

Keybox Assistant

Showing and *Key Activity* reports and showing notifications are more informative when the listing address is displayed rather than just the keybox serial number. The *Keybox Assistant* feature helps by automatically assigning the listing address to the keybox. The eKEY® application and XpressKEY™ electronic key use a Global Positioning System (GPS) to assist with the keybox assignment process. The listing GPS coordinates are captured when the shackle is released and the key container is opened.

When the *Open Shackle* function is performed and *Adding on a new listing* is selected as the reason, a prompt to enter a house number or listing ID displays. If the house number is entered, the Supra system will try to find a match with the house number in the listing database. GPS coordinates are used to find the correct match when multiple unassigned listings have the same house number. If no match is found, the keybox remains unassigned and the system continues to search for a match for 30 days.

When the shackle is opened with an eKEY or XpressKEY, the following selections are available.

Available Open Shackle Reasons	
Adding on a new listing	<p>Select this when a keybox is placed on a new listing. Make sure you are at the location when selecting this option. If you have already assigned the listing to the keybox, choosing this option will remove the listing assignment and no assignment is made.</p> <p>A prompt to enter the house number or listing ID displays on the key.</p> <ul style="list-style-type: none">• When the listing ID is entered, it is assigned to the keybox.• When a house number is entered, the Supra system searches the listing database and attempts to find a match. <p>If a match is made, you will receive a notification email that the assignment has been made.</p> <div style="border: 1px solid black; padding: 5px;"><p>Subject: [External] Listing Assignment Notification</p><p>Dear Valued Customer,</p><p>Based on recent activity, your SupraWEB Lockbox Assistant has automatically assigned lockbox #32021937 to listing ID 822488 at 1234 Main St, Salem, OR 97302. If this assignment was done in error, please log on to SupraWEB to correct the assignment.</p></div> <p>The Supra system continues to search for a match for 30 days, if no match is found, no assignment will be made.</p>
Removing from a listing	Select this box if the keybox is being removed from the home, such as when the listing is no longer active. After removal, the keybox is unassigned and ready to be placed on a different listing.
Relocating on same listing	Select this box if the keybox is being moved from one place to another on the same listing. No action will be taken on the box's assignment when this choice is selected.
None of the above	Select this box if the shackle is being released for purposes of testing or other reason. When this choice is selected, the keybox assignment remains unchanged.



Need help?

Call for free support 7 days a week 5am to 7pm Pacific time
Toll-free **1-877-699-6787**