

# 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*)

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

## Need help?

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

## Logging in to SupraWEB

1. Go to [www.supraekey.com](http://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.

The screenshot shows the SupraWEB user interface. At the top left is the Supra logo with the tagline 'A UTC Fire & Security Company'. At the top right, there is a link for 'Problem accessing our site? Contact us' and two user profile icons with the text 'Manage your profile Register'. The main content area is divided into three sections: 1. A 'Login' section with input fields for 'User ID' and 'Password', a 'Forgot Password?' link, a 'Remember User ID' checkbox, and a 'Login' button. 2. A 'New User Registration' section with the text 'First time user? Please create an account now.' and a 'Register' button. 3. A right-hand column with a welcome message: 'Welcome to the UTC Single Sign-On (SSO) page.' followed by instructions for registered users ('Simply enter your current user name and password.') and new users ('Please click register to setup a new user.').

# SupraWEB Home Page

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

**Supra**  
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[Log Out]  
**SupraWEB**  
Management Website

HOME LISTINGS REPORTS SETTINGS BILLING SUPPORT

**QUICK LINKS**

- Update Code
- Identify Keyholder
- ActiveKEY Settings
- ActiveKEY Alerts
- Agent WebPAY
- Add Keybox
- Assign Listing

**CONNECT WITH US**

- Facebook
- Twitter
- ActiveRain

**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: 7/18/2009 to 10/26/2009 [Change](#)  
Showing Count: 4 Feedback Count: 2 [Feedback Reminders](#)

DateTime	ListingID	Address	ShowingAgent	Actions
10/22/2009 2:04pm	27133973	92 Glacier Peak Dr Camano Island WA 98282	Joan Wilson (425)754-4853	
10/22/2009 2:01pm	1006588	301 Longview Ave Kent WA 98005	Darcy Thompson darcy.thompson@google.com (425)316-8900	
10/22/2009 2:00pm	849789	4321 Fairview Industrial Drive Kent OR 98345	Jason Phillips jason.phillips@yahoo.com (425)466-1874	
10/22/2009 10:19am			James Joyce (425)231-7903	

Showing Per Page: 10

Legend Assign Listing MLS# Showing Feedback

## DisplayKEY Quick Links

**QUICK LINKS**

- Update Code
- Identify Keyholder
- Add Keybox
- Assign Listing

## eKEY Quick Links

**QUICK LINKS**

- Update Code
- Identify Keyholder
- Authorization Code
- Change PIN
- Market Area
- Add Keybox
- Assign Listing

## 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

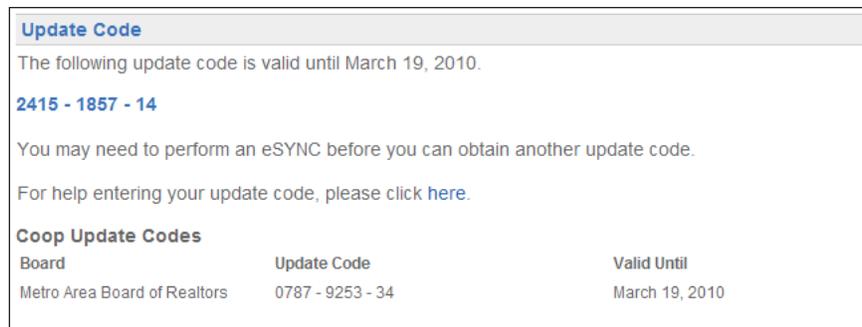
**Billing** - Manage your bill online. You can view your account balance, make a payment, update your account information, and add or cancel insurance on a key (qualified key types only).

**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.



The screenshot shows a web page titled "Update Code". It contains the following text:

**Update Code**  
The following update code is valid until March 19, 2010.  
**2415 - 1857 - 14**  
You may need to perform an eSYNC before you can obtain another update code.  
For help entering your update code, please click [here](#).

**Coop Update Codes**

Board	Update Code	Valid Until
Metro Area Board of Realtors	0787 - 9253 - 34	March 19, 2010

**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.

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[ Log Out ]  
SupraWEB  
Management Website

HOME LISTINGS REPORTS SETTINGS SUPPORT

QUICK LINKS  
Listings  
Keyboxes

ACTIONS  
Add Keybox  
Assign Listing

### Keybox Management

4 Keyboxes

Type	MLS # ^	Keybox # v	Shackle Code v	CBS Code v	Actions
		5826113	4653	Not Enabled	
		20049620	4646	Not Enabled	
	12345678	60001000	4646	Not Enabled	
	26019620	60001001	4646	Not Enabled	

1/1  
Keyboxes Per Page: 10

Legend  
 Delete From Inventory Assign Listing MLS#  
 Showing Activity Email Showing Agents ShowingTime

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**.

