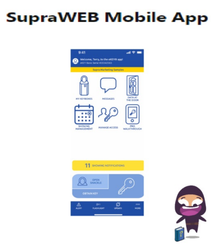

SupraWEB Mobile App User Guide

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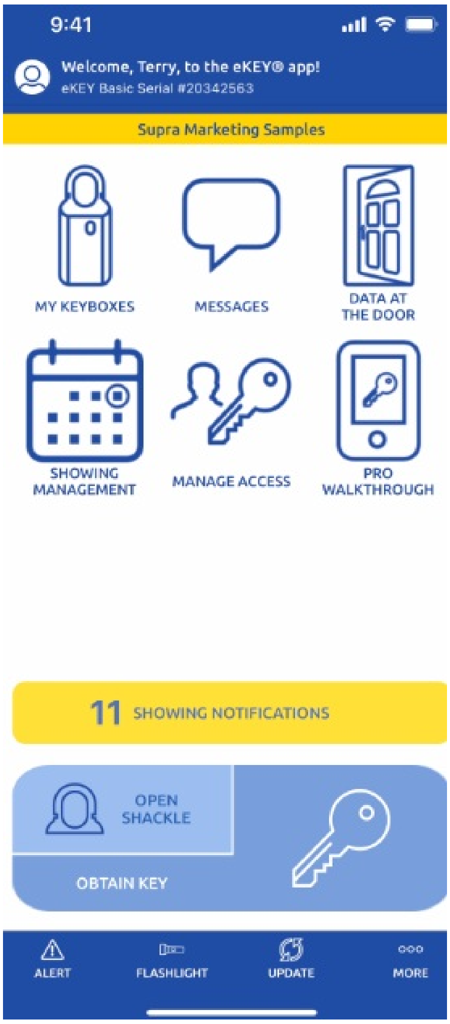
SupraWEB Mobile App



Specifications:

- **Product Name**: SupraWEB
- **Target Users**: Brokers in real estate industry
- **Features**: Keybox management, reporting tools, messaging service

Product Usage Instructions

Log in to SupraWEB

1. Go to www.supraekey.com.
2. Select SupraWEB Login for Real Estate Agents.
   Note: Click Register on the home page to sign up for a Single Sign On (SSO) user ID and password.
3. Enter your user ID and password and select Login.

Broker Messaging Service

1. In BROKER QUICK LINKS, click Messages.
2. Choose an office.
3. Enter a message for a key or keys.
4. Enter a message end date.
5. Click Send.

Create Showing Activity Report

1. From BROKER QUICK LINKS, click Reports.
2. Click Create Showing Report.
3. Click All of my listings, select the specific keybox, MLS#, or offices for the report.
4. Enter the date range for the report.
5. Click to include the showing agent contact information or the feedback information on the report.
6. Click Export to CSV to export the information to a data file that can be opened as a spreadsheet or View Results to view the report on the screen.
7. Click Create Report.

Create Key Activity Report

1. View key activity reports for key or all of the keys in your offices.
2. The report shows the date, the beginning and ending time of the showing, and the showing duration. It also shows the keybox serial number, listing ID, listing address, and showing agent contact information.

FAQ

- **Q: What should I do if I encounter login issues?**
  A: If you encounter any login issues, please contact your association or MLS administrator for assistance with your account credentials.
- **Q: Can I customize the reports generated in SupraWEB?**
  A: Yes, you can customize the reports by selecting specific criteria such as date range, keybox selection, and including additional information like showing agent contact details or feedback

SupraWEB
Guide for Brokers

Overview

This SupraWEB Guide for Brokers provides instructions on features and reports in SupraWEB that are available to brokers. Manage keyboxes and run reports for keyboxes your organization assigned to your inventory, your offices' inventory and the inventory of the agents that belong to those offices. The functions that are displayed in SupraWEB depend on the type of electronic key, key service, and features the association/MLS have chosen.

