

Single Access with eKEY

Provide one-time access to your property listings

Real estate agents know it takes a whole team to make a sale. Supra now offers a simple way to provide access to your listings for team members such as contractors, cleaning services, inspectors, etc. Follow the steps below to provide one-time access to your listings.

1. Open the eKEY app.



2. Select **My Keyboxes**.



3. Select the keybox for the property to which you wish to grant access.



4. Select **Grant Managed Access**.



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5. Type in the cell number of the person to whom you wish to grant access (or choose from your contacts).

The screenshot shows the 'GRANT MANAGED ACCESS' screen. At the top, there's a blue header with a back arrow and a star icon. Below it, a message says 'Access requests will be sent by text to the managed access recipient'. A red box highlights the 'ADD NEW PHONE NUMBER' button. Below that is the 'PHONE NUMBER' input field, also highlighted with a red box. Further down, there are fields for 'LOCKBOX ID', 'ADDRESS', 'WE-B (Optional)', 'ACCESS RANGE', and 'STARTS'. The 'STARTS' field shows 'New 7/5, 2021'.

Note: Keybox must be assigned to an address. If it does not pre-populate, you must enter an address.

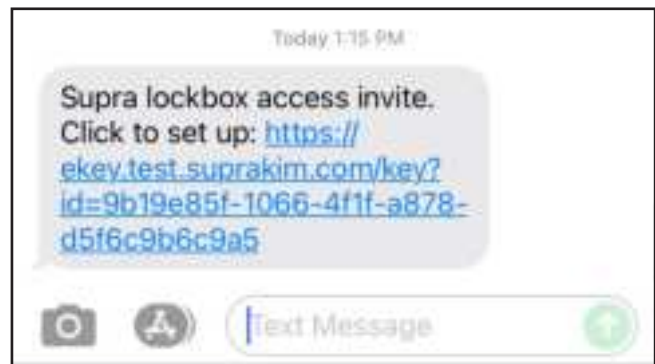
6. Select access day and time.

This screenshot shows the same 'GRANT MANAGED ACCESS' screen. A red box highlights the 'ACCESS RANGE' field, which shows '8:00 AM - 5:00 PM', and the 'STARTS' field, which shows 'New 7/5, 2021'. Below these fields are 'CANCEL' and 'ACCESS/START TIME' buttons. At the bottom, there is a time selection interface with a red box highlighting the '8:00 AM' option.

7. Add any pertinent notes regarding the property and then press **Send**.*

The screenshot shows the 'GRANT MANAGED ACCESS' screen. A red box highlights the 'NOTES/INSTRUCTIONS (Optional)' field, which contains the text 'Please for the keybox only'. Below this field is a blue 'SEND' button, also highlighted with a red box.

*An SMS text will be sent, inviting them to register for eKEY if they are not already registered with Supra. They will receive another SMS text indicating that access has been granted, along with date, time, and any notes relevant to the property.



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View Access Granted, History of Access Granted, and Generate Access Report

1. To view access granted, tap the **Manage Access** icon on your eKEY home screen.



2. From here, you can view recent invites, history of access granted, and run reports of access granted. Tap **Recent Invites** to view recent access granted, access pending and access cancelled.



Note: This is where you can modify or cancel access granted (as long as the access window has not begun).

3. Tap **History** to view history of access granted. This will show completed, no-shows, and cancelled access.



4. Generate a report of lockboxes accessed, which will be sent to your email on file. Tap **Reports**. Run reports based on users or lockboxes. The report can be generated for all accesses by choosing **Select All**. Select a specific user or lockbox to generate a report for that selection only. Reports can be run for up to 2 years in the past, with a date range of 6 months.



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