

# Supra eKEY Basic App User Guide

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## Supra® eKEY Basic

The Supra eKEY app has been redesigned to have a modern look and feel that includes a simpler interface, quicker access to common tasks, and the following additional improvements.

- Interface designed to accommodate left-handed and right-handed users
- 30-digit numeric authorization code replaced with a simpler, more secure 10-digit alphanumeric authorization code
- Listing information displayed after a keybox is opened (requires data agreement)
- Showing details available in app (previously only available to eKEY Professional subscribers)
- Add an optional, extra layer of security by requiring your device's biometric scanner to open keyboxes
- Open keyboxes using your Apple Watch®
- Option to enter PIN only once per day to obtain keys (requires device lock to be enabled)





## Supra eKEY® QuickStart

For the latest information, visit [www.supraekey.com](http://www.supraekey.com) and select the Customer tab. For more information on compatible phones and tablets, go to [www.supraekey.com](http://www.supraekey.com) and select Compatible eKEY Devices List.

**Install the eKEY Application** prior to arriving at Greater Chattanooga REALTORS®:

- For **Android**, Select the Market™, Google Play™, or Play Store™
- For **Apple® iOS**, Select App Store

**Authorize eKEY Application:** After obtaining a 30-digit authorization code from Greater Chattanooga REALTORS®:

- Select eKEY > Activate eKEY > Enter the 30-digit authorization code > Authorize

**Update eKEY Application:** An updated eKEY application and 4-digit PIN are required to access a keybox or remove the shackle.

- For Android: The app will automatically update unless the device was turned off, out of coverage, or the Automatic Update setting was not checked. The next time the eKEY application is opened it will attempt to update.
- For Apple® iOS: Open the eKEY application to perform an update. If the device was turned off or out of coverage, the next time the eKEY application is opened it will attempt to update.

**Manual Update:** Prior to use, open the eKEY application to automatically update > Verify cell coverage is active > Open the eKEY application. If the eKEY permission is expired and the device is not in active cell coverage, call to obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.

**Obtain an Update Code** via [www.SupraeKEY.com](http://www.SupraeKEY.com) (see next page) OR by calling KIMvoice at 1-888-968-4032:

- Enter the eKEY serial number and PIN code, followed by the # sign > Press 1 for an update code > Enter the update code
  - For Android: Open the eKEY app > Select the Menu button on the phone or tablet > Select Emergency Update > Enter the update code > Press the Update Key button.
  - For Apple® iOS: Open the eKEY app > Press Update > Select Emergency Update > Enter the update code > Press the Update Key button.

**Obtain Key from Keybox:** Your Bluetooth must be ON.

- Wake up the keybox by pressing the bottom/keycup. If keybox is “awake” a red light will blink on the front of the keybox.
- Open the eKEY App > Select Obtain Key > Enter PIN code > App will display “Success”
- Press up on the bottom/keycup again and the cup will fall from the keybox giving you access to the housekey.

**Open Shackle:** Your Bluetooth must be ON.

- Wake up the keybox by pressing the bottom/keycup. If keybox is “awake” a red light will blink on the front of the keybox.
- Open the eKEY app > Select the Open Shackle icon > Enter the 4-digit shackle code > Uncheck the Add to Inventory keybox, if desired > Select a Reason for shackle release and select Save > Select Begin on the eKEY app.
- When app displays “Success” > Push down on the top of the shackle to release.

## **Fines for Damaged Keyboxes**

- When returning housekey to keybox, ensure the housekey ring/chain is completely in the bottom/keycup and not hanging over the side. Otherwise, the bottom/keycup may jam. Should a locksmith be required to remove the housekey, Greater Chattanooga REALTORS® will assess the Managing Broker a \$100 fine for the damaged keybox.
- When placing a keybox on a property, ensure the shackle can be pressed down. Otherwise, it will not be possible to remove the keybox. Should the locksmith be unable to remove the keybox and must cut off the keybox, Greater Chattanooga REALTORS® assesses the Managing Broker a \$100 fine for the damaged keybox.

## **Fines for Loaning/Sharing eKEY (up to \$15,000 and/or revocation of eKEY privileges)**

- Limit of one eKEY per person.
- It is a violation of the MLS Rules to loan/share your eKEY with any person (i.e., fellow REALTOR®, assistant, consumers)

## **eKEY Setup & Showing Activity**

As a listing agent, there are several ways to see who has shown your listings. To view this showing information, the Keybox placed on your listings must be in your keybox inventory. Manage the keybox inventory on the eKEY app or at the Supra website, and any changes will be synchronized the next time the eKEY app updates.

