

SUPRAWEB GUIDE

FOR AGENTS

2020 VERSION



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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

- » Obtain an update code for a key
- » Manage keybox inventory and listing information
- » View, email, and schedule activity reports
- » Set up showing notifications
- » View and send showing feedback



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 to Log In

SupraWEB
Real estate agent
login to Supra system
LOGIN TO SUPRAWEB ►

Step 1: Visit www.supraekey.com and select **SupraWEB** for agents

Step 2: Select **REGISTER** and fill out the required fields. Choose a username and password (*doesn't have to be the same as MLS*)

Step 3: Enter newly made User/Password combo. The first time you login you will be asked to provide your **Key Serial**, **Key PIN** (4 digits), and the **Board/MLS** you obtained the key from (ARMLS)

SUPRAWEB DASHBOARD

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**. The top menu bar links to **feature pages**. The **QUICK LINKS** (on the left) are frequently accessed actions. In the Showings Dashboard, click on any of the headings with arrows to sort the information.

The Dashboard

Supra AZ ARMLS [Log Out]
SupraWEB
Management Website

HOME LISTINGS REPORTS SETTINGS SUPPORT

QUICK LINKS

- Update Code
- Identify Keyholder
- Authorization Code
- Change PIN
- eKEY Alerts
- Add Keybox
- Assign Listing ▼

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: 7/14/2020 to 8/13/2020 [Change](#)

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

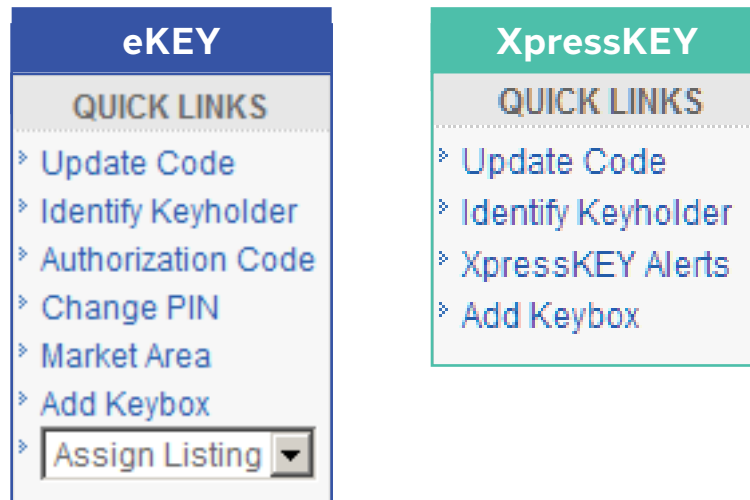
There are no showings for the date range specified in the dashboard.

Date/Time	MLS #	Address	Showing Agent	Actions
Aug 13, 2020 8:51 AM ? Aug 13, 2020 9:51 AM Timeout : 60 min			Maria Bouts [Agent Info]	Home
Aug 12, 2020 10:05 AM ? Aug 12, 2020 11:05 AM Timeout : 60 min			James Dwight Jr [Agent Info]	Home
Aug 11, 2020 1:12 PM ? Aug 11, 2020 2:12 PM Timeout : 60 min			Alecia Hanus [Agent Info]	Home
Aug 10, 2020 11:46 AM ? Aug 10, 2020 12:33 PM Duration : 47 min			Dan Earl [Agent Info]	Home

- **TOP MENU BAR** - Access the featured pages
- **QUICK LINKS** - Quickly access SupraWEB actions
- **FEEDBACK REMINDERS** - Set Feedback reminders
- **DASHBOARD DATE RANGE** - Change the range of time keybox showings display
- **KEYBOX SHOWINGS** - Keybox showings are displayed in chronological order. The date and time the keybox was opened is listed on the left as well as the showing agent's information on the right.