### 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.

<b>Showing Emails</b> <input checked="" type="checkbox"/> Send me an email when another agent shows my listings. Also send a copy to:(CC) <input type="text"/> <small>Separate multiple addresses with a comma or semicolon</small>	<b>Feedback Emails</b> <input checked="" type="checkbox"/> Send me an email when another agent sends feedback on any of my listings. Also send a copy to:(CC) <input type="text"/> <small>Separate multiple addresses with a comma or semicolon</small>
<b>Feedback Reminders</b> <input checked="" type="checkbox"/> Remind me by email to send feedback on listings I have shown.	<b>Listing Update Emails</b> <input checked="" type="checkbox"/> Allow listing agents to send me update emails on listings I have shown.

<b>Personalized Signature Image</b>  <input type="checkbox"/> Delete this picture? <b>Change Image:</b> <input type="text"/> <input type="button" value="Browse..."/> <small>(Maximum resolution: 300X300 and &lt; 4MB)</small> <input type="button" value="Save"/> <input type="button" value="Cancel"/>	<b>Personalized Signature Text</b> <p><b>Brian Jones</b> HomeTown Realty 503-555-5050 <a href="mailto:brianjones@hometownrealty.com">brianjones@hometownrealty.com</a> <a href="http://www.mysite.com">http://www.mysite.com</a></p> <p><b>B</b> <i>I</i> <u>U</u> <span style="color: blue;">A</span>    Font family   Font size   </p> <p><a href="#">Signature User Guide</a></p>
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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.

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Beth Bachran  
[ Log Out ]  
**SupraWEB**  
Management Website

HOME LISTINGS REPORTS SETTINGS SUPPORT

**QUICK LINKS**

- UpdateCode
- ActiveKEY Settings
- ActiveKEY Alerts
- Agent WebPAY
- Add Keybox

**CONNECT WITH US**

- Facebook
- Twitter
- ActiveRain

**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:** 2/13/2010 to 3/15/2010 [Change](#)

**Showing Count:** 2 **Feedback Count:** 2 [Feedback Reminders](#)

DateTime	ListingID	Address	ShowingAgent	Actions
3/11/2010 2:06pm	285832	925 Hamlet Newport KY 41071	Kaye Houk kaye.houk@ge.com (503)589-8639 BH Properties	
3/9/2010 2:36pm	285832	925 Hamlet Newport KY 41071	Kaye Houk kaye.houk@ge.com (503)589-8639 BH Properties	

1/1

Showing Per Page: 10

Legend Assign Listing MLS# Showing Feedback

**FEEDBACK**

Contact: Please contact me  
Interest: High  
Source: Drive By  
Price: Within Buyer's Range  
Recommended Price: 200,000  
Notes: My client LOVES this listing!  
Call me!

[Close]

## 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

Feedback Reminders			
Feedback Reminder Count: 1			
<a href="#">Ignore All Feedback Requests</a>			
DateTime ▾	ListingID ◆	Address ◆	Actions
3/9/2010 8:47am	28171987	5224 Lowell Larimer Rd Everett WA 98208	 
1/1			
Feedback Reminders Per Page: 10 ▾			

you haven't left feedback for are displayed.

**QUICK LINKS**

- UpdateCode
- Identify Keyholder
- Add Keybox

### Respond to Feedback Reminder

Showing DateTime: 3/9/2010 8:47:00 AM  
MLS#: 28171987  
Keybox#: 53063757  
Address: 5224 Lowell Larimer Rd Everett WA 98208



**Add Feedback**

Buyer's interest level:

Buyer heard about listing from:

Price:

Recommended Price:

Follow-up:

Notes:

1. What did the buyer like about the property?

2. Was there anything the buyer didn't like about the property?

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**.

**Add/Edit Feedback Question for Listing# 343434**

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:**

What did you like about the listing?

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.

