

# GCAR Keybox Exchange

September 13-15, 2015



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# OVERVIEW

How to Use & Features of New Boxes

Key Options with New Boxes

Logistics/Timeline of Exchange

Obtaining New Boxes/Returning Old Boxes

Keybox Serial #s and Flexmls

Keybox Inventory & Tracking



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# Product Overview

iBox BT LE

ActiveKEY & eKEY



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# iBox BT LE Features

- **Infrared & Bluetooth access**
- **Battery operated**
- **Larger key container holds gate cards and 5 keys**
- **Records up to 100 transactions**
- **Touch-and-Release key container**
- **Showing hours configurable for weekdays, Saturday, & Sunday**
- **One-step shackle release for easy placement**



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# iBox BT LE - ActiveKEY



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# Releasing Shackle – ActiveKEY

- Turn on ActiveKEY
- Scroll to RELEASE SHACKLE
- Press Enter
- Enter Shackle code
- Press Enter



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# Releasing Shackle - ActiveKEY

- “Assign KeyBox” prompt
  - + 1 = Yes - email sent to agent’s email address as reminder to assign KeyBox and/or listing
  - + 2 = No - email not sent
  - + Keyholder email address needs to be current in SupraNET
- Aim ActiveKEY at iBox
- **Push down** on the shackle and then **pull up** to remove it completely



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# Obtain Key – ActiveKEY

- Turn on ActiveKey
- At OBTAIN KEY press Enter
- Enter PIN and press Enter
- Aim ActiveKEY at iBox BT LE
- Push up on bottom of iBox BT LE to release key container
- Showing is sent up to network instantly



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iBox BT LE

Android

BlackBerry

iPhone 4s, 5, 5c, 5s, 6, & 6Plus

iPad 3 and newer



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# Release Shackle

– Android, BlackBerry, and iPhone 4s, 5, 5c, & 5s

- Tap on eKEY Application
- Tap on Open Shackle
- Enter 4 digit shackle code
  - + **Select reason:**
    - Adding on a new listing
    - Removing from listing
    - Relocating on same listing
    - None of the above
- **Activate iBox BT LE**
  - + Push up on bottom of the iBox BT LE key container to turn on the Bluetooth (Red light flashes)
- **Tap Begin**
  - + Complete Open Shackle process



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# Releasing Key Container

- **Activate iBox**
  - + Push up on bottom of the iBox BT LE key container to turn on the Bluetooth
  - + Wait until the red light flashes on the iBox
- **Tap on eKEY Application**
- **Tap on Obtain Key**
- **Enter PIN**
- **Push up on bottom of iBox BT LE to release key container**
- **Showing is sent up to network instantly**



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# No More eKey Fob?!

- On OLD boxes, the Fob was necessary to convert Bluetooth to infrared signal
- On NEW Boxes, you access the infrared signal by pushing up on bottom (Activate iBox)
- Fob is ONLY Required for iBox BT LE when:
  - + Showing in Knoxville
  - + Using iPhone 4 (or older)



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# Key Returns/Upgrades

- Fob – No refund (one-time purchase)
- ActiveKey – Prorated Refund (service billed yearly)



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# Logistics/Timeline of Exchange



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# Logistics/Timeline of Exchange

## Offices Divided into Two Groups

1. GCAR Pick-Up Offices (99 or fewer New Boxes)
2. Drop Ship (100+ New Boxes)



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# How Did We Decide?



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# How Did We Decide?

Draw straws?



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# How Did We Decide?

Draw straws?

Play favorites?



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# How Did We Decide?

Draw straws?

Play favorites?

Nope.



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# How Did We Decide?

Draw straws?

Play favorites?

Nope. All about the numbers.



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# How Did We Decide?

## Flexmls Report for Each Office



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# How Did We Decide?

Flexmls Report for Each Office

➤ Single Family & Multi-Family



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# How Did We Decide?

## Flexmls Report for Each Office

- Single Family & Multi-Family
- Active, Contingent & Pending



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# How Did We Decide?

## Flexmls Report for Each Office

- Single Family & Multi-Family
- Active, Contingent & Pending
- (Lockbox Y/N)



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# How Did We Decide?

## Flexmls Report for Each Office

- Single Family & Multi-Family
- Active, Contingent & Pending
- (Lockbox Y/N)
- Added 20%



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# Offices Divided into Two Groups

1. GCAR Pick-Up Offices (99 or fewer New Boxes)
2. Drop Ship (100+ New Boxes)

But . . . .there are TRADE OFFS



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# Trade Offs

## 1. GCAR Pick-Up Offices (99 or fewer New Boxes)



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# Trade Offs

## 1. GCAR Pick-Up Offices (99 or fewer New Boxes)

- CON: Come to GCAR for New Boxes



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# Trade Offs

## 1. GCAR Pick-Up Offices (99 or fewer New Boxes)

- CON: Come to GCAR for New Boxes
- PRO: Two Opportunities for Returning Old Boxes; No Waiting Behind Larger Offices



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# Trade Offs

## 1. GCAR Pick-Up Offices (99 or fewer New Boxes)

- CON: Come to GCAR for New Boxes
- PRO: Two Opportunities for Returning Old Boxes; No Waiting Behind Larger Offices