Quick Links

The *QUICK LINKS* section on the home page shows the most common tasks that you use on SupraWEB. Options that are available depend on the type of key that was issued. Some specific Key type links are:



Common Quick Links:

Update Code - Provide an update code for your eKEY or XpressKEY

Identify Keyholder - Identify the name of a keyholder by key serial number

Add Keybox - Add Keyboxes to your inventory for the Showing Dashboard and reports

Assign Listing - Assign an MLS number to a Keybox for organization purposes

Top Menu Bar

HOME

LISTINGS

REPORTS

SETTINGS

SUPPORT

HOME - Returns to the SupraWEB home screen and the Showings Dashboard

LISTINGS - View information about your listings and assign them to keyboxes

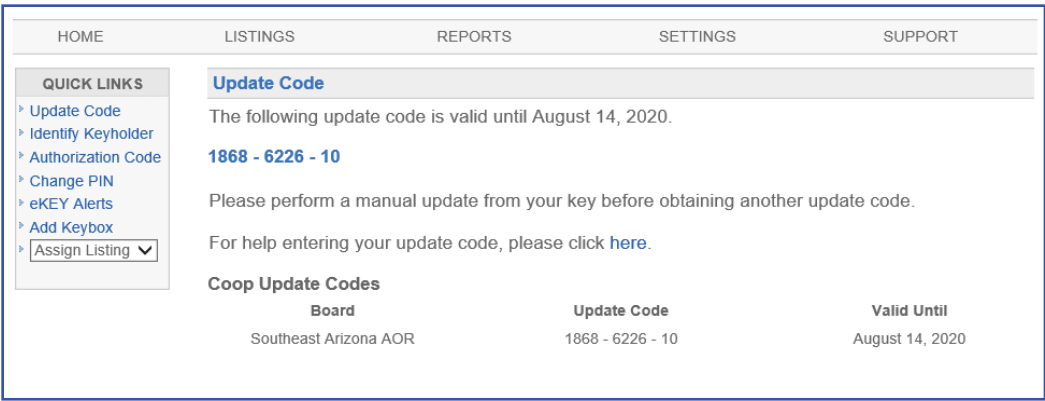
REPORTS - View, schedule, and email showing and key activity reports

SETTINGS - View your user information and key information and define email settings

SUPPORT - Supra Support team contact information

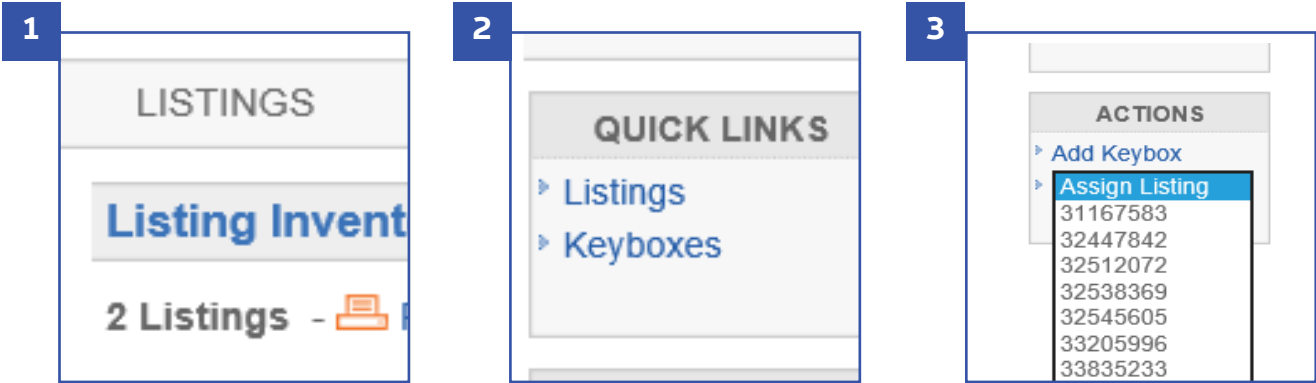
UPDATE CODES

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.



MANAGE KEYBOX INVENTORY

- Step 1:** Click on **LISTINGS** from the *Top Menu*
- Step 2:** Click on the **Keyboxes QUICK LINKS** on the left
- Step 3:** Under the **ACTIONS** section, choose **Add Keybox** or **Assign Listing**



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.

