

# SupraWEB

*Guide for Agents*

## SupraWEB

Real estate agent  
login to SupraSystem

**LOGIN TO SUPRAWEB**



# Table of Contents

<b>Overview</b>	<b>1</b>
<b>Login to SupraWEB</b>	<b>1</b>
<b>SupraWEB Home Page</b>	<b>1</b>
Home Page Quick Links	2
Menu Bar	2
<b>Update Code</b>	<b>3</b>
<b>Identify a Keyholder</b>	<b>3</b>
<b>Manage Keybox Inventory</b>	<b>3</b>
<b>Listing Inventory</b>	<b>4</b>
<b>Assign a Listing</b>	<b>4</b>
<b>Unassign a Listing</b>	<b>5</b>
<b>Listing Details</b>	<b>5</b>
<b>Activity Reports</b>	<b>6</b>
Create a Report	6
Set up Scheduled Email Showing Report	7
<b>Showing Notifications</b>	<b>7</b>
End of Showing Notification	8
Set Up Notifications for All Inventoried Keyboxes	9
Set Up Notifications for Individual Keyboxes	9
Showing Activity	10
Keybox Showing Report	11
Modify Email Settings	11
<b>Showing Feedback</b>	<b>12</b>
View Feedback	12
Leave Feedback on a Showing	13
Add a Feedback Question	13
<b>Manage Billing Information</b>	<b>13</b>
Add/Cancel Insurance	14
Pay with SupraWEB	14
Change the Billing Credit Card	14

# Overview

SupraWEB is the agent website. With SupraWEB you can perform several functions from your computer or mobile device. The functions that are displayed in SupraWEB depend on the type of electronic key, key service, device choice, and features chosen by the association/MLS.

Things you can do	Key-specific activities on SupraWEB
<ul style="list-style-type: none"> <li>Obtain an update code for a key</li> <li>Identify keyholder names by key serial number</li> <li>Manage keybox inventory and listing information</li> <li>View, email, and schedule activity reports</li> <li>Set up showing notifications</li> <li>View and send showing feedback</li> <li>Manage your bill</li> </ul>	<p>To learn more about SupraWEB functions available specifically with your key, see the key user manual on <a href="http://www.supraekey.com">www.supraekey.com</a>. Below are some examples of key specific SupraWEB functions.</p> <ul style="list-style-type: none"> <li>Set up your market area (<i>eKEY Professional users</i>)</li> <li>Change your PIN code (<i>eKEY and XpressKEY users</i>)</li> <li>Obtain an authorization code to install the eKEY software (<i>eKEY users</i>)</li> <li>Manage alerts, if this feature activated (<i>ActiveKEY and XpressKEY users</i>)</li> <li>Keybox Assistant (<i>eKEY and XpressKEY users</i>)</li> </ul>

## Login to SupraWEB

To log into SupraWEB, a key must be assigned to you first. This first time login requires the user ID and password, key serial number, PIN, and choosing the board/association from the list.

Steps	
1. Go to <a href="http://www.supraekey.com">www.supraekey.com</a> .	
2. Click <b>SupraWEB Login for Real Estate Agents</b> .	
<b>Note:</b> 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 <b>Login</b> .	

## SupraWEB Home Page

In SupraWEB, the *Showings Dashboard* displays the showing activity at your listings (keyboxes in your inventory) for the date range specified. The showing data is available for the last six (6) months. Boards can opt-in to features, which determine what is available to view in SupraWEB. The top menu bar links to feature pages. The *QUICK LINKS* are frequently accessed actions. In the *Showings Dashboard*, click on any of the headings with arrows to sort the information.

**Top Menu Bar**

**QUICK LINKS**

**Change the dashboard date range**

**See Feedback Reminders**

**Showing Dashboard**

**Need help?**  
 For more information on how to use your electronic key, Mobile SupraWEB, or keyboxes, visit our website [www.supraekey.com](http://www.supraekey.com) and click **Customer Support**.  
 Call for free support - 7 days a week, 5am to 7pm Pacific time, Toll-free **1-877-699-6787**

## Home Page Quick Links

QUICK LINKS section on the home page shows the most common tasks used on SupraWEB. Options that are available depend on the type of key.

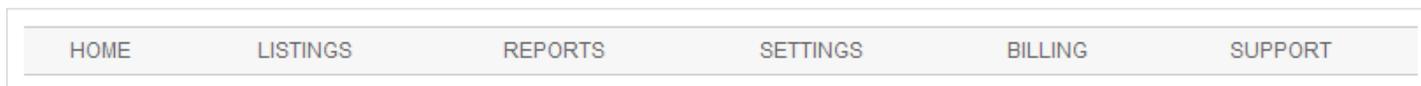
### QUICK LINKS



<b>Common Key Quick Links</b>	
Update Code	Display a current update code for the key
Identify Keyholder	Identify the name of a keyholder by key serial number
Add Keybox	Add keyboxes to the <i>Showings Dashboard</i> and in reports
Assign Listing	Assign a listing ID to a keybox from the inventory to show where it is placed (except in ActiveKEY)
<b>Additional Quick Links for eKEY</b>	
Authorization Code	Generate an authorization code used to install the eKEY software
Change PIN	Change the eKEY PIN code
Market Area	Set up or make changes to your market area (for eKEY Professional service customers)
<b>Additional Quick Links for XpressKEY</b>	
XpressKEY Settings	Receive a message when a keybox battery is low
XpressKEY Alerts	Set up XpressKEY Alert contacts and message <b>Note:</b> This is if your association or organization has this feature activated.
<b>Additional Quick Links for ActiveKEY</b>	
ActiveKEY Settings	Receive a message when a keybox battery is low
ActiveKEY Alerts	Set up ActiveKEY Alert contacts and message <b>Note:</b> This is if your association or organization has this feature activated.

