Useful tips about your Supra eKey App:

http://www.supraekey.com/CustomerSupport/Pages/eKEY-Resources.aspx

BILLING:

$22.07/Month Monthly fee is automatic and will debited/charged between the 15th-17th of every month

Change credit/debit card with Supra® - Go to MORE on your eKEY App, and select PAYMENT MANAGEMENT to update billing information before the next billing cycle to avoid interruption in service

WHAT TO DO WHEN I GET HOME - Log-In to www.mlssaz.com, click on SUPRA icon:

Create Single-Sign On (SSO) with SUPRA, and click on SETTINGS

Set up Beginning and End of Showing Notifications
Set up General Email Notifications

CALL TAR OR SUPRA TO – eKEY Quick Guide

Authorization Code for eKEY app
Update an expired eKey App (You can avoid this a lot of times by hitting the UPDATE icon on your app before you leave your house or office to go to a property)
Get an Update Code
Turn on **Location Services for eKEY on Android**
Change the eKEY app PIN
Enable Biometrics
Require PIN once per day
Report Showing Activity (Mobile)

HOW DO I – eKEY User Manual

Install the App - I GOT A NEW PHONE
Obtain a key - VIDEO: Opening the Key Container
Open the shackle - VIDEO: Open Shackle
VIDEO: Agent Alert Instructions
VIDEO: Use the Apple Watch with the Supra eKEY App
VIDEO: Create Real-Time Showing Notes

What is the difference between eKey Basic and eKey Pro?   eKEY Basic/Pro Comparison
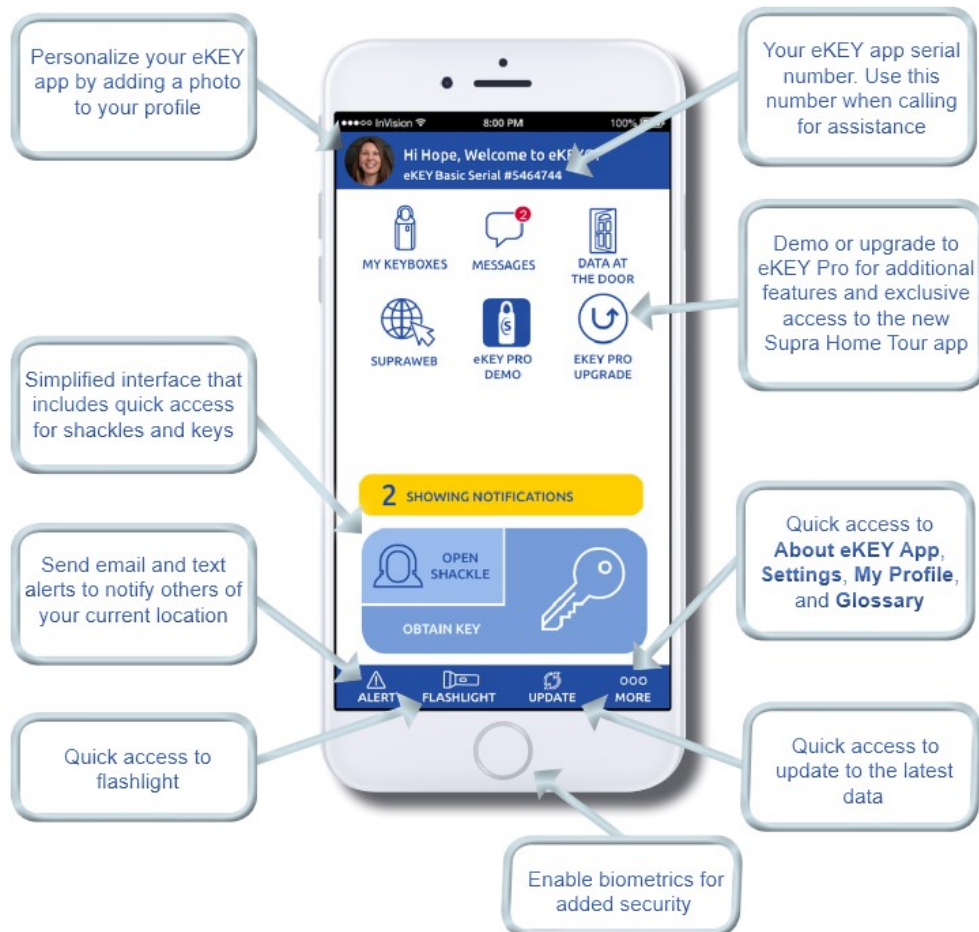VIDEO: Overview of the new eKEY App - with MLS Data (eKEY Pro)

eKEY Error Codes
Frequently Asked Questions

To cancel your eKEY App services, email amym@mlssaz.com with a request to *un-assign and stop the billing.
*There will be a $50 fee to reactivate services.

