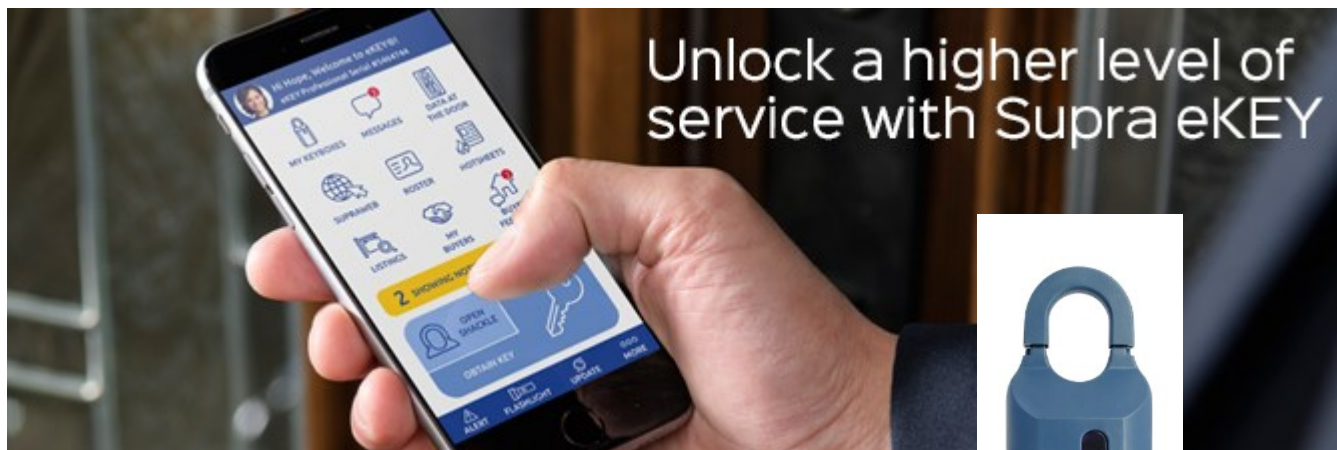


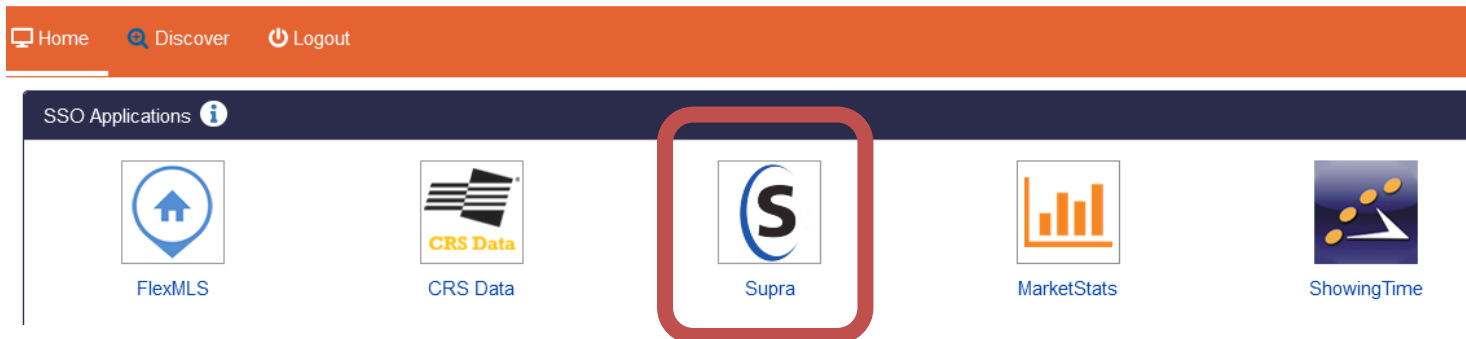


# SupraWEB



LOG-IN to [www.mlssaz.com](http://www.mlssaz.com)

Click on the SUPRA icon



Enter your eKEY App serial number

Enter your 4 digit pin #

Choose the appropriate option (AZ—MLS of So AZ) from the drop down menu



#### Welcome to SupraWEB!

Please enter your key serial number and PIN, and then select your Association/MLS.

Key Serial Number:

PIN:

Association/MLS:

Login

#### Having problems signing in?

Please contact support 1-877-699-6787 (5am to 7pm PT, seven days a week)

## User Registration

You have successfully registered an account. You will receive an email confirmation shortly.