## Menu Bar

The *Menu Bar* at the top of the screen allows for easy navigation through SupraWEB.



<b>Menu Bar</b>	
HOME	Returns to the SupraWEB home screen and the <i>Showings Dashboard</i>
LISTINGS	View information about your listings and assign them to keyboxes
REPORTS	View, schedule, and email showing and key activity reports
SETTINGS	View your user information and key information and define email settings
BILLING	For agents that pay their fees to Supra, view account balance, make a payment, update account information, and add or cancel insurance on a key (qualified key types only)
SUPPORT	Supra Support team contact information

# Update Code

To obtain an update code for the key, select the **Update Code** link in the *QUICK LINKS* section. If you cooperate in additional areas, the update codes for each of those areas are shown below your primary update code.

**Important!** If more than one Supra key is assigned to you by your organization, you can change the key information viewed by selecting **SETTINGS**, choose the key serial number at the bottom of the screen, and then click **Select**.

**Update Code**

The following update code is valid until December 18, 2013.

**6601 - 4134 - 16**

You may need to perform an eSYNC before you can obtain another update code.

For help entering your update code, please click [here](#).

**Coop Update Codes**

Board	Update Code	Valid Until
Pegasus Beta	2224 - 0924 - 38	December 18, 2013

# Identify a Keyholder

The steps below show you how to identify a keyholder by key serial number.

- 1. Click Identify Keyholder.**
- 2. Enter the key serial number.**
- 3. Click Find.**

# Manage Keybox Inventory

- 1. Click LISTINGS.**
- 2. Click the Keyboxes link.**
- 3. Manage the keybox information.**

Click **Add Keybox**, enter the keybox serial number, shackle code, and MLS number where the box is located.

To assign a listing to a keybox already in your inventory, select the *Assign Listing* drop-down, choose the keybox, and enter the MLS number where the keybox is located.

# Listing Inventory

View all of the listings that have keyboxes assigned to them by selecting **LISTINGS**. A sortable view of the listings that have keyboxes assigned to them is displayed. If a photo for a listing was uploaded, a camera icon is shown next to the MLS #, click the camera icon to see the photo.

 Showings that aren't tied to a listing have an *Assign Listing MLS#* icon in the right column. Click the **Assign Listing MLS#** icon to assign the listing ID to the keybox.

 Feedback on showings is indicated by a *Showing Feedback* icon. Click the **Showing Feedback** icon to view feedback on a particular showing.

Listing Inventory Screen	
<b>MLS #</b>	View the listing details.
<b>Keybox #</b>	View the settings for the keybox placed on the listing.
<b>Address</b>	View a Google map of the address.
<b>ShowingTime icon</b>	View a <i>ShowingTime</i> report if your association or organization subscribes to this feature.
<b>Showing Activity icon</b>	View the last six months of showing activity for the listing.
<b>Email Showing Agents icon</b>	Send an email to all the agents that have shown the listing.
<b>Listing Details</b>	Edit the listing number and address, see the showing hours, add feedback questions, and set up individual keybox showing notifications.
<b>Keyboxes</b>	Link in <i>QUICK LINKS</i> on the left, to view a list of the keyboxes in your inventory.
<b>Add Keybox</b>	Link in <i>ACTIONS</i> on the left, to add a keybox to your inventory.

## Assign a Listing

Steps
1. In <i>QUICK LINKS</i> , click <b>Assign Listing</b> .
2. Choose the keybox serial number.
3. Add the MLS number.
4. Click <b>Assign</b> .
5. Click <b>Add Address</b> .
6. Add information and click <b>Done</b> .

# Unassign a Listing

## Steps

1. Click the **LISTINGS** tab.
2. Click the keybox serial number.
3. Click the **Listing Details** tab.
4. Click **Change MLS#**.
5. Delete the MLS number and leave it blank.
6. Click **Assign**.

## Listing Details

Click on the Listing ID link to view or edit listings from the *Showings Dashboard* or click on **LISTINGS** and then click the **MLS#** link from your *Listing Inventory*. Edit information and click **Save**.

**MLS # 4001 Fairview**

Listing Details
Keybox Settings

**Listing Details**

MLS #: 4001 Fairview  
Change MLS #

Address: Add Address

Listing Date: Not Available

Client: Not Available

Occupant: Not Available



Add address before adding a photo.

**Showing Hours**

Mon - Fri: 12:15 AM - 10:45 PM

Saturday: 12:15 AM - 11:45 AM

Sunday: 12:15 AM - 11:45 AM

**Feedback Questions**

You can add 10 feedback questions to each listing. Anyone who has shown this listing will be asked these questions when providing feedback.

Add Feedback Question

**Showing Notifications (for individual keybox)**

Send me showing notifications for the keybox associated with MLS #4001 Fairview.

**Also send a copy to:**

1. <input type="text" value="meitakahashi@notrealreality.com"/>	2. <input type="text"/>
3. <input style="border: 1px solid #ccc; border-bottom: 2px solid #ccc; color: #0070c0; font-size: small; text-decoration: underline; text-decoration-color: #ccc;" type="text" value="5035551234@vtext.com"/> x	4. <input type="text"/>
5. <input type="text"/>	

Enabling this feature provides alerts via email. To send a text message via email, address the email alert to the recipient's 10-digit wireless phone number. See examples below.  
 Verizon: 5551234567@vtext.com  
 AT&T: 5551234567@bt.att.net  
 Sprint: 5551234567@messaging.sprintpcs.com

For more examples mouse hover [help](#).