Feel free to call TAR (520) 382-8788 or SUPRA (877) 699-6787 for additional support or any other questions.

Supra Keybox Basics

Personalize your eKEY app by adding a photo to your profile

Your eKEY app serial number. Use this number when calling for assistance

Hi Hope, Welcome to eKEY,
eKEY Basic Serial #5464744

MY KEYBOXES   MESSAGES   DATA AT THE DOOR

SUPRAWEB   eKEY PRO DEMO   EKEY PRO UPGRADE

Demo or upgrade to eKEY Pro for additional features and exclusive access to the new Supra Home Tour app

Simplified interface that includes quick access for shackles and keys

2 SHOWING NOTIFICATIONS

OPEN SHACKLE

OBTAIN KEY

Quick access to **About eKEY App, Settings, My Profile,** and **Glossary**

Send email and text alerts to notify others of your current location

ALERT   FLASHLIGHT   UPDATE   MORE

Quick access to update to the latest data

Quick access to flashlight

Enable biometrics for added security

BLTE Supra Keybox Basics

The eKey will open both the container and the shackle when you activate the BLTE Bluetooth by pressing up on the key container. Activation lasts approximately 30 seconds.

You can do this before or after you enter the PIN or shackle code. By turning the sound on your phone on you will hear the sound que.

Supra eKey App: Automatic monthly bill to your card on file between the 15th and 17th of the month.

OPEN SHACKLE

OBTAIN KEY

Step 1:

Tap the Key

Step 2:

Enter your pin code.

If the showing requires a Call Before Showing code: Tap the CBS Required box and the CBS Code field will appear

*May require a change in your application setting. See back page

The light will flash when activated

Step 3:

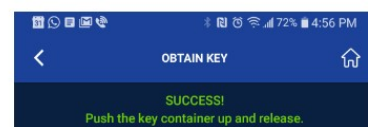Turn the box on by pressing up on the key container to activate the Bluetooth. (Light will flash)

Tap the Begin button when the light is flashing to open Keybox

**Android users ensure that location and notification are turned on or "allow" .

When your code has been accepted you will receive a message

OBTAIN KEY

SUCCESS!
Push the key container up and release.

Open a Supra® iBox BT or iBox BT LE with your Android™ or Apple® Device

To open a Bluetooth® keybox

Keybox lens

- Open the Supra eKEY app and tap the **Obtain Key** icon on your device.
- Press up on the bottom of the keybox to turn on its Bluetooth®. A red-purple light on the keybox lens flashes to show the Bluetooth is on and ready. *If you are using an eKEY Fob, do not turn the Bluetooth on. Instead, point the eKEY Fob at the keybox lens.
- After entering a 4-digit PIN, the eKEY app will start communicating with the keybox.
- When eKEY app displays "Success!," press up on the bottom of the keybox to release the key container.

*All Apple products must use an eKEY Fob to communicate with iBox BT keyboxes.

Press up until the red light flashes to turn on the Bluetooth
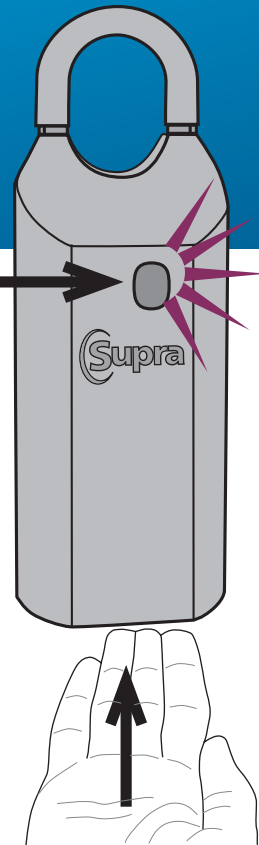
How to Change the Shackle Code using the eKEY® App

Open the shackle first to change the shackle code.

A. PRESS FIRMLY

B. PULL UP
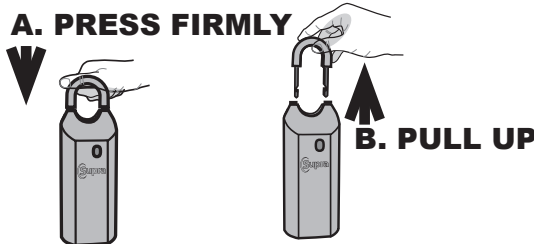
Open the Shackle	Change the Shackle Code
1. Open the eKEY app. 2. Tap the **Open Shackle** icon. 3. Enter the 4-digit shackle code. 4. Tap a **Reason** for shackle release. 5. *If you are using an eKEY Fob, point it at keybox lens. 6. For **Bluetooth**, press up on the bottom of the keybox to turn it on. For **infrared**, turn on the eKEY Fob and point it at the lens on the keybox. 7. Tap Begin. Upon success, press down on the top of the shackle to release. *Tap circle to add to keybox inventory (My Keyboxes)	***Note:** Keybox must be in eKEY inventory (My Keyboxes). 1. Tap My Keyboxes. 2. Tap the relevant keybox. 3. Tap **Program Keybox**. 4. Under *Keybox Settings*, tap **Shackle Code**. 5. Enter a new shackle code and enter it again to confirm. 6. Tap **Save**. 7. Tap **Program**. 8. Enter the old shackle code. 9. When the Success! message appears, tap Home icon to return to main menu.

