SupraWEB Guide for Agents

SupraWEB is the agent website to go to:

- Obtain an update code for a key
- Identify the name of a keyholder by key serial number
- Manage the keybox inventory and listing information
- View, email, and schedule activity reports
- View and send showing feedback
- Manage your bill
- Change your PIN code (*eKEY users*)
- Set up your market area (*eKEY users*)
- Obtain an authorization code to install the eKEY software (*eKEY users*)
- Set up ActiveKEY Alerts if your Board/Association has this feature activated (*ActiveKEY users*)

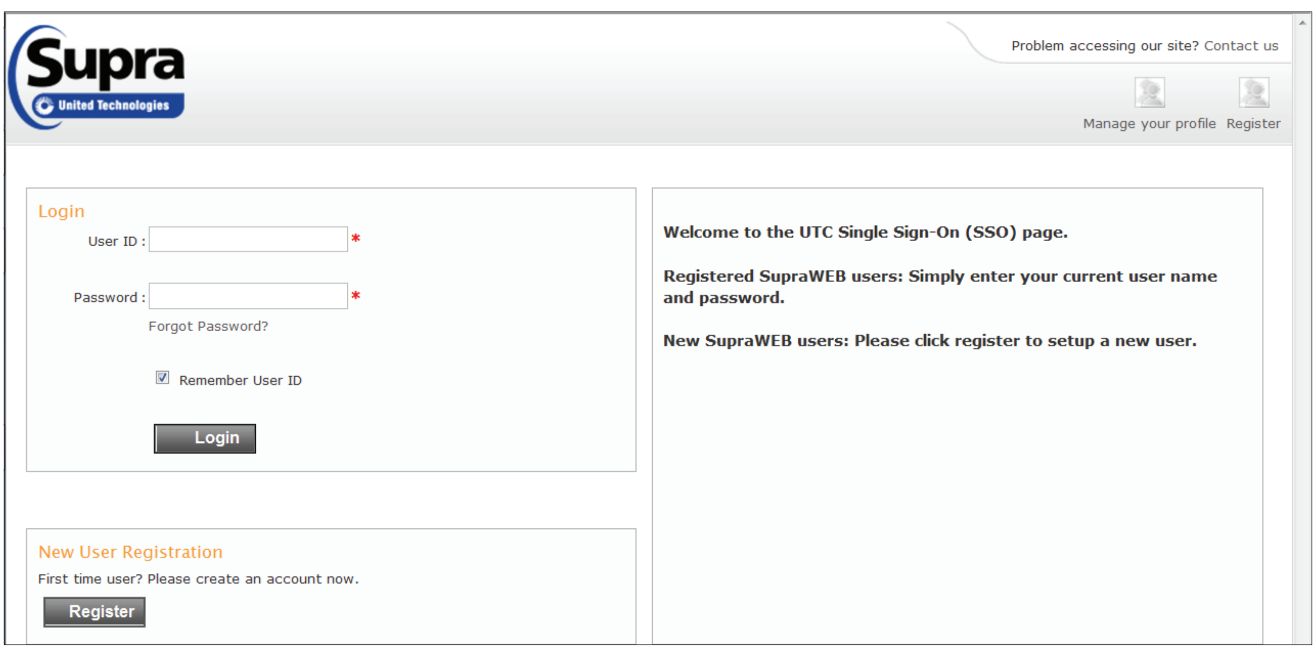
Need help?
Call for free support 7 days a week, 5am to 7pm Pacific time, toll free **1-877-699-6787.**

Use a smartphone or tablet to access SupraWEB by navigating to http://supraweb.suprakim.com.

Log into SupraWEB

1. Go to www.supraekey.com.
2. Select **Agents - Log on to SupraWEB**.
3. Enter your user ID and password and select **Login**.

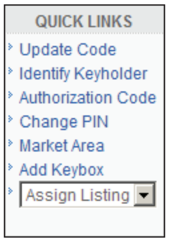
***Note**: To registered for a single sign on (SSO) user ID and password yet, click the **Register** button to register for a login. The first time you login with your user ID and password, your key serial number, PIN, and Board/Association (select from a dropdown list) are required.*



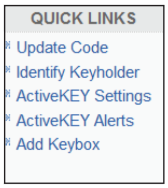
SupraWEB Home Page

When logged in to SupraWEB, the home page looks similar to the following.

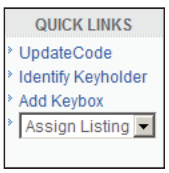
eKEY Quick Links



ActiveKEY Quick Links



DisplayKEY Quick Links



Showings Dashboard

Welcome to SupraWEB! This dashboard view contains the showing activity for the date range specified. Change the date range to show more or less information on your Showing Dashboard.

Dashboard Date Range: 12/10/2013 to 12/17/2013 Change
Showing Count: 6 **Feedback Count:** 0 Feedback Reminders

DateTime	ML #	Address	ShowingAgent	Actions
Dec 16, 2013 4:03 PM	4124124	356 Third St Salem OR 97302	Jodi Monroe buyers.agent4011@gmail.com (503)589-8644	
Dec 16, 2013 3:59 PM	4120000	234 Second St Salem OR 97302	Jodi Monroe buyers.agent4011@gmail.com (503)589-8644	
Dec 16, 2013 3:35 PM	4120000	234 Second St Salem OR 97302	Jodi Monroe buyers.agent4011@gmail.com (503)589-8644	
Dec 16, 2013 2:57 PM	4123456	123 Main St Salem OR 97302	Jodi Monroe buyers.agent4011@gmail.com (503)589-8644	
Dec 16, 2013 2:48 PM	123 Main St	123 Main St Salem OR 97302	Jodi Monroe buyers.agent4011@gmail.com (503)589-8644	
Dec 16, 2013 2:47 PM			Jodi Monroe buyers.agent4011@gmail.com (503)589-8644	

Sort on multiple columns by holding down Shift and clicking column header(s).
1/1
Showings Per Page: 10

Legend Assign Listing MLS# Showing Feedback

Quick Links

The Quick Links show the most common tasks used at SupraWEB. The Quick Links options depend on the type of key you have.

Update Code - Displays a current update code for the key (may need to eSYNC the key before another update code is issued).

Identify Keyholder - Identify the name of a keyholder by key serial number

Add Keybox - Add keyboxes to the Showings Dashboard and in reports.