## 2. Drop Ship (100+ New Boxes)



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# Trade Offs

## 1. GCAR Pick-Up Offices (99 or fewer New Boxes)

- CON: Come to GCAR for New Boxes
- PRO: Two Opportunities for Returning Old Boxes; No Waiting Behind Larger Offices

## 2. Drop Ship (100+ New Boxes)

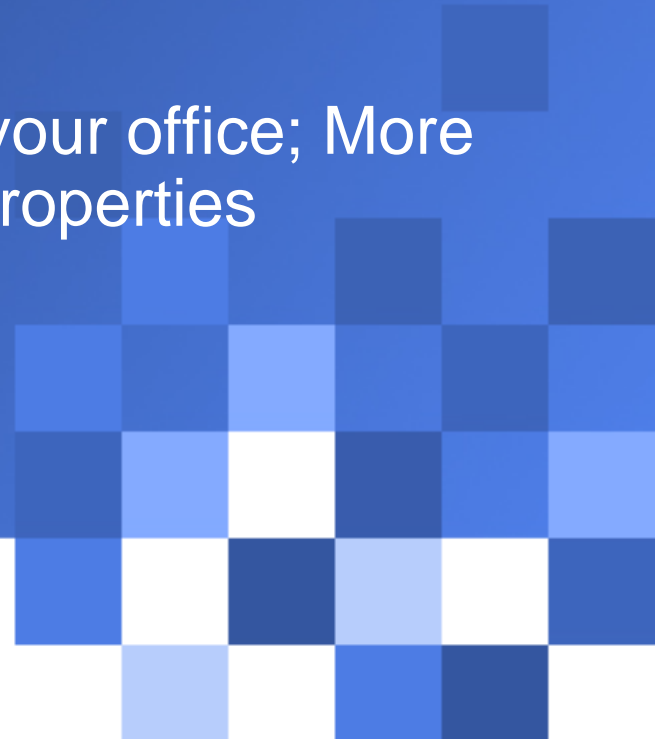
- PRO: Get Boxes delivered to your office; More time to Swap Boxes at 100+ Properties



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# Trade Offs

## 1. GCAR Pick-Up Offices (99 or fewer New Boxes)

- CON: Come to GCAR for New Boxes
- PRO: Two Opportunities for Returning Old Boxes; No Waiting Behind Larger Offices

## 2. Drop Ship (100+ New Boxes)

- PRO: Get Boxes delivered to your office; More time to Swap Boxes at 100+ Properties
- CON: Only One opportunity for Returning ALL Old Boxes



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# Trade Offs

## 1. GCAR Pick-Up Offices (99 or fewer New Boxes)

- CON: Come to GCAR for New Boxes
- PRO: Two Opportunities for Returning Old Boxes; No Waiting Behind Larger Offices

## 2. Drop Ship (100+ New Boxes)

- PRO: Get Boxes delivered to your office; More time to Swap Boxes at 100+ Properties
- CON: Only One opportunity for Returning ALL Old Boxes

**GENERAL:** Space at GCAR



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# GCAR Pick-Up Offices

(99 or fewer New Boxes)



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# GCAR Pick-Up Offices

(99 or fewer New Boxes)

Two-part process:



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# GCAR Pick-Up Offices

(99 or fewer New Boxes)

## Two-part process:

1. Pick-up at GCAR at Scheduled Time
  - Sunday pm OR Monday am
  - OK to bring old boxes with you



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# GCAR Pick-Up Offices

(99 or fewer New Boxes)

## Two-part process:

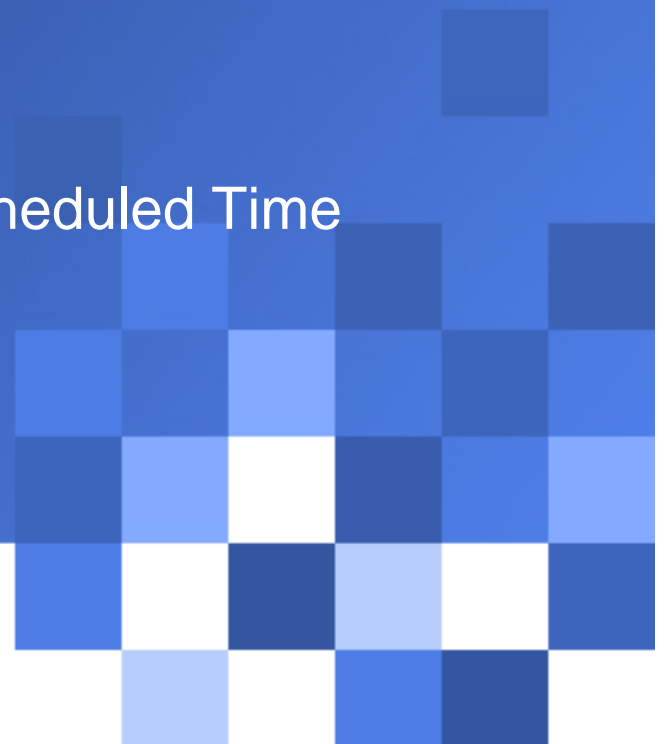
1. Pick-up at GCAR at Scheduled Time
  - Sunday pm OR Monday am
  - OK to bring old boxes with you
2. Return any remaining old boxes at Scheduled Time  
(Tuesday am through early pm)