eKEY End-of-Showing Notifications

TIPS TO OPTIMIZE YOUR END-OF-SHOWING NOTIFICATIONS

Is your eKEY optimized to alert the listing agent when a showing has ended?

An accurate and timely end-of-showing notice is important to both the listing agent and the homeowner. Please make sure you are doing your part to let them know when you are done showing!

Here are some useful tips:

Turn on Location Services in your eKEY app

Open your eKEY app, select **More**, then ensure the toggle switch for *Location Services* is turned on.
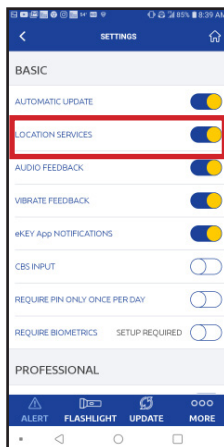
Turn on Location ability in your phone

Ensure that your eKEY has been granted permission to use your location in your phone

> *Note: Location services is used only to capture and deliver keybox-related services and information. Supra does not use location services for non-keybox-related services or marketing purposes.*

iOS: Go to Settings > Privacy > Location Services

Android: Go to Settings > General > Lock Screen & Security > Privacy > Location
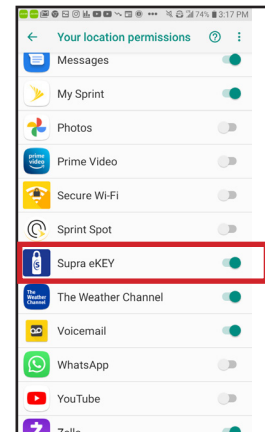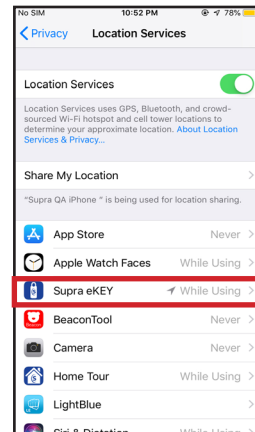
Respond to End-of-Showing Prompt

When you show a property, the end-of-showing prompt will ask if showing has ended every 20 minutes (for up to an hour), if the location services does not detect the showing has ended.

Please respond to the end-of-showing prompt at the appropriate time.
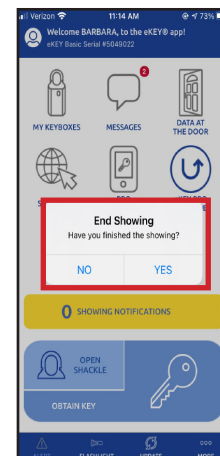
Keybox Assistant

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	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.
	A prompt to enter the house number or listing ID displays on the key.
	• When the listing ID is entered, it is assigned to the keybox.
	• When a house number is entered, the Supra system searches the listing database and attempts to find a match.
	If a match is made, you will receive a notification email that the assignment has been made.
	Subject: [External] Listing Assignment Notification Dear Valued Customer, 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 SupraWEB to correct the assignment.
	The Supra system continues to search for a match for 30 days, if no match is found, no assignment will be made.
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.

Supra

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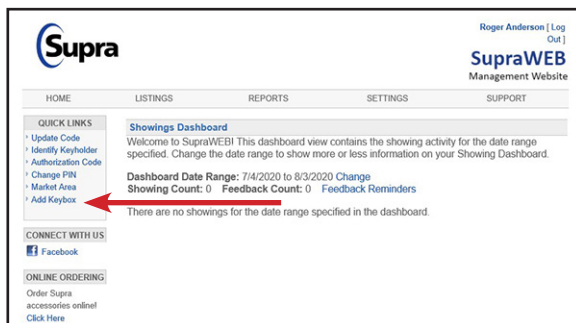Toll-free **1-877-699-6787**

