

**Supra eKEY Alert Includes GPS Map**



## Supra eKEY Alert Includes GPS Map User Guide

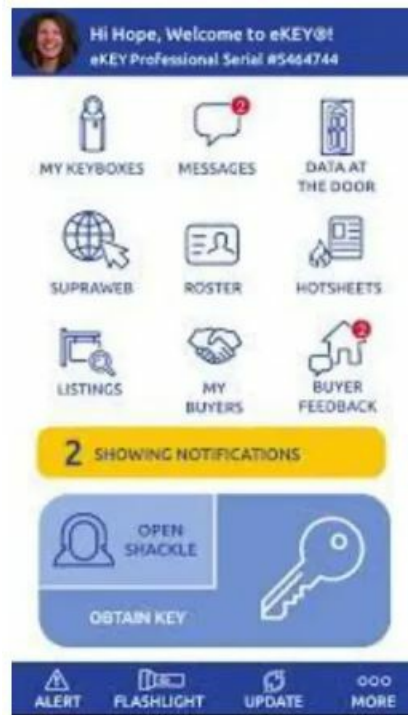
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**Supra eKEY Alert Includes GPS Map**



## Product Information

### Specifications

- **Product Name:** Single Access with eKEY
- **Usage:** Provide one-time access to property listings
- **Features:** Grant managed access, view access history, generate access report
- **Availability:** Not available in all areas

## Product Usage Instructions

### Providing One-Time Access to Property Listings

1. Open the eKEY app.
2. Select “My Lockboxes”.
3. Select the lockbox for the property you wish to grant access to.
4. Select “Grant Managed Access”.
5. Type in the cell number of the person you wish to grant access to or choose from your contacts.
6. Select the access day and time, add any pertinent notes, and press “Send”.
7. Select who will pay for the access token: the agent or the recipient.
8. Follow the prompts based on who is paying for the token.

### When Grantee Pays for Token

1. Grantee clicks on the SMS text link indicating further action is needed.
2. They tap the “Add Access Token” button.
3. To purchase an Access Token, they tap “Update Billing Information” and proceed with payment.
4. Enter card information, verify, and save address information.

5. Agree to payment terms & conditions and tap “Purchase Access Token”.
6. Upon successful purchase, they will receive a confirmation message.

### **Viewing Access Granted and History**

1. Tap the “Manage Access” icon on your eKEY home screen.
2. Tap “History” to view the history of access granted which includes completed, no-shows, and cancellations.

### **FAQ**

Q: Is this feature available in all areas?

A: No, this feature may not be available in all areas. Please check with your local association/board for availability.

Q: Do I need the homeowner's permission to grant access?

A: Yes, it is important to receive the homeowner's permission before granting access to someone who is not a member of the association/board.

Q: What if the lockbox is not assigned to an address?

A: If the address field does not prepopulate, you must manually enter an address for the lockbox.

### **Single Access with eKEY**

Instructions for Listing Agents with Tokens

### **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 infrequent users such as contractors, stagers, and out-of-area agents. Follow the steps below to provide one-time access to your listings.

**NOTE:** This feature is not available in all areas.

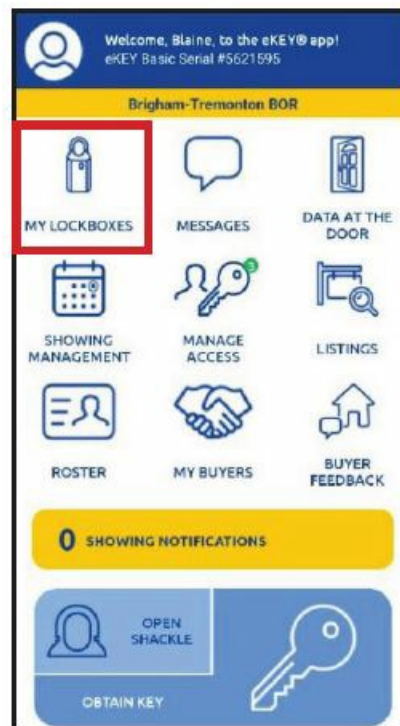
#### **IMPORTANT:**

The listing agent must receive the homeowner's permission before granting access to someone who is not a member of the association/board.

