SupraWEB Guide for Agents

SupraWEB is the agent website where you can go to:

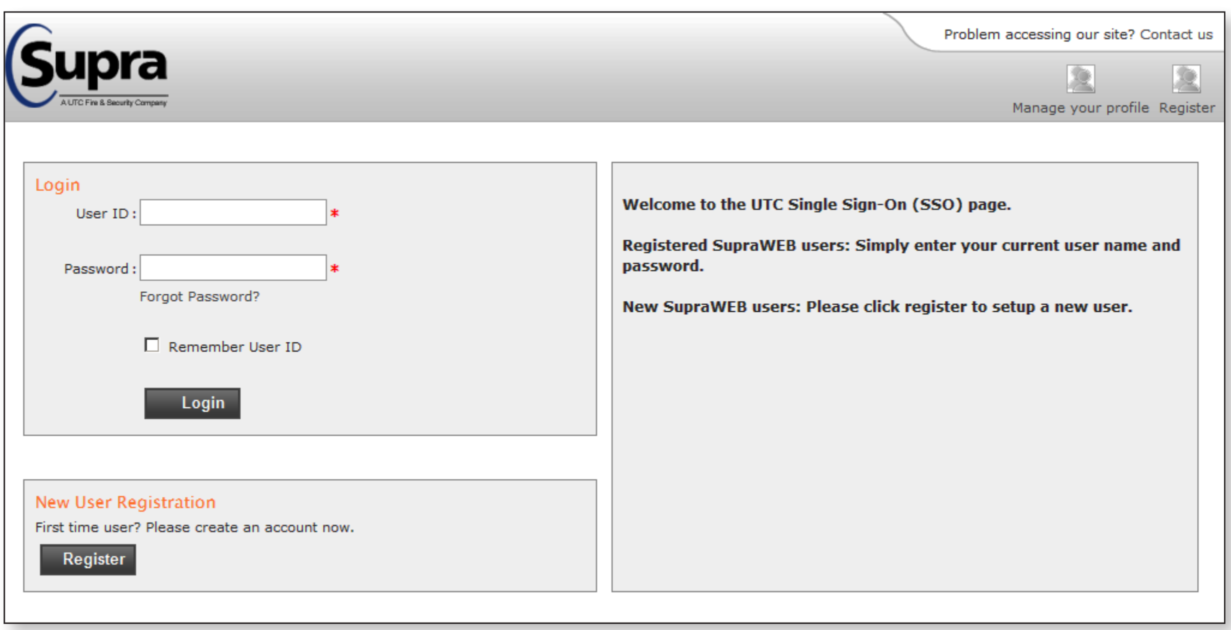
- Obtain an update code for your key
- Identify the name of a keyholder by key serial number
- Manage your keybox inventory and listing information
- View, email, and schedule activity reports
- View and send showing feedback
- Manage your bill
- Change your PIN code (*eKEY users*)
- Set up your market area (*eKEY users*)
- Obtain an authorization code for installing eKEY software (*eKEY users*)
- Set up your 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.**

SupraWEB can also be accessed using your mobile phone by navigating to http://supraweb.suprakim.com.

Logging in to SupraWEB

1. Go to www.supraekey.com and select **Agents - Log on to SupraWEB**.
2. Enter your user ID and password and select **Login**. If you haven't registered for a single sign on (SSO) user ID and password yet, click the **Register** link to register for a login.
3. The first time you login with your user ID and password you'll need to enter your key serial number and PIN and choose your Board/Association from the list.