**Important: Be sure to assign keyboxes to listings to include the property address in showing notifications.**

Save
Cancel

### Listing Inventory Screen

<b>Change MLS #</b>	Change the MLS listing number assigned to the keybox.
<b>Edit Address</b>	Edit the listing address.
<b>Edit Email CC</b>	Designate an email recipient to receive an email anytime the listing is shown.

<b>Edit Photo</b>	Add a photo of the listing. The photo appears on your Listing Inventory page and when you email agents that have shown your listing as a reminder of the listing.
<b>Add Feedback Question</b>	Add questions to solicit specific feedback about the listing from showing agents.
<b>Add Keybox</b>	Add a keybox to your keybox inventory.
<b>Unassign Listing</b>	Unassign the keybox from the listing when the keybox is removed.
<b>Delete Keybox</b>	Delete the keybox assigned to the listing from your keybox inventory.
<b>ShowingTime Activity</b>	View your listing ShowingTime activity if your association/MLS subscribes to this feature.
<b>Showing Activity</b>	View the last six (6) months of showing activity for the listing.
<b>Assign Listing</b>	Assign a listing to a keybox.
<b>Individual Scheduled Report</b>	Schedule an email report for the listing.

## Activity Reports

There are three (3) main report links to choose from (depending on what options your board chooses) that can be viewed, printed, or emailed. Click the *Scheduled Email Settings* link to schedule a recurring report.

- **Create Showing Report** - A *Showing Report* provides the start of showing and end of showing information plus feedback for all of the showings at your listings.
- **Create Key Activity Report** - A *Key Activity Report* displays all the listings you have shown. This report provides the start of showing and end of showing information for the showings you have performed in the last six (6) months within your primary association and any cooperating areas.

HOME	LISTINGS	REPORTS	SETTINGS	BILLING	SUPPORT
<div style="display: flex;"> <div style="width: 20%; border: 1px solid #ccc; padding: 5px;"> <p><b>QUICK LINKS</b></p> <ul style="list-style-type: none"> <li>› Update Code</li> <li>› Identify Keyholder</li> <li>› View Granted Access</li> <li>› Authorization Code</li> <li>› Change PIN</li> <li>› Market Area</li> <li>› Add Keybox</li> <li>› Assign Listing ▼</li> </ul> </div> <div style="width: 80%; padding: 10px;"> <h3>Create Reports</h3> <p>Create reports from your listings showing data, your showing activity or your non-member access. These reports can be viewed, printed or email as a PDF document.</p> <p>If you would like to schedule a recurring report, go to <a href="#">Scheduled Email Settings</a>.</p> <div style="margin-top: 10px;"> <div style="display: flex; align-items: center; margin-bottom: 10px;">  <div> <p><b>Create Showing Report</b></p> <p>This report provides showing and feedback for your listings.</p> </div> </div> <div style="display: flex; align-items: center;">  <div> <p><b>Create Key Activity Report</b></p> <p>This report provides information on the showings that you have performed.</p> </div> </div> </div> </div> </div>					

## Create a Report

### Steps

1. From *SupraWEB* select **REPORTS**.
2. Click the type of report to create.
3. Customize the report:
  - a. For a showing report - click which listings or keyboxes to include.
  - b. Select the date range.
  - c. For a showing report - click to include the showing agent's contact information. If emailing the report to a client, you may not want to include the showing agent's contact information.
  - d. Click to include feedback sent to you from showing agents in the report, if desired.
5. Click **Create Report** to view the report.
6. To print or email the report, click the **Print Report** or **Email Report** icon at the top of the screen.
7. To add your photo and contact information to the email, see the next section.

## Set up Scheduled Email Showing Report

Set up SupraWEB to send yourself a weekly or monthly *Showing Report*. The scheduled reports automatically include the showing information for all of the keyboxes in your inventory.

HOME	LISTINGS	REPORTS	SETTINGS	BILLING	SUPPORT
<div style="display: flex;"> <div style="border: 1px solid #ccc; padding: 5px; width: 20%;"> <p><b>QUICK LINKS</b></p> <ul style="list-style-type: none"> <li>› Update Code</li> <li>› Identify Keyholder</li> <li>› Authorization Code</li> <li>› Change PIN</li> <li>› Add Keybox</li> </ul> </div> <div style="padding: 5px; width: 80%;"> <p style="text-align: center;"><b>Create Reports</b></p> <p>Create reports from your listings showing data, your showing activity or your non-member access. These reports can be viewed, printed or email as a PDF document.</p> <p>If you would like to schedule a recurring report, go to <a href="#">Scheduled Email Settings</a>.</p> </div> </div>					

### Steps

1. From *SupraWEB* select **REPORTS**.
2. Click **Scheduled Email Settings**.
3. Enter your email address.
4. Choose from the weekly or monthly drop-down menu.
5. Click to include in the report any feedback sent to you from showing agents.
6. Enter any additional email addresses to send the report.
7. In the *Personalized Signature Image* section, click **Browse** and choose a picture you would like shown on emails and reports.
8. Fill out your contact information in the *Personalized Signature Text* box to have your contact information display on emails and reports.
9. Click **Save**.

**Email Address:**

If this email address is not the same as the one your MLS, it may be overwritten by the email your organization has on record.

**Showing Emails**

Send me an email when another agent shows my listings.