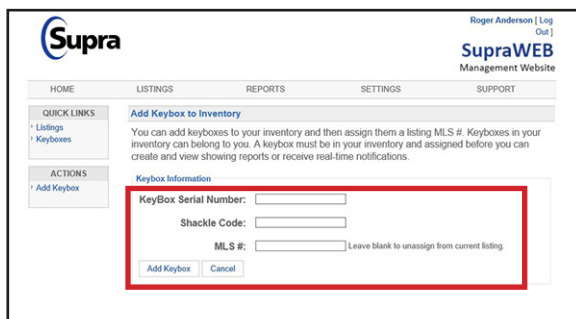# How to Add a Keybox to a Listing

Via SupraWEB

1. Log in to SupraWEB via supraekey.com.
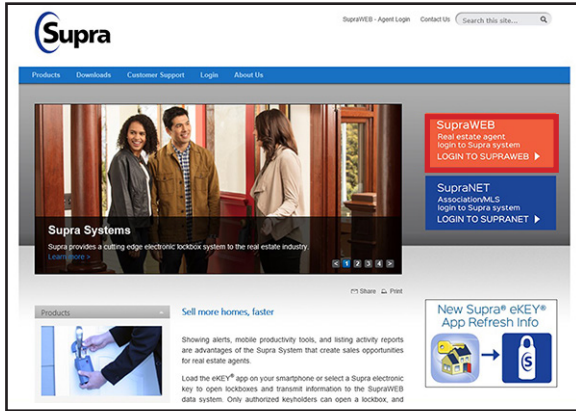
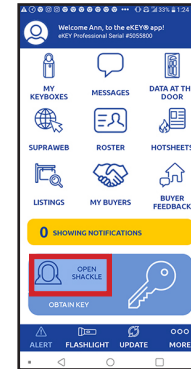2. In SupraWEB, click **Add Keybox** from the *Quick Links* panel.

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.
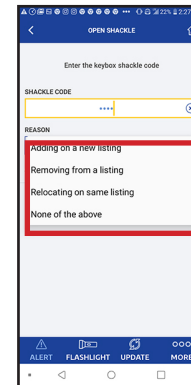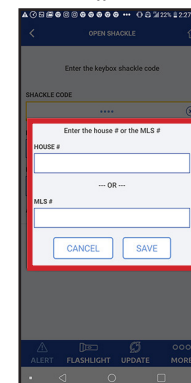

Via Mobile Device (eKEY App)

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.

Supra

Supra® eKEY Payment Management

## To use the Payment Management feature with a credit card

1. Tap the **More** icon `OOO MORE` on the lower right corner of the screen.
2. Select **Payment Management**.
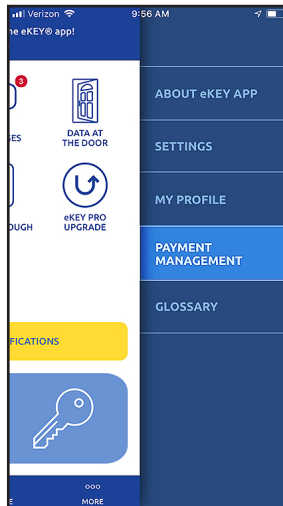
3. Your billing information page displays the amount due, the due date, the credit card number on file and the card expiration date. Tap **Pay with a New Card** to enter different card information or tap **Pay using Card on File**.
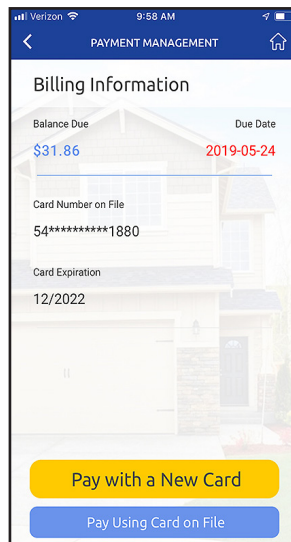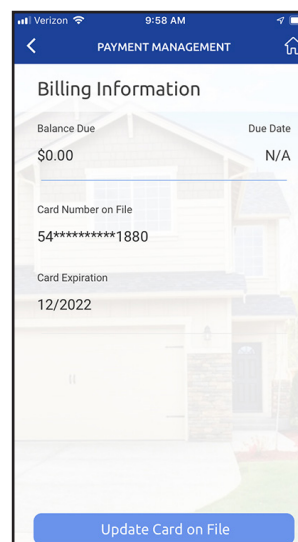