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# Burning Questions

*What if my scheduled appointment time is inconvenient?*

*What if I don't have/return boxes Supra says I have?*

*Other questions?*




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# Office Keybox Inventory Report



Jodi Monroe [ Log Out ]

**SupraWEB**  
Management Website

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HOME
LISTINGS
REPORTS
SETTINGS
SUPPORT

**Office Message:** If you experience navigation issues within SupraWEB, we advise using Internet Explorer®.

[Messages](#)

[Email Report](#)
[Print Report](#)
[New Report](#)

## Office Keybox Inventory Report

**OfficeID: 1234,123456,432500009,access**  
 Report Generated on Tuesday, July 30, 2013  
 4 Records

Keybox# ▲	MLS# ◆	Shackle ◆	Assigned ◆	Shackle Access ◆	Battery ◆	Type ◆
28092851	Supra Marketing	1234	Dean Sinn		N/A	iBox
30134604		1234	Dalton Art	Dalton Art 11/10/2011 7:35:00 AM	99 %	iBox BT
53021046		1234	Michael Lane		N/A	iBox
53021047	684536	1234	Michael Lane		N/A	iBox

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 KeyBoxes Per Page: 4 ▼



# Drop Ship at Office

(100+ New Boxes)



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# Drop Ship at Office (100+ New Boxes)

Two-part process:



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# Drop Ship at Office

(100+ New Boxes)

## Two-part process:

1. Drop Ship of New Boxes delivered between Tuesday-Wednesday, September 8-9, between 9 am and 4 pm
  - Use Cartons to package up Old Boxes



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# Drop Ship at Office

(100+ New Boxes)

## Two-part process:

1. Drop Ship of New Boxes delivered between Tuesday-Wednesday, September 8-9, between 9 am and 4 pm
  - Use Cartons to package up Old Boxes
2. Return ALL old boxes at Scheduled Time (Tuesday pm)



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# Drop Ship at Office

(100+ New Boxes)

Log Carton number of boxes given to their “other” office.



# Burning Questions

*What if my scheduled appointment time is inconvenient?*

*What if I don't have/return boxes Supra says I have?*

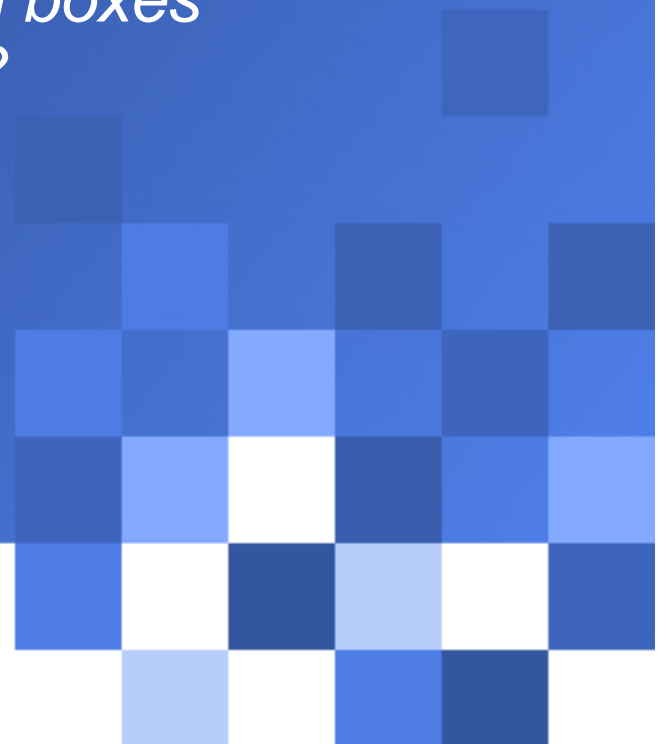
*Other questions?*




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# Office Keybox Inventory Report



Jodi Monroe [ Log Out ]

**SupraWEB**  
Management Website

---

HOME
LISTINGS
REPORTS
SETTINGS
SUPPORT

**Office Message:** If you experience navigation issues within SupraWEB, we advise using Internet Explorer®.

[Messages](#)

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[New Report](#)

## Office Keybox Inventory Report

**OfficeID: 1234,123456,432500009,access**  
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30134604		1234	Dalton Art	Dalton Art 11/10/2011 7:35:00 AM	99 %	iBox BT
53021046		1234	Michael Lane		N/A	iBox
53021047	684536	1234	Michael Lane		N/A	iBox

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 KeyBoxes Per Page: 4 ▼



# Supra and Flexmls (MLS*i*)



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# Supra System Network





# Flexmls Integration

## Within Flexmls

Assign a keybox to your MLS listing

View Showing Reports

Transfers keybox assignment information to SupraWEB  
(helps with tracking inventory)



# MLSi – Access Supra Functions

**flexmls** Quick Launch Help Open File

Dashboard **Add/Change** Search Daily Functions Contacts Forms Taxes Statistics Preferences Other Spark Admin