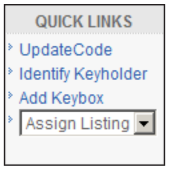


A UTC Fire & Security Company

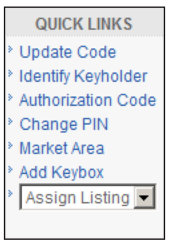
SupraWEB Home Page

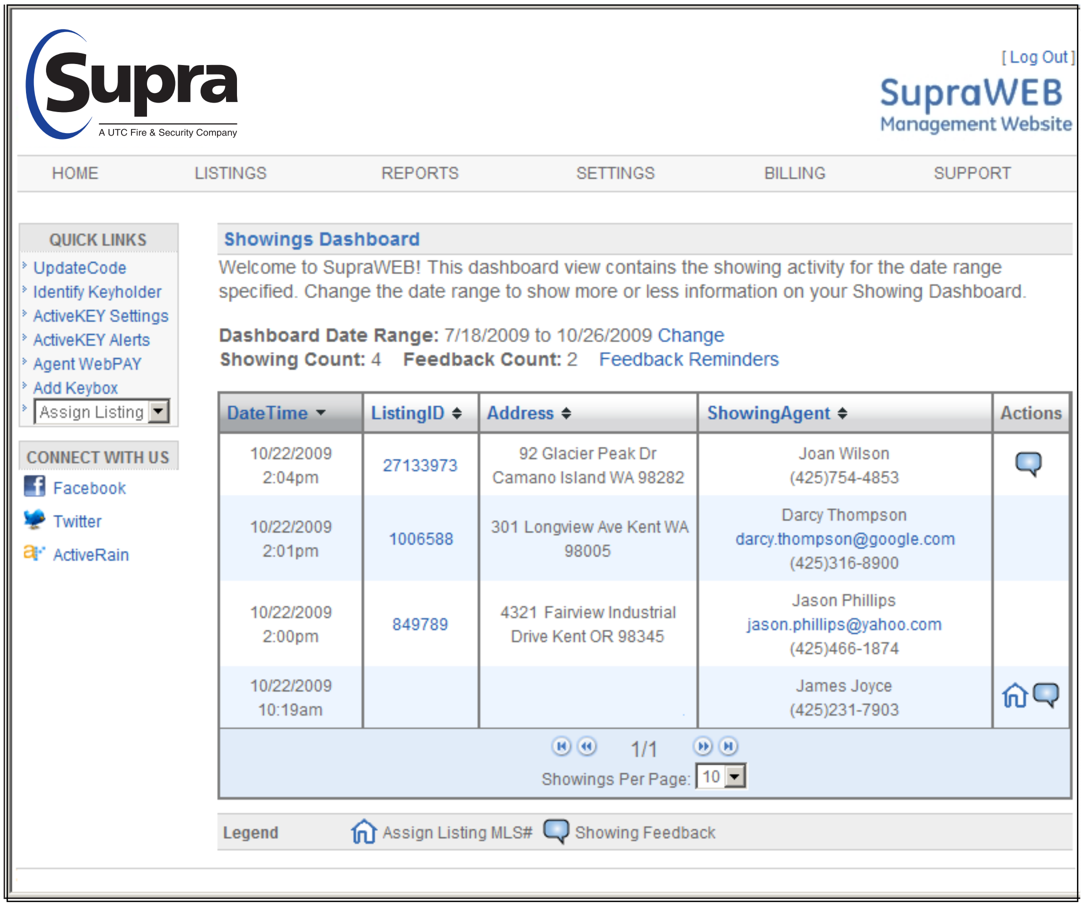
When you login to SupraWEB you'll see the home page.

DisplayKEY Quick Links



eKEY Quick Links





Quick Links

The Quick Links show the most common tasks you'll use at SupraWEB. The Quick Link options depend on the type of key you have.

Update Code - Displays a current update code for your key. You may need to eSYNC your key before you can get another update code.

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

Add KeyBox - Add keyboxes to be included on your 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.

ActiveKEY Quick Links

ActiveKEY Settings - Indicate whether you'd like to receive a message when your iBox battery is low.

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

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. If you use a BlackBerry device as your eKEY, set up your market area on your BlackBerry first.

Menu Bar

The Menu Bar at the top of the screen lets you easily navigate through SupraWEB.

Home - Returns you 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

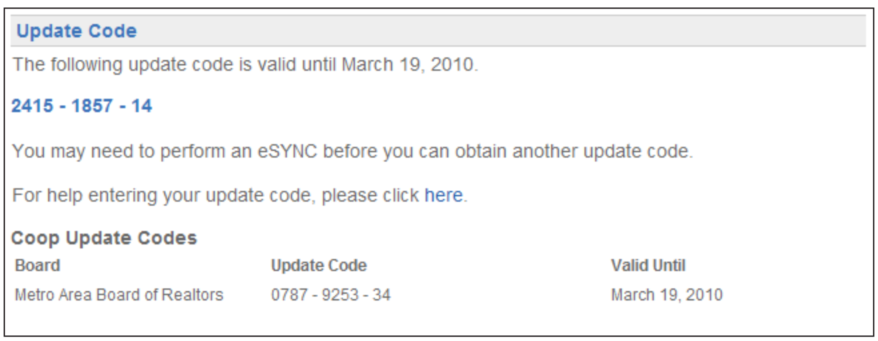
Billing - Manage your bill online. You can view your account balance, make a payment, update your account information, and add or cancel insurance on a key (qualified key types only).

Support - Support contact information

Update Code

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

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



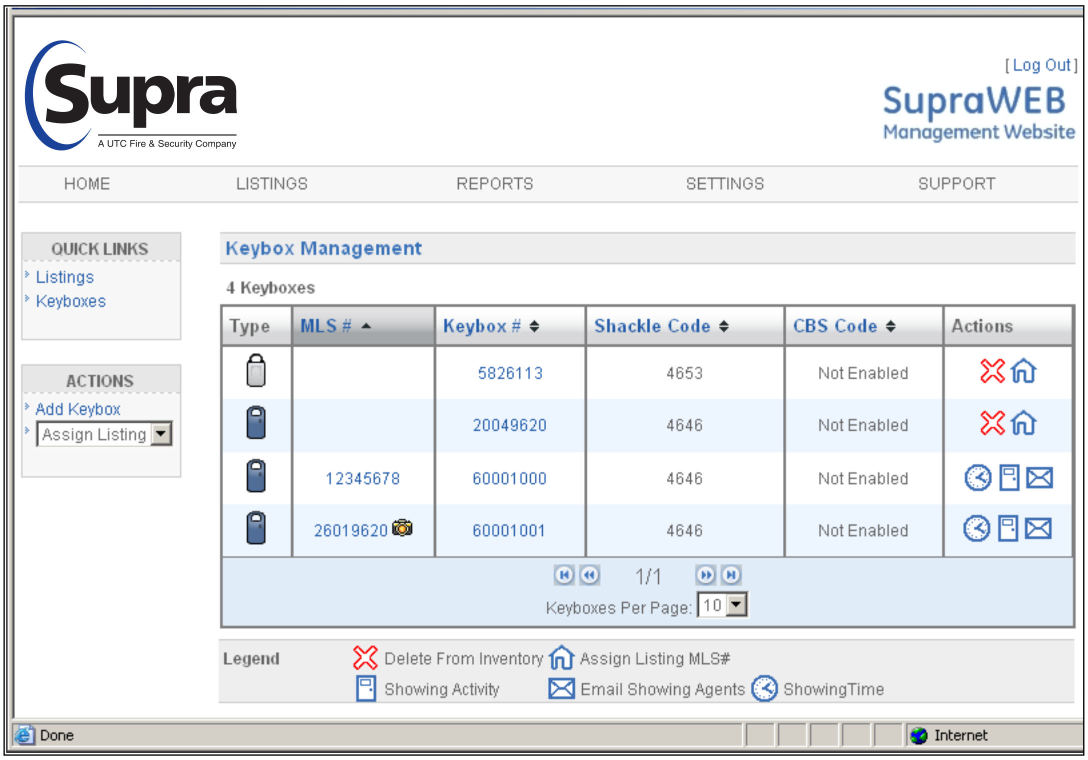
Important! If you have more than one Supra key assigned to you by your Association/MLS you can change the key information you are viewing by selecting SETTINGS and then choosing the key serial number at the bottom of the screen and then **Select**.

