

Non-Member Access

Supra® User Instructions

As a Supra keyholder in an Association/MLS using the Supra's Non-Member Access feature, you can authorize a non-member to access a Bluetooth® iBox (iBox BT or iBox BT LE) using their smartphone or tablet.

One-Time Only: Activate Non-Member Feature

1. Go to www.supraekey.com and select **SupraWEB Login for Real Estate Agents** to login.
2. Login to SupraWEB using your SSO (Single Sign-On).
3. From SupraWEB select **SETTINGS**.
4. Select **Non-Member Access**.
5. Check "**Enable Non-Member Access**."
6. Select **Save**.

Grant Non-Member Access to your iBox BT/BT LE

1. Go to www.supraekey.com and select **Agents - Log on to SupraWEB**.
2. Login to SupraWEB using your SSO (Single Sign-On).
3. From SupraWEB select **LISTINGS**.
4. Select **Keyboxes**. If the keybox is not listed, you must use the **Add Keybox** link on the left to add it.
5. For the keybox you want to grant a non-member access to, select the **Grant Non-Member Access** icon .
6. Enter the non-member's mobile phone number.
7. Select the access starting and ending date and time.
8. Enter any notes about the listing to the non-member.
9. Check to accept the Terms and Conditions.
10. Select **Submit**. A text message and an email will be sent to the non-member.

Grant Non-Member Access from the eKEY Application

You can use the eKEY app to grant access to your keyboxes for non-members.

1. Open the eKEY application.
2. Tap the **SupraWEB** icon.
3. Login to SupraWEB with your key serial number, Personal Identification Number (PIN), and organization.
4. Tap **Non-Member Access**.
5. Select a keybox from the drop-down menu.
6. Tap the **Grant Access** button and **Next**.
7. Add the non-member mobile phone number.
8. Modify the information as needed.
9. Tap **Submit**.



Non-Member Instructions

A Supra keyholder can invite you to access their Bluetooth iBox (iBox BT or iBox BT LE) using your smartphone or tablet.

Your smartphone must be an Android™, BlackBerry®, or iPhone®. If you are communicating with an iBox BT, the iPhone® requires the use of the eKEY Adapter or FOB which can be purchased from the Association/MLS. Please go to www.supraekey.com and select the **Compatible eKEY Devices** link for more information about supported devices.

One-Time Only: Install eKEY App and Setup Account

You will receive a text message on your smartphone when a Supra user invites you to access a Supra iBox BT/ BT LE. Select the link in the text message and follow the instructions to download the eKEY app and register. There are 4 steps to follow:

- 1 - Download eKEY app to your smartphone
- 2 - Accept the terms & conditions
- 3 - Provide your account information
- 4 - Enter authorization code from text message into eKEY app

Open an iBox BT/BT LE using your Smartphone

You will receive a text message and an email each time a Supra user grants you permission to open an iBox BT/BT LE.

You'll need your updated eKEY app on your smartphone and the 4-digit PIN you selected to access the listing keys in the key container on an iBox BT/BT LE.

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Obtain Key** and enter your 4-digit PIN.
3. Turn on the keybox.
4. If you are using an iPhone or iPad®, connect your eKEY Adapter to your iPhone and select **Begin**. Point the infrared lens on the eKEY Adapter at the infrared lens on the iBox.
If you are using an Android or BlackBerry, select **Begin** or **OK** and press up on the bottom of the iBox BT to turn it on.
5. Upon success, press up on the bottom of the iBox to release the key container.