## Change Residential Listing 14-674

6094 57TH AVE S, Maple Ridge  
Listing member: [redacted]  
Co-Listing member: [redacted]  
Entry Date: 02/27/2014 Status: Active Listed for \$244,331  
[Full Listing Report](#) [Photo Tour](#) [Document Viewer](#) [History](#) [Activity](#) [MLS Error Form](#)

Change another listing: 14 - 674

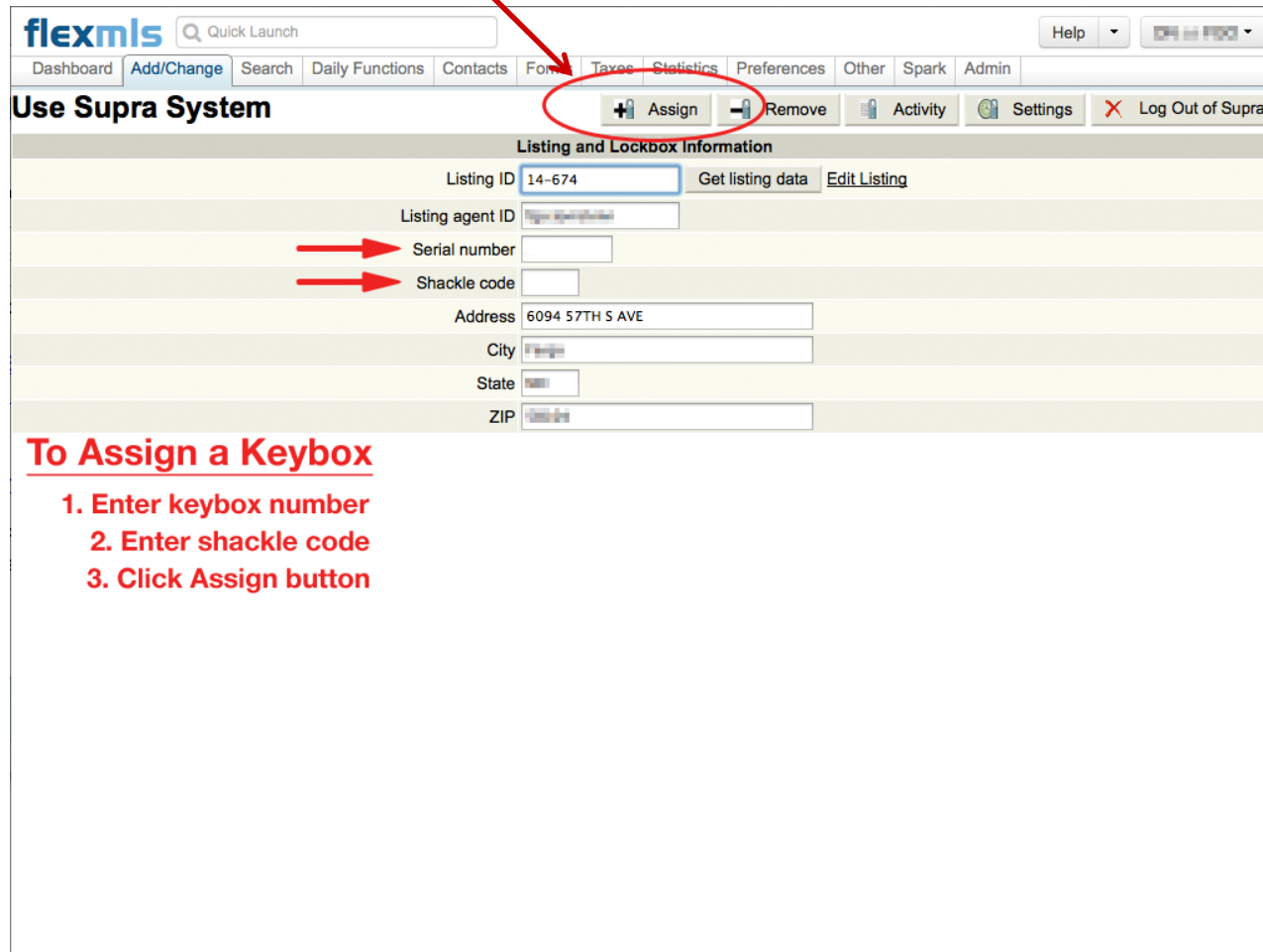
Listing Information	Multimedia
<a href="#">Listing Information</a> ✓	<a href="#">Photos</a> ✓
<a href="#">Supplement</a>	<a href="#">Documents</a>
<a href="#">Map Location</a> ✓	<a href="#">Videos</a>
<a href="#">Reset Geocode</a>	<a href="#">Virtual Tour</a>
<a href="#">Listing/Selling Members</a>	
<b>+</b> <a href="#">Supra functions</a>	

Status and Price Change	Scheduled Marketing Activities
<a href="#">Remove Listing</a>	<a href="#">Open House</a> ✓
<a href="#">Edit Current Status (Active)</a>	<a href="#">Tour of Homes</a>
<a href="#">Change List Price</a>	
<a href="#">Add/Remove Contingency</a>	
<a href="#">Extend or Expire Listing</a>	
<a href="#">Pend Listing (Under Contract)</a>	
<a href="#">Close Listing</a>	
<a href="#">Withdraw Listing (Temporary)</a>	
<a href="#">Cancel Listing (Final)</a>	

Information is deemed to be reliable, but is not guaranteed. © 2014 MLS and FBS. Prepared by [redacted] on Tuesday, April 01, 2014 5:53 PM.