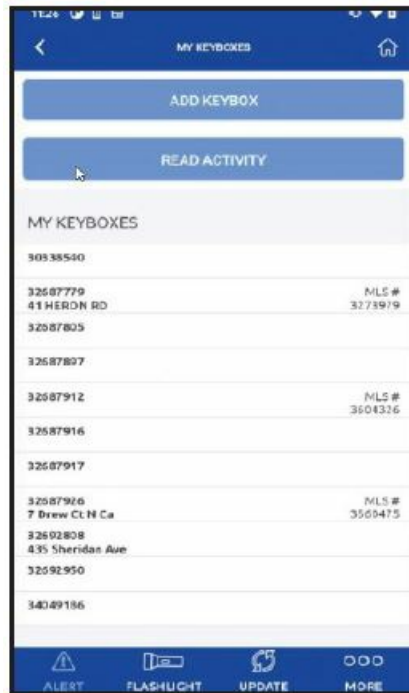
1. Open the eKEY app.



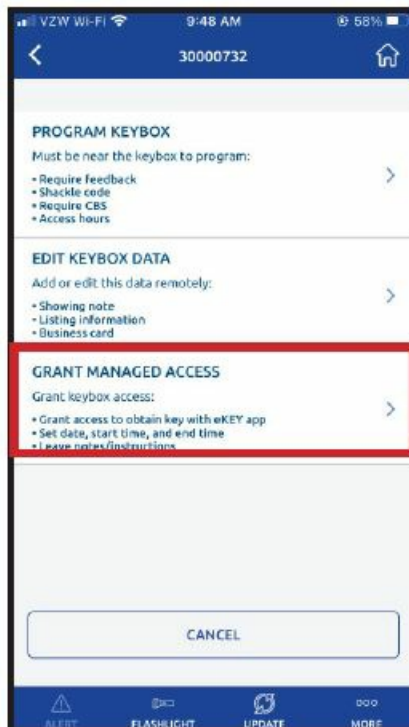
2. Select My Lockboxes.



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



4. Select Grant Managed Access.



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

**Note:** Lockbox must be assigned to an address. If the address field does not pre-populate, you must enter an address.

6. Select who will pay for the access token; the agent or the recipient (grantee).

7. Select the access day and time, add any pertinent notes, and then press Send\*.
  - An SMS text will be sent, inviting them to register for eKEY if they are not already registered with Supra. Once they register, they will receive a second SMS text.

8. If the recipient is paying for the token, they will receive a text indicating further action is needed. If the agent is paying, the recipient will receive a text indicating that access has been granted.

<p>Further action required to obtain access permission to          xxxxxxxxxx-address-xxxxxxx          xxxxxx MLS ID xxxxxxxxxx. Open          eKEY: <a href="https://ekey.suprakim.com/key?invite">https://ekey.suprakim.com/key?invite</a></p>	<p>xxx-name-xxx grants access:          xxxxxxxxxx-address-xxxxxxx          xxxxxx-address-xxxxxxx MLS ID          xxxxxxxxxx from 08/08/22. Open          eKEY: <a href="https://ekey.suprakim.com/key?invite">https://ekey.suprakim.com/key?invite</a></p>
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## When Grantee Pays for Token

1. When the grantee clicks on the SMS text link indicating further action is needed, it will bring up the screen below. They tap the blue Add Access Token button.

2. A screen appears indicating that a small fee is required to gain one-time access. They can either decline the invitation or accept it; proceed to make the payment, then tap Submit.

**PURCHASING ACCESS TOKEN**

You have requested access to:

Address : HRDC  
 Access Starts : 08/08/22 1:30 AM  
 Access Ends : 08/08/22 3:30 AM  
 Agent Name : Blaine  
 Agent Mobile : [7411362252](tel:7411362252)

**A fee of \$3, plus any applicable taxes, is required to gain a one-time access.**

☒ Proceed to purchase Access Token  
☐ Decline Invitation

**SUBMIT**

\* No refunds.  
 \* Fees may vary by organization.  
 \* Users who request Single Access on a regular basis may find a subscription to the lockbox service more convenient. Contact Brigham-Tremonton BOR for details.