Once a Week on:

Include feedback

Once a Month on:

Include feedback

Also send a copy to:(CC)

Separate multiple addresses with a semicolon

**Personalized Signature Image**



Upload Image:

(Maximum resolution: 300X300 and < 4MB)

**Personalized Signature Text**

**B** **I** **U** **A** | **B** **B** **B** **B** | Font Family | Font Siz

**Bria Jones**  
**Notreal Realty**  
**503-555-5050**  
buyers.agent4011@gmail.com  
http://www.notrealrealty.com

Path:

[Signature User Guide](#)

## Showing Notifications

Listing agents have several options for sending showing notifications. Use SupraWEB to add multiple people (i.e. the listing agent, office staff, and the home owner) to receive beginning and ending showing notifications. Notifications are sent to email addresses or cell phone numbers (as text).

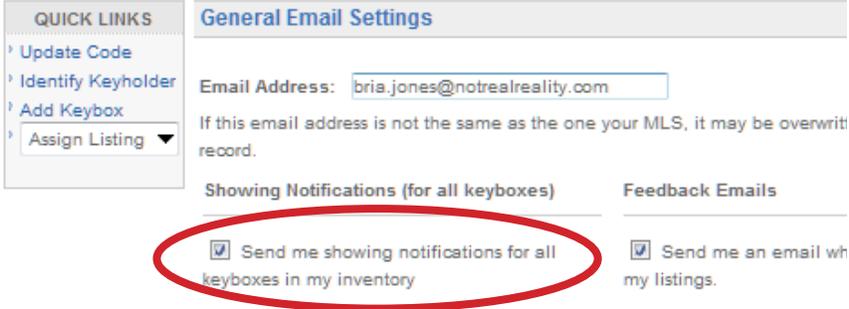
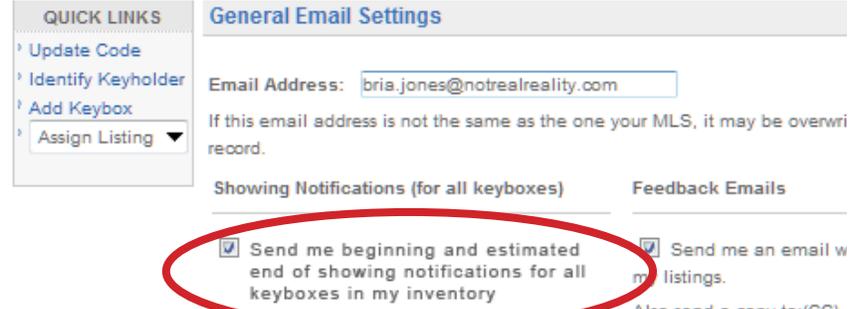
<b>Notification Recipient</b>	<b>Showing Notification Action</b>
<b>Listing agent</b>	To receive notifications, make sure your email is correct in the <i>Email Address</i> field and check the <i>Send me showing notifications...</i> box in <i>General Email Settings</i> .
<b>Partner or team member</b>	Add partners to receive all showing notifications by entering their email in the <i>Also send a copy to: (CC)</i> field.
<b>Client</b>	To have your client receive notifications, go to the specific keybox in your inventory, check the box and enter your client's email.

The *Showing Notification* feature alerts the listing agent when a keybox key container is opened to start a showing. This information can be displayed on all activity reports.

Showing information includes keybox serial number, associated listing address/information, date of showing, the beginning and the end of the showing time (if enabled), and displays on all activity reports in SupraWEB.

## End-of-Showing Notification

Boards or associations must contact Supra to “opt-in” to showing notifications first for this feature to be available. The eKEY application uses multiple methods (including GPS data captured when the keybox is opened) to detect when the showing has ended. *End of Showing* (EoS) information includes the listing address (or keybox serial number if the listing address is not available), and date and time the showing ended. End of Showing notification allows the listing agent and designated recipients to see when the showing ended for the property.

Notification Enabled	Showing Notification Checkbox Says:
Not Enabled	<p><input type="checkbox"/> Send me showing notifications for all keyboxes in my inventory</p>  <p>The screenshot shows the 'General Email Settings' page. Under 'Showing Notifications (for all keyboxes)', the checkbox 'Send me showing notifications for all keyboxes in my inventory' is checked and circled in red. Other options include 'Send me an email wh my listings'.</p>
Enabled	<p><input type="checkbox"/> Send me beginning and estimated end of showing notifications for all keyboxes in my inventory</p>  <p>The screenshot shows the 'General Email Settings' page. Under 'Showing Notifications (for all keyboxes)', the checkbox 'Send me beginning and estimated end of showing notifications for all keyboxes in my inventory' is checked and circled in red. Other options include 'Send me an email w listings' and 'Also send a copy to:(CC)'.</p>

Below is an example of an EoS notification message that is transmitted to the designated recipients.