Setting 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, the keyboxes placed on your listings first need to be in your keybox inventory. You can manage your keybox inventory at the Supra website. Once your keyboxes are in your keybox inventory, you can view the last six months of showing information for those keyboxes at SupraWEB.

Managing 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 your 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 your inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where the keybox is located.

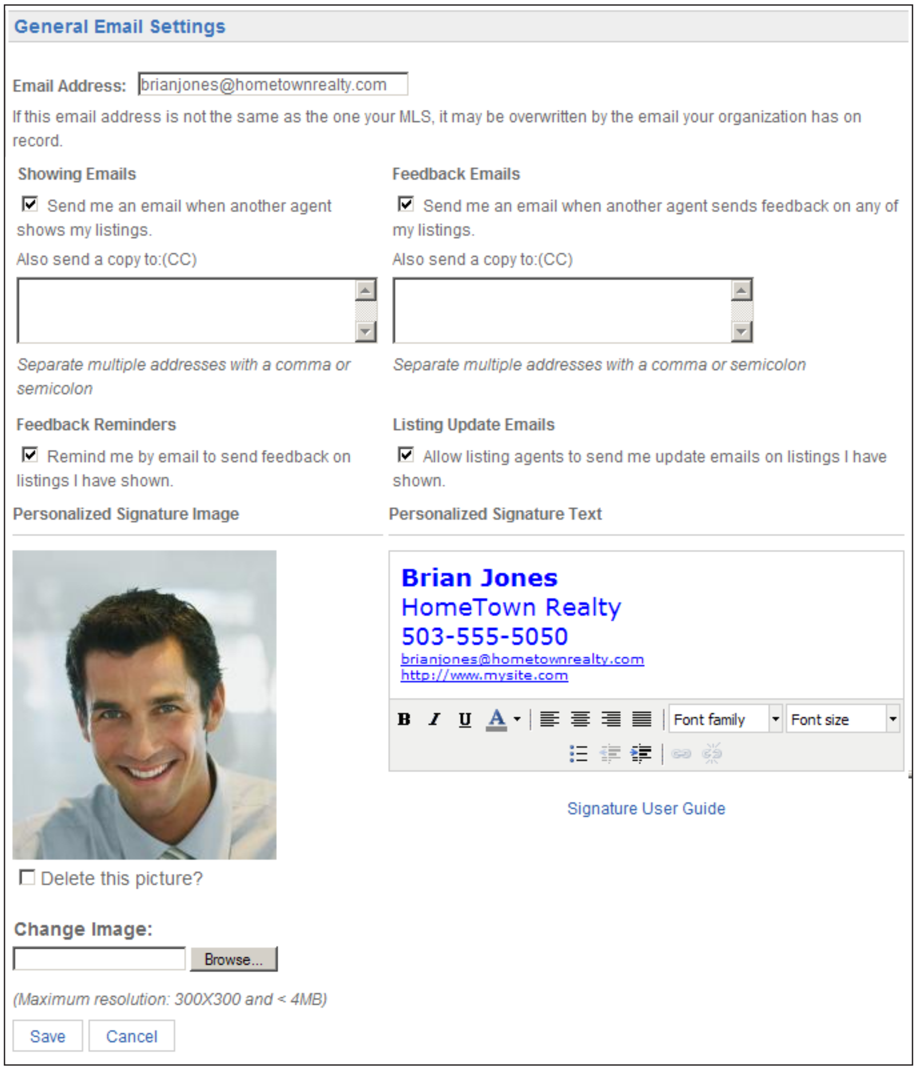
Be sure to update the listing ID when you place a keybox on a new listing, so the address information shows correctly on reports.