4. After you make a payment, a second confirmation of payment is required for processing.
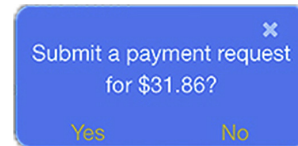
5. After you click "yes," the following screen will appear confirming that your payment has been made.
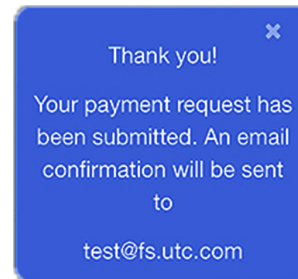
5. Once you have no balance, the following screen appears. If desired, tap **Update Card on File** to update or change credit card information.
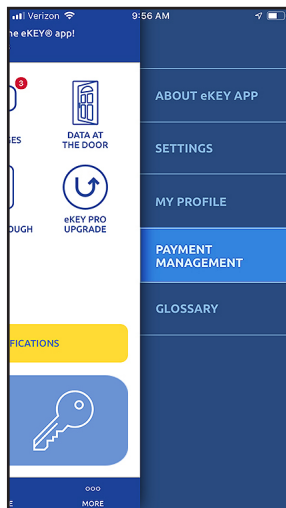
Supra® eKEY Payment Management

To use the Payment Management feature with ACH

You can continue to make ACH payments via SupraWEB but now you can check your balance or pay your Supra eKEY bill over your phone with a card, on either a one-time or recurring basis. To make a payment:
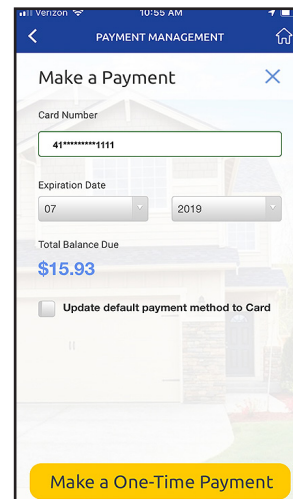
1. Tap the **More** icon on the lower right corner of screen.
2. Tap **Payment Management**.

3. The billing information page is displayed, showing the amount due and the due date. Tap the **Pay Using Card** button to enter card information.
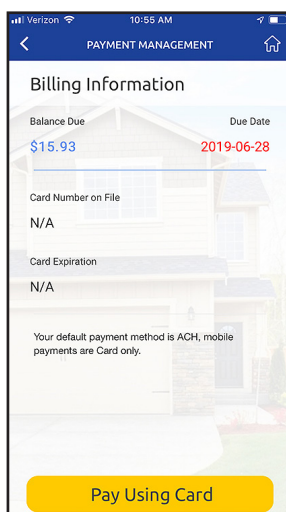
4. Enter card number and expiration date and choose whether you wish to make a one-time payment or set it to default to that card for future payments.

5. After a payment has been made using a card, the following confirmation screen appears.
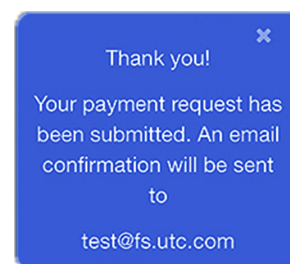
Supra® Agent Alert

Send an alert notification with your Supra key

Agent Alert is a convenient feature built into Supra's eKEY®, XpressKEY®, and ActiveKEY®, providing peace of mind for agents anywhere they carry their Supra wireless key. With the press of a button, agents have a simple and discreet method to send an alert message to priority contacts. The message and up to three contacts are set up in advance. Holding the alert button automatically sends the message to the contacts. The message can be sent as an email or text message.
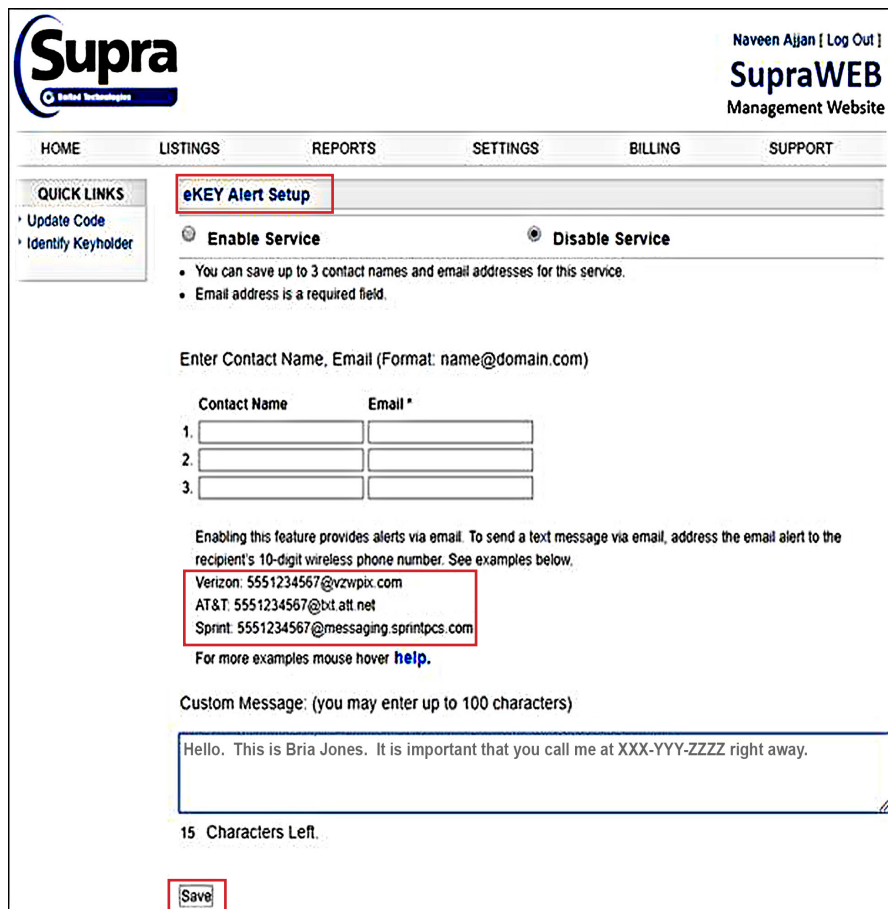
eKEY and XpressKEY Only: *A link to a map of the key's location is included with the message.*