Assign Listing - Choose a keybox from your inventory and assign a listing ID to show where the box is placed.

eKEY Quick Links

Authorization Code - Generate an authorization code used to install the eKEY software.

Change PIN - Change the PIN code in your eKEY.

Market Area - Set up or make changes to your market area if you subscribe to eKEY Professional service. For BlackBerry devices, set up the market area on the BlackBerry first.

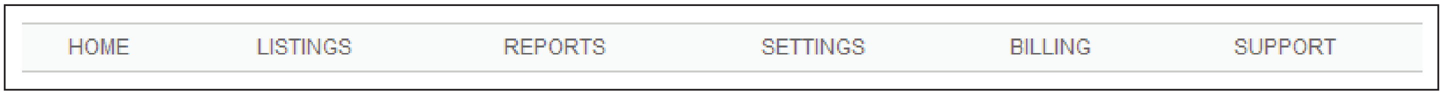
ActiveKEY Quick Links

ActiveKEY Settings - Indicate to receive a message when an iBox battery is low.

ActiveKEY Alerts - Set up ActiveKEY Alert contacts and message if your board/association has activated this feature.

Menu Bar

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



Home - Returns to the SupraWEB Home screen and the Showings Dashboard.

Listings - View information about your listings and assign them to keyboxes

Reports - View, schedule, and email showing and key activity reports

Settings - View your user information and key information and define email settings

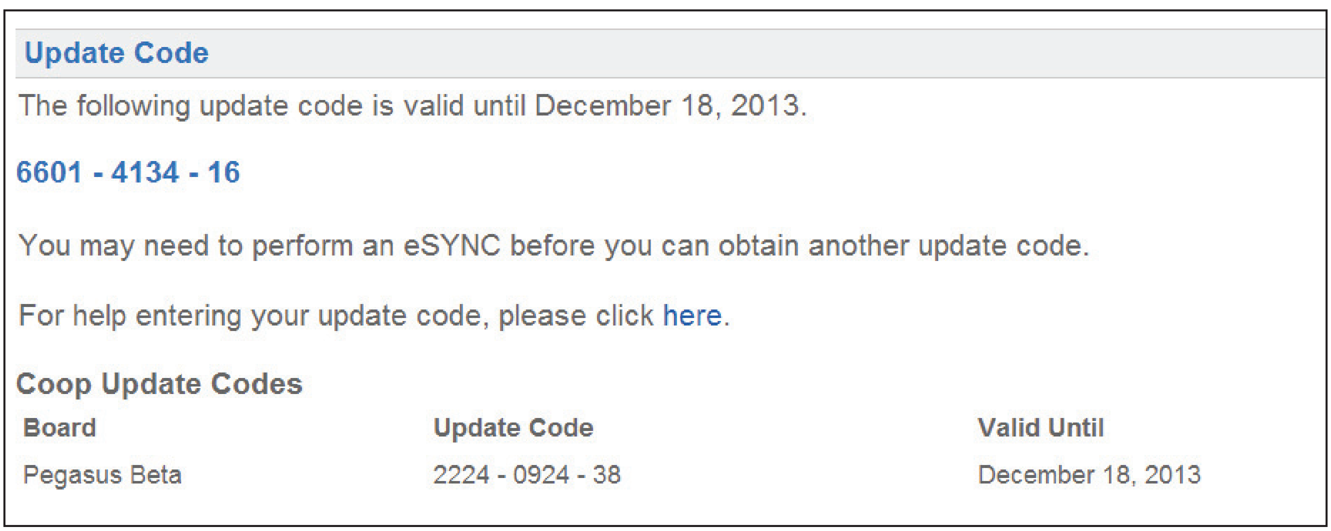
Billing - Manage your bill online. View account balance, make a payment, update account information, and add or cancel insurance on a key (qualified key types only).

Support - Support contact information

Update Code

To obtain an update code for the key, select the **Update Code** link.

If you cooperate in additional areas, the update codes for those area are shown below your primary update code.



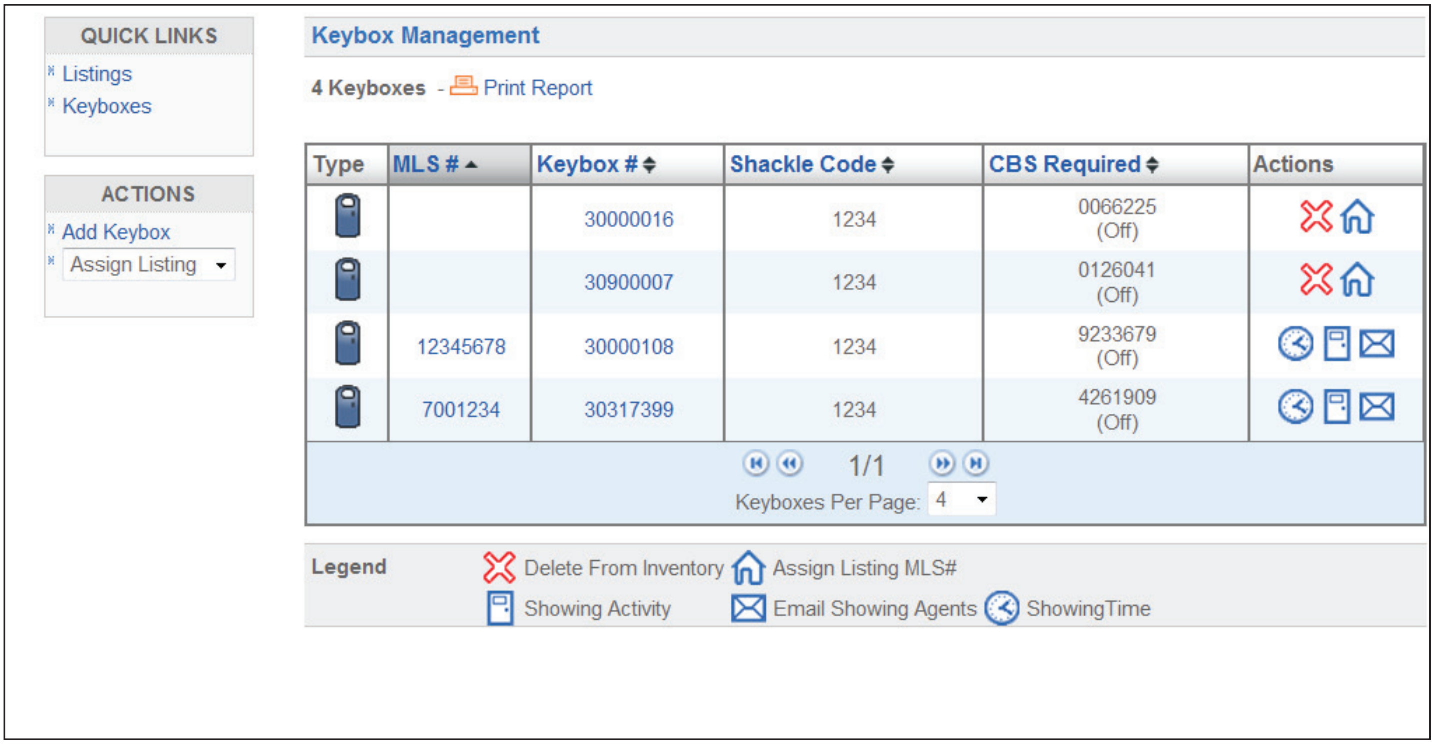
Important! If more than one Supra key assigned to you by your association/MLS you can change the key information viewed by selecting **SETTINGS** and then choosing the key serial number at the bottom of the screen and then **Select**.

