



## **Supra Non – Member REALTOR® Access**

### **Steps for NCCBOR REALTOR® Members**

The purpose of this document is to provide instructions for REALTOR® Members of the New Castle County Board of REALTORS® providing Bluetooth iBox Lockbox access to a Non-Member REALTOR®

Per the NCCBOR and Supra agreement this access is applicable for Member REALTOR® to Non-Member REALTOR® access only.

Please ensure to read and comply with the Basic Rules of Usage.

#### **Step 1: Activate Non-Member REALTOR® Access through a Desktop or through the E-key app.**

**a. To Activate Non-Member REALTOR® Access through a Desktop login: [www.Supraekey.com](http://www.Supraekey.com) or [www.supraweb.suprakim.com](http://www.supraweb.suprakim.com)**

- From the Home Page, click on Settings
- Click on 'Non-Member Access'
- Click 'Enable' from the Non-Member Access Options
- Agree to Term and Conditions
- Click on 'SAVE'
  - This is a onetime process

**b. To Activate Non-Member REALTOR® Access from your eKEY application**

- Tap on the SupraWEB icon on the 2<sup>nd</sup> screen of the eKEY app and login
- Tap Non-Member Access and select the KeyBox from the drop-down menu
- Select 'Grant Access' and click Next
- Enter the Non-Member Mobile Phone Number
- Enter Start & End Access Times
- Add notes for the Non-Member and click on Submit

#### **Step 2: Grant Non-Member REALTORS® Access**

- Go to your LISTINGS and reference the Keyboxes
- Ensure your Keybox is assigned to a listing
- Select the 'Grant Non-Member Access icon'
- Enter the Non-Member Mobile Phone Number
  - Complete the required information such as start access date, time, and notes for the non-member receiving access
  - Click Submit
    - A text message will be sent to the Non-Member REALTOR® with instructions on accepting the terms, downloading the app and completing their Brokerage information, name etc. Once complete they will be able to access the property between the approved hours.

**The Non-Member will receive a text message confirmation when access to the KeyBox has been granted.**