[Continue to complete your registration](#)

## SupraWEB Homepage

The SupraWEB homepage is designed for easy access of your most used functions.



BethAnn Neynaber [ [Log Out](#) ]

**SupraWEB**  
Management Website

[HOME](#)

[LISTINGS](#)

[REPORTS](#)

[SETTINGS](#)

[BILLING](#)

[SUPPORT](#)

### QUICK LINKS

- › [Update Code](#)
- › [Identify Keyholder](#)
- › [Authorization Code](#)
- › [Change PIN](#)
- › [Add Keybox](#)

### CONNECT WITH US

 [Facebook](#)

### ONLINE ORDERING

Order Supra  
accessories online!  
[Click Here](#)

### Showings Dashboard

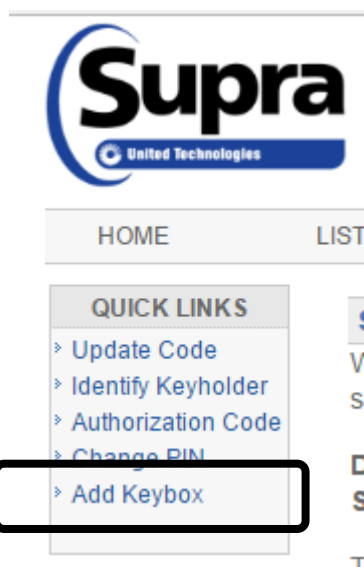
Welcome to SupraWEB! This dashboard view contains the showing activity for the date range specified. Change the date range to show more or less information on your Showing Dashboard.

**Dashboard Date Range:** 3/26/2017 to 4/25/2017 [Change](#)

**Showing Count:** 0 **Feedback Count:** 0 [Feedback Reminders](#)

There are no showings for the date range specified in the dashboard.

If the Keybox is not listed in your inventory you can add it here. Note: Assigning of a Keybox to your SupraWEB does not necessarily mean you are the owner of the box.



BethAnn Neynaber [ Log Out ]

**SupraWEB**

Management Website

HOME

LISTINGS

REPORTS

SETTINGS

BILLING

SUPPORT

**QUICK LINKS**

- › Listings
- › Keyboxes

**ACTIONS**

- › Add Keybox

**Add Keybox to Inventory**

You can add keyboxes to your inventory and then assign them a listing MLS#. Keyboxes in your inventory can belong to you. A keybox must be in your inventory and assigned before you can create and view showing reports or receive real-time notifications.

**Keybox Information**

**KeyBox Serial Number:**

**Shackle Code:**

**MLS #:**  Leave blank to unassign from current listing.

## Listing Details

## Keybox Settings

## Listing Details

MLS #: 21706291

[Change MLS #](#)

999 W Test Avenue

Address: Other AZ 99217

[Edit Address](#)

Listing Date: Not Available

Client: Not Available

Occupant: Not Available

[Add Photo](#)

## Showing Hours

24 Hour Access

## Feedback Questions

You can add 10 feedback questions to each listing. Anyone who has shown this listing will be asked these questions when providing feedback.

[Add Feedback Question](#)

## Showing Notifications (for individual keybox)

☐ Send me showing notifications for the keybox associated with MLS #21706291.

**Important: Be sure to assign keyboxes to listings to include the property address in showing notifications.**

[Save](#)[Cancel](#)

## QUICK LINKS

- [Listings](#)
- [Keyboxes](#)

## ACTIONS

- [Add Keybox](#)

## Add/Edit Feedback Question for Listing# 21706291

Adding a custom feedback question allows you to solicit detailed feedback about your listing. Keep your question short and concise to ensure the showing agent provides the feedback you are looking for.

**Enter a feedback question:**[Save](#)[Cancel](#)

#### Showing Notifications (for individual keybox)

☒ Send me showing notifications for the keybox associated with MLS #21706291.

Also send a copy to:

- |                         |                         |
|-------------------------|-------------------------|
| 1. <input type="text"/> | 2. <input type="text"/> |
| 3. <input type="text"/> | 4. <input type="text"/> |
| 5. <input type="text"/> |                         |

Enabling this feature provides alerts via email. To send a text message via email, address the email alert to the recipient's 10-digit wireless phone number. See examples below.

Verizon: 5551234567@vzwpx.com

AT&T: 5551234567@txt.att.net

Sprint: 5551234567@messaging.sprintpcs.com

For more examples mouse hover [help](#).