# MLSi – Assign a keybox



**flexmls** Quick Launch Help CHI 11100

Dashboard **Add/Change** Search Daily Functions Contacts Forms Taxes Statistics Preferences Other Spark Admin

**Use Supra System** + Assign - Remove Activity Settings Log Out of Supra

**Listing and Lockbox Information**

Listing ID  [Get listing data](#) [Edit Listing](#)

Listing agent ID

Serial number

Shackle code

Address

City

State

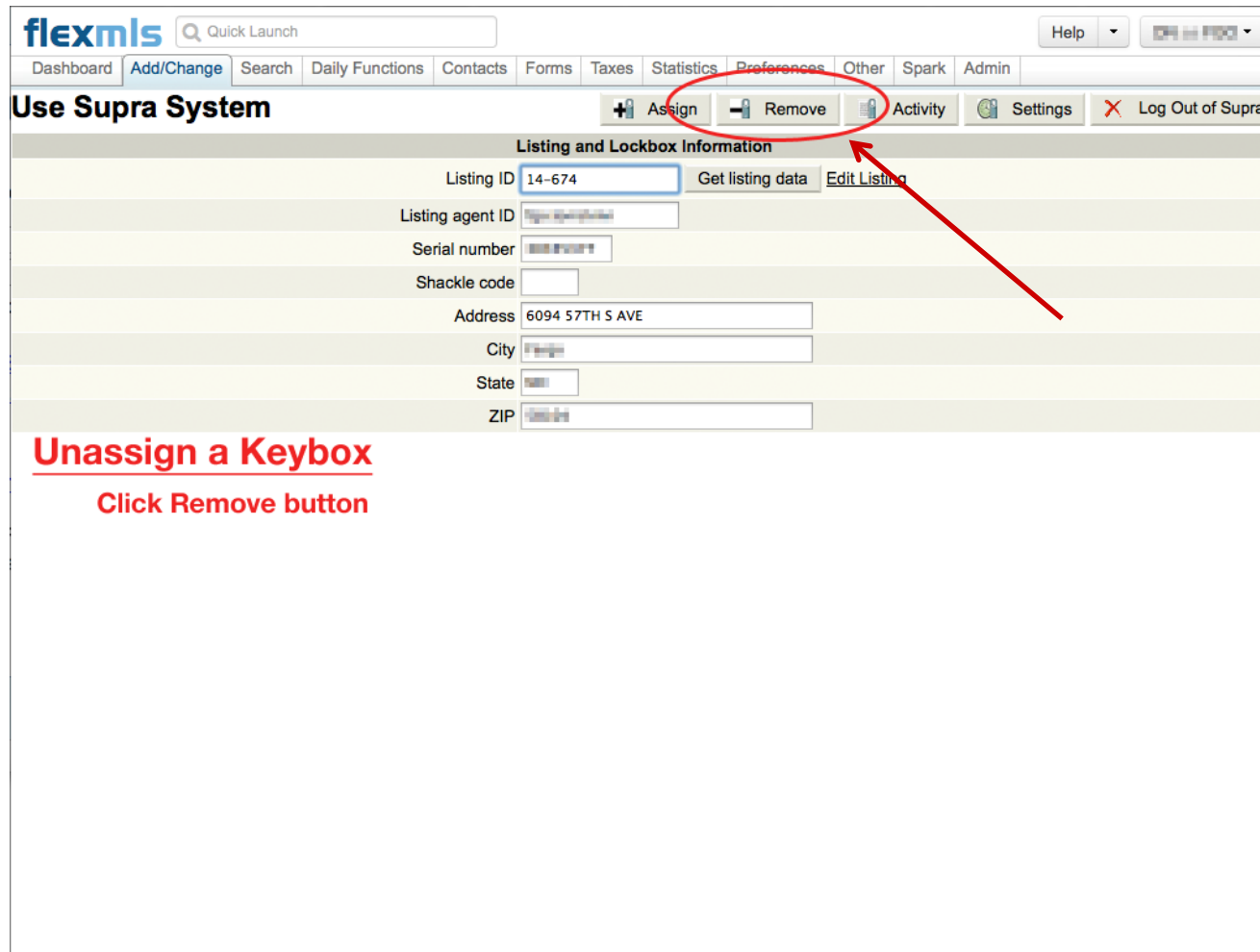
ZIP

**To Assign a Keybox**

1. Enter keybox number
2. Enter shackle code
3. Click Assign button



# MLSi – Remove Keybox



The screenshot shows the flexmls web application interface. At the top, there is a navigation bar with tabs for Dashboard, Add/Change, Search, Daily Functions, Contacts, Forms, Taxes, Statistics, Preferences, Other, Spark, and Admin. Below this is a sub-header for 'Use Supra System' with buttons for Assign, Remove, Activity, Settings, and Log Out of Supra. The 'Remove' button is circled in red. Below the navigation is a section titled 'Listing and Lockbox Information' with various input fields for Listing ID, Listing agent ID, Serial number, Shackle code, Address, City, State, and ZIP. A red arrow points from the text below to the 'Remove' button.