Set up Showing Activity

Each time a key container is opened on a keybox, the key records the showing information and sends it to the Supra network. To view showing information, first the keyboxes placed on listings need to be in your keybox inventory. Manage your keybox inventory at the Supra website. Once the keyboxes are in the keybox inventory, view up to the last six (6) months of showing information for those keyboxes at SupraWEB.

Manage Listings and Keybox Inventory at SupraWEB

1. From SupraWEB select the **LISTINGS** menu option.
2. Select the **Keyboxes** link to view a list of keyboxes in inventory.



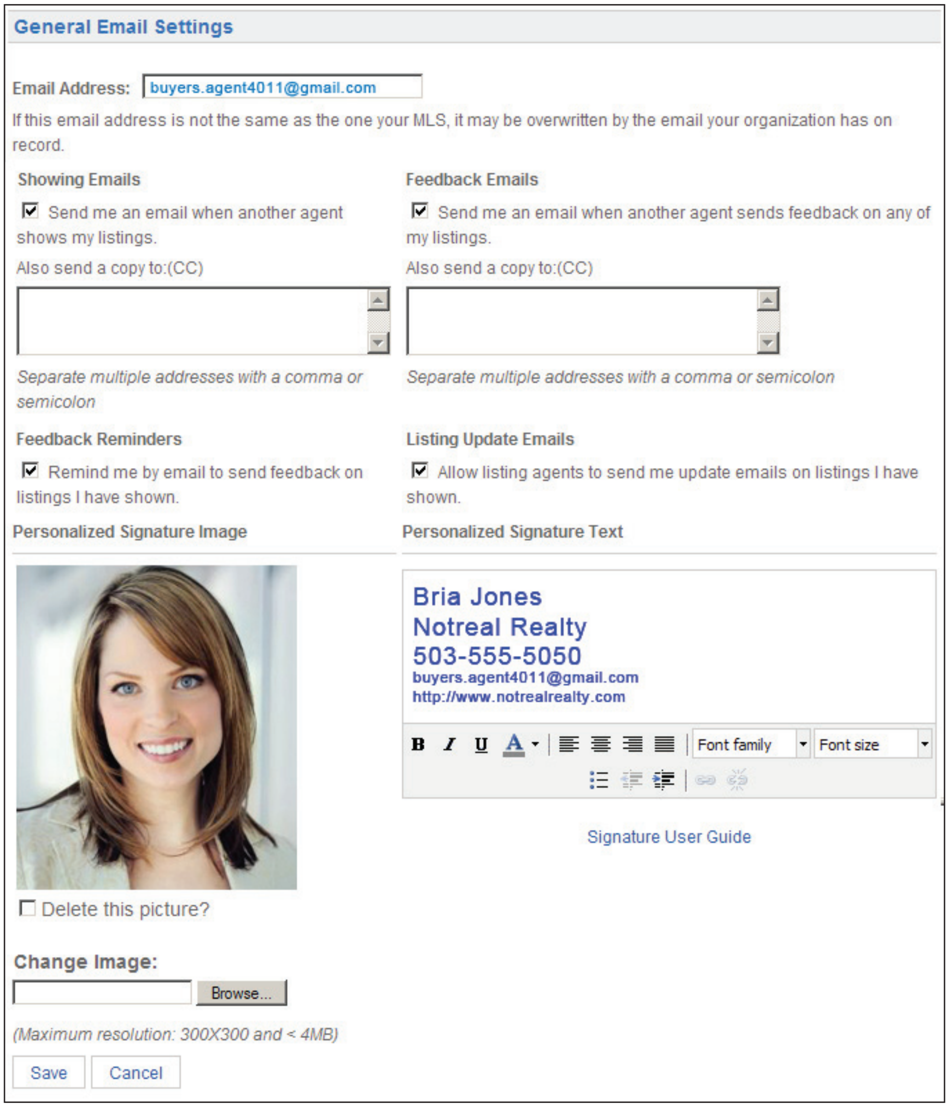
3. To add a keybox, select the **Add Keybox** link and enter the keybox serial number, shackle code, and the MLS number where the box is located.
4. To assign a listing to a keybox already in inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where the keybox is located.

Be sure to update the listing ID when you place a keybox on a new listing, so the address information shows correctly on reports.

Set up Email Settings

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

1. From the *SupraWEB* homepage select **SETTINGS**.
2. Select **General Email**.



General Email Settings

Email Address: buyers.agent4011@gmail.com

If this email address is not the same as the one your MLS, it may be overwritten by the email your organization has on record.

Showing Emails

☑ Send me an email when another agent shows my listings.

Also send a copy to:(CC)

Separate multiple addresses with a comma or semicolon

Feedback Emails

☑ Send me an email when another agent sends feedback on any of my listings.

Also send a copy to:(CC)

Separate multiple addresses with a comma or semicolon

Feedback Reminders

☑ Remind me by email to send feedback on listings I have shown.

Listing Update Emails

☑ Allow listing agents to send me update emails on listings I have shown.

Personalized Signature Image

☐ Delete this picture?

Change Image:

Browse...