**Important:** Be sure to assign keyboxes to listings to include the property address in showing notifications.

Save

Cancel

HOME

LISTINGS

REPORTS

SETTINGS

BILLING

SUPPORT

#### QUICK LINKS

- › Update Code
- › Identify Keyholder
- › Authorization Code
- › Change PIN
- › Add Keybox

#### Create Reports

Create reports from your listings showing data, your showing activity or your non-member access. These reports can be viewed, printed or email as a PDF document.

If you would like to schedule a recurring report, go to [Scheduled Email Settings](#).



#### Create Showing Report

This report provides showing and feedback for your listings.



#### Create Key Activity Report

This report provides information on the showings that you have performed.

## Configure Showing Report

This report provides showing and feedback for your listings.

### Showing Activity Report Settings

Create a showing activity for

- ☒ All of my listings
- ☐ Specific keybox
- ☐ Specific MLS #

Select the date range for this report.

From  to

- ☒ Include showing agent contact information in report
- ☒ Include feedback information in report
- ☐ Export to CSV (Comma Separated File)
- ☒ View Results

Create Report

Cancel

### Showing Activity Report Settings

Create a showing activity for

- ☒ All of my listings
- ☐ Specific keybox
- ☐ Specific MLS #

Select the date range for this report.

From  to

## Showing Report for All Listings

Showings from 10/28/2016 to 4/26/2017

Report Generated on 4/26/2017

1 Records



DateTime	ListingID	Address	Showing Agent	Keybox#	Key#	Showing Office	Feedback
Oct 31, 2016 10:33 AM	21020151	999 W Test Avenue Other AZ 99217	BethAnn Neynaber bethann@tucsonrealtors.org (520)5958477 Tucson Association of Realtors (520)3274218	32935974	6008692	Tucson Association of Realtors	

1/1 1

Legend Showing Start Showing End Showing Timeout

HOME

LISTINGS

REPORTS

SETTINGS

BILLING

SUPPORT

### QUICK LINKS

- Update Code
- Identify Keyholder
- Authorization Code
- Change PIN
- Add Keybox

### Identify Keyholder

#### Identify Keyholder

To find the name of a keyholder, please enter his/her serial number in the textbox below, then click on Find button.

Key Serial: 6008692

Find

#### Results

Keyholder Name Board Name  
BethAnn Neynaber MLS of So AZ

HOME

LISTINGS

REPORTS

SETTINGS

BILLING

SUPPORT

### QUICK LINKS

- Update Code
- Identify Keyholder
- Authorization Code
- Change PIN
- Add Keybox

### Configure Key Activity Report

This report provides information on the showings that you have performed.

#### Key Activity Report Settings

Select the date range for this report.

From 12/8/2016 to 4/26/2017

- ☐ Include feedback information in report
- ☐ Export to CSV (Comma Separated File)
- ☒ View Results

Create Report

Cancel

[HOME](#)
[LISTINGS](#)
[REPORTS](#)
[SETTINGS](#)
[BILLING](#)
[SUPPORT](#)

**QUICK LINKS**





- › Listings
- › Keyboxes

**ACTIONS**





- › Add Keybox

**Listing Inventory**




1 Listing - [Print Report](#)

MLS # ▾	Keybox # ◆	Address ◆	Actions
21706291 	32935974	999 W Test Avenue	  

Sort on multiple columns by holding down Shift and clicking column header(s).

1/1    

Listings Per Page: 1 ▾

**Legend**
 Showing Activity
  Email Showing Agents
  Listing Details

[HOME](#)
[LISTINGS](#)
[REPORTS](#)
[SETTINGS](#)
[BILLING](#)
[SUPPORT](#)

**QUICK LINKS**

- › Update Code
- › Identify Keyholder
- › Authorization Code
- › Change PIN
- › Add Keybox

**Configure Key Activity Report**

This report provides information on the showings that you have performed.

**Key Activity Report Settings**

Select the date range for this report.


From  to

☐ Include feedback information in report  
☐ Export to CSV (Comma Separated File)  
☒ View Results

Questions: email techsupport@mlssaz.com

# Viewing KeyBox Inventory

Manage your KeyBoxes by going to the Listings menu then within the Quick Links section click on Keyboxes. From this menu you are able to see which KeyBoxes you have in your inventory, this means boxes that you have put into your inventory from either SupraWEB or your eKEY (ActiveKey does not allow you to add boxes to your inventory). This might not be all the boxes you own or boxes that are owned by you.



