

# SupraWEB Guide for Offices

This SupraWEB Guide for Office Logins is provided for you to get the most out of using the office login to SupraWEB.

Offices can login to SupraWEB to:

- View reports for all the keyboxes assigned to the office
- View showings activity reports for the entire office
- Send a message to all keyholders in the office
- Manage ShowingTime integration if you are using the ShowingTime feature
- Change your office password used to login to SupraWEB

## Logging in to SupraWEB as an Office

To login to SupraWEB as an office:

1. Go to [www.supraekey.com](http://www.supraekey.com)
2. Select **Office and Broker Login**.
3. Enter your Office ID and password, select your Board/Association from the dropdown and select **Login**.

Your Office ID is the the office ID designated by your Board/Association and the password is set up by your Board/Association. If you do not know your office ID or password, contact Support at 1-877-699-6787.



**Supra**  
A UTC Fire & Security Company

[Log On]  
**SupraWEB**  
Management Website

**Welcome to SupraWEB!**

Please enter your serial number and PIN, and then select your board.

Serial Number:

PIN:

Board:

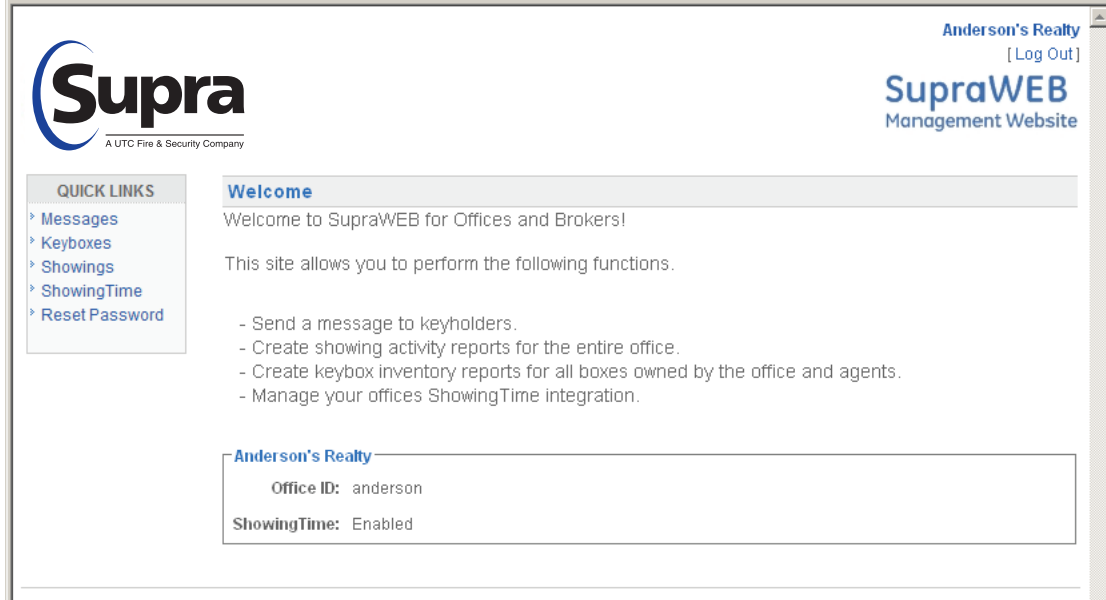
Login

**Having problems signing in?**  
Please contact support 1-877-699-6787 (5am to 7pm PT, seven days a week)



# SupraWEB Office Login Home Page

When you login to SupraWEB as an office you'll see the following home page.



## Quick Links

The Quick Links show the most common tasks you'll use at SupraWEB.

**Messages** - Send messages to all keyholders in your office.

**KeyBoxes** - View a report showing keybox information for all of the keyboxes assigned directly to your office and all keyboxes assigned to the keyholders in your office.

**Showings** - View showing activity reports for all of the showings that have been done by keyholders in your office.

**ShowingTime** - If your offices uses ShowingTime software, manage your offices ShowingTime integration by enabling or disabling ShowingTime for all keyholders in your office.

