

# 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.

### One-Time Only: Activate Non-Member Feature

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 organization.
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**.



## Non-Member Instructions

A Supra keyholder can invite you to access their Bluetooth iBox (iBox BT or iBox BT LE) using your smartphone or tablet.

Your smartphone must be an Android™, BlackBerry®, or iPhone®. If you are communicating with an iBox BT, the iPhone® requires the use of the Supra eKEY® Adapter or FOB which can be purchased from the Association/MLS. Please go to [www.supraekey.com](http://www.supraekey.com) and select the **Compatible eKEY Devices** link for more information about supported devices.

### One-Time Only: Install eKEY App and Setup Account

You will receive a text message on your smartphone when a Supra user invites you to access a Supra iBox BT/ BT LE. Select the link in the text message and follow the instructions to download the eKEY app and register. There are 4 steps to follow:

- 1 - Download eKEY app to your smartphone
- 2 - Accept the terms & conditions
- 3 - Provide your account information
- 4 - Enter authorization code from text message into eKEY app

### Open an iBox BT/BT LE using your Smartphone

You will receive a text message and an email each time a Supra user grants you permission to open an iBox BT/BT LE.

You'll need your updated eKEY app on your smartphone and the 4-digit PIN you selected to access the listing keys in the key container on an iBox BT/BT LE. **Note:** Apple products require a Supra eKEY Fob to communicate with iBox BT keyboxes.

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Obtain Key** and enter your 4-digit PIN.
3. Press up on the bottom of the iBox BT or iBox BT LE to turn it on.
4. Upon success, press up on the bottom of the keybox to release the key container.
5. Tap **Done** to exit.