## New Service for RANW MLS Members:
## Supra Non-Member Access for WIREX Users

◆ **Overview**

**RANW Member:** Are you working with a fellow Realtor® in an MLS in WIREX and want to give them access to a lockbox on your Company listing in the RANW MLS? Non-member access is NOT for those members who already have reciprocal access through Central WI MLS, Marinette MLS, South Central WI MLS, La Crosse and/or Western Wisconsin MLS and Supra. For a complete list of areas with Supra Reciprocal access, WIREX coverage areas and WRA Board Jurisdictions, click HERE.

Supra Keyholders/members of the RANW MLS Lockbox System can use SupraWEB to set up non-member access. This can be done for as little as 2 hours access to 72 hours access where the registered WIREX non-member can access that properties lockbox for the hours granted.

◆ **Using your SupraWEB account to grant access:**

**1. RANW MEMBER:** Go to www.supraekey.com and select SupraWEB Login for Real Estate Agents to login.
**2.** From SupraWEB select SETTINGS.
**3.** Select Non-Member Access.
**4.** Check "Enable Non-Member Access" to activate this feature for your account.
**5.** Select Save.
**6.** Select the LISTINGS tab on the top of the page. (This would be just for your listings.)
**7.** Select Keyboxes.
**8.** On the line of the iBox BT that you want to grant a RANW non-member access to, select the Grant Non-Member Access icon. (If the iBox BT is not listed, you must use the Add Keybox link on the left to add it.) Simply select the Add Keybox link on the left and type in the serial number of the lockbox, the lockbox shackle code and the MLS number of the property. Click Add Keybox to save. Now your listing and lockbox will show under LISTINGS.
**9.** Enter the mobile phone number of the non-member. A text message will be sent to the non-member containing a link for them to download the eKEY application and information for them to register. If the nonmember has already registered, their name and information is displayed in SupraWEB after you enter their phone number. Start at step 6 and continue with the process for WIREX non-members who have already registered.
**10.** Select the start date and time and end date and time for the access. This must be between 2 and 72 hours.
**11.** Enter any notes about the listing to the non-member.
**12.** Check to accept Supra's Terms and Conditions. Also please read the RANW MLS RULES.
**13.** Select Submit. A text message and an email is sent to the non-member notifying them that they have been granted access to the iBox BT. For a step by step with screenshots of the process, click HERE.

◆ **Members of RANW MLS interested in this service and need additional help, please contact RANW MLS**
**Kristen Hubers and Angela Schilling for set up and how-to information Monday-Friday 8:30am-5pm Central Time:**
Kristen Hubers and Angela Schilling: khubers@ranw.org; aschilling@ranw.org (920)739-9108
**Supra Member Support:** 877-699-6787 7am-9pm Central Time 7days/wk or the Supra System Website: Supra Help

**The following information is for RANW MLS MEMBERS to share with WIREX non-members needing access:**

◆ **Non-members interested in access should contact the RANW Company listing agent of the property directly in order to be set up for temporary lockbox access.**

If you are a Realtor® participating in an MLS in WIREX and a member of a Realtor® MLS in Wisconsin, a Supra® Keyholder can invite you to access their Bluetooth lockbox using the Non-Member Access feature in the Supra eKEY® app.

When the setup process is complete, you can access the lockbox using the eKEY app and your smart device or tablet. To start this process, the listing agent sends you a text message (and email) with links and information to:

- Download eKEY app to your phone or tablet
- Accept Supra's terms & conditions
- Provide your account information
- Enter the authorization code into eKEY app
- Turn your Bluetooth on in your General Settings for iPhone, Android or iPad

For a list of supported mobile devices and tablets, click HERE.

**CLICK HERE FOR MLS RULES**

**One-time only: Install eKEY app and setup an account for Non-RANW Members**

Once registration is complete, make sure you are in cellular coverage or have access to Wi-Fi (Wireless Internet) when updating the app. Best Practice: Leave the eKEY app on your mobile device or tablet for future requests to schedule a showing with an RANW Member. For video tutorials on how to open an iBox BTLE, please click HERE. Once the video tutorial page has loaded, choose the videos you'd like to watch which are embedded into the Supra Website.