Setting up Email Settings

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

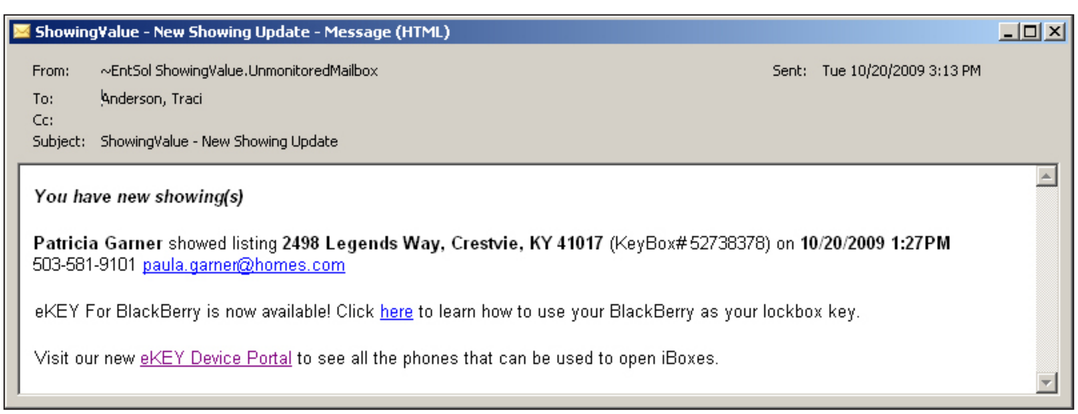
1. From SupraWEB select **SETTINGS**.

2. Select **General Email**.



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



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 ***Setting up Showing Activity*** for instructions on how to add keyboxes to your inventory list.

Sort the information on your 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.

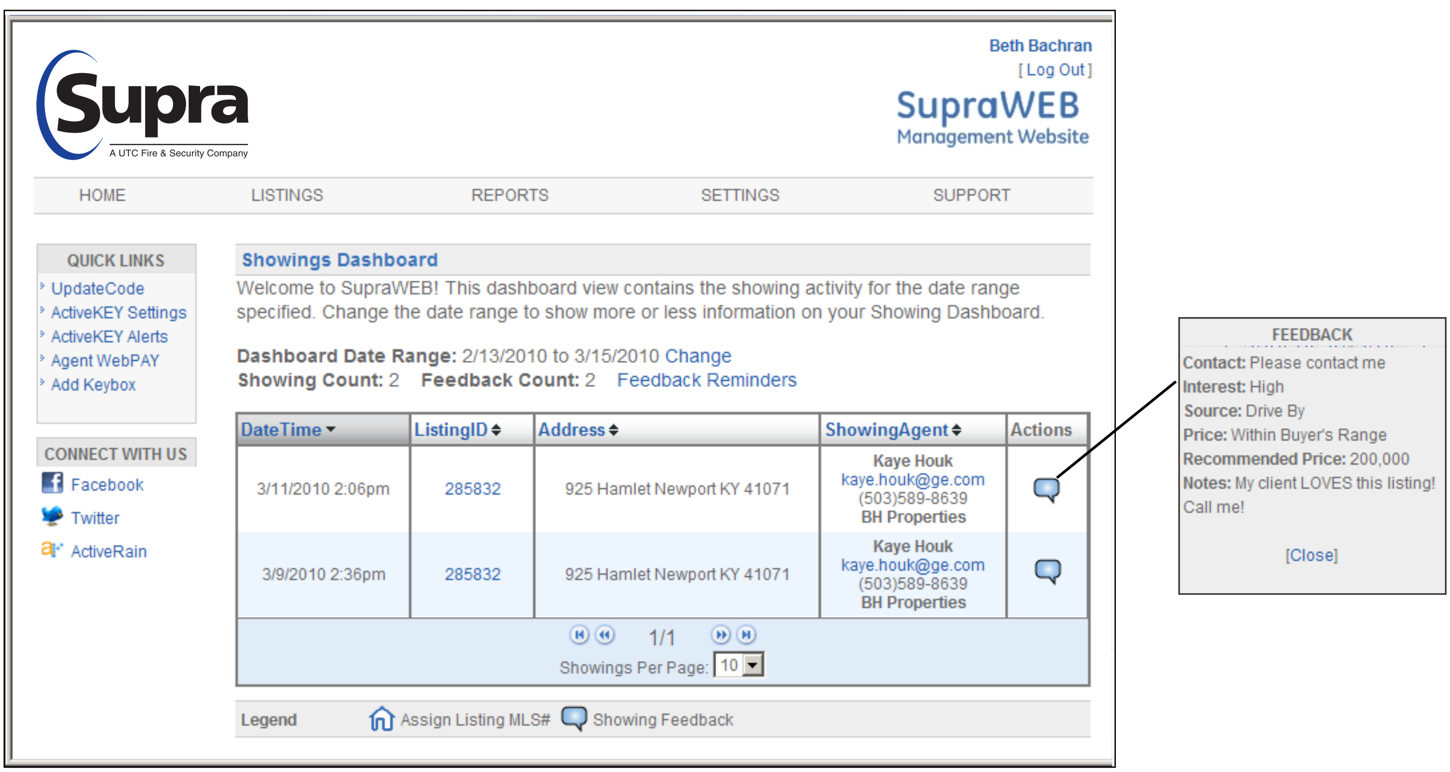
Feedback on showings are indicated by a Showing Feedback icon. Select the Showing Feedback icon to view feedback on a particular showing.

Showing Feedback

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

Viewing Feedback

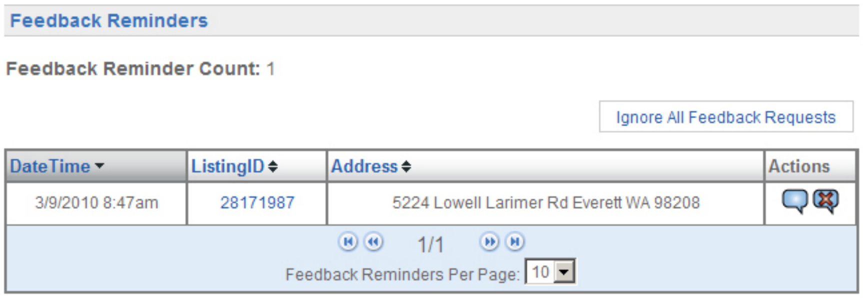
Feedback sent to you on a showing is indicated by a Showing Feedback icon. Click the Showing Feedback icon to view the feedback on a particular showing.