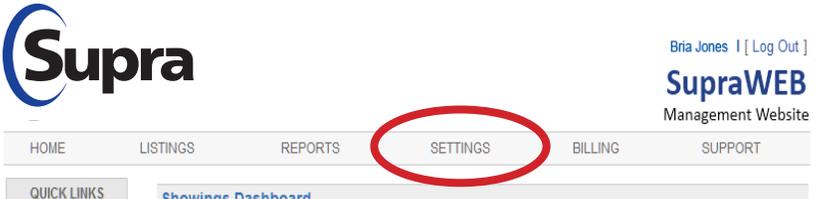
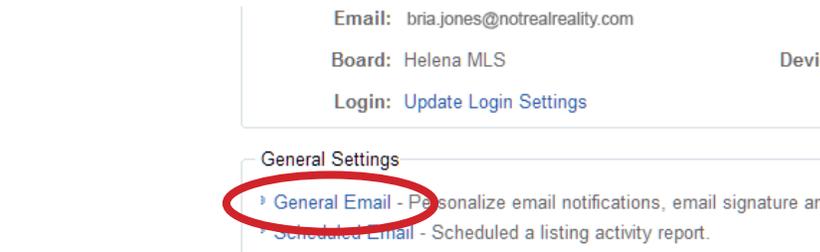
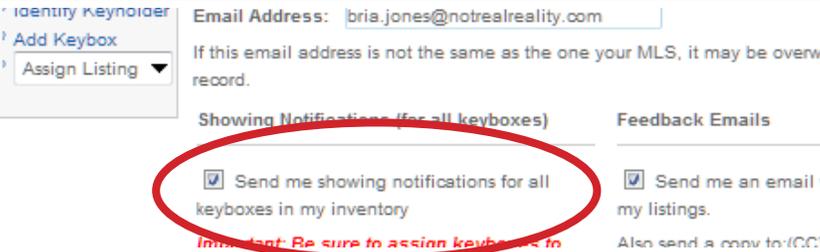
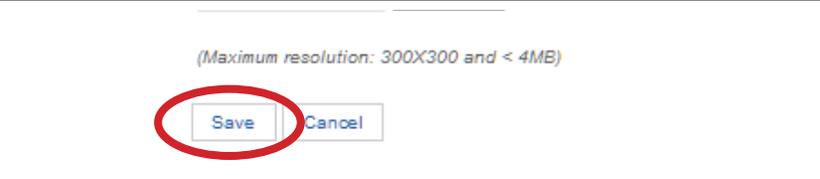
**From:** [SupraShowing@fs.utc.com](mailto:SupraShowing@fs.utc.com) [<mailto:SupraShowing@fs.utc.com>]  
**Sent:** Tuesday, November 28, 2017 9:02 AM  
**To:** Smith, Jane  
**Subject:** [External] Supra Showings - End of Showing Notification

The Supra system detected the showing by **Bria Jones** (877 6996787 [bjones@notrealreality.com](mailto:bjones@notrealreality.com)) at (KeyBox# 33274106) that began **11/28/2017 7:33AM** has ended **11/28/2017 8:31AM**. Estimated showing duration is 1 hour.

This notification does not guarantee the showing agent is no longer at the listing.

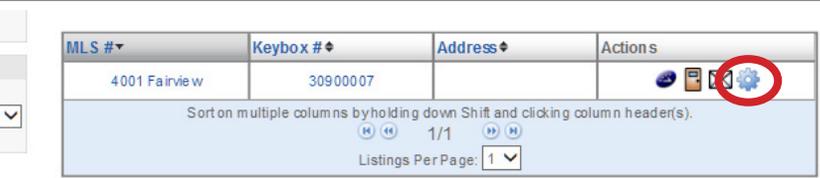
## Set Up Notifications for All Inventoried Keyboxes

Set up notifications for all the keyboxes in your inventory at once.

<p>1. Click the <b>SETTINGS</b> tab.</p>	 <p>Supra Bria Jones   [ Log Out ] SupraWEB Management Website</p> <p>HOME LISTINGS REPORTS <b>SETTINGS</b> BILLING SUPPORT</p> <p>QUICK LINKS Showings Dashboard</p>
<p>2. Click the <b>General Email</b> link.</p>	 <p>Email: bria.jones@notrealreality.com Board: Helena MLS Login: Update Login Settings</p> <p>General Settings  <b>General Email</b> - Personalize email notifications, email signature and      Scheduled Email - Scheduled a listing activity report.      Non Member Access - Configure Non Member Access settings</p>
<p>3. Check <b>Send me showing notifications...</b></p>	 <p>Identity Keyholder Add Keybox Assign Listing</p> <p>Email Address: bria.jones@notrealreality.com If this email address is not the same as the one your MLS, it may be overwri record.</p> <p>Showing Notifications (for all keyboxes)  <input checked="" type="checkbox"/> Send me showing notifications for all keyboxes in my inventory  <i>Important: Be sure to assign keyboxes to</i></p> <p>Feedback Emails  <input checked="" type="checkbox"/> Send me an email w my listings.      Also send a copy to:(CC)</p>
<p>4. Add recipients to <b>Also send a copy...</b></p>	 <p><i>listings to include the property address in showing notifications.</i>      Also send a copy to:(CC)</p> <p>Separate multiple addresses with a semicolon      Tip: To add multiple addresses, use a semicolon</p>
<p>5. Click <b>Save</b>.</p> <p><b>Note:</b> The recipients get an email from the Supra system indicating their email address is subscribed to receive showing notifications.</p>	 <p>(Maximum resolution: 300X300 and &lt; 4MB)</p> <p>Save Cancel</p>

## Set Up Notifications for Individual Keyboxes

Set up showing notifications to the individual keyboxes in your inventory.

<p>1. Click the <b>LISTINGS</b> tab.</p>	 <p>HOME <b>LISTINGS</b> REPORTS SETTINGS BILLING SUPPORT</p> <p>QUICK LINKS Showings Dashboard</p>								
<p>2. Click the <i>Listing Details</i> icon for the keybox.</p>	 <table border="1"> <thead> <tr> <th>MLS #</th> <th>Keybox #</th> <th>Address</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>4001 Fairview</td> <td>309 00007</td> <td></td> <td></td> </tr> </tbody> </table> <p>Sort on multiple columns by holding down Shift and clicking column header(s).      1/1      Listings Per Page: 1</p>	MLS #	Keybox #	Address	Actions	4001 Fairview	309 00007		
MLS #	Keybox #	Address	Actions						
4001 Fairview	309 00007								

3. Check **Send me showing notifications...**

4. Add recipients to **Also send a copy...**

5. Click **Save**.

**Note:** The recipients get an email from the Supra system indicating their email address is subscribed to receive showing notifications.

