving out to all customers who would like to take advantage of the feature. As this process moves forward we will provide additional information and training.

## **SupraWEB Mobile**

The mobile version of SupraWEB has been completely redesigned. It is now optimized for use on a mobile phone. The site can be seen at <a href="http://supraweb.suprakim.com">http://supraweb.suprakim.com</a>. It provides commonly used features such as:

- Generate an update code
- View showings
- Email a showing report
- Assign a lockbox to a listing

#### **eKEY Enhancements**

- 1. A new version of BlackBerry eKEY will be released to resolve a few issues encountered with the BlackBerry OS 7.1 operating system. We anticipate this being released by February third. All BlackBerry users are encouraged to visit <a href="https://www.ekeymobile.com">www.ekeymobile.com</a> after February third to download the updated version (4.5.26).
- 2. All eKEY versions will now display the shackle code of boxes in an agent's inventory. Previously the shackle code was displayed as four dots. With this feature, if the shackle code is not known, it can be looked up in the inventory. Note that the keybox must be in an agent's inventory to use this feature.
- 3. All eKEY versions now include a fix for the 9BOD error that is seen primarily on iPhone. This error could occur when a phone call or text is received, while eKEY is communicating with the Supra system. eKEY would then be unable to update itself, and often required that a new authorization code be entered. An update icon will appear on the iPhone when the new version is available.
- 4. Some Android users have reported that the audio feedback may continue after they opened a key box and could only be stopped by restarting the phone. This issue has been resolved. An update icon will appear on the Android device when the new version is available.
- 5. We have also removed software defects that may cause the inventory screen to freeze and Android eKEY to close while viewing a listing.
- 6. .Purpose codes have been added to the release shackle function. These will work in conjunction with the upcoming Enhanced Lockbox assignment tool. When the shackle is released, the user will chose from the following options:
  - a. Adding to a new listing
  - b. Removing from a listing
  - c. Relocating on same listing
  - d. None of the above.

## **SupraWEB**

- A new SSO (Single Sign On) system for accessing SupraWEB will be implemented in mid February. The new system will make it easier for new users to sign up, and provide Supra Support more trouble shooting tools. These changes will happen automatically and no action is required. As the launch date approaches, more information will be provided.
- 2. The billing section has been updated to work with the following internet browsers: Internet Explorer, Firefox, and Chrome.
- 3. When the Call Before Showing (CBS) code for a box is turned off, it will now show up as "Off", changed from "Disabled".

## **MLSi Updates**

- 1. It is now possible to unassign a lockbox from inside the MLSi interface.
- 2. A new programmer's guide has been created to assist in setting up MLSi within your MLS software.

Thank you for your business. We are excited to bring these new changes to you and look forward to your feedback as we continue to enhance the service.