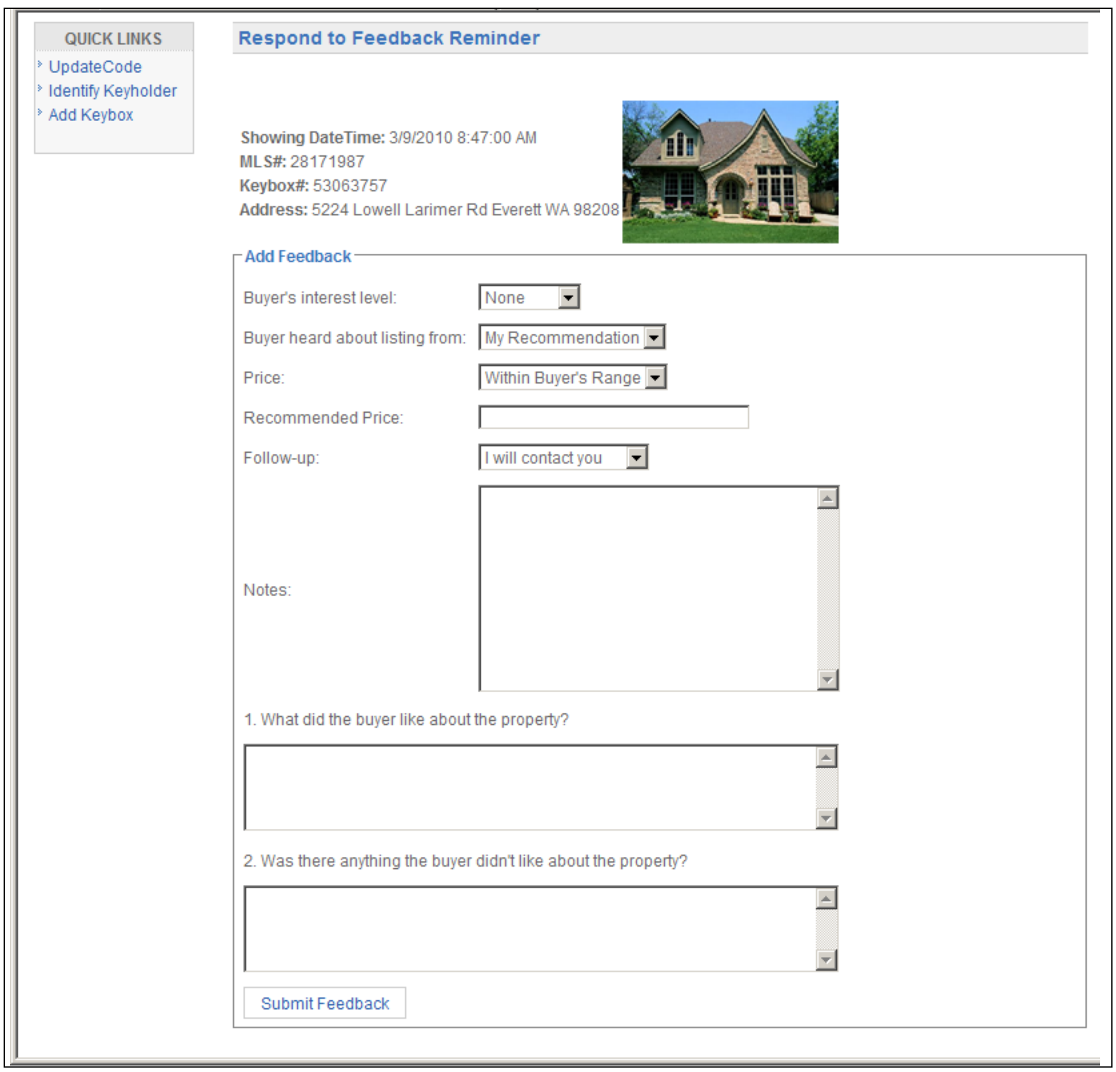
Sending Feedback

Reminders to send feedback on showings you've done are displayed in SupraWEB. To leave feedback on a showing:

1. Click on the **Feedback Reminders** link on the Showings Dashboard. A list of showings you've done that



you haven't left feedback for are displayed.

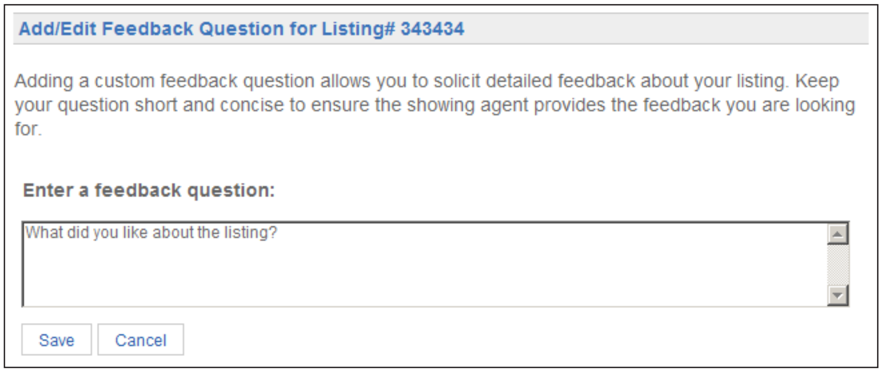


2. Click the **Leave Feedback** icon to the right of the showing.
3. Use the dropdown menus and Notes field to provide feedback to the listing agent. Any additional feedback requested by the listing agent is shown below the Notes field.
4. Click **Submit Feedback** to send your feedback to the listing agent.