(Maximum resolution: 300X300 and < 4MB)

Save Cancel

Personalized Signature Text

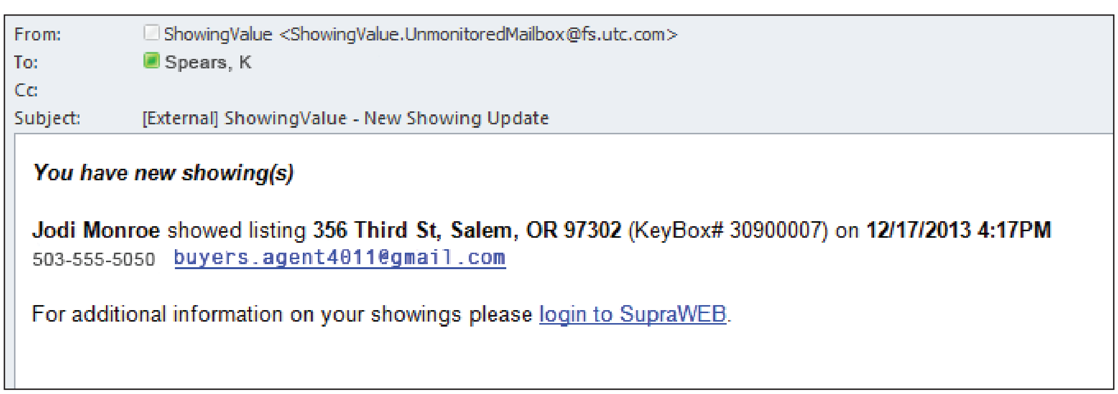
Bria Jones
Notreal Realty
503-555-5050
buyers.agent4011@gmail.com
http://www.notrealrealty.com

Font family Font size

Signature User Guide

3. Enter your email address.
4. Check each type of notice to receive and enter any additional email addresses to add to the email notice.
5. In the *Personalized Signature Image* section, click **Browse** and select a picture to show on emails and reports.
6. Fill out your contact information in *Personalized Signature Text* to have it display on emails and reports.

Once one of your listings has been shown and the showing information is sent to the network, you'll receive a new showing email.



From: ShowingValue <ShowingValue.UnmonitoredMailbox@fs.utc.com>
To: Spears, K
Cc:
Subject: [External] ShowingValue - New Showing Update

You have new showing(s)

Jodi Monroe showed listing **356 Third St, Salem, OR 97302** (KeyBox# 30900007) on **12/17/2013 4:17PM**
503-555-5050 buyers.agent4011@gmail.com

For additional information on your showings please login to SupraWEB.

Showings Dashboard

When you first login to SupraWEB, the *Showings Dashboard* displays the showing activity at your listings for the date range specified. Click **Change** to change the date range of the *Showings Dashboard*. Showing data is available for the last six months. From any screen on *SupraWEB*, click **Home** to return to the home screen and view the *Showings Dashboard*.

Only information for the keyboxes in your keybox inventory are included on the *Showings Dashboard*. See ***Set up Showing Activity*** for instructions on how to add keyboxes to your inventory list.

Sort the information on the *Showings Dashboard* by clicking on any of the headings with arrows.

Showings that aren't tied to a listing have an *Assign Listing MLS#* icon in the right column. Select the *Assign Listing MLS#* icon to assign the listing ID to the keybox.

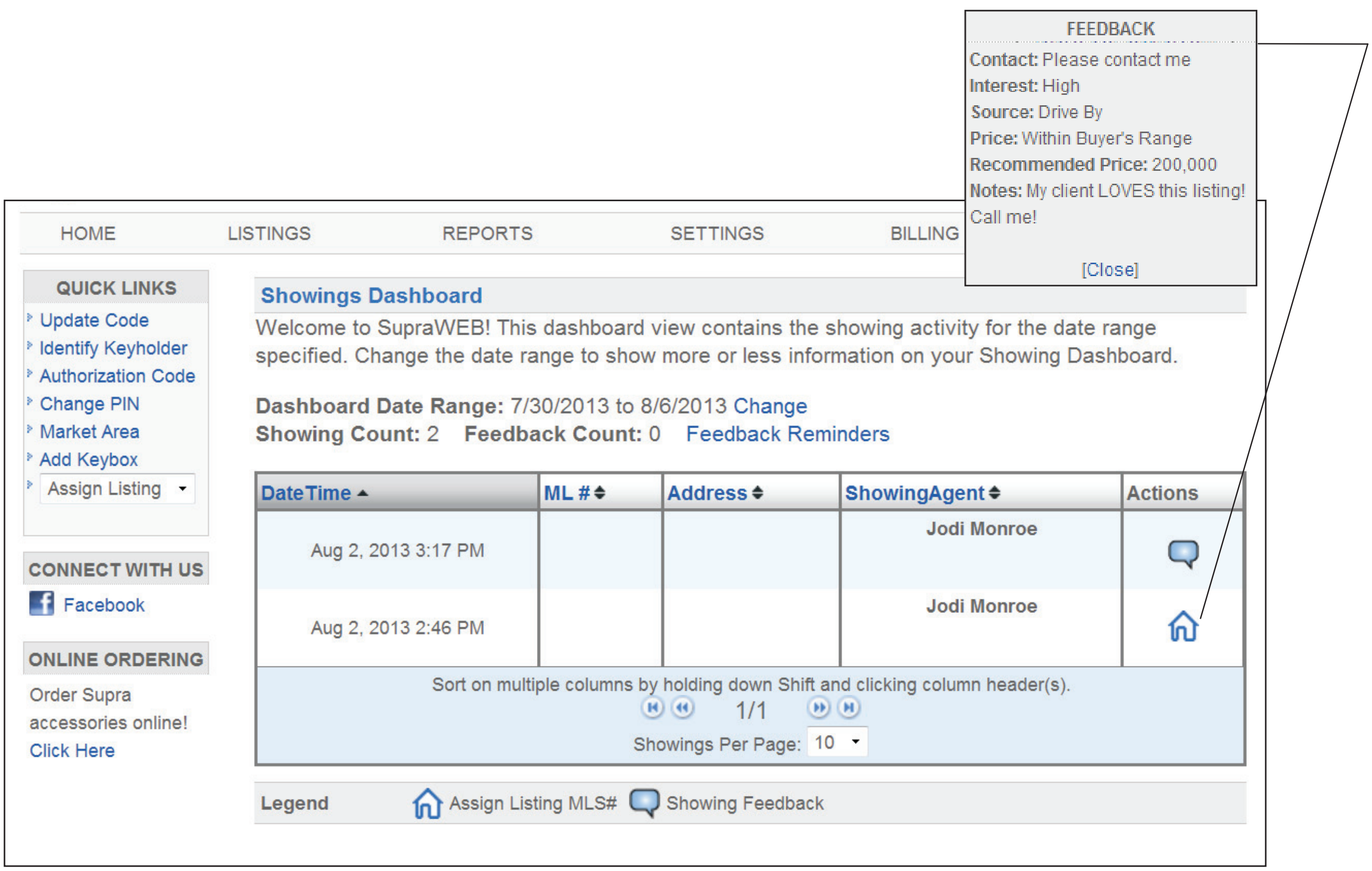
Feedback on showings are indicated by a *Showing Feedback* icon. Select the *Showing Feedback* icon to view feedback on a particular showing.