Features for Broker Logins

- Enable ShowingTime integration for offices in your inventory
- Send messages to keyholders in your offices
- Assign listings to all keyboxes in your offices

Assigned Office Reports

- Showing Activity Reports
- Keybox Activity Reports

- Keybox Inventory Reports

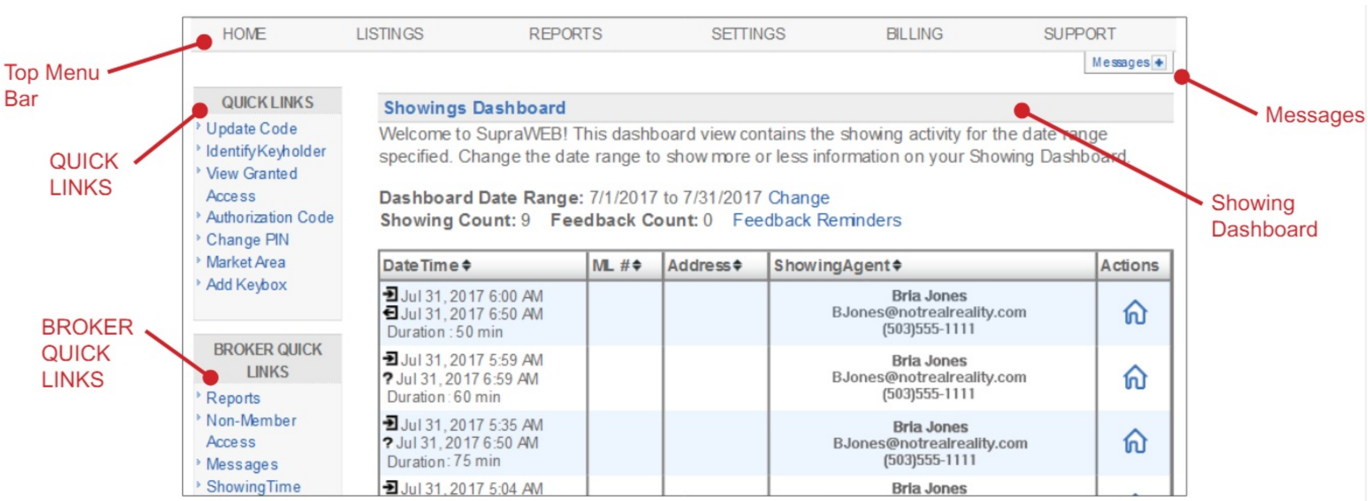
Log in to SupraWEB

To log into SupraWEB, a key must be assigned to you and the association must designate you as an office broker. First-time login requires a user ID and password, key serial number, PIN, and the board or association name. To register for a Single Sign On (SSO) user ID and password, click Register on the homepage.

Steps	
1. Go to www.supraekey.com.	
2. Select **SupraWEB Login for Real Estate Agents**.	
***Note**: Click Register on the home page to sign up for a Single Sign On (SSO) user ID and password.*	
3. Enter your user ID and password and select **Login**.	

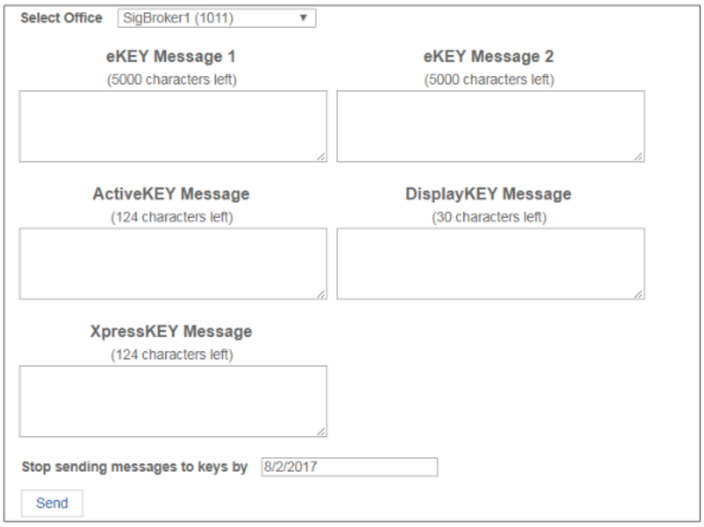
SupraWEB Home Page

Boards can opt-in to features, which determine what you can view. The top menu bar links to feature pages. The QUICK LINKS are frequently accessed actions. The BROKER QUICK LINKS section is specifically for those with a broker login. Showings Dashboard lists current activity on your keyboxes. If you have a message, you can toggle to show or hide the message.