Customizing Feedback

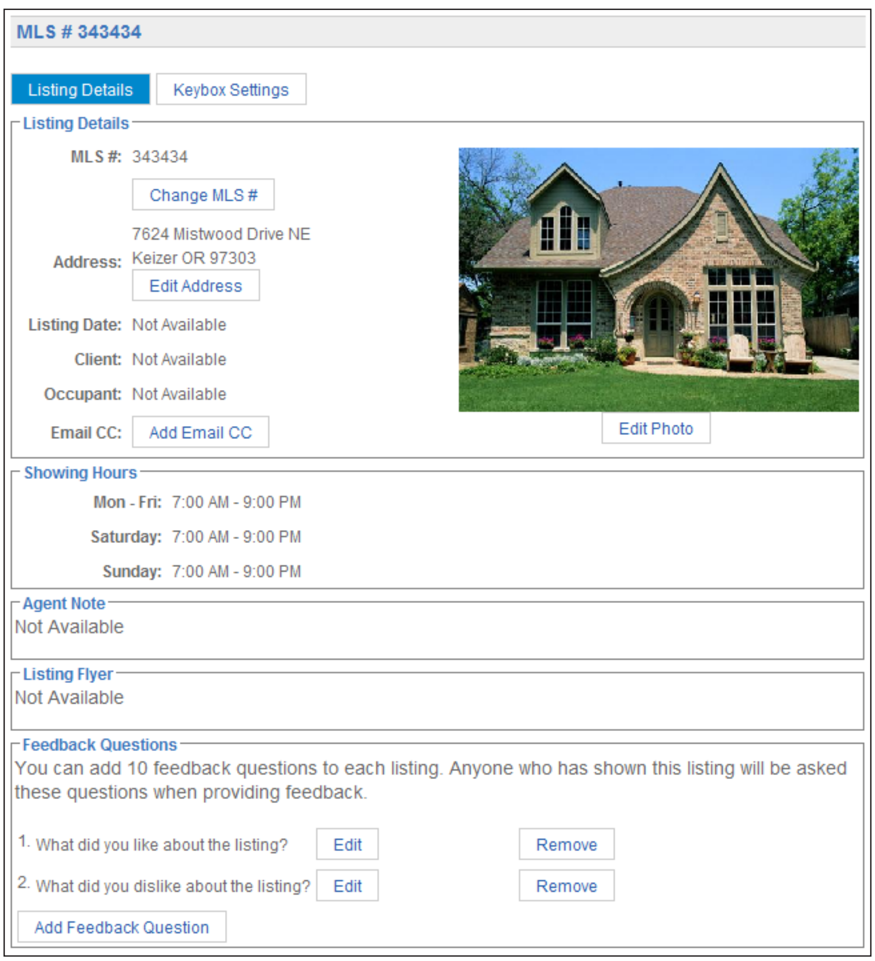
You can add up to 10 custom feedback questions that are displayed when a showing agents leaves you feedback on one of your listings. To add a feedback question:

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



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

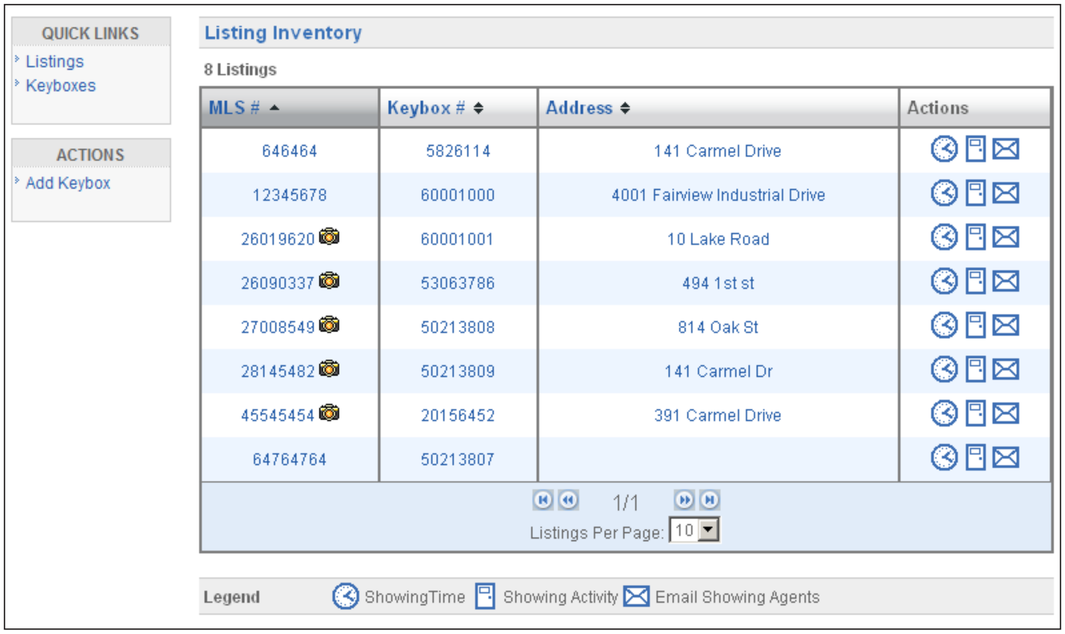
When the showing agent goes into SupraWEB to leave feedback on the showing any additional feedback questions you've entered for the listing are shown.



