

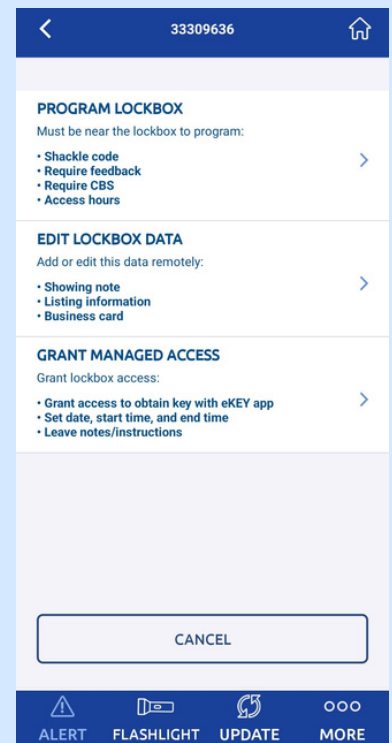


# Supra Managed Access Service

## Single Access

Supra's single access key, provides convenient and secure access for individuals who require limited one-off or occasional entry to properties and are not a current member of LCAR.

Authorization is granted by the listing agent via the eKey app for one-time lockbox access during a designated time window. Supra's single access key is designed for use only by infrequent users who need one-time access to a listing on a pay-per-use basis. The buyers agent will pay a \$4 per lockbox fee for single access permissions.



### Simple, streamlined access for work teams

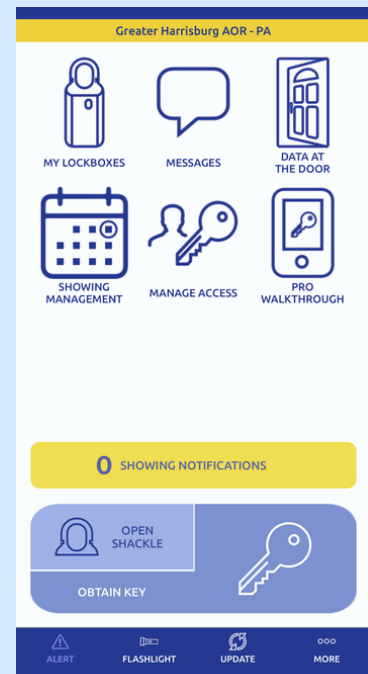
- Secure limited access for other REALTORS® who are not members of LCAR
- Non-transferrable access credential delivered to user's smartphone
- One- button Supra eKey app provides easy access to obtain keys from Supra iBox BT LE and BT lockboxes

### Homeowner peace of mind

- System records and tracks who accessed the property, what time property was accessed, and for how long
- Access limited to a specific time, within a window of 30 minutes to 72 hours
- Homeowners can receive notifications of access if enabled by listing agent

## Easy control for listing agents

- Easy for agents using the eKey app to set up limited access for users, enabling easy coordination to prepare properties for sale
- Customized access window eliminates need to coordinate meeting times at a property. Access can be scheduled up to 30 days in advance
- Works with latest eKey app and iBox BT LE
- Easy to view and modify managed access through the eKey app, including recent invites granted, pending and cancelled
- Ability to see access-granted history and generate an access report based on users or lockboxes



## Getting started/ what you need to know

### Listing agent:

- Download or update the latest eKey app and accept the end-user license agreement (EULA)
- Use the eKey app's "My Lockboxes" feature to select a specific lockbox for access
  - Select "Grant Managed Access" in the app, then enter the user's cell number
  - Assign access hours, add special instructions, and property notes
  - \*\*Property notes must be added during this step. You will not be able to go back and add notes.

