

# GE Security

## SupraWEB is here!

We have completed our work on the new SupraWEB website and it will be available for use by your members on Monday November 9<sup>th</sup>. SupraWEB is a new improved version of KIMweb. Below is information to help your members take full advantage of these exciting new tools. Please forward this information out to your members and feel free to post all of this information on your website.

### To Login to SupraWEB:

The login process is the same as with KIMweb. You will use your key number and pin. Please use these steps to get to SupraWEB:

1. Go to [www.supraekey.com](http://www.supraekey.com)
2. Select **Login to SupraWEB** (this will be in the same location as the current KIMweb link)
3. Enter your key serial number and PIN, select your Board/Association from the dropdown and select **Login**.

### SupraWEB Training Materials

We have put together training materials that provide an overview of all the new features of SupraWEB. The materials can be accessed using the following steps:

1. Go to [www.supraekey.com](http://www.supraekey.com)
2. Click on [Agent Education Resources](#)
3. Click on [SupraWEB Guide](#).
4. Save the PDF file to your computer, or print for future reference.

In addition to the SupraWEB Guide, we have created a great demo that will walk you through using the new website. You can see this demo as follows:

1. Go to [www.supraekey.com](http://www.supraekey.com)
2. Click on [Agent Education Resources](#)
3. Click on SupraWEB Demo. The demo will launch and play in your Internet browser.

### BlackBerry Free Fob Offer Continues!

The free eKEY Fob promotion is continuing. Get a free eKEY Fob when you purchase a new [Verizon](#) or [Sprint](#) BlackBerry device. Click on the links below to learn more about these exciting offers:

[Verizon Free Fob Offer](#)

[Sprint Free Fob Offer](#)

A flyer with all the offer details can be downloaded by clicking [here](#).

# SupraWEB Guide

This SupraWEB Guide is provided for you to get the most out of using SupraWEB, the agent website.

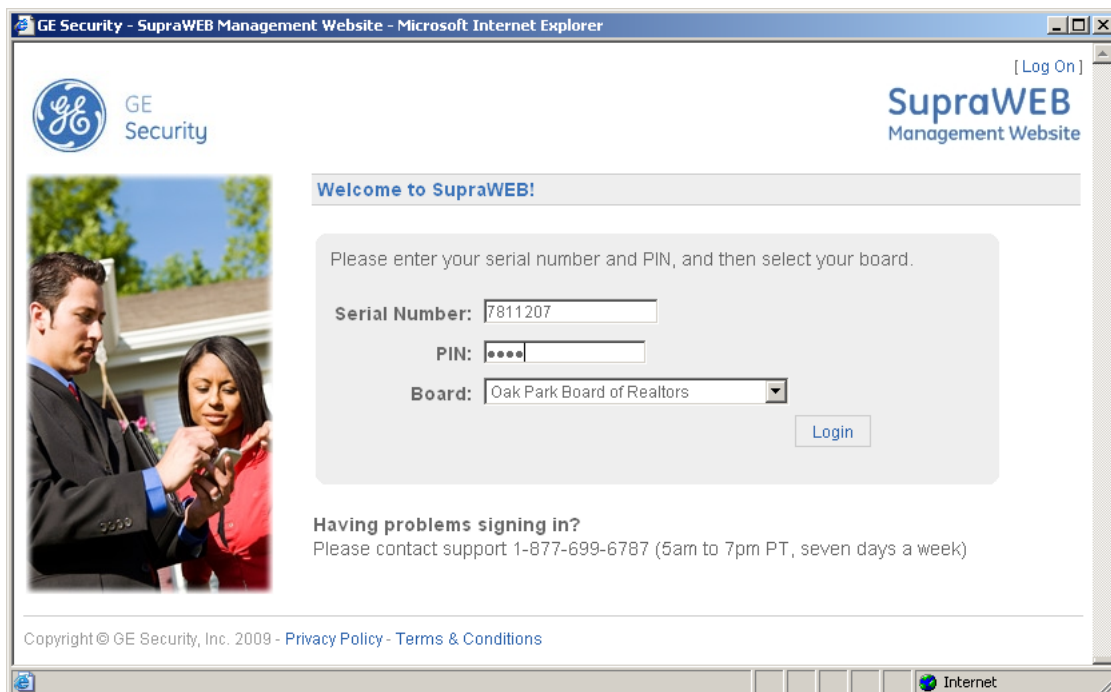
SupraWEB is the agent website where you can go to:

- Obtain an update code for your key
- Manage your keybox inventory
- View and email activity reports
- Change your eKEY's PIN code (*eKEY users*)
- Set up your market area (*eKEY users*)
- Obtain an authorization code for installing eKEY software (*eKEY users*)
- Set up your ActiveKEY Alerts if your Board/Association has this feature activated (*ActiveKEY users*)

## Logging in to SupraWEB

To login to SupraWEB:

1. Go to [www.supraekey.com](http://www.supraekey.com)
2. Select **Login to SupraWEB**.
3. Enter your key serial number and PIN, select your Board/Association from the dropdown and select **Login**.



# SupraWEB Home Page

When you login to SupraWEB you'll see the home page.

