

Showings Made Easy:

Essential SUPRA TIPS



PRE-SHOWING PREPARATION



1. Check Your Supra eKEY App

- Open the app a day before to confirm it's working.
- If a red X appears on the update icon, tap **UPDATE**. Call OCR or Supra Support if the red X remains after updating.

2. Review Listing Details

- Read the **SHOWING INFORMATION** in CRMLS for specific instructions, like lockbox location or access instructions.

MORNING OF SHOWINGS



1. Verify App Functionality

- Reopen the app, ensure icons display correctly, and activate Bluetooth and Location Services to prevent delays.

2. Communicate with the Listing Agent

- Log **TIME IN** and **TIME OUT** on the Supra eKEY app upon arrival and departure. This helps the listing agent notify their client when the property can be accessed again.

AT THE PROPERTY



1. Unlock the Box

- Stand in front of the lockbox, select **OBTAIN KEY** in the app, enter your 4-digit PIN, and quickly push up on the key container. The Bluetooth signal lasts for 20 seconds.
- Once the app displays **SUCCESS**, press up on the key container again to access the key.
- Troubleshooting: If you experience connection issues, restart your phone's Bluetooth, then try again. Contact the listing agent, OCR or Supra Support if needed.

Pro Tips for Smooth Showings

LISTING AGENT PRO TIPS

Keep a Backup Key

Having a backup key prevents delays in case of lockbox issues.



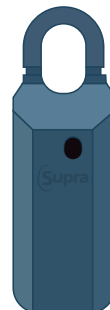
Place the Lockbox Properly

Place the lockbox in an accessible but discreet location and list its location in the **SHOWING INFORMATION** section.

SUPRAWEB PRO TIPS

Set Up a SupraWEB Account

Use SupraWEB to track access, manage billing, and assign or unassign lockboxes from listings.



Use Agent Alert for Safety

Stay safe during showings with Supra's Agent Alert feature, allowing emergency alerts to contacts.

LOCKBOX PRO TIPS

Add Lockboxes to Your Inventory

Track shackle codes, access times, and Call Before Showing (CBS) codes for easy management. Add lockboxes via the **MY LOCKBOXES** icon in the app, or remotely via SupraWEB.

Keep Listings Updated

Always assign a lockbox to active listings and unassign when listings are inactive for smoother searches through the **DATA AT THE DOOR** feature.



Supra Support:
(877) 699-6787



Orange County REALTORS®:
(949) 586-6800



User guides and training:
www.ocrealtors.org/supra