

SupraWEB Guide

This SupraWEB Guide is provided for you to get the most out of using SupraWEB, the agent website.

SupraWEB is the agent website where you can go to:

- Obtain an update code for your key
- Manage your keybox inventory
- View and email activity reports
- Change your eKEY's PIN code (*eKEY users*)
- Set up your market area (*eKEY users*)
- Obtain an authorization code for installing eKEY software (*eKEY users*)
- Set up your ActiveKEY Alerts if your Board/Association has this feature activated (*ActiveKEY users*)

Logging in to SupraWEB

To login to SupraWEB:

1. Go to www.supraekey.com
2. Select **Login to SupraWEB**.
3. Enter your key serial number and PIN, select your Board/Association from the dropdown and select **Login**.

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SupraWEB Management Website [Log On]

Welcome to SupraWEB!

Please enter your serial number and PIN, and then select your board.

Serial Number: 7811297

PIN: ●●●●

Board: Oak Park Board of Realtors

Login

Having problems signing in?
Please contact support 1-877-699-6787 (5am to 7pm PT, seven days a week)

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imagination at work

Need help? Call for free support 7 days a week,
5am to 7pm Pacific time, toll free **1-877-699-6787**.

SupraWEB Home Page

When you login to SupraWEB you'll see the home page.

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SupraWEB Management Website

HOME LISTINGS REPORTS SETTINGS SUPPORT

QUICK LINKS

- UpdateCode
- ActiveKEY Settings
- ActiveKEY Alerts
- Agent WebPAY
- Add Keybox
- Assign Listing

CONNECT WITH US

- Facebook
- Twitter
- ActiveRain

Showings Dashboard

Welcome to SupraWEB! This dashboard view contains the showing activity for the date range specified. Change the date range to show more or less information on your Showing Dashboard.

Dashboard Date Range: 7/18/2009 to 10/26/2009 [Change](#)
Showing Count: 4 **Feedback Count:** 2 [Feedback Reminders](#)

Date/Time	ListingID	Address	ShowingAgent	Actions
10/22/2009 2:04pm	27133973	92 Glacier Peak Dr Camano Island WA 98282	Joan Wilson (425)754-4853	
10/22/2009 2:01pm	1006588	301 Longview Ave Kent WA 98005	Darcy Thompson darcy.thompson@google.com (425)318-8900	
10/22/2009 2:00pm	849789	4321 Fairview Industrial Drive Kent OR 98345	Jason Phillips jason.phillips@yahoo.com (425)456-1874	
10/22/2009 10:19am			James Joyce (425)231-7903	

Showing Per Page: 10

Legend

- Assign Listing
- MLS#
- Showing Feedback

Quick Links

The Quick Links show the most common tasks you'll use at SupraWEB. The Quick Link options depend on the type of key you have.

Update Code - Displays a current update code for your key. You may need to eSYNC your key before you can get another update code.

Agent WebPAY - Manage your bill online. You can view your account balance, make a payment, update your account information, and add or cancel insurance on a key (qualified key types only).

Add KeyBox - Add keyboxes to be included on your Showings Dashboard and in reports.

Assign Listing - Choose a keybox from your inventory and assign a listing ID to show where the box is placed.

ActiveKEY Only Quick Links

ActiveKEY Settings - Indicate whether you'd like to receive a message when your iBox battery is low.

ActiveKEY Alerts - Set up your ActiveKEY Alert contacts and message if your Board/Association has activated this feature.

eKEY Only Quick Links

Authorization Code - Generate an authorization code used to install the eKEY software.

Change PIN - Change the PIN code in your eKEY.

Market Area - Set up or make changes to your market area if you subscribe to eKEY Professional service. If you use a BlackBerry device as your eKEY, set up your market area on your BlackBerry first.

Setting up Showing Activity

Each time a key container is opened on a keybox, the key records the showing information and sends it to the Supra network. To view showing information, the keyboxes placed on your listings first need to be in your keybox inventory. You can manage your keybox inventory at the Supra website. Once your keyboxes are in your keybox inventory, you can view the last six months of showing information for those keyboxes at SupraWEB.

Managing Listings and KeyBox Inventory at SupraWEB

1. Go to www.supraekey.com and login to SupraWEB with your ActiveKEY serial number and PIN.
2. Select the **LISTINGS** menu option.
3. Select the **Keyboxes** link to view a list of keyboxes in your inventory.

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[Log Out]

SupraWEB Management Website

HOME LISTINGS REPORTS SETTINGS SUPPORT

QUICK LINKS
Listings
Keyboxes

ACTIONS
Add Keybox
Assign Listing

Keybox Management

4 Keyboxes

Type	MLS #	Keybox #	Shackle Code	CBS Code	Actions
		5926113	4653	Not Enabled	
		20049620	4646	Not Enabled	
	12345678	60001000	4646	Not Enabled	
	28019620	60001001	4646	Not Enabled	

1/1
Keyboxes Per Page: 10

Legend
 Delete From Inventory Assign Listing MLS#
 Showing Activity Email Showing Agents ShowingTime

4. To add a keybox, select the **Add KeyBox** link and enter the keybox serial number, shackle code, and the MLS number where the box is located.
5. To assign a listing to a keybox already in your inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where the keybox is located.

Be sure to update the listing ID when you place a keybox on a new listing, so the address information shows correctly on reports.

Setting up Email Settings

You can have the system send you an email when someone opens one of your keyboxes or sends you showing feedback.

1. From SupraWEB select **SETTINGS**.