HOME

LISTINGS

REPORTS

SETTINGS

SUPPORT

QUICK LINKS

▸ Listings

▸ Keyboxes

ACTIONS

▸ Add Keybox

▸ Assign Listing ▾

Listing Inventory

2 Listings - Print Report

MLS # ▾	Keybox # ⬆	Address ⬆	Actions
4910027	32548898	123 E IDNPI Test Listing Arcade	
5850150	62011399		

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

1/1

Listings Per Page: 2 ▾

Legend

Showing Activity

Email Showing Agents

Listing Details

Pending Programming Request



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:

KEYBOX #	View the settings for the keybox placed on the listing
MLS #	View the listing details
ADDRESS	View a Google map of the address
SHOWING ACTIVITY ICON	View the last six months of showing activity for the listing
EMAIL SHOWING AGENT ICON	Send an email to all the agents that have shown the listing
LISTING DETAILS	Edit the listing number and address, see the showing hours, add feedback questions, and set up individual keybox showing notifications

Listing Inventory con...

Listing Inventory Screen:

KEYBOXES	Link in QUICK LINKS on the left, to view a list of the keyboxes in your inventory
ADD KEYBOX	Link in ACTIONS on the left, to add a keybox to your inventory
SHOWINGTIME ICON	View a Showing Report if your association or organization subscribes to this feature

ASSIGN A LISTING

Step 1: Click on Assign Listing from **QUICK LINKS**

Step 2: Choose the Keybox Serial Number from the list of your inventory

Step 3: Add the MLS Number

Step 4: Click Assign

Step 5: Click Add Address

Step 6: Add all information then click **DONE**

The screenshot shows a web application interface with a top navigation bar containing 'HOME', 'LISTINGS', 'REPORTS', 'SETTINGS', and 'SUPPORT'. On the left, there is a sidebar with 'QUICK LINKS' (listing 'Listings' and 'Keyboxes') and 'ACTIONS' (listing 'Add Keybox' and 'Assign Listing' with a dropdown arrow). The main content area is titled 'Update Listing MLS #' and includes a descriptive paragraph: 'Assigning an MLS # to a keybox allows listing data to be included in reports and showing notifications. Leave the MLS # blank to automatically unassign the listing from the keybox.' Below this is a 'Keybox Information' section with fields for 'Serial Number' (31167583), 'Shackle Code' (1234), and 'MLS #' (a text input field). A note next to the 'MLS #' field says 'Leave blank to unassign the listing.' At the bottom of this section is an 'Assign' button.

To **UNASSIGN A LISTING**, Go to the **LISTINGS** Tab and click on the **Keybox Serial**. From here, select the **Listing Details**, then choose **CHANGE MLS**. Delete the current MLS number and then hit **Save**.

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**.

HOME

LISTINGS

REPORTS

SETTINGS

SUPPORT

QUICK LINKS

› Listings

› Keyboxes

ACTIONS

› Add Keybox

› Unassign Listing

› Delete Keybox

› Showing Activity

› Assign Listing ▼

MLS # 6116198

Listing Details

Keybox Settings

Listing Details

MLS #: 6116198

Change MLS #

9009 E IDNPI Cholla Rue 26

Address: Yuma Prooving Gu AZ 85365

Edit Address

Listing Date: June 26, 2020

Client: Not Available

Occupant: Not Available

Showing Hours

Mon - Fri: 8:00 AM - 10:00 PM

Saturday: 8:00 AM - 10:00 PM

Sunday: 8:00 AM - 10:00 PM

Agent Note - Original eKEY app

Not Available

Listing Flyer

Not Available

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 #6116198.

Also send a copy to:


1.

2.

3.

4.

5.



Add Photo

Listing Detail Screen:

CHANGE MLS#	Change the MLS listing number assigned to the keybox
EDIT ADDRESS	Edit the listing address
EDIT EMAIL CC	Designate an email recipient to receive an email anytime the listing is shown
EDIT PHOTO	Add a photo of the listing. The photo appears on your listing inventory page and when you email agents regarding the listing.
ADD FEEDBACK QUESTION	Add questions to solicit specific feedback about the listing from showing agents
ADD KEYBOX	Add a keybox to your keybox inventory
DELETE KEYBOX	Delete the Keybox assigned to the listing
SHOWINGTIME ACTIVITY	View the ShowingTime activity (see page 8)

SUPRAWEB GUIDE

PAGE 9

LISTING DETAILS con.