**MLS # 343434**

[Listing Details](#) [Keybox Settings](#)

**Listing Details**

MLS #: 343434

Address: 7624 Mistwood Drive NE  
Keizer OR 97303

Listing Date: Not Available  
Client: Not Available  
Occupant: Not Available  
Email CC:



**Showing Hours**

Mon - Fri: 7:00 AM - 9:00 PM  
Saturday: 7:00 AM - 9:00 PM  
Sunday: 7:00 AM - 9:00 PM

**Agent Note**  
Not Available

**Listing Flyer**  
Not Available

**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.

1. What did you like about the listing?

2. What did you dislike about the listing?

# 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:

The screenshot shows a web interface for 'Listing Inventory'. On the left, there are 'QUICK LINKS' for 'Listings' and 'Keyboxes', and 'ACTIONS' for 'Add Keybox'. The main area displays a table with 8 listings. Each row contains an MLS #, a Keybox #, an Address, and a set of action icons (clock, document, and envelope). Below the table is a pagination bar showing '1/1' and 'Listings Per Page: 10'. At the bottom, a legend identifies the icons: a clock for 'ShowingTime', a document for 'Showing Activity', and an envelope for 'Email Showing Agents'.

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		

- **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:

**QUICK LINKS**

- > Listings
- > Keyboxes

**ACTIONS**

- > Add Keybox
- > Unassign Listing
- > Delete Keybox
- > Showing Activity
- > Assign Listing ▾
- > Individual Scheduled Report

**MLS # 343434**

[Listing Details](#) [Keybox Settings](#)

**Listing Details**

MLS #: 343434  
[Change MLS #](#)

7624 Mistwood Drive NE  
Address: Keizer OR 97303  
[Edit Address](#)

Listing Date: Not Available  
Client: Not Available  
Occupant: Not Available  
Email CC: [Add Email CC](#)



[Edit Photo](#)

**Showing Hours**

Mon - Fri: 7:00 AM - 9:00 PM  
Saturday: 7:00 AM - 9:00 PM  
Sunday: 7:00 AM - 9:00 PM

**Agent Note**  
Not Available

**Listing Flyer**  
Not Available

**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](#)

- **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**.

**Create Reports**

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

If you would like to schedule a reoccurring 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.

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.

[Email Report](#)
[Print Report](#)
[New Report](#)

**Showing Report for All Listings**

Showings from 2/24/2010 to 3/2/2010

Report Generated on 3/18/2010

3 Records



**Brian Jones**  
 HomeTown Realty  
 503-555-5050  
[brianjones@hometownrealty.com](mailto:brianjones@hometownrealty.com)  
<http://www.mysite.com>

DateTime ▾	ListingID ⇅	Address ⇅	ShowingAgent ⇅	Keybox# ⇅	Key# ⇅
3/2/2010 8:32am	28171987	5224 Lowell Rd Aumsville OR 97325	Brian Graves <a href="mailto:brian.hauge@ge.com">brian.hauge@ge.com</a> (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 <a href="mailto:brian.hauge@ge.com">brian.hauge@ge.com</a> (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 <a href="mailto:brian.hauge@ge.com">brian.hauge@ge.com</a> (503)315-0613 Century 21 Olympus (503)491-7531	20029935	5172540

⏪ ⏩ 1/1 ⏪ ⏩ 3 ▾

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

- 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.

- From SupraWEB select **REPORTS**.
- Select **Scheduled Email Settings**.
- Enter your email address.
- If you would like to receive the report weekly, select the day of the week.
- If you would like to receive the report monthly, select the day of the month.
- Select if you want any feedback sent to you from showing agents included in the report.
- Enter any additional email addresses you would like the report sent to.
- In the *Personalized Signature Image* section, click **Browse** and select a picture you would like shown on emails and reports.
- Fill out your contact information in the *Personalized Signature Text* box to have your contact information display on emails and reports.
- 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

- From SupraWEB select **BILLING**.
- Select **Contracts**.
- 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.

The screenshot shows the 'Billing Menu' on the left with options: Account Balance, Billing History, Account Information, Contracts, and FAQ. The main content area is titled 'Contracts' and displays customer information for Robert Becker: GE Customer Number: 1345465, Agent ID: 207187, Serial #: 7419722, Key Type: ActiveKey, Date: 3/18/2010. Below this is a table with columns: Key Number, Contract Description, Start Date, End Date, Billing Frequency, Next Billing Date, and an 'Add Insurance' button.

Key Number	Contract Description	Start Date	End Date	Billing Frequency	Next Billing Date	
7419722	ActiveKEY	1/14/2010	---	Annually	7/13/2010	<a href="#">Add Insurance</a>