

Supra[®] Non-Member Access

Supra Member Quick Reference

Introduction

Keyholders in an organization using the Supra[®] system with the Non-Member Access (NMA) feature enabled can authorize a non-member to access a Supra iBox or iBox BT LE.

- You can only grant access to Bluetooth[®] keyboxes in your inventory.
- Charges may apply to the agent or the organization (discuss specific pricing options with your organization).
- Non-members can access a keybox from 2 to 72 hours, as set by the keyholder.
- Non-members must fill out a registration form and download an eKEY app for their mobile device. For a list of supported phones, visit www.supraekey.com/Documents/eKEY_OS.pdf.

Activate Non-Member Access Feature

(**Note:** This one-time step **MUST** be performed to extend invitations via the eKEY app.)

Steps

1. Go to www.supraekey.com and click **SupraWEB Login for Real Estate Agents** and log in.
2. From SupraWEB, click **SETTINGS**.
3. Click **Non-Member Access**.
4. Check **Enable Non-Member Access**.
5. Check to accept the *Terms and Conditions*.
6. Click **Save**.

Keyholders: Grant Non-Member Access from the eKEY App

Use the eKEY app to grant access to your keyboxes for non-members.

Steps

1. Open the eKEY application.
2. Tap **SupraWEB**.
3. Login to SupraWEB with your key serial number, PIN, and organization.
4. Tap **Non-Member Access**.
5. Choose a keybox from the drop-down menu.
6. Tap **Grant Access** and **Next**.
7. Add the non-member's mobile phone number.
8. Choose the access start and end date and time (Access may be allowed between 2 to 72 hours).
9. Add notes about the listing for the non-member and click **Submit**.
10. Check to accept the *Terms and Conditions*.
11. Tap **Submit**. A text message and an email is sent to the non-member.



Keyholders: Grant Non-Member Access to Your Keyboxes from SupraWEB

Steps

1. From SupraWEB, select **LISTINGS**.
2. Click **Keyboxes**.
3. On the line of the keybox that you want to grant a non-member access to open, select the **Grant Non-Member Access** icon in the Actions column. If the keybox is not listed, use the **Add Keybox** link on the left to add a keybox.
***NOTE:** If the non-member has already registered, their name and information is displayed. After setup is complete, a text message is sent to them with a link for them to download the eKEY app and register.*
4. Enter the mobile phone number for the non-member.
5. Choose the access start and end date and time (Access may be allowed between 2 and 72 hours).
6. Enter any notes about the listing for the non-member and click **Submit**.
***NOTE:** Organizations decide if their members pay the non-member access fee; payment information may not display.*
7. Check to accept the *Terms and Conditions*.
8. Click **Submit**. A text message and an email are sent to the non-member.

Office Brokers: Grant Non-Member Access to Office Keyboxes from SupraWEB

Steps

1. From SupraWEB in the *BROKER QUICK LINKS*, choose the **Non-Member Access** link.
2. On the line of the keybox that you want to grant a non-member access to open, select the **Grant Non-Member Access** icon in the Actions column. If the keybox is not listed, use the *Add Keybox* link on the left to add a keybox.
***NOTE:** If the non-member has already registered, their name and information is displayed. After setup is complete, a text message is sent to them with a link for them to download the eKEY app and register.*
3. Enter the mobile phone number for the non-member.
4. Choose the access start and end date and time (Access may be allowed between 2 and 72 hours).
5. Enter any notes about the listing for the non-member and click **Submit**. A text message and email is sent to the non-member once keybox access is granted.

Create Non-Member Access Report

Generate reports of non-members who have accessed your listings.

Steps

1. From SupraWEB, select **Reports**.
2. Choose *Create Non-member Access Report*.
3. Enter configuration for report.
4. Select **Create Report** to generate report.