Setting Up Agent Alerts

1. Log in to SupraWEB at www.supraekey.com.
2. Select the **Alerts** link. The first time you select the link, you'll need to accept the terms and conditions and license agreement.
3. Click the **Enable Service** button.
4. Enter email address or 10-digit wireless number and carrier info to send a text message. See example in screenshot below.
5. Enter custom message or keep the default message. The message is limited to 100 characters.
6. Click **Save**.

Once your contacts are set up, a notification is emailed to each of your new contacts on the list. The email notification to your contacts includes a link for them to opt out. When a contact opts out, an email is sent to you informing you that one of your contacts has been removed.

Note: Your Supra key will need to sync before it is able to send alerts.

Sending an Alert Message

Note: To utilize this feature, Location Services must be turned on. To turn on Location Services, tap **Settings**, tap **Location**, and tap the slider to turn it to the "on" position.

eKEY® App

1. With the eKEY app open, press and hold the **Alert** icon on the eKEY for 3 continuous seconds.

   Note: The alert cannot be canceled at this point.

2. When alert has been sent successfully, the phone will vibrate and the Alert icon will be replaced with SENT for about two seconds.

More (continued)

OOO MORE
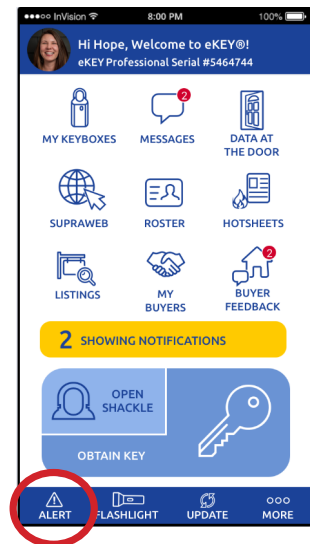
Settings

Enable or disable the following eKEY settings.

- **Automatic Update** - When enabled, the eKEY app will attempt to perform an update at least once every 24 hours.

  Note: Some Apple devices will only perform this update, even when enabled, if the eKEY app is a frequently used app.

- **Location Services** - When enabled, the eKEY app will send GPS coordinates of location when the *Obtain Key* function is completed.

- **Audio Feedback** - When enabled, the eKEY app will produce audio tones during device communications and other events.

  Note: Disabling audio feedback will not affect other phone or tablet applications.

- **Vibrate Feedback** - When enabled, the eKEY app will vibrate during device communications and other events.

  Note: Disabling vibrate feedback will not affect other phone or tablet applications.

- **eKEY App Notifications** - When enabled, the eKEY app wil send notifications for new messages, showings, and buyer feedback.

  Note: Disabling eKEY notifications will not affect other phone or tablet applications.

- **CBS Input** - When enabled, the eKEY app will require a call before showing (CBS) code to open a keybox.

- **Only Require PIN Once Per Day** - When enabled, the eKEY app will only require a user to enter their PIN once in a 24 hour period.

- **Require Biometrics** - When enabled, the eKEY app will require a user to perform a biometric scan before accessing a keybox.

- **Download Listings** - When enabled, the eKEY app will download current property listings and hotsheets.

- **Download Roster** - When enabled, the eKEY app will download current local and cooperating agent rosters.

- **Delete Listings*** - When selected, the eKEY app will delete all previously downloaded listings.

- **Delete Roster*** - When selected, the eKEY app will delete all previously downloaded agent rosters.