3. To purchase an Access Token, they tap Update Billing Information to add their information.

**PURCHASING ACCESS TOKEN**

**Purchase 1 Access Token \$3**  
 Plus any applicable taxes

Card Number on File: — Card Expiration: —  
 Billing Address: —  
 Email: willis.stone@gmail.com

Update Billing Information prior to purchasing Access Token

**UPDATE BILLING INFORMATION**

Appointments may be changed prior to the start time, but there is no refund if canceled or not used.

☐ I agree to the payment [Terms & Conditions](#)

**CANCEL PURCHASE ACCESS TOKEN**

The eKEY app will notify you when your payment is processed and your token is available.

4. They then enter their card information tap Verify, and then tap Next.



PURCHASING ACCESS TOKEN

### Update Billing Information

Card Number on File

Name on Card: Willie Stone

Zip Code:

Credit Card Number:

CVC Number: [What's this?](#)

Expiration Date: 01/2023

**Verify** Cancel

Updating your billing information will apply to all future Supra charges

Next

PURCHASING ACCESS TOKEN

### Update Billing Information

Card Number on File

Name on Card: Willie Stone

Zip Code: 98022

Credit Card Number: 5555555555554444

CVC Number: 953 [What's this?](#)

Expiration Date: 01/2024

Finished Cancel

Updating your billing information will apply to all future Supra charges

**Next**

5. They enter their address information and tap Save.

PURCHASING ACCESS TOKEN

### Address Information

Address 1: 952 Montreal Estate Street

Address 2:

City: ENUMCLAW

State: Washington

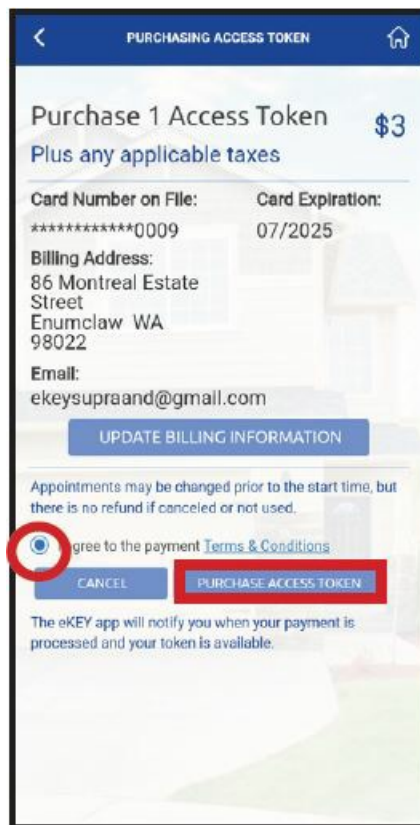
Zip/Postal Code: 98022

Email: willie.stone@gmail.com

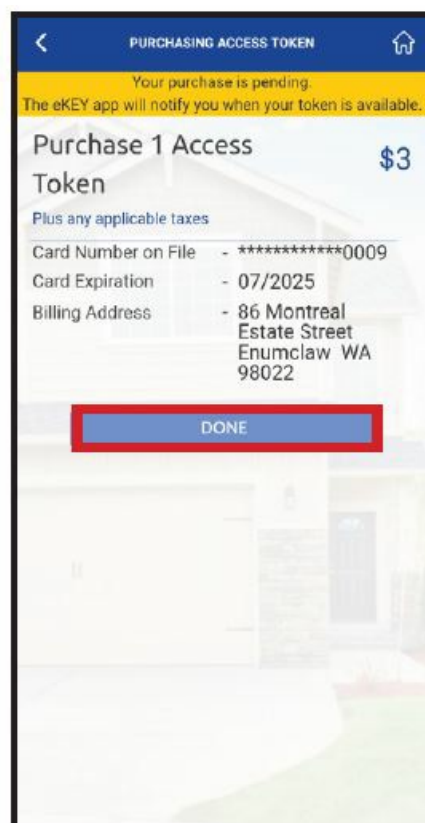
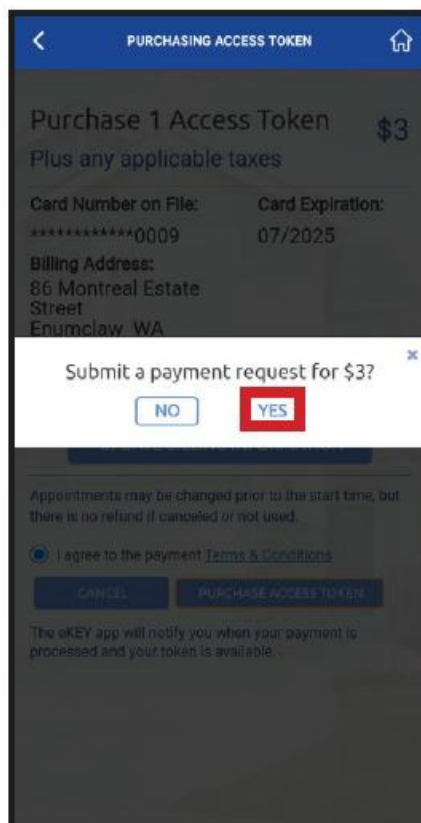
Updating your billing information will apply to all future Supra charges

**SAVE**

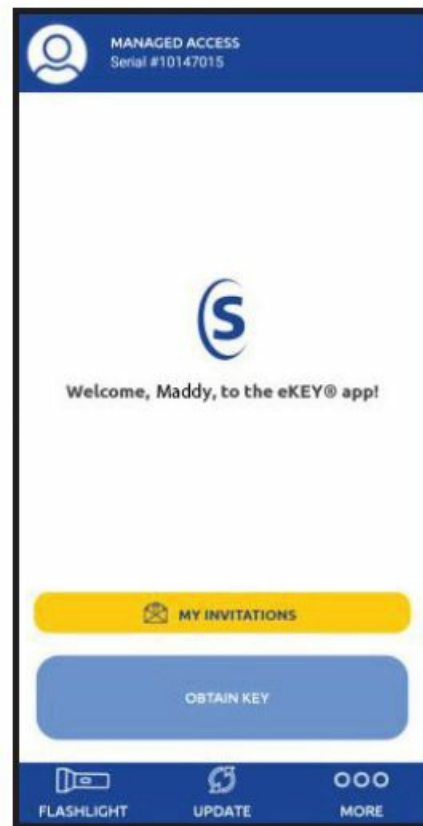
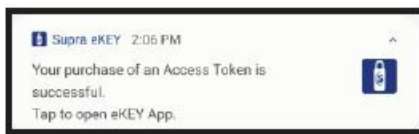
6. After they agree to the payment terms & conditions, they tap Purchase Access Token.



7. They must confirm that they want to make the payment by tapping Yes. Another screen will appear; they can either tap Done or the screen will auto-navigate to the next page in 6 seconds.

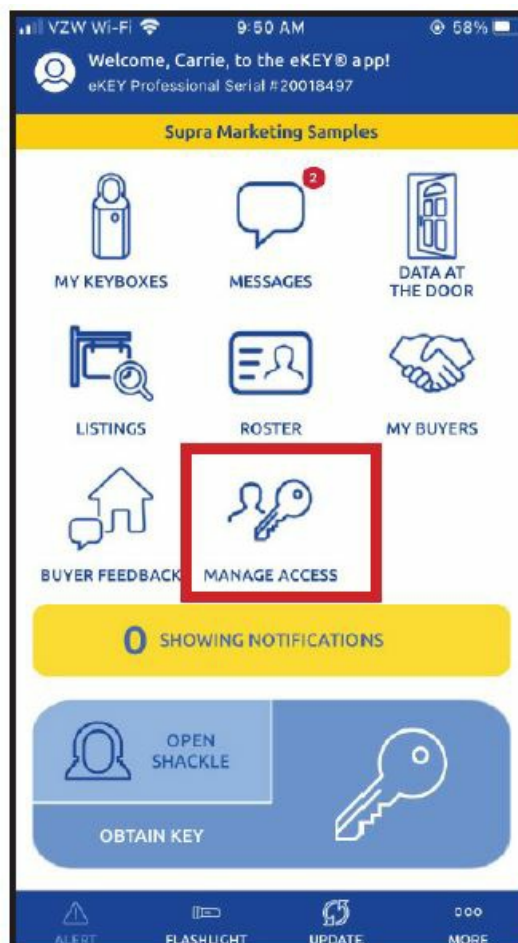


8. They will receive a text message indicating that their purchase was successful and then they will see the welcome screen pop up on the eKEY app.

