

## Introduction

As a keyholder in an Association/MLS using the Supra® system with the Non-Member Access feature enabled, you can authorize a non-member to access a Bluetooth® iBox keybox (iBox BT or iBox BT LE) using their smartphone or tablet. There are two (2) types of agents, those who pay their fees to Supra, or those who pay their fees to an Association/MLS.

Important information to note about granting a non-member access to your keybox.

- You can only grant access to Bluetooth keyboxes in your inventory
- Charges may apply to the agent or the Association/MLS (discuss specific pricing options with your Association/MLS)
- Non-members can access a keybox from 2 to 72 hours
- Non-members must fill out a registration form and download an eKEY app for their mobile device, for a list of supported phones, visit [www.supraekey.com](http://www.supraekey.com) and select the **Compatible eKEY Devices** link

Use the *Create Non-Member Access Report* option in SupraWEB to view non-member access information for your listings. Brokers can view non-member access information on individual keyboxes within their offices.

## One-time only: Activate Non-Member Access feature

Fees Paid to Supra
Steps
1. Go to <a href="http://www.supraekey.com">www.supraekey.com</a> and click <b>SupraWEB Login for Real Estate Agents</b> to login.
2. From SupraWEB click the <b>BILLING</b> tab.
3. Click <b>Account Information</b> .
4. Check <b>Enable Non-Member Access</b> to activate.
5. Choose <b>Pay Per Access</b> or <b>Recurring Payment</b> and enter credit card payment information.
6. After reviewing the <i>Terms and Conditions</i> , check to accept.
7. Click <b>Save</b> .

Fees Paid to an Association or MLS
Steps
1. Go to <a href="http://www.supraekey.com">www.supraekey.com</a> and click <b>SupraWEB Login for Real Estate Agents</b> and login.
2. From SupraWEB click <b>SETTINGS</b> .
3. Click <b>Non-Member Access</b> .
4. Check <b>Enable Non-Member Access</b> .
5. After reviewing the <i>Terms and Conditions</i> , check to accept.
6. Click <b>Save</b> .



## Grant Non-Member Access to your keybox from SupraWEB

A text message and email is sent to the non-member once their keybox access is granted.

Steps	
1. From SupraWEB select <b>LISTINGS</b> .	
2. Click <b>Keyboxes</b> (use the <b>Add Keybox</b> link on the left to add a keybox).	
3. In the keybox row, select <b>Grant Non-Member Access</b> .	
<b>Note:</b> If the non-member has already registered, their name and information is displayed. After setup is complete, a text message is sent to the non-member containing a link for them to download the eKEY application and information for them to register.	
4. Enter the mobile phone number for the non-member.	<div style="border: 1px solid black; padding: 5px;">                     Non-Member Mobile Phone Number: <input type="text"/> *                 </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <b>Start Access Time</b>                      Start Date: <input type="text" value="8/1/2017"/> Start Time: <input type="text" value="01"/> : <input type="text" value="00"/> <input type="text" value="AM"/> <input type="checkbox"/> All Day                 </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <b>End Access Time</b>                      End Date: <input type="text" value="8/1/2017"/> End Time: <input type="text" value="01"/> : <input type="text" value="00"/> <input type="text" value="AM"/> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">                     Notes for the Non-Member:                      Access Hours:                      Mon - Fri: 7:00 AM - 9:30 PM                      Saturday: 7:00 AM - 9:30 PM                 </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p style="color: red; font-size: small;">There will be a charge of \$ 2.00 + 'applicable sales tax' for this non-member access. Fee will not be refunded if access is not used before expiration.</p> <div style="display: flex; justify-content: space-between;"> <span><input type="button" value="Submit"/></span> <span><input type="button" value="Back"/></span> </div> </div>
5. Choose the access starting and ending date and time (between 2 and 72 hours).	
6. Enter any notes about the listing to the non-member and click <b>Submit</b> .	
<b>Note:</b> Associations decide if their members pay the non-member access fee and payment information may not display.	
7. If you <b>pay your key fee to Supra</b> , check to accept the non-member access fee.	
8. Check to accept the <i>Terms and Conditions</i> .	
<b>Note:</b> A text message and an email is sent to the non-member to notify them of their new access to the keybox.	
9. Click <b>Submit</b> .	

## Grant Non-Member Access to your office keyboxes from SupraWEB

This section is for those that have a Broker login. A text message and email is sent to the non-member once their keybox access is granted.

Steps	
1. In the <i>BROKER QUICK LINKS</i> , choose <b>Non-Member Access</b> link.	
2. In the keybox row, select <b>Grant Non-Member Access</b> .	
<b>Note:</b> If the non-member has already registered, their name and information is displayed. After setup is complete, a text message is sent to the non-member containing a link for them to download the eKEY application and information for them to register.	
3. Enter the mobile phone number for the non-member.	<div style="border: 1px solid black; padding: 5px;">                     Non-Member Mobile Phone Number: <input type="text"/> *                 </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <b>Start Access Time</b>                      Start Date: <input type="text" value="8/1/2017"/> Start Time: <input type="text" value="01"/> : <input type="text" value="00"/> <input type="text" value="AM"/> <input type="checkbox"/> All Day                 </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <b>End Access Time</b>                      End Date: <input type="text" value="8/1/2017"/> End Time: <input type="text" value="01"/> : <input type="text" value="00"/> <input type="text" value="AM"/> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">                     Notes for the Non-Member:                      Access Hours:                      Mon - Fri: 7:00 AM - 9:30 PM                      Saturday: 7:00 AM - 9:30 PM                 </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p style="color: red; font-size: small;">There will be a charge of \$ 2.00 + 'applicable sales tax' for this non-member access. Fee will not be refunded if access is not used before expiration.</p> <div style="display: flex; justify-content: space-between;"> <span><input type="button" value="Submit"/></span> <span><input type="button" value="Back"/></span> </div> </div>
4. Choose the access starting and ending date and time (between 2 and 72 hours).	
5. Enter any notes about the listing to the non-member and click <b>Submit</b> .	