Showing Feedback

Feedback sent to you from when your listings were shown can be viewed at *SupraWEB*. You can send feedback on showings you've done 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.

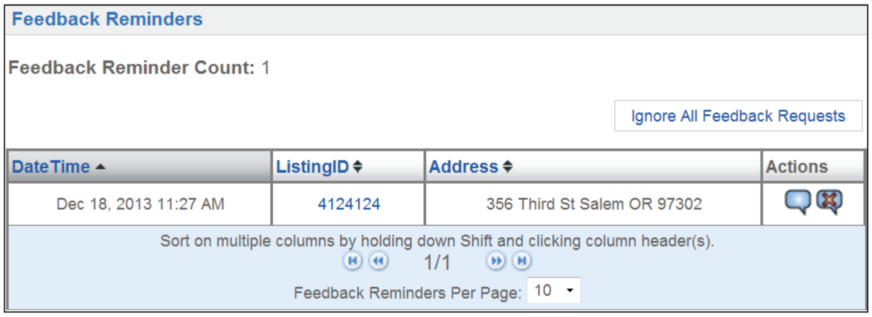


Send Feedback

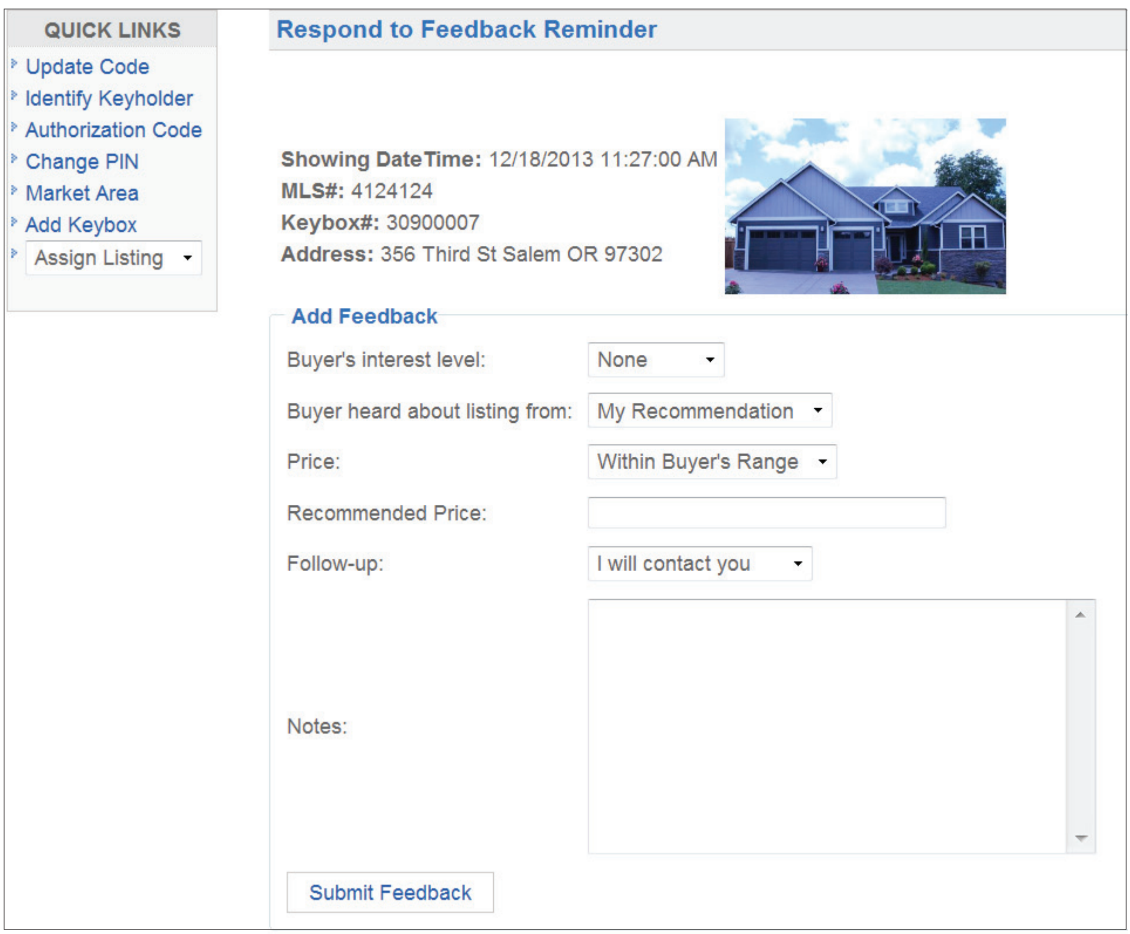
Reminders to send feedback on your showings are displayed in *SupraWEB*.

Leave feedback on a showing

1. Click on the **Feedback Reminders** link on the *Showings Dashboard*. A list is displayed of your showings that have no feedback.
2. Click the **Leave Feedback** icon to the right of the showing.



3. Use the dropdown menus and *Notes* field to provide feedback to the listing agent. Any additional feedback requested by the listing agent is shown below the *Notes* field.