### Single-access user:

- Connect with the listing agent to obtain single access to lockbox assigned to property
- Open text message from Supra with invitation to set up access
- Download the eKey app and register with your information (new users), then complete the authorization and pay a \$4 per box fee.
- Open the eKey app to view access date, time window, and any relevant property notes Click
- "Obtain Key" in the eKey app, enter your 4-digit PIN and open the lockbox



## How to Grant Single Access as the Listing Agent:

1. Select "My Lockboxes" in the Supra app.
2. Select which key box you wish to grant access to (this is where making sure you have your lockbox assigned to the property it is located at will be needed).
3. Select the third option "Grant Managed Access".
4. You will be prompted to accept End Users License Agreement (this is one-time only).
5. Select "Grant Managed Access".
6. Enter the buyer's agents phone number (no dashes required).
7. Select "Check Eligibility" (this will verify that they are eligible for the access they are requesting).
8. Choose the date and time you would like them to have access. There is a minimum of 30 minutes and a maximum of 72 hours.
9. Add notes/ special instructions for entering the property. The buyer's agent will receive a separate text with those instructions.

## How to Accept Single Access as the Buyer's Agent:

1. Receive a text invitation.
2. Register and enter credit card information (agent must remember pin code they chose as they will need that to obtain the key).
3. Receive a second text with authorization code and EULA privacy notice.
4. Must accept privacy notice.
5. Once registered for the app, the agent will have "My Invitations" and "Obtain Key" options.

# Single Access with eKEY

## Instructions for when Grantee Pays

### How to Gain One-time Access to a Property

You'll receive several text messages with links that you'll need to click on first to gain access. Perform the first five steps *before* you want to gain access.

1. Click link in SMS text invitation sent by agent to download and set up your eKEY.

Supra Lockbox access invite.  
Click to setup: <https://ekey.suprakim.com/key?id=b9950339-c223-42b8-988a-a5e8ff898478>

2. This will take you directly to the Supra eKEY app on your phone's app store. Click to download and install.

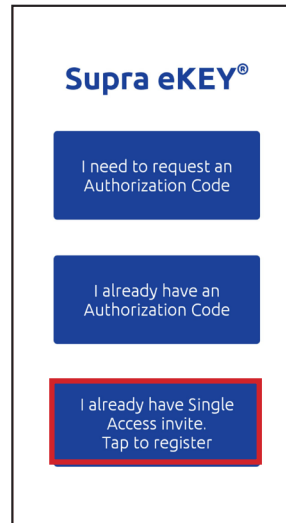


3. Once app is downloaded, open the app and tap "Activate eKEY app."



**Note:** Android users will be taken directly from the link to the registration page and can bypass steps 3 and 4.

4. On the next screen that appears, tap the bottom button that says **I already have a Single Access Invitation. Tap to Register.**



**Note:** You only have to register with eKEY once. As long as the app remains on your phone, gaining access in future will be a breeze.

5. This will bring up the registration page. Enter your information and tap the blue **Register** button at the bottom of the screen.

**Note:** Remember your 4-digit PIN as you will need it every time you use eKEY.

**Note:** To change your PIN, see instructions on page 5.



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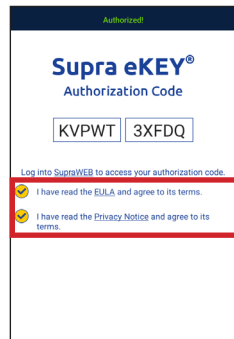
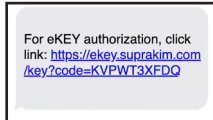
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# Single Access with eKEY

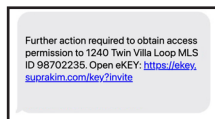
## Instructions for when Grantee Pays

### How to Pay the One-time Access Fee

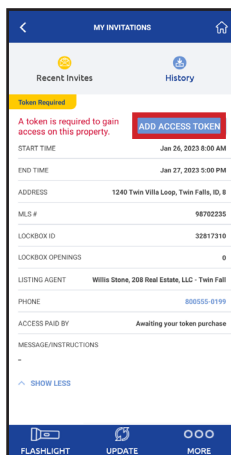
6. You will receive another SMS text with a authorization link. Tap on the link and it will take you directly to a pre-populated authorization page, where you can agree to the privacy notice and terms & conditions.



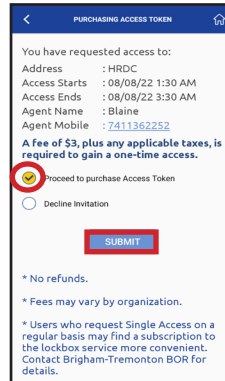
7. You'll receive a final SMS text. Tap on the link to continue. You will be required to pay a nominal fee for the access request to be processed and a digital access token sent to you to access the lockbox.