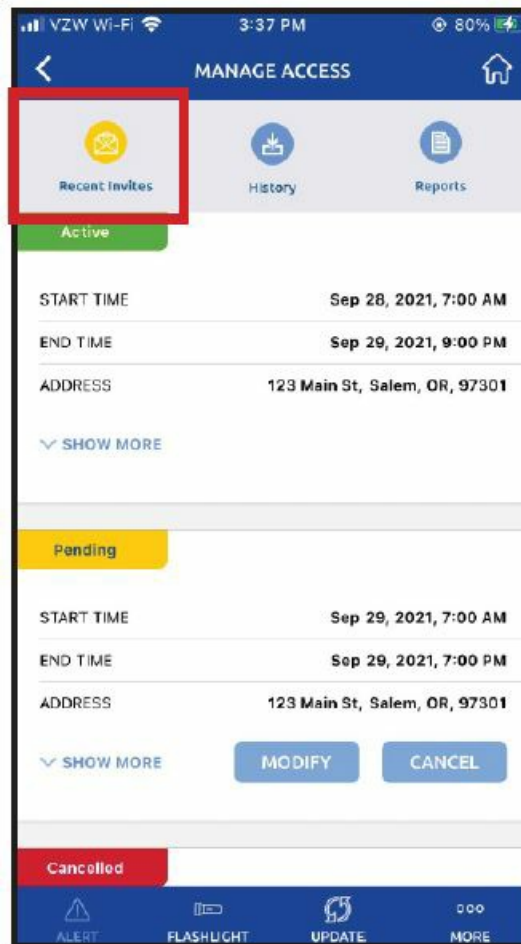


## View Access Granted, History of Access Granted, and Generate Access Report

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

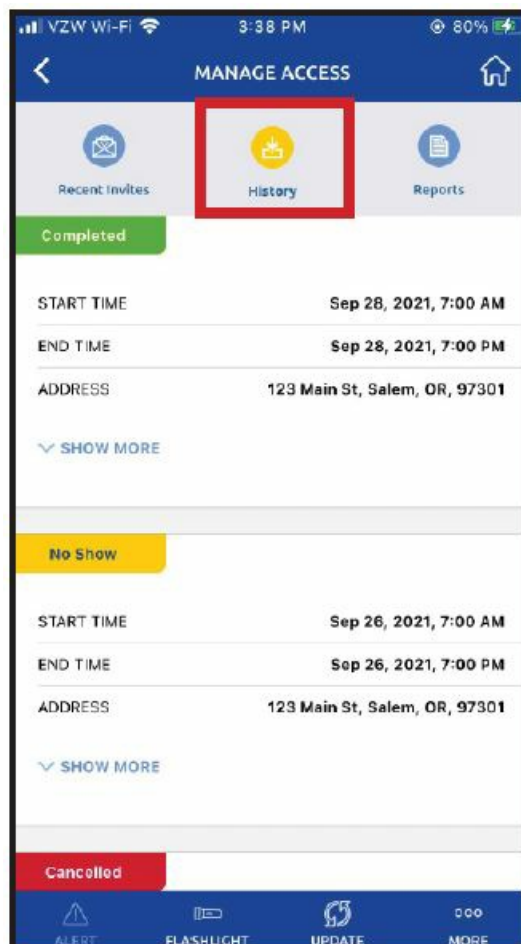


2. From here, you can view recent invites, the history of access granted, and run reports of access granted. Tap Recent Invites to view recent access granted, access pending, and access canceled.