Important: Be sure to assign keyboxes to listings to include the property address in showing notifications.

Save Cancel

## Showing Activity

Each time a keybox key container is opened, the keybox records the showing information, communicates with the key, and the key sends the information to the Supra network. You can view and manage your keybox inventory on the Supra website. Once the keyboxes are in inventory and placed at a listing, you can view the last six (6) months of showing information.

1. Click the **LISTINGS** tab.

2. Click the **Keyboxes** link in **QUICK LINKS**.

HOME LISTINGS REPORTS SETTINGS BILLING SUPPORT

QUICK LINKS

- Update Code
- Identify Keyholder
- XpressKEY Alerts
- Keyboxes

ACTIONS

- Add Keybox

Showing 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.

Listing Inventory

1 Listing - Print Report

MLS #	Keybox #	Address	Actions
4001 Fairview	30900007		  

QUICK LINKS

- Listings
- Keyboxes

ACTIONS

- Add Keybox
- Assign Listing

### Keybox Management

2 Keyboxes - Print Report

Type	MLS #	Keybox #	Shackle Code	CBS Code	Actions
	8880888	30900007	1234	0126041	  
		28300000	1234	4822839	  

Sort on multiple columns by holding down Shift and clicking column header(s).

1/1

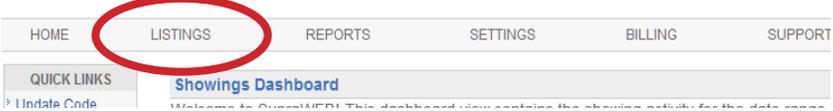
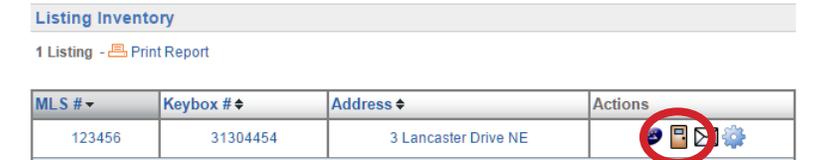
Keyboxes Per Page: 2

Legend

- Delete From Inventory
- Assign Listing MLS#
- Showing Activity
- Email Showing Agents
- Settings
- Showing Time

# Keybox Showing Report

View a report on the showing activity for a specific keybox.

<p>1. Click the <b>LISTINGS</b> tab.</p>	
<p>2. Click the <i>Showing Activity</i> icon for the keybox.</p>	

[Email Report](#) [Print Report](#) [New Report](#)

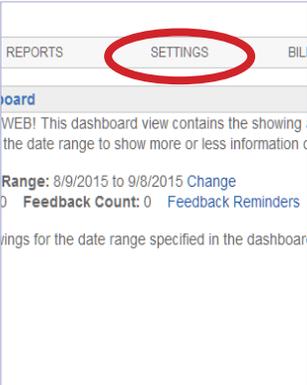
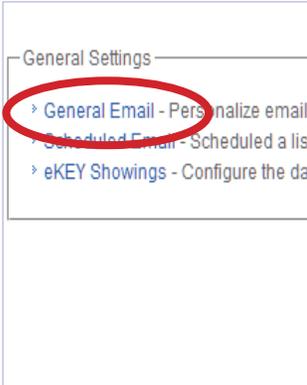
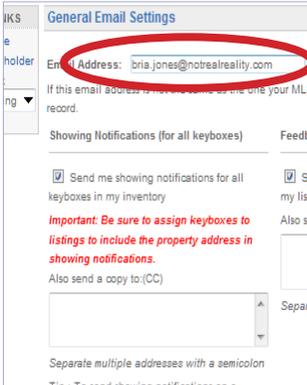
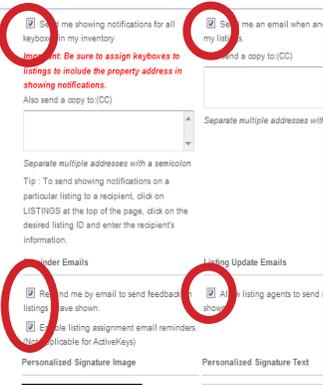
**Showing report for MLS # 123456**  
 3 Lancaster Drive NE Salem OR 97301  
 Showings from 6/1/2016 to 12/1/2016  
 Report Generated on 12/1/2016  
 2 Records

DateTime	ListingID	Address	Showing Agent	Keybox#	Key#	Showing Office	Feedback
Oct 27, 2016 2:21 PM	123456	3 Lancaster Drive NE Salem OR 97301	Call Center Blackstone Realty (503)555-0000	31304454	8255138	Blackstone Realty	
Oct 27, 2016 12:16 PM Oct 27, 2016 1:16 PM Timeout : 60 min	123456	3 Lancaster Drive NE Salem OR 97301	Kris Smith kris@notrealreality.com (503)555-1111 Not Real Realty	31304454	5008072	Not Real Realty	

Legend: [Showing Start](#) [Showing End](#) [Showing Timeout](#)

## Modify Email Settings

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

<p>1. Click <b>SETTINGS</b>.</p> 	<p>2. Click <b>General Email</b>.</p> 	<p>3. Enter your email address.</p> 	<p>4. Check each notice to receive and add email addresses.</p> 
--	---	--	---

**5. Click **Browse** and select a photo.**

**6. Enter your contact information.**

**7. Click **Save**.**

When one of your listings has been shown and the showing information is sent to the network, you'll receive a new showing email.