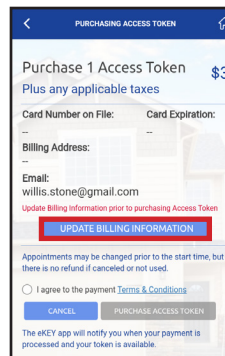
8. Tap the blue **Add Access Token** button.



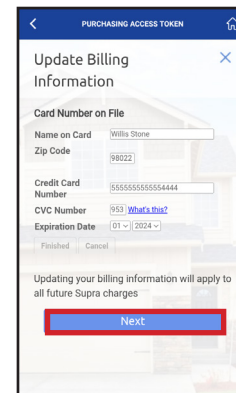
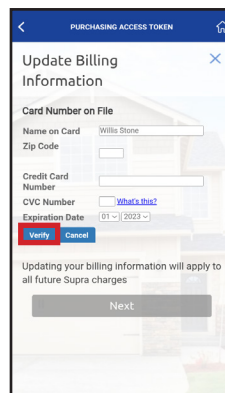
9. A screen appears indicating that a small fee is required to gain one-time access. You can either decline the invitation or accept it; proceed to make the payment, then tap **Submit**.



10. To purchase an Access Token, tap **Update Billing Information** to add your information.



11. Enter your card information and tap **Verify**, and then tap **Next**.



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# Single Access with eKEY

## Instructions for when Grantee Pays

### How to Pay the One-time Access Fee

12. Enter your address information and then tap **Save**.

Address Information

Address 1  
952 Montreal Estate Street

Address 2

City  
ENUMCLAW

State  
Washington

Zip/Postal Code  
98022

Email  
willis.stone@gmail.com

Updating your billing information will apply to all future Supra charges

**SAVE**

13. Agree to the payment terms & conditions, and then tap **Purchase Access Token**.

Purchase 1 Access Token \$3

Plus any applicable taxes

Card Number on File: \*\*\*\*\*0009 Card Expiration: 07/2025

Billing Address: 86 Montreal Estate Street Enumclaw WA 98022

Email: ekeysupraand@gmail.com

UPDATE BILLING INFORMATION

Agree to the payment Terms & Conditions

**PURCHASE ACCESS TOKEN**

14. Confirm that you want to make the payment by tapping **Yes**. Another screen will appear; you can either tap **Done** or the screen will auto-navigate to the next page in 6 seconds.

Submit a payment request for \$3?

**YES**

Purchase 1 Access Token \$3

Plus any applicable taxes

Card Number on File: \*\*\*\*\*0009 Card Expiration: 07/2025

Billing Address: 86 Montreal Estate Street Enumclaw WA 98022

**DONE**

15. You will receive a text message indicating that your purchase was successful and then you will see the welcome screen pop up on the eKEY app.

To see all your invitations, tap the yellow **My Invitations** button on the home screen and you'll see the screen on the right below. You can also review previous invitations by tapping **History**.