**Reset Password** - Change the password you use to login to SupraWEB as an office.

## Messages

From the SupraWEB office login, you have the ability to send messages to all keyholders in your office. The number and length of the message depends on the type of key the keyholder has:

- Two 5000 character messages may be sent to eKEYs
- One 124 character message may be sent to ActiveKEYs
- One 30 character message may be sent to DisplayKEYs

The messages are delivered to keys the next time they connect with the Supra network.

**Important!** The messages continue to be delivered to keys until they are changed or deleted.

To send a message:

1. From SupraWEB select **Messages**.
2. Enter the message in the field for each key type.
3. Select **Send**.

Don't forget to return to this screen and clear out the messages when you no longer want them sent to keys.

**Office (Anderson's Realty)**

Enter your messages below and then click on "Send" Your message will be sent down to Agent's keys during the nightly sync.

**Office Messaging Service**

<p><b>eKEY Message 1</b> (5000 characters left)</p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>	<p><b>eKEY Message 2</b> (5000 characters left)</p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>
<p><b>ActiveKEY Message</b> (124 characters left)</p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>	<p><b>DisplayKEY Message</b> (30 characters left)</p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>

## Office KeyBox Inventory Report

You can view a report showing all of the keyboxes assigned to your office. The keyboxes can either be assigned to the office or to the keyholders within the office.

1. From SupraWEB select **Keyboxes**. A list of all KeyBoxes for the office are shown along with the listing ID, shackle code, who the keybox is assigned to, the last person to release the shackle on the keybox, the battery level of the keybox, and the type of keybox.
2. Select any heading to sort the data by the heading.
3. Select **Print Report** to print the report or **Export to CSV** to export the information to a file so that it can be opened as a spreadsheet.

**Note:** The KeyBoxes must be assigned by the Board/Association to either the office or a keyholder in the office to show on this report, regardless of how the keyboxes are registered by the keyholders at SupraWEB.

Print Report
 Export to CSV (Comma Separated File)

Office Keybox Inventory Report

Report Generated on Tuesday, November 24, 2009  
60 Records

Keybox#	MLS#	Shackle	Assigned	Shackle Access	Battery	Type
20179594		1234	Linda Dunham		99 %	iBox
50437948		1234	Nancy Brown		58 %	iBox
50919266		1234	Winona Westwood		76 %	iBox
51502757	650868	1234	Dick Betts		89 %	iBox
51502763	323822	1234	Winona Westwood	Traci Anderson	91 %	iBox
51502766	682768	1234	Winona Westwood		86 %	iBox
51502769		1234	Winona Westwood		76 %	iBox
51502771	312788	4646	Winona Westwood		85 %	iBox
51502779		1234	Winona Westwood		79 %	iBox
52031517	670582	1234	Dick Betts		87 %	iBox

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 KeyBoxes Per Page:

# Office Showing Report

You can view showing activity reports for all of the showings that have been done by the keyholders in your office.

1. From SupraWEB select **Showings**.
2. Enter the date range for the report.
3. Select **Export to CSV** to export the information to a data file that can be opened as a spreadsheet, or select **Preview Results** to preview the report on the screen.
4. Click **Generate Report**. If you selected to preview the results, the Office Showing Report is displayed. You can sort the data by clicking on any of the headings shown in blue.

**Office Showing Report**

Create Showing Report

From  to

Export to CSV (Comma Separated File)

Preview Results

DateTime ^	ListingID ^	Address ^	ShowingAgent ^
11/3/2009 6:56:00 AM	25862452	10 Hoop Pole Rd Guilford CT 06437	<b>Nancy Brown</b> nancy.r.brown@ge.com (503)581-9101 <b>Blackstone Realty</b> (503)581-9101
11/3/2009 7:16:00 AM	25862452	10 Hoop Pole Rd Guilford CT 06437	<b>Nancy Brown</b> nancy.r.brown@ge.com (503)581-9101 <b>Blackstone Realty</b> (503)581-9101
11/10/2009 9:41:00 AM	1234567	1234 Main St. Cleveland OH 44040	<b>Traci Anderson</b> traci.plagmann@ge.com (503)581-9101 <b>Anderson's Realty</b>
11/10/2009 10:09:00 AM	680056	2498 Legends Way Crestvie KY 41017	<b>Traci Anderson</b> traci.plagmann@ge.com (503)581-9101 <b>Anderson's Realty</b>

Showing Per Page:

## ShowingTime

You can enable or disable your office's ShowingTime integration at SupraWEB if your office uses ShowingTime software.