BethAnn Neynaber [ Log Out ]

SupraWEB

Management Website

HOME   LISTINGS   REPORTS   SETTINGS   BILLING   SUPPORT

QUICK LINKS

> Listings

> Keyboxes

ACTIONS

> Add Keybox

Keybox Management

1 Keybox - Print Report

Type	MLS #	Keybox #	Shackle Code	CBS Code	Actions
	21706291	32935974	6333	5958477	

Sort on multiple columns by holding down Shift and clicking column header(s).

1/1

Keyboxes Per Page: 

1

Legend

Delete From Inventory

Assign Listing MLS#

Showing Activity

Email Showing Agents

Settings

# SETTINGS

HOME

LISTINGS

REPORTS

SETTINGS

BILLING

SUPPORT

QUICK LINKS

Update Code

Identify Keyholder

Authorization Code

Change PIN

Add Keybox

Account Settings

User Information

Name: BethAnn Neynaber

Key Serial #: 6008692

Email: bethann@tucsonrealtors.org

Type: eKEY Basic

Board: MLS of So AZ

Device Type: Not Available

Login: Update Login Settings

Version: Not Available

General Settings

General Email - Personalize email notifications, email signature and more!

Scheduled Email - Scheduled a listing activity report.

eKEY Showings - Configure the days of activity data to show on eKEY.

## General Email Settings

Email Address:

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 Notifications (for all keyboxes)

☐ Send me showing notifications for all keyboxes in my inventory

**Important: Be sure to assign keyboxes to listings to include the property address in showing notifications.**

Also send a copy to:(CC)

### 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 semicolon

Separate multiple addresses with a semicolon

Tip : To send showing notifications on a particular listing to a recipient, click on LISTINGS at the top of the page, click on the desired listing ID and enter the recipient's information.

### Reminder Emails

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

☒ Enable listing assignment email reminders.  
(Not applicable for ActiveKeys)

### Listing Update Emails

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

Personalized Signature Image

Personalized Signature Text

Email Address:

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.

Once a Week on

☐ Include feedback

Once a Month on

☐ Include feedback

Also send a copy to:(CC)



BethAnn Neynaber [ Log Out ]

**SupraWEB**  
Management Website

HOME

LISTINGS

REPORTS

SETTINGS

BILLING

SUPPORT

#### Billing Menu

- › Account Balance
- › Billing History
- › FAQ

Email Print

#### Account Balance

Customer: BethAnn Neynaber  
Supra Customer Number: 2782517  
Agent ID: 41018  
Serial #: 6008692  
Key Type: EKey  
Date: 6/5/2019

# Remote Keybox Programming for eKEY App Users

## Programming Requests

eKEY® users can now ask their Supra System administrator to program their iBox BT and iBox BT LE keyboxes without having to bring keyboxes into the Association or MLS. Changes can be made to the following items:


- Shackle code
- CBS code
- Keybox feedback
- Timed access

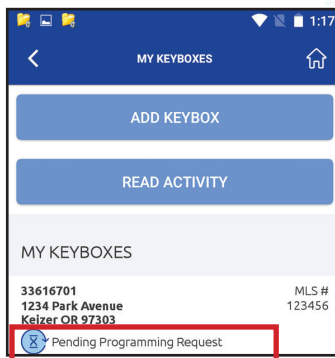
**Note:** If the shackle code is changed remotely, the keybox will be removed from your inventory and you will need to add the keybox back into your inventory with the new shackle code. To do so, follow the instructions on page 2.

Pending remote programming changes are viewable in both eKEY and SupraWEB.

**Note:** iBox BT and iBox BT LE that are older can only be programmed when the eKEY has an active mobile connection. Only eKEY iOS version 5.1.1.264 or Android version 5.1.2.189 or greater can view pending programming requests in the eKEY app or deliver programming changes to keyboxes. If a feature is grayed out, that means it cannot be programmed remotely.

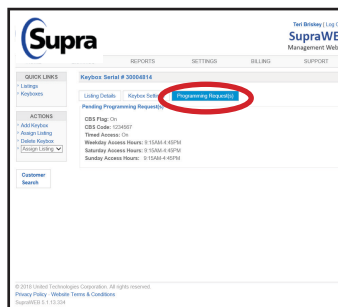
### eKEY

After you've requested changes to your keybox, you will see this symbol  that indicates pending changes, as illustrated in the image below.



### SupraWEB

View details about pending changes on SupraWEB, where you will see the pending programming icon under the *Actions* column in *Keybox Management*. After selecting a keybox you will see a tab along the top called *Programming Request(s)*; this tab will display any pending changes.