MY INVITATIONS

Completed

START TIME Sep 27, 2021, 7:00 AM

END TIME Sep 27, 2021, 7:00 PM

ADDRESS 14 Main Ave, Salem, OR, 97301

SHOW MORE

Not Show

START TIME Sep 23, 2021, 7:00 AM

END TIME Sep 23, 2021, 7:00 PM

ADDRESS 27 Maple Ave, Salem, OR, 97301

SHOW MORE

Cancelled

START TIME Sep 20, 2021, 7:00 AM

END TIME Sep 20, 2021, 7:00 PM

SHOW MORE

MY INVITATIONS

Active

START TIME Oct 14, 2021, 8:00 AM

END TIME Oct 14, 2021, 11:00 PM

ADDRESS 14 Fairview Ave, Salem, OR, 97301

SHOW MORE

Obtain Key

Active

START TIME Oct 14, 2021, 8:00 AM

END TIME Oct 14, 2021, 8:00 PM

ADDRESS 23 Water St, Salem, OR, 97301

SHOW MORE

Obtain Key

Pending

START TIME Oct 18, 2021, 8:00 AM

END TIME Oct 18, 2021, 8:00 PM

SHOW MORE



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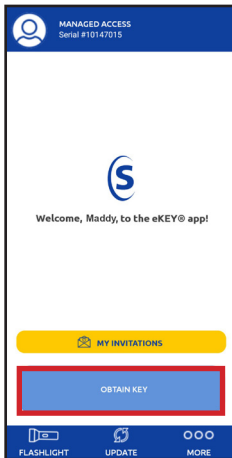
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# Single Access with eKEY

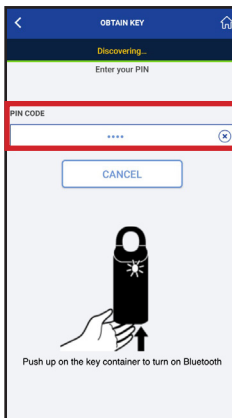
## Instructions for Grantee

### How to Access the Property

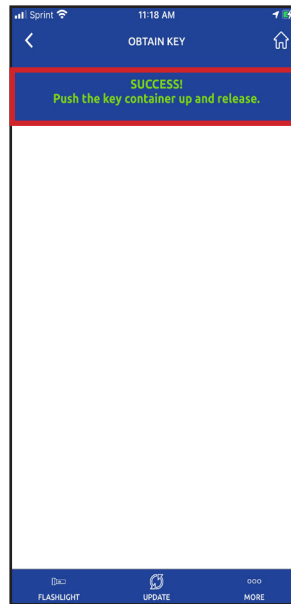
1. To access a property, tap the blue **Obtain Key** button.



2. Press up on the bottom of the lockbox to turn on Bluetooth. Enter the PIN you created during registration.



3. You will then get a "Success!" message. Once you see that, push up again on the bottom of the lockbox to access the key(s) inside.



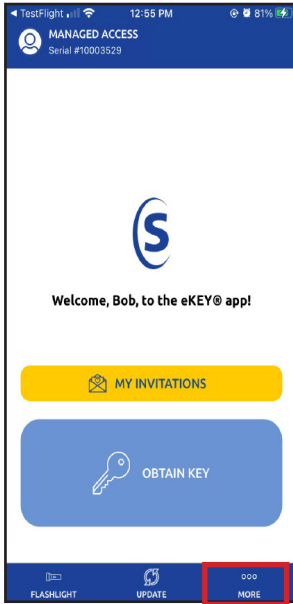


# Single Access with eKEY

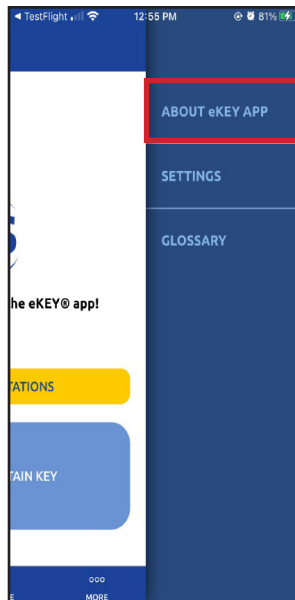
## Instructions for Grantee

### How to Change Your PIN

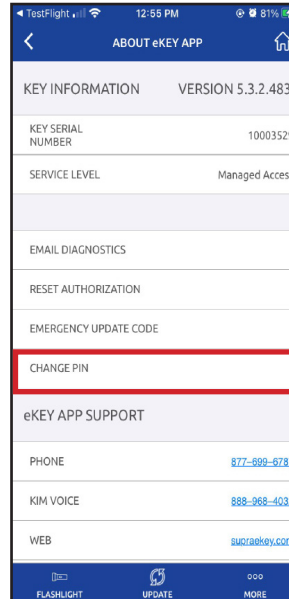
1. To change your PIN, from the home screen, tap **More**.



2. Tap **About eKEY App**.



3. Tap **Change PIN**.



4. Enter current PIN, new PIN, and verify new PIN.