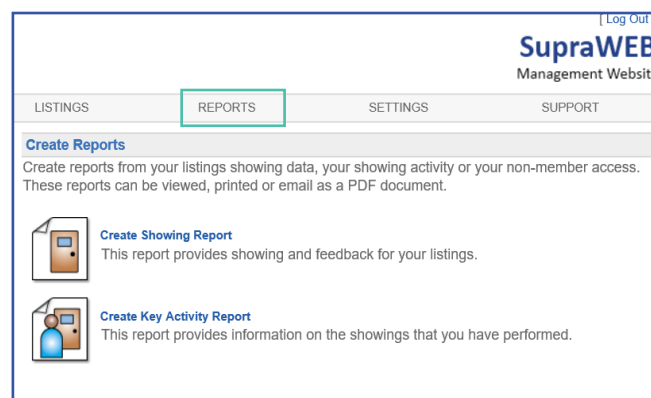
Listing Detail Screen:

SHOWING ACTIVITY	View the last 6 months of showing activity for the listing
ASSIGN LISTING	Assign a listing to a keybox
INDIVIDUAL SCHEDULED REPORT	Schedule an email report for the listing

ACTIVITY REPORTS

There are two (2) main report links to choose from that can be viewed, printed, or emailed.

- » **Create 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** - 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 6 months



Create a Report

Step 1: Select **REPORTS**

Step 2: Click the type of Report to create

Step 3: Customize the Report (date range, contact info, feedback, etc)

Step 4: Click **Create the Report** to view the report

Step 5: Click the **Print** or **Email** icons at the top to print or email

Step 6: Add an image to the report by clicking **Browse** under **Personalized Signature**

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).

NOTIFICATION RECIPIENT: SHOWING NOTIFICATION ACTION

LISTING AGENT	To receive notifications, make sure your email is correct in the Email Address field and check the Send me showing notifications... box in General Email Settings
PARTNER OR TEAM MEMBER	Add partners to receive all showing notifications by entering their email in the Also send a copy to: (CC) field
CLIENT	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.

Set Up Notifications for All Keyboxes

- Step 1: Select the **SETTINGS** tab
- Step 2: Click the **General Email Settings** link
- Step 3: Check the box that says **Send me beginning and estimated EOS notifications for all keyboxes**
- Step 4 (optional): Add additional recipients in the **also send a copy (CC) to:** box
- Step 5: Click the **Save** button at the bottom

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

Showing Notifications (for all keyboxes)

☐ Send me beginning and estimated end of showing notifications for all keyboxes in my inventory

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

Also send a copy to:(CC)

Separate multiple addresses with a semicolon

Tip : To send showing notifications on a particular

Set Up Notifications for Individual Keyboxes

Step 1: Select the *LISTINGS* tab

Step 2: Locate the *Keybox serial*, then choose the *Listing Details* Icon



Step 3: Check the box that says *Send me showing notifications for all keyboxes...*

Step 4 (optional): Add additional recipients in the *also send a copy (CC)* to: box

Step 5: Click the *Save* button at the bottom

You can add 10 feedback questions to each listing. You can ask these questions when providing feedback.

[Add Feedback Question](#)

Showing Notifications (for individual keybox)

☒ Send me showing notifications for the keybox associated with this listing.

Also send a copy to:

1.

3.

5.

Additional Key/Lockbox Info

To learn more information about the keys and lockboxes that we use at **ARMLS**, take the **Supra Key Course** below! The **Supra Key Course** illustrates the basic functions of both key types, as well as important rules that you should know! This highly compartmentalized course allows you to learn at your own pace, ensuring that you become a Supra Master User! Just **CLICK ON THE IMAGE BELOW** to begin!