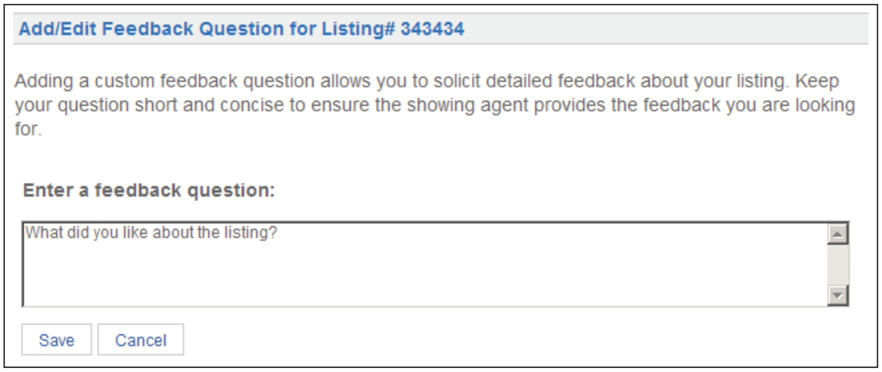
4. Click **Submit Feedback** to send your feedback to the listing agent.

Customize Feedback

Add up to 10 custom feedback questions that are displayed when a showing agents leaves you feedback on one of your listings.

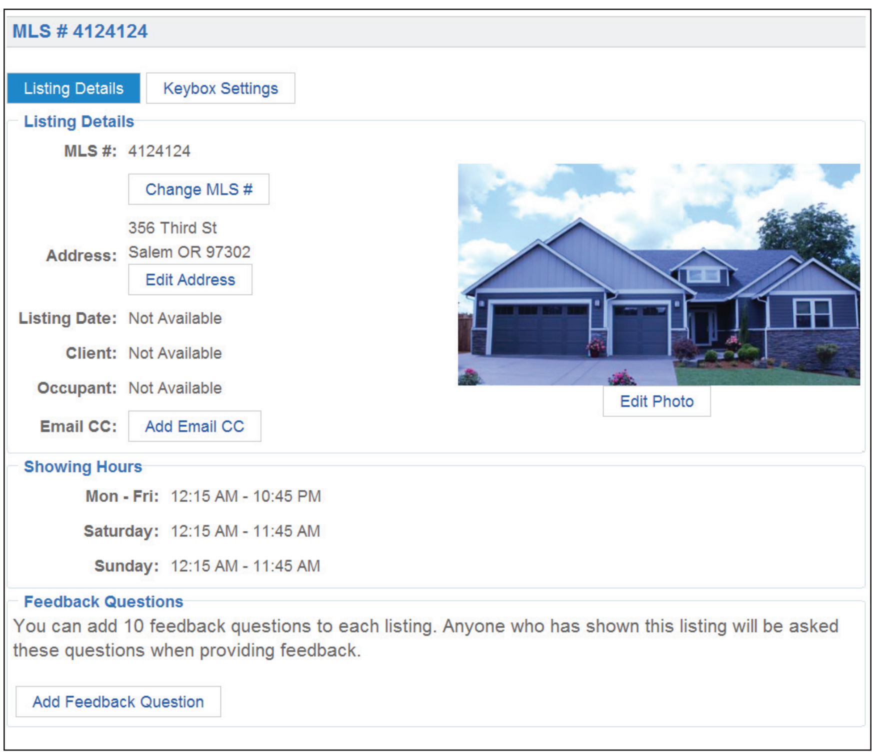
Add a feedback question

1. From *SupraWEB* select **LISTINGS**.
2. Select the listing ID link from the *Listing Inventory*.
3. Select **Add Feedback Question**.



4. Enter a question and click **Save**.

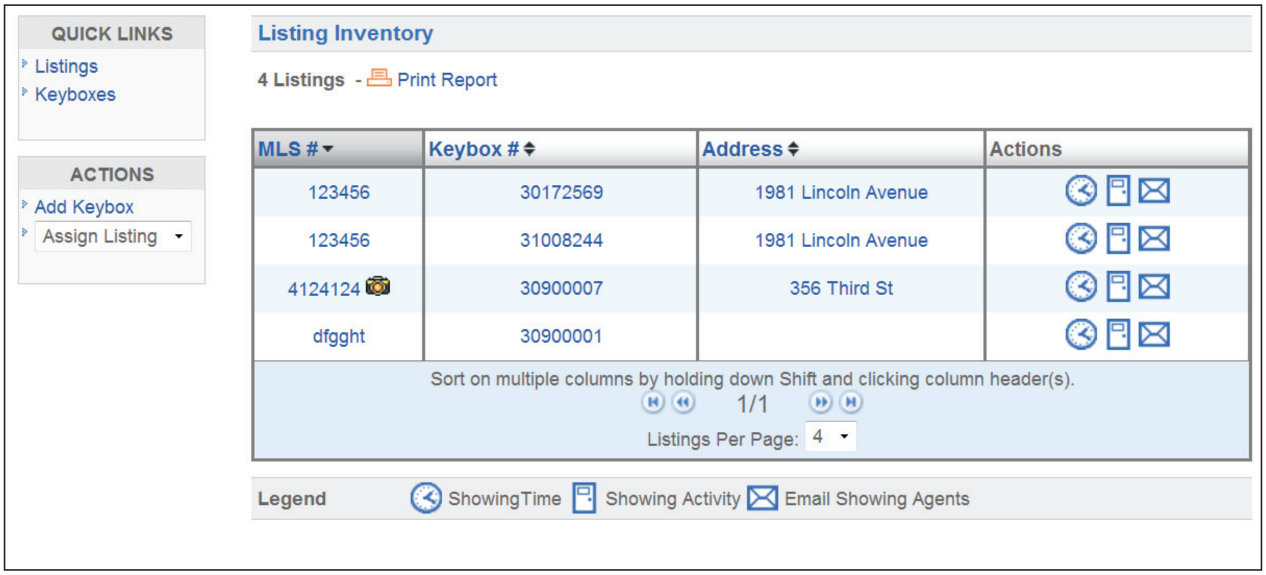
When the showing agent goes into *SupraWEB* to leave feedback on the showing, any additional feedback questions you've entered for the listing are displayed.



Listing Inventory

View all of the listings that have keyboxes assigned to them by selecting **LISTINGS**. A sortable view of the listings that have keyboxes assigned to them is displayed.