**Unassign a Keybox**  
Click Remove button



# MLSi – How to view activity

flexmls Quick Launch Help

Dashboard Add/Change Search Daily Functions Contacts Forms Taxes Statistics Preferences Other Spark Admin

Use Supra System Assign Remove Activity Settings Log Out of Supra

Listing and Lockbox Information

Listing ID  [Get listing data](#) [Edit Listing](#)

Listing agent ID

Serial number

Shackle code

Address

City

State

ZIP

**View Showing Activity Report**

**Click Activity button**



# MLSi – View Activity Report



SupraWEB  
Management Website

## Supra Showing Activity Report

### Listing Details

MLS#: 14-674  
Address: 6094 57TH AVE S  
Fargo ND 58104

KeyBox Serial#: 3088207  
Assigned By: Tom Backstrom - 6592  
Agent: Tom Backstrom - 6592

[Log on to SupraWEB](#)  
[Print Page](#)

Date	Key Serial	Keyholder	Keyholder Phone	Office	Office Phone
3/29/2014 2:26:00 PM	6085801	Nick Rydzak	(701) 235-1790	AMUNDSON, INC., REALTORS	(701) 235-1790
3/29/2014 1:59:00 PM	6085803	Marc Redford	(701) 232-1833	Realty Realty	(701) 232-1833
3/29/2014 1:57:00 PM	6085803	Marc Redford	(701) 232-1833	Realty Realty	(701) 232-1833
3/29/2014 12:27:00 PM	6085804	Andy Flardy	(701) 238-0708	REALTY 2000	(701) 238-0000
3/29/2014 11:26:00 AM	6085806	Jill Carlson	(701) 238-3880	Park Co. Realtors	(701) 237-6388
3/29/2014 10:23:00 AM	6085804	Ami Florer	(701) 238-3008	Park Co. Realtors	(701) 237-6388
3/28/2014 6:37:00 PM	6085808	David Kivakis	(701) 238-8400	Country Bank First Realty	(701) 233-0422
3/28/2014 4:33:00 PM	6085801	Jodi Tompkins	(701) 237-8882	Park Co. Realtors	(701) 237-6001
3/25/2014 10:56:00 AM	6085808	Jenny O'Keefe	(701) 238-8004	Realty National First Realty	(701) 238-8000
3/24/2014 7:52:00 PM	6085808	Lisa Eversmeyer	(701) 230-0028	TOWNEND COUNTRY REALTY	(701) 230-0028
3/24/2014 1:04:00 PM	6085807	Brenda Richard	(701) 237-6388	Park Co. Realtors	(701) 237-6388
3/23/2014 4:13:00 PM	6085801	Nathan Larson	(701) 238-1848	Park Co. Realtors	(701) 237-6001
3/22/2014 2:54:00 PM	6085804	Diane Richardson	(701) 237-6001	Park Co. Realtors	(701) 237-6001
3/20/2014 4:24:00 PM	6085808	Lisa Eversmeyer	(701) 230-0028	TOWNEND COUNTRY REALTY	(701) 230-0028
3/18/2014 4:11:00 PM	6085806	Terry Brown	(701) 232-8000	Realty Legacy Realty	(701) 232-8000
3/13/2014 5:31:00 PM	6085806	Ronald Ross	(701) 232-8000	Realty Legacy Realty	(701) 232-8000
3/11/2014 9:57:00 AM	6085804	Ami Florer	(701) 238-0008	Park Co. Realtors	(701) 237-6001
3/10/2014 10:48:00 AM	6085806	Scott Heiderbach	(701) 237-6001	Park Co. Realtors	(701) 237-6001
3/8/2014 4:15:00 PM	6085807	Rodney Roper	(701) 238-0800	Plunkett/Plunkett Real Estate	(701) 238-0800



# MLSi – View Keybox Settings

flexmls Quick Launch Help

Dashboard Add/Change Search Daily Functions Contacts Forms Taxes Statistics Preferences Other Spark Admin

Use Supra System Assign Remove Activity Settings Log Out of Supra

Listing and Lockbox Information

Listing ID 14-674 Get listing data Edit Listing

Listing agent ID

Serial number

Shackle code

Address 6094 57TH S AVE

City

State

ZIP

**View Keybox Settings Report**

**Click Settings button**



# MLSi – Keybox Setting Report



SupraWEB  
Management Website

## Supra KeyBox Settings Report

### Listing Details

MLS#: 14-674

Address: 6094 57TH AVE S

Fargo ND 58103

KeyBox Serial#: **3034117**

[Log on to SupraWEB](#)

[Print Page](#)

### KeyBox Settings

KeyBox Type: Bluetooth  
iBox  
CBS Code Required: No  
Feedback: No  
Timed Access: Yes

KeyBox Access Hours  
Mon - Fri: 6:00 AM - 10:00 PM  
Sat: 6:00 AM - 10:00 PM  
Sun: 6:00 AM - 10:00 PM



Memo:

Contact Supra Support Toll-Free at 877-699-6787 between 5:00 AM and 7:00 PM, Pacific Time

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# SupraWEB Login for Real Estate Agents



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- Downloads
- Customer Support
- Login
- About Us

### Supra Systems

Supra provides a cutting edge electronic lockbox system to the real estate industry. [Learn more >](#)

Share    Print



### SupraWEB

Login for Real Estate Agents

### SupraWEB

Login for Association and MLS Staff

#### Products

#### Products

The Supra system makes it easy for agents to show properties and gives homeowners peace of mind knowing that all showings are tracked.... [Learn More >](#)

- Customer Support
- About Supra
- Downloads

#### Sell more homes, faster

Showing alerts, mobile productivity tools, and listing activity reports are advantages of the Supra System that create sales opportunities for real estate agents.