Broker Messaging Service

With the Broker Messaging Service feature, create and send messages to electronic keys. The amount of characters allowed for the message is different for each key type. The eKEY® app allows two areas with 5000 characters each for the message. The ActiveKEY® and Xpress KEYTM electronic keys allow 124 characters for the message. The DisplayKEY electronic key allows 30 characters for the message.

Steps	
1. In *BROKER QUICK LINKS*, click **Messages**.	
2. Choose an office.	
3. Enter a message for a key or keys.	
4. Enter a message end date.	
5. Click **Send**.	

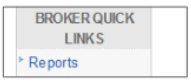
Reports in SupraWEB

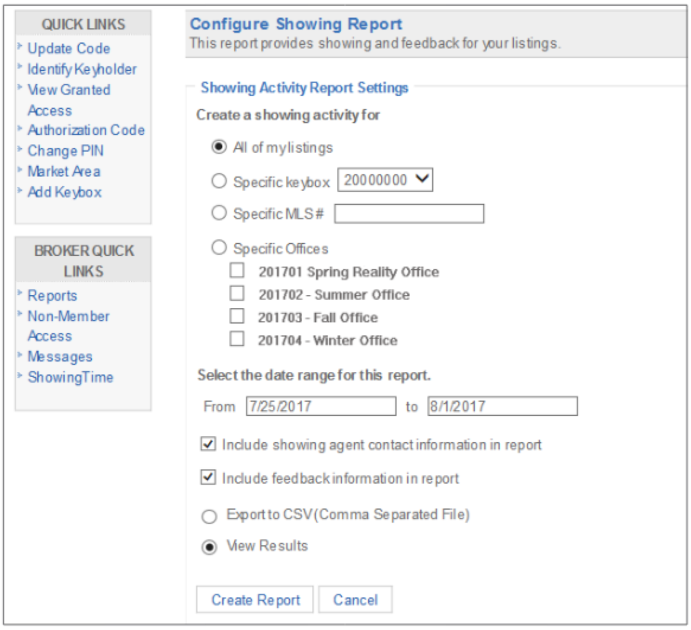
Click the REPORTS tab to create reports for your key, keybox inventory, and showing activity. View, print, or email the generated reports.
In the REPORTS tab there are four (4) main report links to choose from (depending on what options your board chooses). Click the Scheduled Email Settings link to schedule a recurring report.

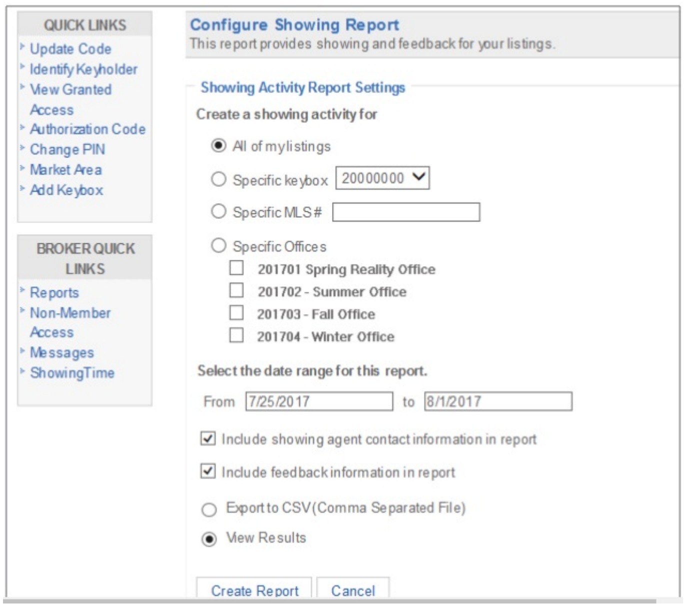
- Create Showing Report – View showing and feedback activity reports for all of your listings, a specific keybox, a specific MLS #, or specific offices.
- Create Key Activity Report – View key activity reports for your key or all of the keys in your offices.
- Create Office Keybox Inventory Report – View a report showing keybox information for all of the keyboxes assigned to your offices. This only displays when logged on as a broker.