From this screen you can select:



- **MLS #** - to view the listing details
- **Keybox #** - to view the settings for the keybox placed on the listing
- **Address** - to view a Google map of the address
- **Showing Time icon** - to view a *Showing Time* report if your association/MLS subscribes to this feature
- **Showing Activity icon** - to view the last six months of showing activity for the listing
- **Email Showing Agents icon** - to send an email to all the agents that have shown the listing
- **Keyboxes** - link in *QUICK LINKS* on the left, to view a list of the keyboxes in your inventory.
- **Add Keybox** - link in *ACTIONS* on the left, to add a keybox to your inventory

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.

Keybox Assistant

This optional feature (can be turned on by your board or organization) will help to increase the number of keyboxes that have an MLS number and/or an address assigned to them. When Supra determines that one of your keyboxes may be on one of your listings, an email is sent to you. To assign the keybox, confirm by selecting the correct link on the email that matches the listing address. With more keyboxes assigned, it is easier for agents to see when showings happen at their properties.

If using the eKEY and an agent releases the shackle, they are presented with the following choices/reasons for shackle release:

> **Adding on a new listing.** Select this when a box is placed on a new listing. A prompt to enter an MLS number or an address displays. If an MLS number is entered, that number will be assigned to the keybox. If an address (or a partial address) is entered, the Supra system will look at new MLS listings entered by the same agent and attempt to find the corresponding MLS number. If a match is made, the agent will receive an email telling them that the assignment has been made. If no match is found, no assignment will be made.

Removing from a listing. Select if the box is being removed from the home, for example when the listing is no longer active. After removal the box is unassigned and ready to be placed on a different listing.

Relocating on same listing. This selection would be used if the box is being moved from one place to another on the same listing. No action will be taken on the box's assignment when this choice is selected.

None of the above. This option would be used if the shackle is being released for purposes of testing or other reason. When this choice is selected, no assignment or unassignment is made.

Supra

Dear Valued Customer,

Based on recent activity, your SupraWEB Lockbox Assistant has determined that the following keyboxes may be on

Listing **#4124124** at **356 Third St, Salem, OR 97302**

Please select one of the following keyboxes to automatically assign it to that listing.

- You opened the shackle on Lockbox #52541675 on Thursday, September 4 at 10:44 AM
- You opened the shackle on Lockbox #52541675 on Thursday, September 5 at 9:12 AM
- You opened the shackle on Lockbox #50677845 on Thursday, September 5 at 1:49 PM

If none of these keyboxes are correct, please log on to SupraWEB to assign a keybox to this listing.

Sincerely

SupraWEB Lockbox Assistant

www.supraekey.com

Listing Details

You can view or edit details about your listing by clicking on the listing ID link from the *Showings Dashboard* or by clicking on **LISTINGS** and then selecting the **MLS#** link from your *Listing Inventory*. From the listing details screen you can select:

- **Change MLS #** - change the MLS listing number assigned to the keybox
- **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 Keybox** - add a keybox to your keybox inventory
- **Unassign Listing** - unassign the keybox from the listing when the keybox is removed
- **Delete Keybox** - delete the keybox assigned to the listing from your keybox inventory
- **Showing Time Activity** - view Showing Time activity for your listing if your association/MLS subscribes so the Showing Time feature
- **Showing Activity** - view the last six months of showing activity for the listing
- **Assign Listing** - assign a listing to a keybox
- **Individual Scheduled Report** - schedule an email report for the listing

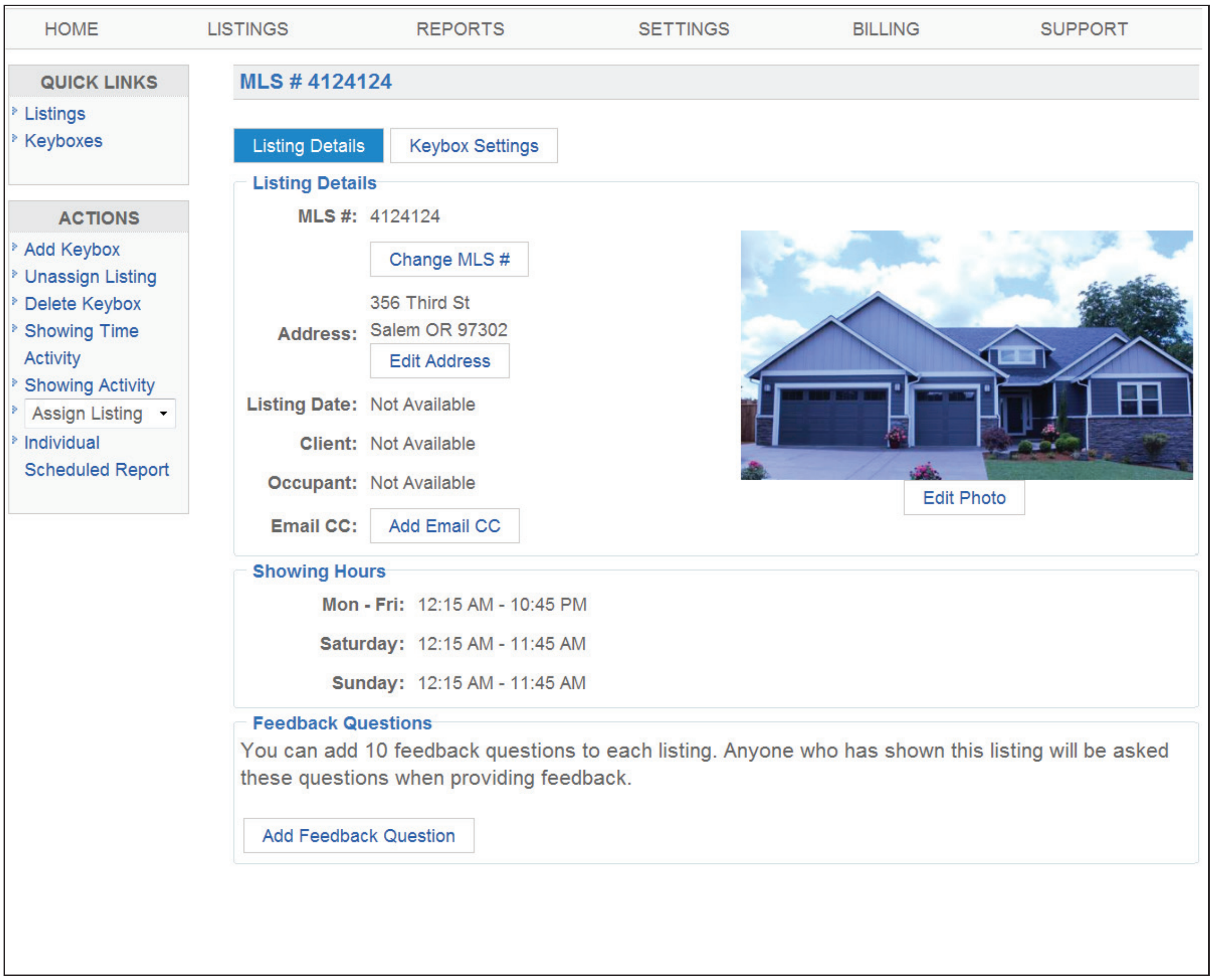
View Showing Activity Reports

There are two (2) types of reports to generate in *SupraWEB* that can be viewed, printed, or emailed:

- a showing report which displays all of the showings that have occurred at your listings, and
- a key activity report which displays all the listings you've shown (in both your primary Board/MLS and any cooperating areas)

Create a report

1. From *SupraWEB* select **REPORTS**.
2. Select the type of report to create.
3. Customize the report:
   a. For a showing report, select which listings or keyboxes to include.
   b. Select the date range.

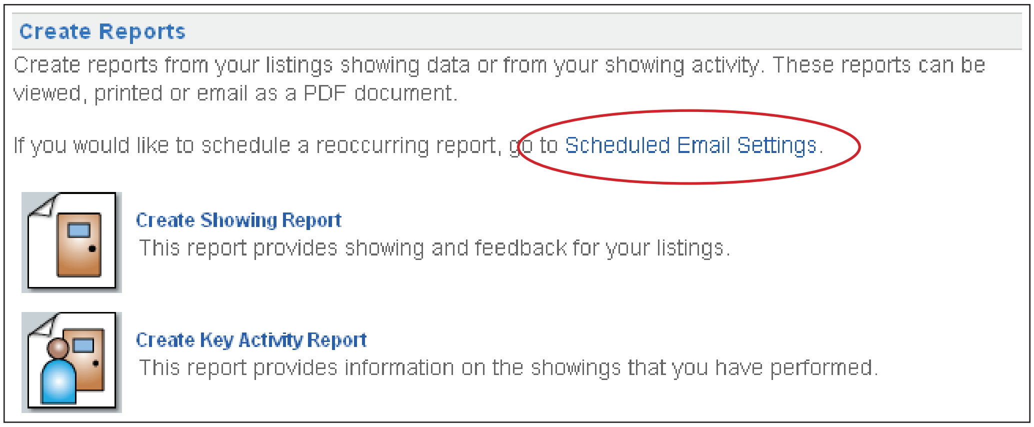


   c. For a showing report, select to include showing agent contact information. If emailing the report to a client, you may not want to include the showing agent contact information.
   d. Select to include feedback sent to you from showing agents in the report, if desired.
4. Select **Create Report** to view the report.
5. To print or email the report, select the **Print Report** or **Email Report** icon at the top of the screen.
6. To add your photo and contact information to the email, see the section *Set Up Email Settings*.

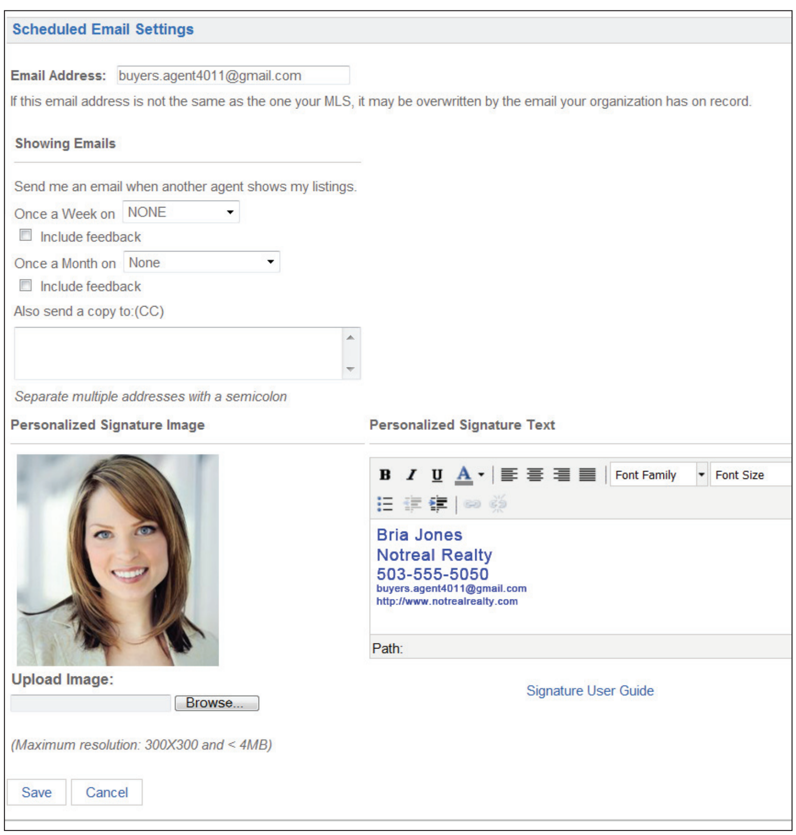
Set up Weekly or Monthly Scheduled Email Showing Report

You can set up SupraWEB to send you a weekly or monthly showing report. The scheduled reports automatically include the showing information for all of your keyboxes in your inventory.

1. From SupraWEB select **REPORTS**.
2. Select **Scheduled Email Settings**.



3. Enter your email address.
4. To receive the report weekly, select the day of the week. To receive the report monthly, select the day of the month.
5. Select if you want any feedback sent to you from showing agents included in the report.
6. Enter any additional email addresses to send the report to.
7. In the *Personalized Signature Image* section, click **Browse** and select 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**.



Manage Billing Information

If you pay your key fees to Supra, you can manage your billing information online. If you pay your key fees to your association/MLS the *Billing Menu* option will not be displayed.

Select the *Billing Menu* option at the top of the *SupraWEB* screen and your account balance is displayed and the *Billing Menu* options are shown.

- **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

1. From *SupraWEB* select **BILLING**.
2. Select **Contracts**.
3. Select the appropriate link to **Add Insurance** or **Cancel Insurance**.

If your key has not connected with the Supra network recently you must open a key container or release a shackle to verify your key is in your possession and functioning before you can purchase insurance.