Listing Inventory

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

From this screen you can select:


QUICK LINKS
Listings
Keyboxes
ACTIONS
Add Keybox

Listing Inventory

8 Listings

MLS #	Keybox #	Address	Actions
646464	5826114	141 Carmel Drive	
12345678	60001000	4001 Fairview Industrial Drive	
26019620	60001001	10 Lake Road	
26090337	53063786	494 1st st	
27008549	50213808	814 Oak St	
28145482	50213809	141 Carmel Dr	
45545454	20156452	391 Carmel Drive	
64764764	50213807		

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Listings Per Page: 10

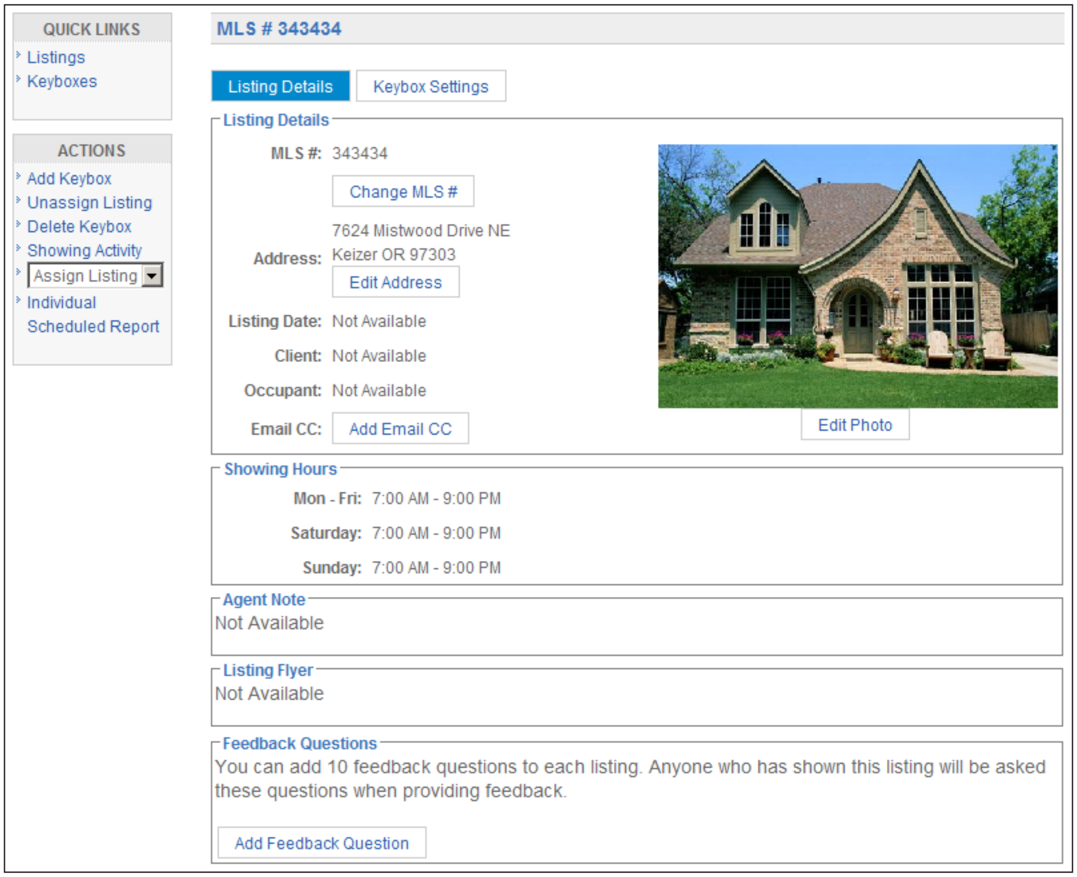
Legend ShowingTime Showing Activity Email Showing Agents

- **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 icon** to send an email to all the agents that have shown the listing
- **Keyboxes** link on the left to view a list of the keyboxes in your inventory.
- **Add KeyBox** link to add a KeyBox to your inventory

If you have uploaded a photo for a listing, a camera icon is shown next to the MLS # and if you mouse over the camera icon you'll see the photo.

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 listing ID 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