**From:** [SupraShowing@fs.utc.com](mailto:SupraShowing@fs.utc.com) [<mailto:SupraShowing@fs.utc.com>]  
**Sent:** Tuesday, November 28, 2017 7:42 AM  
**To:** Smith, Jane  
**Subject:** [External] Supra Showings - New Showing Notification

The showing by [Bria Jones](mailto:bjones@notrealreality.com) ( [bjones@notrealreality.com](mailto:bjones@notrealreality.com) ) at **1234 Main Court SE, Salem, OR 97306** (KeyBox# 33530657) began at **11/28/2017 7:33AM**.

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

## Showing Feedback

Feedback sent to you from when your listings were shown can be viewed on SupraWEB. You can send feedback on your showings to the listing agents through SupraWEB.

### View Feedback

Feedback sent to you on a showing is indicated by a *Showing Feedback* icon. Click the **Showing Feedback** icon to view the feedback on a particular showing.

**QUICK LINKS**

- Update Code
- Identify Keyholder
- View Granted Access
- Authorization Code
- Change PIN
- Market Area
- Add Keybox
- Assign Listing

**CONNECT WITH US**

Facebook

**ONLINE ORDERING**

Order Supra accessories online! [Click Here](#)

**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:** 10/4/2015 to 11/3/2015 [Change](#)

**Showing Count:** 23 **Feedback Count:** 0 [Feedback Reminders](#)

DateTime	ML #	Address	ShowingAgent	Actions
Sep 14, 2017 9:30 AM Sep 14, 2017 10:30 AM Timeout : 60 min	4124124	123 Main St Salem, OR 97302	Kris Smith <a href="mailto:buyers.agent4011@gmail.com">buyers.agent4011@gmail.com</a> (503)555-1111 Blackstone Realty (503)555-0000	
Sep 13, 2017 8:30 AM Sep 13, 2017 9:30 AM Timeout : 60 min	4123456	456 Market St Salem, OR 97302	Kris Smith <a href="mailto:buyers.agent4011@gmail.com">buyers.agent4011@gmail.com</a> (503)555-1111 Blackstone Realty (503)555-0000	

Sort on multiple columns by holding down Shift and clicking column header(s).

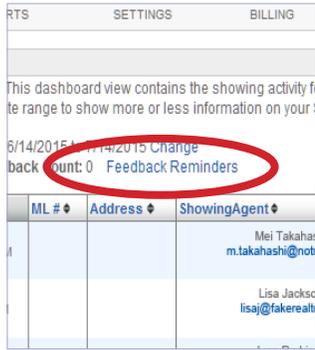
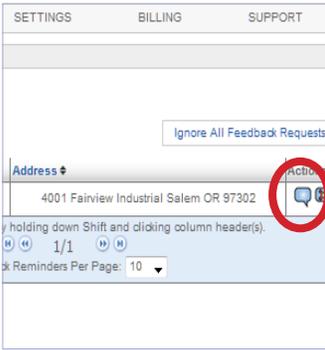
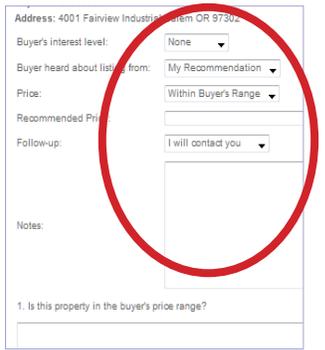
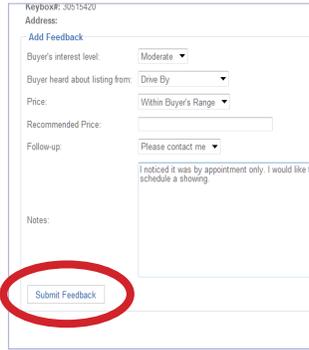
Showing Per Page: 10

**FEEDBACK**

Contact: Please contact me  
Interest: High  
Source: Drive By  
Price: Within Buyer's Range  
Recommended Price: 200,000  
Notes: My client LOVES this listing!  
Call me!

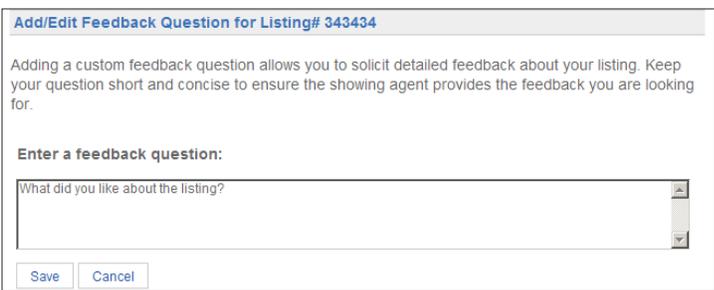
[\[Close\]](#)

## Leave Feedback on a Showing

<p>1. Click <b>Feedback Reminders</b>.</p> 	<p>2. Click <b>Leave Feedback</b> icon.</p> 	<p>3. Use the drop-down menu and <b>Notes</b> field to provide feedback.</p> 	<p>4. Click <b>Submit Feedback</b>.</p> 
--	---	---	---

## Add a Feedback Question

Add up to ten custom feedback questions that are displayed when a showing agents leaves you feedback on one of your listings.

