

Supra[®] Mobile SupraWEB

Guide

Introduction

As a keyholder using the Supra[®] system, Mobile SupraWEB allows access to many features of SupraWEB using a tablet or smartphone. Use the Supra eKEY[®] application or the Internet browser to do many functions.

- Get an update code
- Get an authorization code for the eKEY app
- View showing activity (eKEY Professional only)
- Email showing activity report
- Email my key activity report
- Email keybox inventory report
- Assign listings to keyboxes
- Send showing feedback

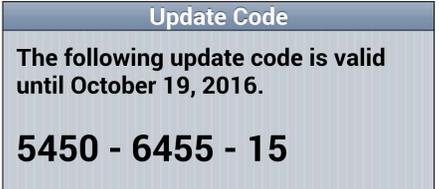
The type of functions and what is displayed depends on the features your association or MLS subscribe to, the electronic key, key service type (Basic or Professional), and the keybox.

Mobile SupraWEB Login

The key serial number and PIN are required to login into Mobile SupraWEB. Menu options are dynamic and display only those that apply to your eKEY service type.

| Step | Action | |
|------|--|--|
| 1. | Tap SupraWEB on the eKEY app menu, or on your mobile device navigate to http://supraweb.suprakim.com . |  |
| 2. | Enter the key serial number and PIN. | |
| 3. | Choose your association or organization from the drop-down. | |
| 4. | Tap Login , and the Mobile SupraWEB Home page is displayed. | |

Update Code

| Step | Action | |
|------|---|---|
| | Note: For more information on how to enter the update code for your specific key, visit the Customer Support page. |  |
| 1. | Tap Update Code from the Mobile SupraWEB menu to display a current update code for your key. | |
| 2. | Enter the update code into the key. | |
| 3. | Tap Home to return. |  |



Authorization Code

To get an authorization code through Mobile SupraWEB, you must be an existing customer in good standing with your organization and Supra. Your organization must have your current email address on file to receive an authorization code.

| Step | Action |
|---|--|
| <p>Note: If this screen displays on your eKEY app, call your administrator for help.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">Authorization Code</p> <p>Authorization codes are required to activate an eKEY app.</p> <p>Unable to generate an authorization code. Please contact your Supra administrator.</p> </div> | |
| 1. | <p>Tap Authorization Code from the Mobile SupraWEB menu.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">Authorization Code ></p> </div> |
| <p>Note: The authorization code is sent to the address on file with your organization.</p> | |
| 2. | <p>Open your email (on file with your organization) to retrieve the authorization code.</p> <p>Note: For more information on how to enter the authorization code into the eKEY app for your specific phone platform, see How to Reset the eKEY App Authorization Code on our website.</p> |
| 3. | <p>Enter the authorization code into the eKEY app.</p> |
| 4. | <p>Tap Home to return.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Subject: eKEY Application Authorization Code</p> <p>Here is the authorization code you requested for your Supra eKEY app. If you did not request this authorization code, please contact your Supra administrator.</p> <p>Authorization Code</p> <div style="border: 1px solid red; border-radius: 10px; padding: 2px; display: inline-block; margin: 2px;">3214-6565-9847</div> <div style="border: 1px solid red; border-radius: 10px; padding: 2px; display: inline-block; margin: 2px;">9874-3214-6547</div> <p>Thank you - Supra Support Team</p> </div> |

Showings

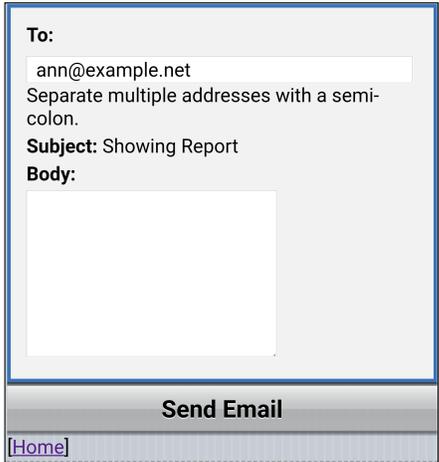
This feature is only available with the eKEY Professional service.