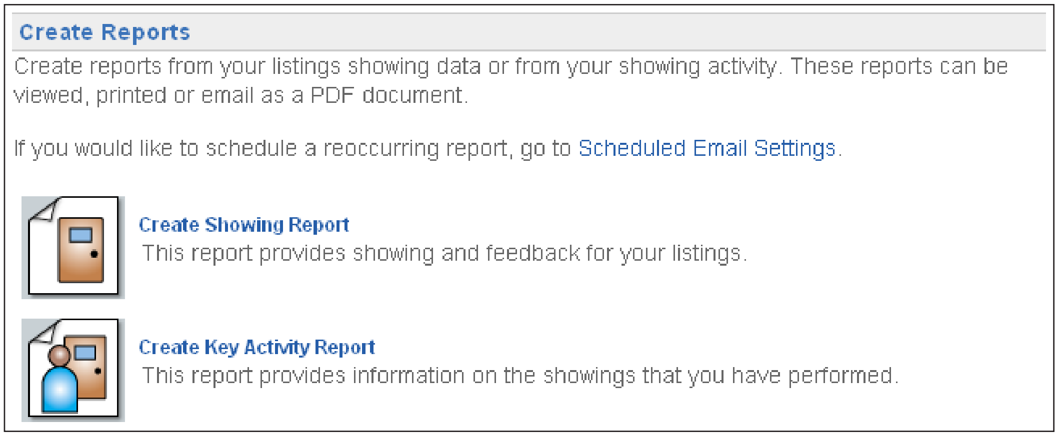
Viewing Showing Activity Reports

There are two types of reports you can generate in SupraWEB that can be viewed, printed or emailed:

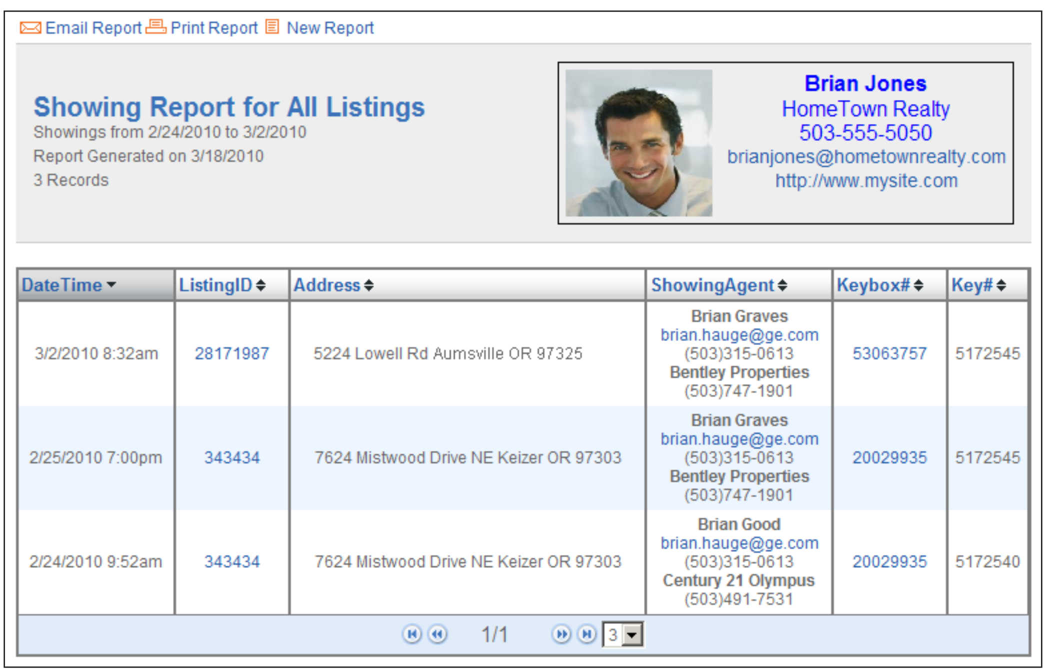
- a showing report which displays all of the showings that have occurred at your listings, and
- a key activity report which displays all the listings you've shown (in both your primary Board/MLS and any cooperating areas)

To create a report

1. From SupraWEB select **REPORTS**.



2. Select the type of report you want to create.
3. Customize the report:
   a. For a showing report, select which listings or keyboxes you want included.
   b. Select the date range.
   c. For a showing report, select whether you want showing agent contact information included. If you are emailing the report to a client, you may not want to include the showing agent contact information.
   d. Select whether you want any feedback sent to you from showing agents included in the report.
4. Select **Create Report** to view the report.



DateTime	ListingID	Address	ShowingAgent	Keybox#	Key#
3/2/2010 8:32am	28171987	5224 Lowell Rd Aumsville OR 97325	Brian Graves brian.hauge@ge.com (503)315-0613 Bentley Properties (503)747-1901	53063757	5172545
2/25/2010 7:00pm	343434	7624 Mistwood Drive NE Keizer OR 97303	Brian Graves brian.hauge@ge.com (503)315-0613 Bentley Properties (503)747-1901	20029935	5172545
2/24/2010 9:52am	343434	7624 Mistwood Drive NE Keizer OR 97303	Brian Good brian.hauge@ge.com (503)315-0613 Century 21 Olympus (503)491-7531	20029935	5172540

5. To print the report, select the **Print Report** icon at the top of the screen.

6. To email the report, select the **Email Report** icon and fill out the email information. If you want your photo and contact information included in the email, see the instructions under *Setting Up Email Showing Settings*.

Setting up Weekly or Monthly Scheduled Email Showing Report

You can also 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. If you would like to receive the report weekly, select the day of the week.
5. If you would like to receive the report monthly, select the day of the month.
6. Select if you want any feedback sent to you from showing agents included in the report.
7. Enter any additional email addresses you would like the report sent to.
8. In the *Personalized Signature Image* section, click **Browse** and select a picture you would like shown on emails and reports.
9. Fill out your contact information in the *Personalized Signature Text* box to have your contact information display on emails and reports.
10. 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 your current account balance and make a payment
- **Billing History** - view your invoices and payment history
- **Account Information** - view or change your billing address and payment method and enable/disable automatic billing and electronic invoicing
- **Contracts** - displays your 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.