Changes will take effect the next time an eKEY updates and interacts with the keybox via one of these actions: Obtain Key / Open Shackle / Read Keybox / Add Keybox.



[supraekey.com](http://supraekey.com)

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Rev. D

# Remote Keybox Programming for eKEY App Users

## Adding a Keybox to Inventory

1. Open the Supra eKEY app and select **My Keyboxes**.
2. Select **Add Keybox**.
3. Enter the shackle code.
4. Turn on the keybox.
  - For Bluetooth® keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on).
  - For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).



Bluetooth Keybox



Infrared Keybox with fob



# Keybox Assistant

*Showing* and *Key Activity* reports and showing notifications are more informative when the listing address is displayed rather than just the keybox serial number. The *Keybox Assistant* feature helps by automatically assigning the listing address to the keybox. The eKEY® application and XpressKEY™ electronic key use a Global Positioning System (GPS) to assist with the keybox assignment process. The listing GPS coordinates are captured when the shackle is released and the key container is opened.

When the *Open Shackle* function is performed and *Adding on a new listing* is selected as the reason, a prompt to enter a house number or listing ID displays. If the house number is entered, the Supra system will try to find a match with the house number in the listing database. GPS coordinates are used to find the correct match when multiple unassigned listings have the same house number. If no match is found, the keybox remains unassigned and the system continues to search for a match for 30 days.

When the shackle is opened with an eKEY or XpressKEY, the following selections are available.

Available Open Shackle Reasons	
Adding on a new listing	<p>Select this when a keybox is placed on a new listing. Make sure you are at the location when selecting this option. If you have already assigned the listing to the keybox, choosing this option will remove the listing assignment and no assignment is made.</p> <p>A prompt to enter the house number or listing ID displays on the key.</p> <ul style="list-style-type: none"><li>• When the listing ID is entered, it is assigned to the keybox.</li><li>• When a house number is entered, the Supra system searches the listing database and attempts to find a match.</li></ul> <p>If a match is made, you will receive a notification email that the assignment has been made.</p> <div><p><b>Subject:</b> [External] Listing Assignment Notification</p><p>Dear Valued Customer,</p><p>Based on recent activity, your SupraWEB Lockbox Assistant has automatically assigned lockbox #32021937 to listing ID 822488 at 1234 Main St, Salem, OR 97302. If this assignment was done in error, please log on to <a href="#">SupraWEB</a> to correct the assignment.</p></div> <p>The Supra system continues to search for a match for 30 days, if no match is found, no assignment will be made.</p>
Removing from a listing	Select this box if the keybox is being removed from the home, such as when the listing is no longer active. After removal, the keybox is unassigned and ready to be placed on a different listing.
Relocating on same listing	Select this box if the keybox 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	Select this box if the shackle is being released for purposes of testing or other reason. When this choice is selected, the keybox assignment remains unchanged.



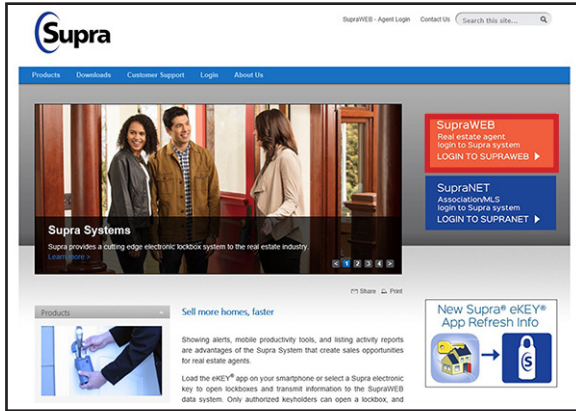
## Need help?

Call for free support 7 days a week 5am to 7pm Pacific time  
Toll-free **1-877-699-6787**