| Step | Action |
|------|--|
| 1. | <p>Tap Showings from the Mobile SupraWEB menu.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">Showings ></p> </div> |
| 2. | <p>Tap Home to return.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">Showing Details</p> <p>Date Range: 9/18/2016 to 10/18/2016 Showing Count: 15</p> <hr/> <p>Shown: Oct 13, 2016 2:19 PM Listing: Not Available Address : Agent Name: Bria Jones Agent Email: bjones@notrealreality.com Agent Phone: (503)555-3334</p> <hr/> <p>Shown: Oct 13, 2016 2:19 PM Listing: Not Available Address : Agent Name: Kathryn Swann-Tart Agent Email: kswann@supra.com Agent Phone: (503)555-3334</p> <hr/> <p>Shown: Oct 13, 2016 2:13 PM Listing: 21519515</p> </div> |

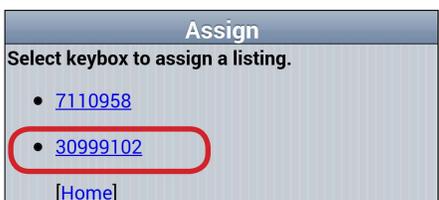
Email Report

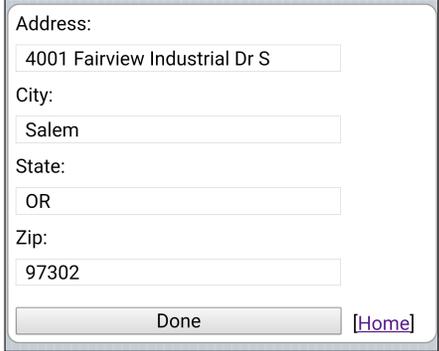
This is a showing activity report for all listings, for a key, or for all keyboxes (or a specific keybox) in your inventory.

- Showing Activity Report for
 - All of my listings - This report shows all of your keybox showing activities.
 - Specific keybox - This report shows activity for a specific keybox in inventory.
- My Key Activity Report - This report shows activity report for this key.
- Keybox Inventory Report - This report shows a list of all keyboxes that are in inventory.

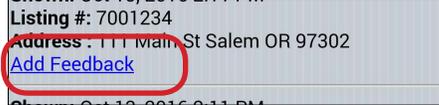
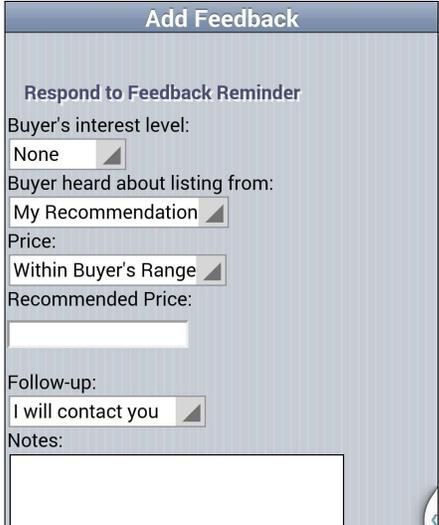
| Step | Action | |
|------|---|--|
| 1. | Tap Email Report from the Mobile SupraWEB menu to email a showing report. |  |
| 2. | Tap a report type, choose from Showing Activity report (All of my listings or Specific keybox and the keybox serial number), My Key Activity Report , or Keybox Inventory Report . |  |
| 3. | Tap Create Email . | |
| 4. | Enter the email address and the message in the body of the email. | |
| 5. | Tap Send Email . | |
| 6. | Tap Home to return. |  |

Assign Listing

| Step | Action | |
|--|--|---|
| <i>Note: This menu option does not appear if there are no unassigned keyboxes in your inventory.</i> | | |
| 1. | Tap Assign Listing from the Mobile SupraWEB menu to display a list of keyboxes that are not assigned from your inventory. |  |
| 2. | Tap the keybox to assign. |  |

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|--|---|
| <p>3. Enter the MLS # where the keybox was placed and tap Assign.</p> |  |
| <p>4. Add the property address and tap Done.</p> |  |
| <p>5. Tap Home to return.</p> | |

Feedback Reminders

| Step | Action | |
|------|--|---|
| 1. | Tap Feedback Reminders from the Mobile SupraWEB menu to send feedback (to the listing agent) on showings. |  |
| 2. | Tap Add Feedback . |  |
| 3. | Fill out the form and tap Create Email . |  |
| 4. | Tap Home to return. |  |