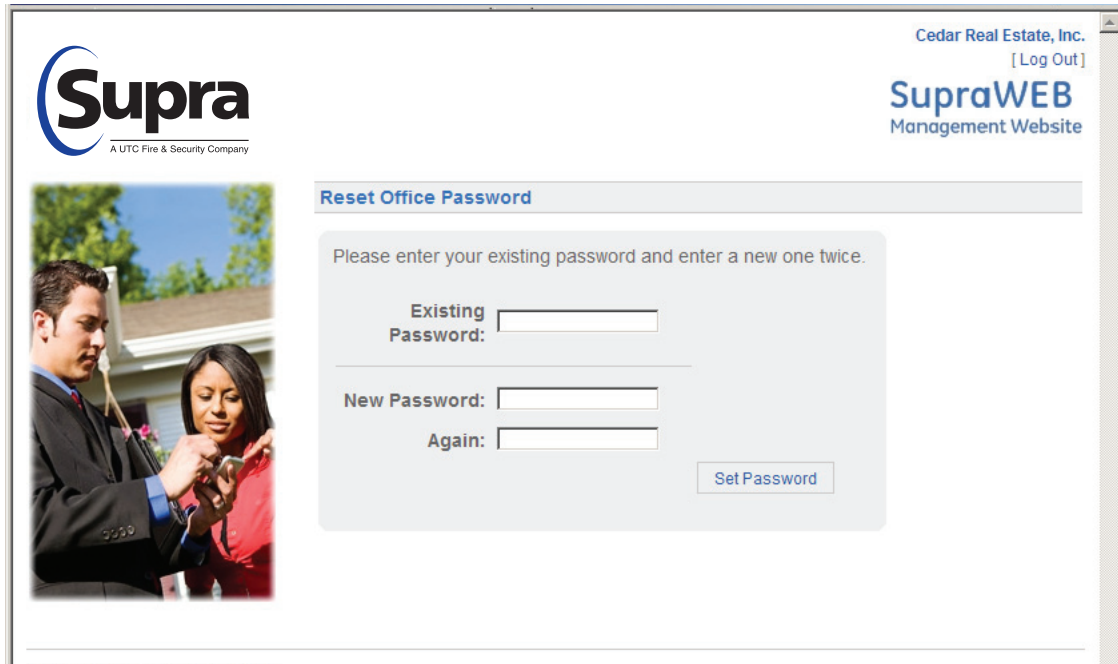
To enable or disable ShowingTime integration:

1. From SupraWEB select **ShowingTime**.
2. Select **Enable ShowingTime for ALL Agents in this Office** to turn on the ShowingTime integration, or **Disable ShowingTime for ALL Agents in this Office** to turn off ShowingTime integration.

# Reset Password

You can change the office password you use to login to SupraWEB, To change your office password:

1. From SupraWEB select **Reset Password**.
2. Enter your existing password and then enter the new password twice.
3. Click **Set Password**.



The screenshot shows the 'Reset Office Password' page on the SupraWEB Management Website. The page features the Supra logo (A UTC Fire & Security Company) on the left and the Cedar Real Estate, Inc. logo with a '[Log Out]' link on the right. The main content area is titled 'Reset Office Password' and contains the instruction: 'Please enter your existing password and enter a new one twice.' Below this instruction are three input fields: 'Existing Password:', 'New Password:', and 'Again:'. A 'Set Password' button is located to the right of the 'Again:' field. On the left side of the page, there is a photograph of a man in a suit and a woman in a red top looking at a smartphone together.

**Need help?** Call for free support 7 days a week, 5am to 7pm Pacific time, toll free **1-877-699-6787**.