Create Showing Activity Report

View the showing activity reports (keybox activity) for your key or all keyholder showings in your offices. The report shows the date, the beginning and ending time of the showing, and the showing duration. It also shows the listing ID, address, keybox serial number, and key serial number. You can choose to include the showing agent contact information and feedback.

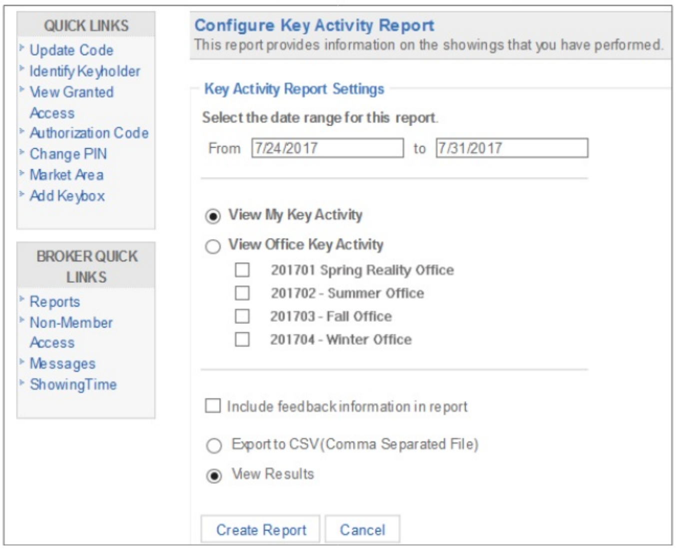
Steps	
1. From *BROKER QUICK LINKS*, click **Reports**.	
2. Click **Create Showing Report**.	

Steps	
3. Click **All of my listings**, select the specific keybox, MLS#, or offices for the report.	
4. Enter the date range for the report.	
5. Click to include the showing agent contact information or the feedback information on the report.	
6. Click **Export to CSV** to export the information to a data file that can be opened as a spreadsheet or **View Results** to view the report on the screen.	
7. Click **Create Report**.	

Steps	
Click **All of my listings**, select the specific keybox, MLS#, or offices for the report.	
Enter the date range for the report.	
Click to include the showing agent contact informatio n or the feedback information on the report.	
Click **Export to CSV** to export the information to a d ata file that can be opened as a spreadsheet or **Vie w Results** to view the report on the screen.	
Click **Create Report**.	

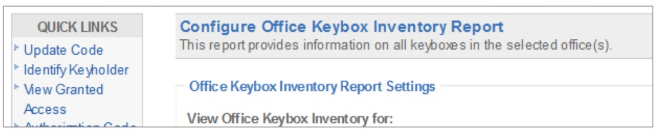
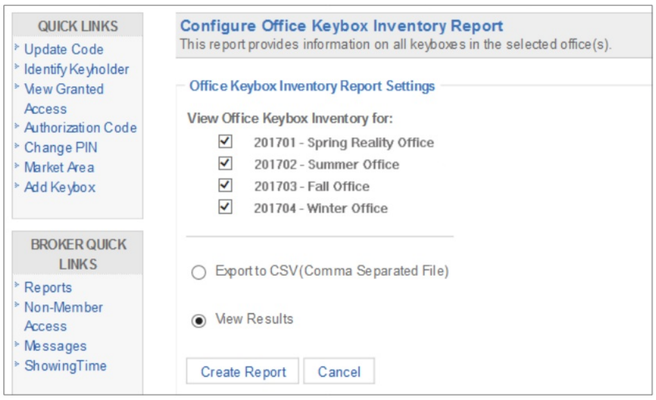
Create Key Activity Report

View key activity reports for key or all of the keys in your offices. The report shows the date, the beginning and ending time of the showing, and the showing duration. It also shows the keybox serial number, listing ID, listing address, and showing agent contact information.