Load the eKEY™ app on your smartphone or select a Supra electronic key to open lockboxes and transmit information to the SupraWEB data system. Only authorized keyholders can open a lockbox, and every opening is documented both in the lockbox and in the secure SupraWEB database.

Explore the product information and customer support resources on this website to see how you can use the Supra System for more sales, faster. Bring convenient, authorized, and documented access to your clients' properties.

#### Compatible eKEY Devices List

#### Help & How-to

User Information and Resources



# Registration – First Time User

The screenshot shows a web browser window displaying the Supra login and registration interface. The page header includes the Supra logo (United Technologies) and a link for 'Problem accessing our site? Contact us'. Below the header, there are two main sections: 'Login' and 'New User Registration'. The 'Login' section contains fields for 'User ID' (with the value 'klhouk5') and 'Password', along with links for 'Forgot User ID?' and 'Forgot Password?'. A 'Remember User ID' checkbox is checked, and a 'Login' button is present. The 'New User Registration' section is titled 'New User Registration' and contains the text 'First time user? Please create an account now.' and a 'Register' button. The 'Register' button is circled in purple. To the right of the registration section, there is a large text box with the following content: 'Welcome to the UTC Single Sign-On (SSO) page.', 'Registered SupraWEB users: Simply enter your current user name and password.', and 'New SupraWEB users: Please click register to setup a new user.' The browser's taskbar at the bottom shows the Windows Start button, several application icons, and the system tray with the date '7/18/2014' and time '1:00 PM'.



# Create User ID & Password

## User Registration

Fields marked with \* are required

Please provide the following information

First Name  \*

Middle Initial

Last Name  \*

Email Address  \* ⓘ

Confirm Email Address  \*

Please choose a user ID and password

User ID  \* ⓘ

Password  \* ⓘ

Please confirm password  \*

Please select and answer your password challenge

Password challenge 1  \*

Challenge Response 1  \*

Password challenge 2  \*

Challenge Response 2  \*

This is used to verify your identity in the event you forgot your password.

Please enter the characters shown in the Image below (Case Sensitive)