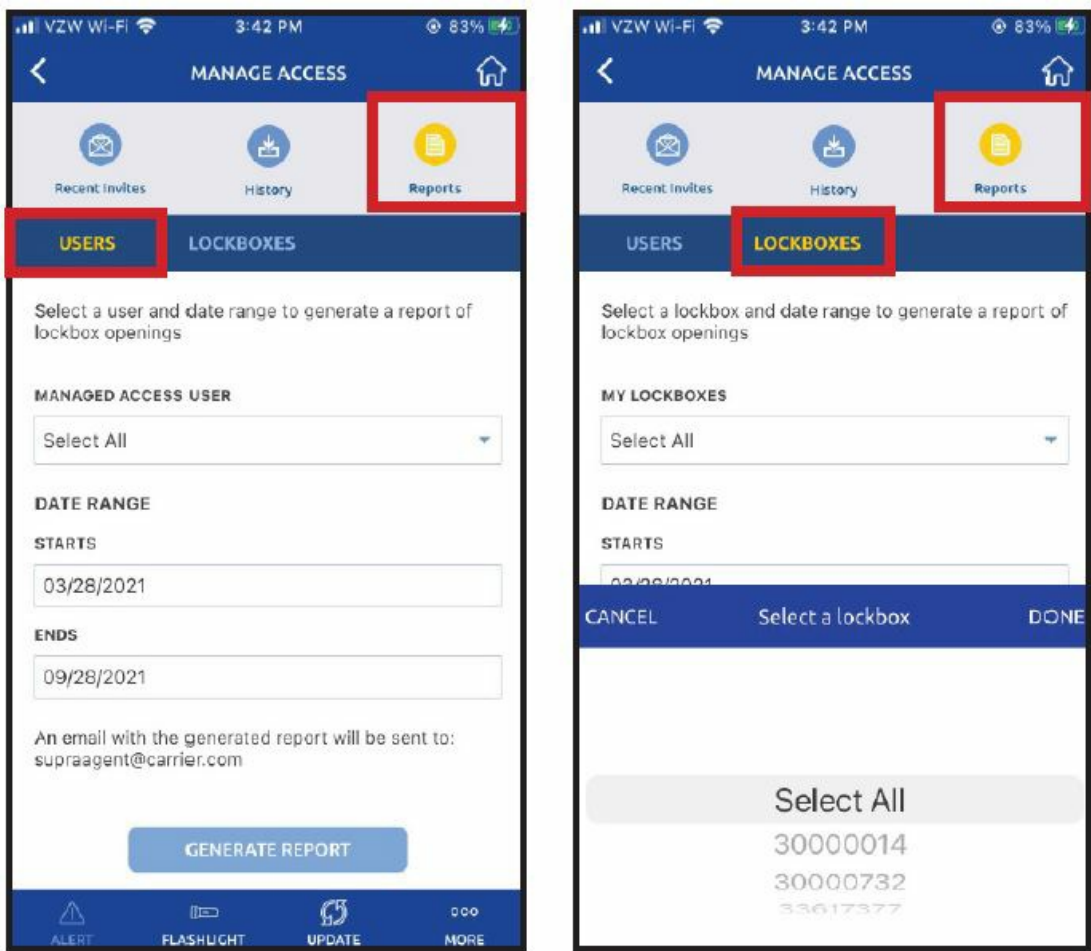
**Note:** This is where you can modify or cancel access granted (as long as the access window has not begun).

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



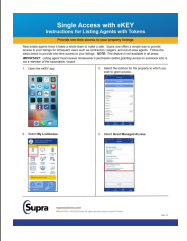
4. Generate a report of lockboxes accessed, which will be sent to your email on file. Tap Reports. Run reports based on users or lockboxes. The report can be generated for all accesses by choosing Select All. Select a

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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## Documents / Resources



[Supra eKEY Alert Includes GPS Map](#) [pdf] User Guide  
eKEY Alert Includes GPS Map, eKEY, Alert Includes GPS Map, Includes GPS Map, GPS Map

## References

- [Real Estate Digital Solutions Leader | Key Management| Supra](#)
- [User Manual](#)

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