- Enable or Disable a Setting
  1. Open Supra eKEY app and select **More**.
  2. Select **Settings**.
  3. Select setting to enable or disable.
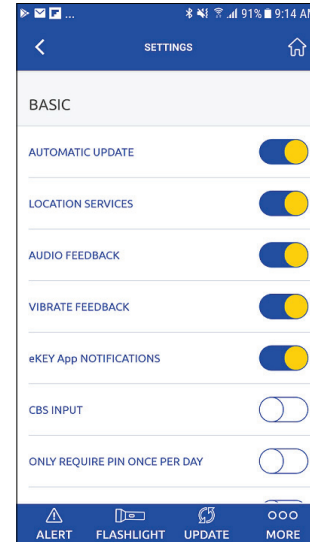
- Delete Listings*
  1. Open Supra eKEY app and select **More**.
  2. Select **Settings**.
  3. Select **Delete Listings**.
  4. Confirm deletion.

- Delete Roster*
  1. Open Supra eKEY app and select **More**.
  2. Select **Settings**.
  3. Select **Delete Roster**.
  4. Confirm deletion.

*When listings or rosters are deleted, no confirmation message will appear.

My Profile

Add or change a profile picture.

1. Open the Supra eKEY app and select **More**.
2. Select **My Profile**.
3. Select **Edit**.
4. Select a picture.

Note: For instructions on how to delete a profile picture, see subsection "SupraWEB" from the SupraWEB Operation section of this manual.

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.

MY KEYBOXES

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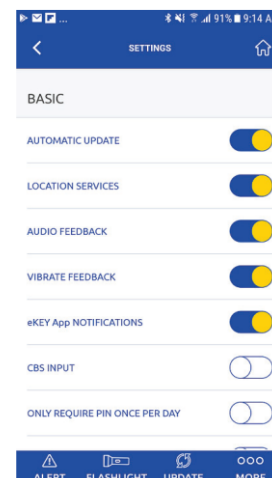
Have more questions, call MLSSAZ Tech Support at 520-382-8800, option 4

Supra eKEY Comparison

	eKEY Basic	eKEY Professional
Keybox Functions		
Open keybox, release shackle, and read keybox	✓	✓
Use phone's biometric feature or Apple Watch to open keybox	✓	✓
Send alert notifications from within eKEY app or Apple Watch	✓	✓
Change key PIN using key device	✓	✓
Track keybox inventory and view keybox settings on key device	✓	✓
Customize keybox access hours, agent note, flyer, business card in keybox	✓	✓
Showing Activity		
View showing activity details on SupraWEB	✓	✓
Send showing notifications when keyboxes are opened	✓	✓
Send showing notification when key leaves GPS geo-fence	✓	✓
View showing details in eKEY app	✓	✓
Data at the Door Real-Time Property Notes		
View data at the door real-time property notes	✓	✓
Create data at the door real-time property notes using SupraWEB	✓	✓
Create data at the door real-time property notes in eKEY app		✓
MLS Information and Searches		
View MLS listing information offline within eKEY app		✓
View agent roster information within eKEY app		✓
Create and save buyer profiles and comparative searches in eKEY app		✓
View Hotsheets with new listings and changes to the MLS in last 3 days		✓
View map and directions to listings at the tap of a button		✓
Supra Home Tour for Buyer's Agents		
Create and view list of buyers		✓
Invite home buyers to use Supra Home Tour app for rating homes		✓
Recommend listings for buyers to view and rate in Supra Home Tour app		✓
View and compare buyer home ratings		✓
View buyer feedback on properties and compare by buyer or listing		✓

Supra® eKEY® Refreshed App
Frequently Asked Questions

Apple Watch®

Q. Does the one-day PIN work on the Apple Watch?

A. Yes, when "Only Require PIN Once Per Day" is enabled in Settings in the eKEY app.

Q. Can the eKEY app on the Apple Watch work independently of the iPhone®?

A. No. The eKEY app on the Apple Watch can only be used if it's in proximity of the iPhone?

Q. How close does the Apple Watch need to be to the iPhone to use the eKEY app on the Apple Watch?

A. The Apple Watch must be within 30 feet of the iPhone.

Q. If the Apple Watch is paired with the iPhone, is the eKEY app authorized on both devices simultaneously?

A. The Apple Watch is like a remote for the iPhone. As long as the Apple Watch is within 30 feet of the iPhone it has the ability to open the key container, designate the showing ended (if end of showing is enabled), and send alert messages (if alert is activated for the organization).

Android™ Watch

Q. Are there any plans for any Android watches to be compatible with the eKEY app?

A. Not at this time. The team is reviewing the technical requirements.

Biometrics

Q. If I set the eKEY app to require biometrics to open the key container, will I still have to enter the PIN code?

A. Yes, enabling biometrics provides a two-factor authentication. To limit the PIN entry to once per day, turn on "Only Require PIN Once Per Day" in eKEY Settings.