Register TODAY your eKEY at [www.SupraeKEY.com](http://www.SupraeKEY.com): Click the PURPLE button for Real Estate Agents > Register > Fill in the requested information. NOTE: Your serial number is listed on the top of the key app screen. Once you have registered you will be able to:

- Change your TEMPORARY PIN \_\_\_\_\_
- Change the credit or debit card on file for monthly payment
- Obtain a new Activation Code
- Run reports on any keybox saved to your app to see how many times a keybox has been opened and who opened it. NOTE: It is a violation of the MLS Rules to access a keybox without permission or an appointments/permission.



Showing Notifications: Once the keyboxes are in your keybox inventory, showing messages automatically display in the eKEY software whenever a keybox in the inventory is opened.

### Manage Keybox Inventory on a Smartphone or Tablet

View keybox inventory by selecting the **Inventory** icon on the main eKEY screen. A list of keyboxes is displayed. Select a keybox from the list to view detailed information. Add or delete keyboxes, view and change their settings, or assign a listing ID to them in using the eKEY app software under the Inventory icon. Add a keybox by selecting the Add Keybox icon or by releasing the shackle on the iBox. To delete a keybox from the inventory, select the Inventory icon, highlight the keybox to delete, and select **Delete**.

Keep reports accurate by making sure the listing ID is current when you place a keybox on a listing or remove it from a listing. To assign the listing ID to an iBox using a phone or tablet, select the Inventory icon, highlight the keybox to edit, and select Edit. Change the listing ID and select Program. Enter the shackle code of the keybox and select Begin. Depending on the phone and keybox type, you may need to point the infrared lens on the eKEY fob at the infrared lens on the iBox to change the settings in the keybox.

### Managing your Keybox Inventory at SupraWEB

1. Go to [www.supraekey.com](http://www.supraekey.com) and login to SupraWEB with your SSO and password.
2. From SupraWEB, select LISTINGS and then select Keyboxes to view a list of keyboxes in inventory.
3. To add an iBox BT LE, iBox BT, or iBox select the Add Keybox link and enter the keybox serial number, shackle code, and the MLS number where the keybox is located.
4. To assign a listing to a keybox already in inventory, select the Assign Listing dropdown, choose the keybox and enter the MLS number where it is located.


DateTime ▲	ML # ◆	Address ◆	ShowingAgent ◆	Actions
Oct 7, 2014 1:58 PM	1234567	125 Main St. Cleveland OH 44040	Cindy Jones c.jones@NotReal.com (555)555-4321 Notreal Properties	
Oct 7, 2014 9:00 AM	1234567	125 Main St. Cleveland OH 44040	Juan Garcia j.garcia@NotReal.com (555)555-1234 Notreal Properties	
Oct 7, 2014 8:23 AM	3074005	2212 Mount Hood Ln Toms River New 08753	Matt Brown mattbrown@fakere.com (555)555-9876 FakeRE Real Estate	

## Viewing Showing Reports at SupraWEB

When logged into SupraWEB, the Showings Dashboard displays the showing activity at your listings. To create a report to be printed or emailed, select REPORTS and then the type of report.

## Instant Showing Email

Have the system send you a real-time email when someone opens one of your keyboxes or sends showing feedback. On SupraWEB select SETTINGS and then General Email to set up this feature. Enter your email address and check each type of notice you want to receive.

From: ☐ ShowingValue <ShowingValue.UnmonitoredMailbox@fs.utc.com> Sent: Mon 7/21/2014 10:00 AM  
 To:   
 Cc:  
 Subject: [External] ShowingValue - New Showing Update

**You have new showing(s)**

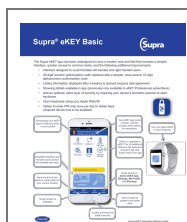
**Kris Smith** showed listing (KeyBox# 30900007) on 07/21/2014 9:56AM  
 503-555-1111 [k.smith@notrealproperties.com](mailto:k.smith@notrealproperties.com)

For additional information on your showings please [login to SupraWEB](#).

Need help? Call Supra at 1-877-699-6787, 7 days a week, 5am-7pm Pacific Time



## Documents / Resources



[Supra eKEY Basic App](#) [pdf] User Guide  
 eKEY, eKEY Basic App, App

## References

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