<table>
<tr><th colspan="2">Steps</th></tr>
<tr><td>From BROKER QUICK LINKS, click Reports.</td><td rowspan="7">
</td></tr>
<tr><td>Click Create Key Activity Report.</td></tr>
<tr><td>Enter the date range for the report.</td></tr>
<tr><td>Click View My Key Activity or the offices for the report.</td></tr>
<tr><td>Click Include feedback information in report.</td></tr>
<tr><td>Click Export to CSV to export the information to a data file that can be opened as a spreadsheet or View Results to view the report on the screen.</td></tr>
<tr><td>Click Create Report.</td></tr>
</table>

Create Office Keybox Inventory Report

- View a report showing all of the keyboxes assigned to your offices. The keyboxes can either be assigned to the office or to the keyholders within the office. A list of all keybox serial numbers for the office are shown along with the listing ID/MLS#, property address, shackle code, who the keybox is assigned to, the last person to release the shackle on the keybox including the date and time the shackle was released, the keybox battery level, and the type of keybox.
- **Note:** Keyboxes must be assigned by the board/association to either the office or a keyholder in the office to show on this report, regardless of how the keyboxes are registered by the keyholders in SupraWEB.

<table>
<tr><th colspan="2">Steps</th></tr>
<tr><td>From BROKER QUICK LINKS, click Reports.</td><td></td></tr>
<tr><td>Click Create Office Keybox Inventory Report.</td><td>
</td></tr>
<tr><td>Choose the office(s) for the report.</td><td rowspan="3">
</td></tr>
<tr><td>Click Export to CSV to export the information to a data file that can be opened as a spreadsheet or View Results to view the report on the screen.</td></tr>
<tr><td>Click Create Report.</td></tr>
</table>

Assign a Listing

Steps to assign a box not in your inventory

1. Click the REPORTS tab.
2. Click Create Office Keybox Inventory Report.
3. Choose the office(s) for the report.
4. Click View Results and then Create Report.
5. Click the keybox serial number.
6. Click Listing Details.
7. Add MLS # and click Assign.
8. Click Add Address.
9. Add information and click Done.

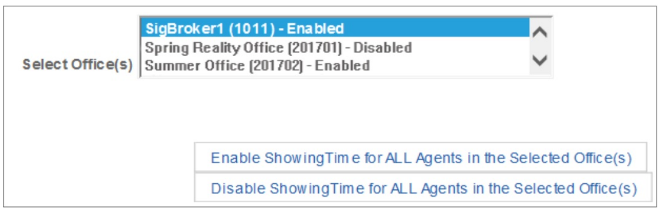
Unassign a Listing

Steps
Click the **REPORTS** tab.
Click **Create Office Keybox Inventory Report**.
Choose the office(s) for the report.
Click **View Results** and then **Create Report**.
Click the keybox serial number.

Steps
Click the **Listing Details** tab.
Click **Change MLS#**.
Delete the MLS number and leave it blank.
Click **Assign**.

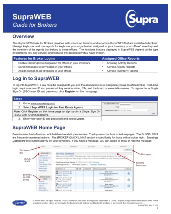
Enable ShowingTime for Offices in Inventory

If your association/MLS has opted into ShowingTime integration and your office uses ShowingTime software, you can enable or disable your office's integration in SupraWEB.

<table>
<tr><th colspan="2">Steps</th></tr>
<tr><td>From BROKER QUICK LINKS, click ShowingTime.</td><td rowspan="3">
</td></tr>
<tr><td>Choose an office</td></tr>
<tr><td>Choose Enable ShowingTime for ALL Agents in the Se lected Office(s) or Disable ShowingTime for ALL Agent s in the Selected Office(s).</td></tr>
</table>

For more information on how to use your electronic key, Mobile SupraWEB, or keyboxes, visit our website www.suprasystems.com and click on Tips & Support.

Documents / Resources

 SupraWEB Guide for Brokers	Supra SupraWEB Mobile App [pdf] User Guide 10104974P1, SupraWEB Mobile App, Mobile App, App

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- User Manual