



SUPRA FAQ

How do I get an authorization code?

Supra technical support – 402-619-5566 option 3

Log into your SupraWEB account

Contact Keybox System Manager – 402-619-5552 or julissa@omaharealtors.com

My update icon has a Red X going through it, now what?

There are two reasons this could happen:

- You may need an Update Code, a one-time 24-hour code that will allow your eKEY to function in cases where you do not have a strong enough data signal to allow the eKEY to update.
- Billing issue /Payment lapse - Contact Supra at 402-619-5566 option 2

Why should I set up a SupraWEB account?

SupraWEB allows you to update billing information, manage your keybox inventory, generate authorization codes, and more.

To set up your account you will need your eKEY serial # (located at the top of your app screen), your 4-digit Pin # to obtain keys, and the OABR Association name: NE- Great Plains Regional MLS

I am a secondary or MLS-only subscriber. Can I have an eKEY?

YES! You will need to pay a time \$50 activation fee and monthly Supra fees. Contact the OABR Keybox System Manager to set up your key.

julissa@omaharealtors.com or 402-619-5552

Allow for 24 hour-notice

Can my assistant have an eKEY?

YES! All Assistants should register with the OABR office (FREE). From there, Assistants need to sign a Key Agreement, pay a one-time \$50 activation fee, and monthly fees of \$14.40.

[Personal Assistant Application](#)

[Personal Assistant Key Agreement](#)

Can I have my eKEY on multiple devices?

For security purposes, Supra does not allow this.



What is the difference between eKEY BASIC and eKEY PRO?

https://www.suprasystems.com/media/Comparison-eKEY-Basic-eKEY-Pro_tcm1105-186981.pdf

Can I cancel my Supra service?

YES! You may cancel your service at any time, \$50.00 fee charge to re-activate.

I would like to change my billing, how is this done?

Log into your [SupraWEB](#) account or

From your app:

1. Tap MORE on lower right-hand corner
2. Tap PAYMENT MANAGEMENT
3. Follow the prompts

Or Contact Supra 7 days a week at 402-619-5566 option 2

How do I sell my keybox?

OABR will buy back keyboxes for \$70 each.

If you are selling to another agent, use the [keyBox transfer form](#).

Supra keybox vs. Coded keybox from store?

Security! Supra keyboxes store the last 100 entries.

How do I assign my keybox to my MLS Listing

You have two options to pair a keybox to a listing:

- Always release the shackle when at the listing, not the office or home. When releasing shackle, select “Add to a Listing” and enter the house numbers *only* when prompted. The keybox will use geofence technology to link the release location and house number to the Active listing in the MLS.
- You may also log-in to your SupraWEB account and enter the listing information in keybox details.

Why is it important to pair keybox to listing?

Showing notifications are sent to a Listing Agent whether the keybox is assigned to the listing or not. However, when a keybox is assigned to the listing, the Data at The Door feature within the eKEY app will show the details of the listing, rather than just the box.

Agent Smith accessed **keybox serial #33221133**

vs.

Agent Smith accessed **1234 Elm Street**