

# 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.  
**THE NON-MEMBER MUST BE A REALTOR.**

Instruction for GAAR Member for One-Time Initial Set up before Granting Access

1. Go to [www.supraekey.com](http://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](http://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 VA-Greater Augusta AOR
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**.



© 2014 United Technologies Corporation. All rights reserved. Other brand and product names are or may be trademarks of, and are used to identify products or services of, their respective owners.

10/2015



# Non-Member Access (NMA)

## NMA Setup Instructions for Mobile Devices

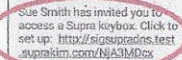


### Install eKEY® App and Set Up an Account

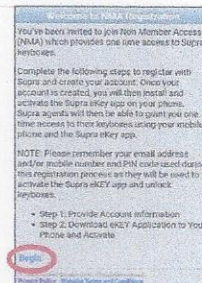
When a Supra user invites a non-Supra user to access their Supra keybox, a text message is sent to their device with a link to register, download the eKEY app, and authorize the app. They must have cellular coverage or have access to Wi-Fi.

#### Steps

1. Once you receive a text message inviting you to access a Supra keybox, tap/click on the registration link in the text to begin the process.

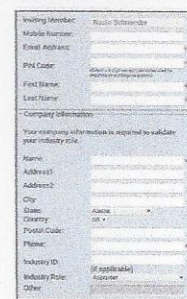


2. In the *Welcome to NMA Registration* page, tap/click **Begin**.

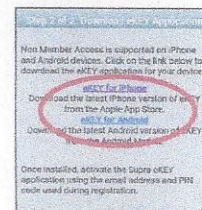


3. Complete the registration process by entering the required account details and company information. Once complete, tap/click **Next**.

**NOTE:** Remember your email address and/or mobile number and PIN as you will need it again in Step 6 and for future access.



4. Tap/click the link to download Supra eKEY for iPhone or Android. When the app has completed downloading, open it on your device.



5. Once the Supra eKEY is open, tap/click **Activate eKEY App**.





## Steps

6. Enter 10-digit phone number or email address and 4-digit PIN created in the registration process (Step 3) and tap/click **Submit**.



Supra eKEY®  
Get Authorization Code

10-digit email or phone no.

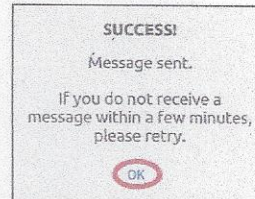
4-digit PIN Code

**Submit**

Already have an authorization code?

7. You will receive a Success! message indicating that your authorization code has been sent. Tap/click **OK**.

**Note:** Message will be text or email, depending on whether you entered your phone number or email address in the previous step.



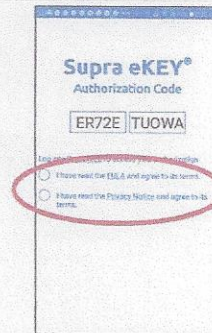
**SUCCESS!**  
Message sent.

If you do not receive a message within a few minutes, please retry.

**OK**

8. Open the message using your phone and tap/click on the link. Open it with the eKEY app. This will open the app with a prepopulated authorization code. Accept the EULA (End User License Agreement) and the Privacy Notice to agree to the terms.

**Note:** If the authorization fails to prepopulate, you can enter the authorization code manually.



Supra eKEY®  
Authorization Code

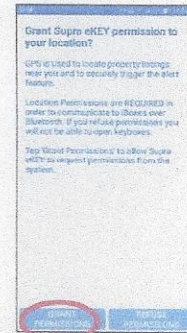
ER72E TUOWA

Tap/click on the link to authorize the app.

☐ I have read the EULA and agree to its terms.

☐ I have read the Privacy Notice and agree to its terms.

9. Grant eKEY permission to your location. If prompted to allow eKEY to use Bluetooth®, tap/click **OK**.



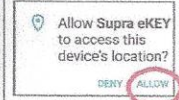
Grant Supra eKEY permission to your location?

GPS is used to locate property listings near you and to securely trigger the alert feature.

Location Permissions are REQUIRED in order to communicate to users over Bluetooth. If you refuse permissions you will not be able to open keybox.

Tap "Grant Permissions" to allow Supra eKEY to request permissions from this app.

**Grant Permissions** **Refuse**



Allow Supra eKEY to access this device's location?

**DENY** **ALLOW**

10. Your eKEY is now authorized and ready to access the keybox.



Supra eKEY

10-digit email or phone no.

4-digit PIN Code

**Keybox**

## Steps

11. You will receive a message with the keybox access information and the timeframe for which you have access.

Nadia Schmieder granted  
you access to Keybox  
32304975 from May 12  
2020 12:00AM to May 13  
2020 12:00AM

12. Follow the steps below to open the keybox.

## Open a Keybox

A text message is sent to your mobile device (and an email is sent) each time a Supra user grants you permission to open their keybox. **Note:** If you've already registered once, simply open the eKEY app when you receive a new message granting you access.

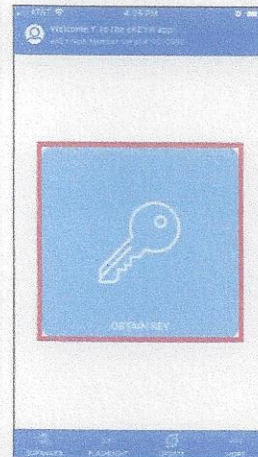
Open the eKEY app on your mobile device and use your 4-digit PIN (created in Step 3 above) to access the listing keys in the key container of a keybox.

## Steps

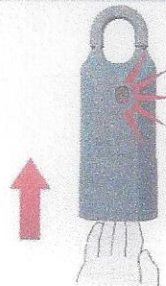
1. Tap the eKEY icon to open the application.



2. Tap **Obtain Key** and enter your 4-digit PIN.



3. Press up on the bottom of the Bluetooth keybox to turn it on. The light will flash to indicate it is on.





4. When the *Success!* message appears on your eKEY, press up on the bottom of the keybox to release the key container.



5. When replacing the key container, ensure that all contents are positioned well inside the key container before closing. To replace the key container, turn it so the compartment holding the keys is facing you. Insert the key container into the bottom of the keybox and push up on the key container until it clicks and latches.