Q. If the once per day PIN code is enabled in the eKEY app and biometrics are turned off, could anyone pick up my phone and use it to open keyboxes for the rest of the day?

A. The once per day PIN can only be enabled if your phone has a lock function turned on so that it requires a password, PIN, symbol, biometrics, etc. to access any apps on your phone. Trying to enable this feature without one of those security measures in place will prompt the user to enable a lock function in the settings of their phone.

Data at the Door

Q. How is Supra accessing the Data at the Door information?

A. The information is composed of data supplied by the association/MLS and the listing agent.

Q. What message is displayed in the eKEY app if it is not in cellular service when the key container is opened?

A. The eKEY app will display: Unable to load listing details. Make sure you are connected to the Internet.

Q. Is the MLS number automatically pulled or does it need to be entered manually?

A. The keybox needs to be assigned to a listing for Data at the Door to display. If the keybox is not assigned to a listing, there will not be any listing data displayed. If the listing has not been entered into the MLS yet, there will not be any listing data displayed.

Messages

Q. Can the messages be cleared all at once or do they need to be opened individually?

A. Messages on iOS devices can be deleted from the list by swiping left. Messages for both iOS and Android can be deleted by viewing the message details and selecting delete.

eKEY

Q. How much storage space does the eKEY app require?

A. This depends on data usage. The typical range is between 40 MB and 120 MB.

Q. What operating systems are supported with the new eKEY app?

A. The refreshed eKEY app requires Android™ OS 5 or greater or Apple® iOS 10 or greater.

Q. What if I don't have the necessary operating system on my phone? Will the system let me keep my old eKEY app?

A. The app stores are smart enough to know what operating system you have and what is needed by the apps. Older devices that are not able to support the refreshed eKEY app will not be able to download the new app in the app store.

eKEY Professional

Q. Are the listings stored in the eKEY app on my phone like the original eKEY app or are they web-based?

A. The listing data is stored on in the eKEY app on your phone with the exception of the photos. You must have a cellular or wifi connection to display photos in the eKEY app.

Q. How often is the listing data updated?

A. The listing data is updated every 15-30 minutes.

Q. When Supra pulls listing data every 15-30 minutes, will it be updating the listing data in the eKEY app that often too?

A. The listing data is only updated in the eKEY app when it syncs with the servers which is during the nightly sync or a manual sync. The listing search will search the live data on the servers if the phone has a cellular or wifi connection.

Q. How much space does the roster take up on my phone?

A. It truly depends on the size of the organization; however, a good benchmark is 2-3 MB. You can delete the roster by going into eKEY Settings and scrolling down and selecting Delete Roster.

Q. What is the source of the roster?

A. This information is provided by the association/MLS to Supra.

Supra Home Tour

Q. Will any of the buyer feedback be available in SupraWEB?

A.   The buyer feedback is only available within the eKEY app at this time.

Q.   Some areas do not allow buyers to take photos during showings. Can this be disabled in the Home Tour app?

A.   The agent is responsible for communicating to buyers if taking pictures of a listing is allowed. Any photos taken remain on the mobile device and are not uploaded to Supra.

Q.   Do any buyer's home ratings and pictures come back if the buyer deletes the app and is re-invited by the same agent or another agent?

A.   The ratings and comments will come back. If the Home Tour app is reinstalled on the same phone then the pictures will come back since the photos are only stored on the buyer's phone.

Single-Sign-On Setup for SupraWEB
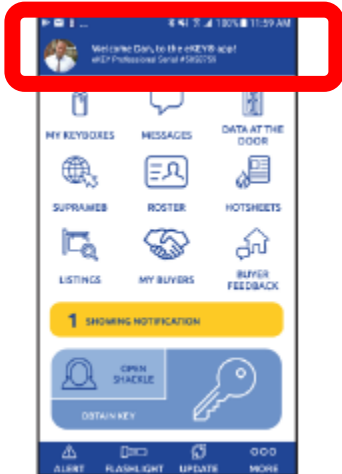
The serial number on the eKEY application on your smartphone, is located at the top of your phone screen when you have launched the eKEY app.

To begin, log into the MLS Gateway. Click on the **Supra icon** in the SSO Applications container.

SupraWEB will ask to establish your identity to properly link your account. Enter:

- SupraKEY serial number
- PIN. *Your pin code is the code you use to retrieve a key from a lockbox.*
- Association must match: AZ—MLS of So AZ

Click Login

Congratulations! SSO setup for SupraWEB is now complete. You may now use the MLSSAZ Gateway as your login path to SupraWEB and set-up any eKEY or BTLE Lockbox features needed.