Steps	
1. From <i>SupraWEB</i> click <b>LISTINGS</b> .	
2. From the <i>Listing Inventory</i> , click the listing ID link.	
3. Click <b>Add Feedback Question</b> .	
4. Enter a question and click <b>Save</b> .	
<p>When the showing agent goes into <i>SupraWEB</i> to leave feedback on the showing, any additional feedback questions you've entered for the listing are displayed.</p>	

## Manage Billing Information

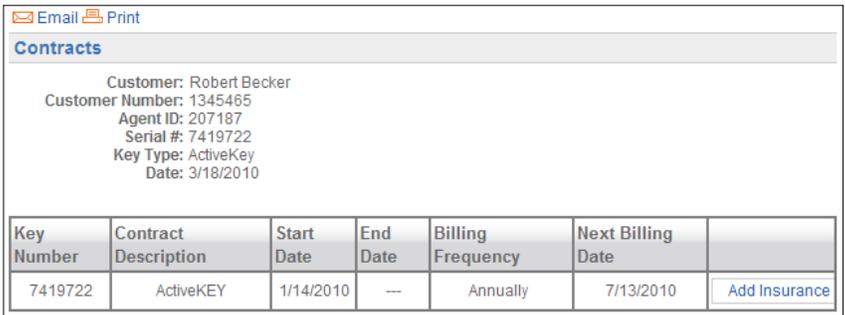
If you pay key fees to Supra, you can manage your billing information online. If you pay your key fees to the association or MLS, the *Billing Menu* option is not displayed. Automatic payment is required for eKEY keyholders.

Select the *Billing Menu* option at the top of the *SupraWEB* screen and your account balance and the *Billing Menu* options are shown.

<b>Billing Menu</b>	
Account Balance	View a current account balance and make a payment.
Billing History	View invoices and payment history.
Account Information	View or change the billing address and payment method and enable/disable automatic billing and electronic invoicing.
Contracts	Displays key information and the start of your contract, billing frequency, and next billing date and allows you to add or cancel insurance if applicable.
FAQ	View frequently asked questions about managing your billing information.

## Add/Cancel Insurance

If the key has not connected with the Supra network recently you must open a key container or release a shackle to verify the key is in your possession and functioning before you can purchase insurance.

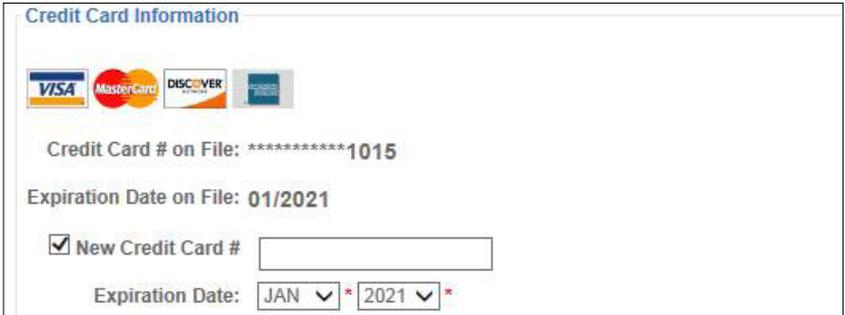
Steps															
1. From <i>SupraWEB</i> select <b>BILLING</b> .	 <p>Contracts</p> <p>Customer: Robert Becker Customer Number: 1345465 Agent ID: 207187 Serial #: 7419722 Key Type: ActiveKey Date: 3/18/2010</p> <table border="1"><thead><tr><th>Key Number</th><th>Contract Description</th><th>Start Date</th><th>End Date</th><th>Billing Frequency</th><th>Next Billing Date</th><th></th></tr></thead><tbody><tr><td>7419722</td><td>ActiveKEY</td><td>1/14/2010</td><td>---</td><td>Annually</td><td>7/13/2010</td><td>Add Insurance</td></tr></tbody></table>	Key Number	Contract Description	Start Date	End Date	Billing Frequency	Next Billing Date		7419722	ActiveKEY	1/14/2010	---	Annually	7/13/2010	Add Insurance
Key Number		Contract Description	Start Date	End Date	Billing Frequency	Next Billing Date									
7419722		ActiveKEY	1/14/2010	---	Annually	7/13/2010	Add Insurance								
2. Click <b>Contracts</b> .															
3. Click the appropriate link to <b>Add Insurance</b> or <b>Cancel Insurance</b> .															
4. Click <b>Email</b> or <b>Print</b> icon.															

## Pay with SupraWEB

Steps
1. Click <b>BILLING</b> .
<b>Note:</b> <i>Open invoices show in the Account Balance by default when billing is clicked.</i>
2. Click an invoice from <i>Account Balance</i> .
3. Choose to use the card on file or add a new card and expiration date.
4. Click the box under <i>Terms and Conditions</i> .
5. Click <b>Make Payment of \$xx.xx</b> .

## Change the Billing Credit Card

To change the billing credit card information in SupraWEB, follow the steps below.

Steps	
1. In SupraWEB, click <b>BILLING</b> .	 <p>Credit Card Information</p> <p>VISA MasterCard DISCOVER AMERICAN EXPRESS</p> <p>Credit Card # on File: *****1015</p> <p>Expiration Date on File: 01/2021</p> <p><input checked="" type="checkbox"/> New Credit Card # <input type="text"/></p> <p>Expiration Date: JAN * 2021 *</p>
2. Click <b>Account Information</b> .	
3. Click <b>New Credit Card #</b> .	
4. Add the new card number.	
5. From the drop-down, add the expiration date.	
6. Click the box under <i>Terms and Conditions</i> .	
7. Click <b>Save</b> .	