 Enter the code shown  \*



# Initial Registration

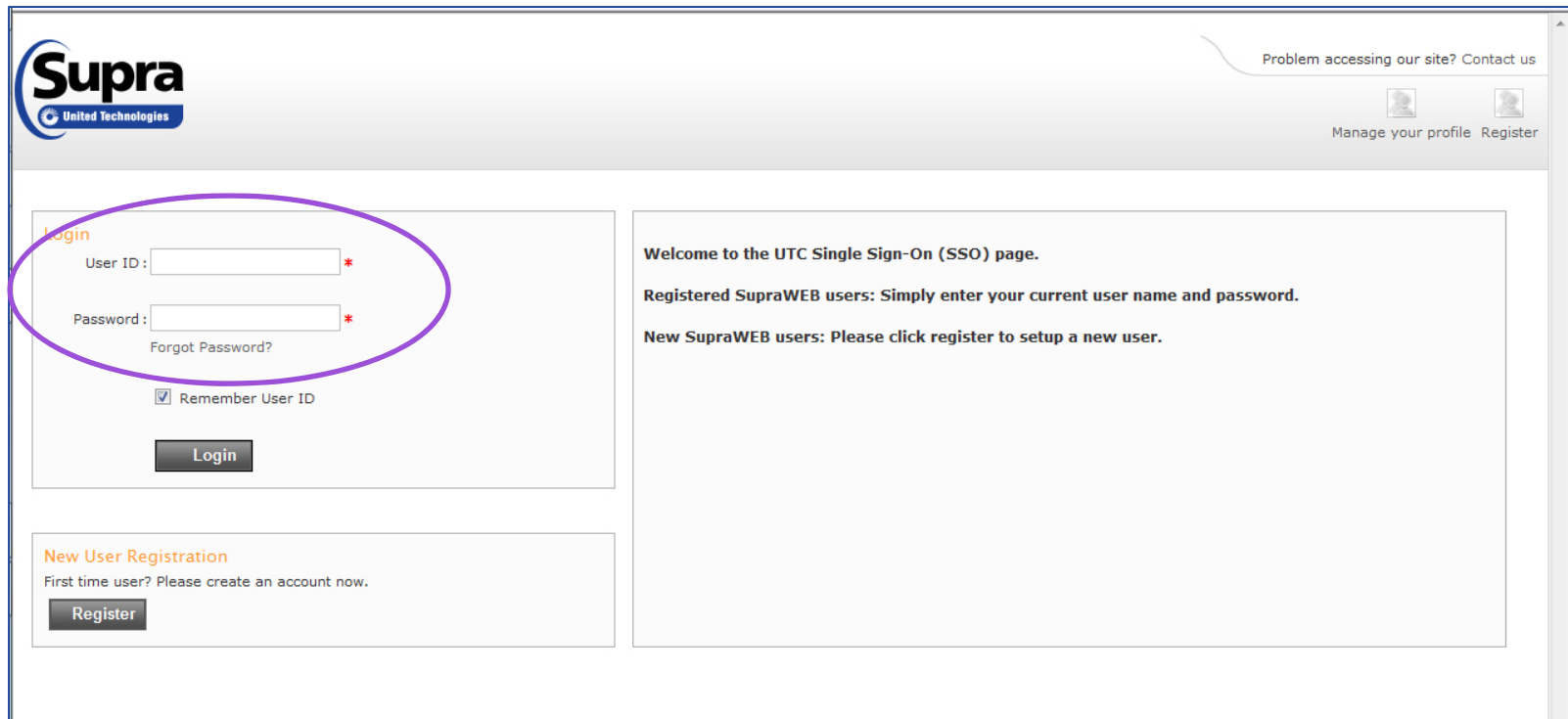
## User Registration

You have successfully registered an account with UTC Fire and Security. You will receive an email confirmation shortly.

[Continue to complete your registration](#)



# Return to Login Page



**Supra**  
United Technologies

Problem accessing our site? [Contact us](#)

[Manage your profile](#) [Register](#)

**Login**

User ID :  \*

Password :  \*

[Forgot Password?](#)

Remember User ID

**New User Registration**

First time user? Please create an account now.

Welcome to the UTC Single Sign-On (SSO) page.

Registered SupraWEB users: Simply enter your current user name and password.

New SupraWEB users: Please click register to setup a new user.



# Attaches User ID to Key Serial #



[ Log On ]

**SupraWEB**  
Management Website



Welcome to SupraWEB!

Please enter your serial number and PIN, and then select your Association/MLS.

Serial Number:

PIN:

Association/MLS:

Login

**Having problems signing in?**

Please contact support 1-877-699-6787 (5am to 7pm PT, seven days a week)



# Reports Home Page

**Supra**  
United Technologies

Jodi Monroe [ Log Out ]  
**SupraWEB**  
Management Website

HOME LISTINGS **REPORTS** SETTINGS SUPPORT

**Office Message:** If you experience navigation issues within SupraWEB, we advise using Internet Explorer®.

Messages

**QUICK LINKS**

- \* Update Code
- \* Identify Keyholder
- \* Authorization Code
- \* Change PIN
- \* Market Area
- \* Add Keybox
- \* Assign Listing

**Create Reports**

Create reports from your listings showing data, your showing activity or your non-member access. These reports can be viewed, printed or email as a PDF document.

If you would like to schedule a recurring report, go to [Scheduled Email Settings](#).

**Create Showing Report**  
This report provides showing and feedback for your listings.

**Create Key Activity Report**  
This report provides information on the showings that you have performed.

**Create Office Keybox Inventory Report**  
This report provides information on all keyboxes in the selected office(s).



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# Office Keybox Inventory Report



**Supra**  
United Technologies

Jodi Monroe [ Log Out ]  
**SupraWEB**  
Management Website

HOME LISTINGS REPORTS SETTINGS BILLING SUPPORT

**QUICK LINKS**

- Update Code
- Identify Keyholder
- Authorization Code
- Change PIN
- Add Keybox
- Assign Listing

**Configure Office Keybox Inventory Report**  
This report provides information on all keyboxes in the selected office(s).

**Office Keybox Inventory Report Settings**

View Office Keybox Inventory for:

- 10002 - Pilgrim Hill Realty
- 10501 - ASPEN REAL ESTATE CO.
- 10601 - S A REALTY
- 10602 - S A REALTY, LLC
- 10701 - INEST REALTY, INC.
- 10801 - KISAK APPRAISAL SERVICE


Export to CSV (Comma Separated File)  
 View Results

Create Report Cancel





# Office Keybox Inventory Report



Jodi Monroe [ Log Out ]

**SupraWEB**  
Management Website

HOME
LISTINGS
REPORTS
SETTINGS
SUPPORT

**Office Message:** If you experience navigation issues within SupraWEB, we advise using Internet Explorer®.

[Messages](#)

[Email Report](#)
[Print Report](#)
[New Report](#)

## Office Keybox Inventory Report

**OfficeID: 1234,123456,432500009,access**  
 Report Generated on Tuesday, July 30, 2013  
 4 Records

Keybox# ▲	MLS# ◆	Shackle ◆	Assigned ◆	Shackle Access ◆	Battery ◆	Type ◆
28092851	Supra Marketing	1234	Dean Sinn		N/A	iBox
30134604		1234	Dalton Art	Dalton Art 11/10/2011 7:35:00 AM	99 %	iBox BT
53021046		1234	Michael Lane		N/A	iBox
53021047	684536	1234	Michael Lane		N/A	iBox

⏪ ⏩ 1/1 ⏪ ⏩  
 KeyBoxes Per Page: 4 ▼



# GCAR Keybox Exchange

September 13-15, 2015



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