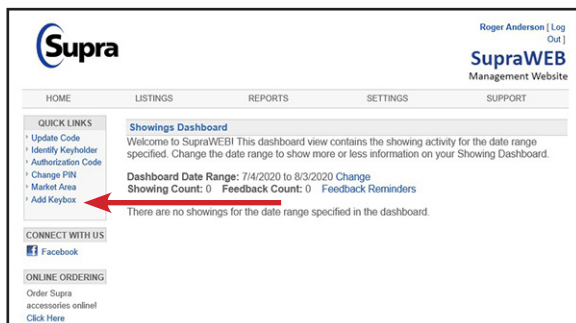
# How to Add a Keybox to a Listing

## Via SupraWEB

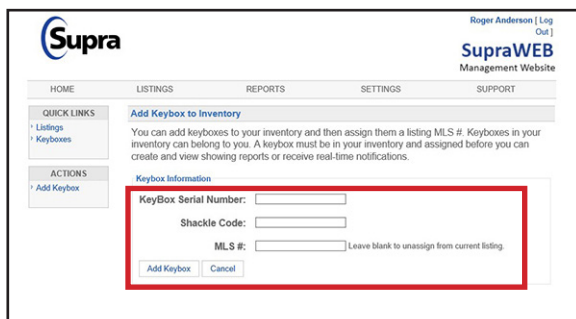
1. Log in to SupraWEB via [supraekey.com](http://supraekey.com).



2. In SupraWEB, click **Add Keybox** from the *Quick Links* panel.

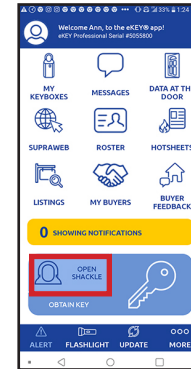


3. Add the keybox serial number, shackle code (available from the office to which the box is assigned) and the MLS # the keybox is to be assigned.

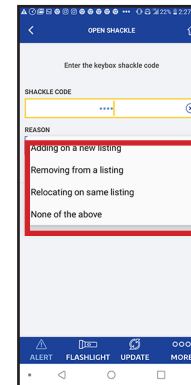


## Via Mobile Device (eKEY App)

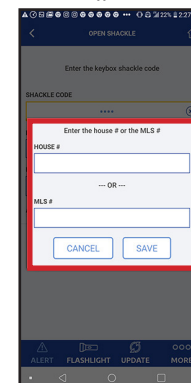
1. Open the Supra eKEY app and tap **Open Shackle**.



2. Enter shackle code (provided by the office to which box is assigned).
3. Select a reason (e.g. "Adding a new listing").



4. Enter address or MLS #.



5. Tap **Save**, then tap **Done**.
6. Activate iBox and tap **Begin** on your phone. Once eKEY connects, the shackle can be released.



[supraekey.com](http://supraekey.com)

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# Supra® CBS Codes



Add an extra sense of security for your homeowner and control access to your keybox by enabling the Call Before Showing (CBS) Feature on your Supra® lockbox.

## Enable or Disable CBS Codes on your keybox:

1. Turn on the keybox.
2. Open the Supra eKEY app and select **My Keyboxes**.
3. Select a keybox.
4. Select **Program Keybox**.
5. Select **Require CBS** to enable or disable.
6. Select **Program**.
7. Enter shackle code.
8. Press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on).

*NOTE: If the lockbox has been programmed remotely (not in front of the lockbox), the change will take effect the next time an MLS subscriber gets a key out of the key container.*



Don't forget to put a note in the MLS (**Listing Agent Only Remarks and/or Showing & Company Information – MLSSAZ Lockbox**) letting showing agents know they need to call you to receive a CBS code to access that property!

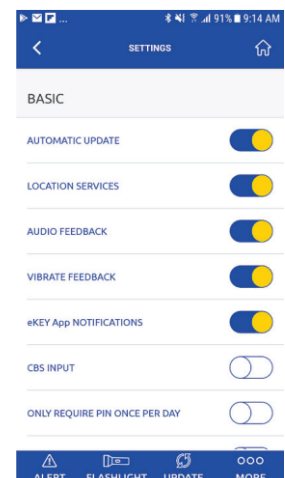
*\*MLSSAZ Rules & Regulations Section 1.18 – Restrictions to Listing Information: MLS has the right to accept or reject specific information on a listing. (a) Security/alarm/gate codes: Security/alarm/gate codes shall not be included on a listing.*

**CBS Input** - When enabled, the eKEY app will require a call before showing (CBS) code to open a keybox. You must call the designated contact in the **Agent Only Remarks and/or Showing & Company Information – MLSSAZ Lockbox** section of the listing for the CBS code.

## Enable or Disable CBS Code Setting on your Supra® eKEY App:

1. Open Supra eKEY app and select **More**.
2. Select **Settings**.
3. Select **CBS INPUT\*** setting to enable or disable.

*\*Don't forget to turn off the CBS INPUT setting before your next showing.*



Have more questions, call MLSSAZ Tech Support at 520-382-8800, option 4

Last Updated: 2/14/2021 9:21 PM