GE Security - SupraWEB Management Website - Windows Internet Explorer

[ Log Out ]

SupraWEB Management Website

HOME LISTINGS REPORTS SETTINGS SUPPORT

**QUICK LINKS**

- UpdateCode
- ActiveKEY Settings
- ActiveKEY Alerts
- Agent WebPAY
- Add Keybox
- Assign Listing

**CONNECT WITH US**

- Facebook
- Twitter
- ActiveRain

**Showings Dashboard**

Welcome to SupraWEB! This dashboard view contains the showing activity for the date range specified. Change the date range to show more or less information on your Showing Dashboard.

**Dashboard Date Range:** 7/18/2009 to 10/26/2009 [Change](#)

**Showing Count:** 4 **Feedback Count:** 2 [Feedback Reminders](#)

DateTime	ListingID	Address	ShowingAgent	Actions
10/22/2009 2:04pm	27133973	92 Glacier Peak Dr Camano Island WA 98282	Joan Wilson (425)754-4853	
10/22/2009 2:01pm	1006588	301 Longview Ave Kent WA 98005	Darcy Thompson darcy.thompson@google.com (425)316-8900	
10/22/2009 2:00pm	849789	4321 Fairview Industrial Drive Kent OR 98345	Jason Phillips jason.phillips@yahoo.com (425)466-1874	
10/22/2009 10:19am			James Joyce (425)231-7903	

Showing Per Page: 10

Legend Assign Listing MLS# Showing Feedback

## Quick Links

The Quick Links show the most common tasks you'll use at SupraWEB. The Quick Link options depend on the type of key you have.

**Update Code** - Displays a current update code for your key. You may need to eSYNC your key before you can get another update code.

**Agent WebPAY** - Manage your bill online. You can view your account balance, make a payment, update your account information, and add or cancel insurance on a key (qualified key types only).

**Add KeyBox** - Add keyboxes to be included on your Showings Dashboard and in reports.

**Assign Listing** - Choose a keybox from your inventory and assign a listing ID to show where the box is placed.

### ActiveKEY Only Quick Links

**ActiveKEY Settings** - Indicate whether you'd like to receive a message when your iBox battery is low.

**ActiveKEY Alerts** - Set up your ActiveKEY Alert contacts and message if your Board/Association has activated this feature.

### eKEY Only Quick Links

**Authorization Code** - Generate an authorization code used to install the eKEY software.

**Change PIN** - Change the PIN code in your eKEY.

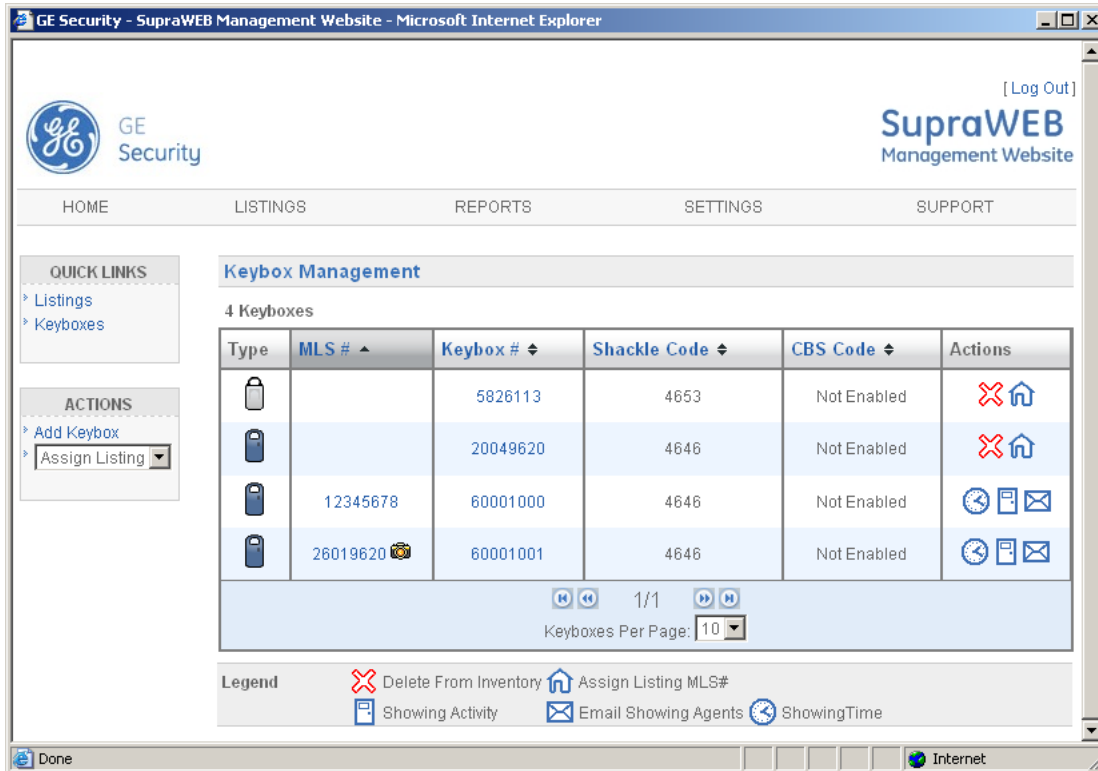
**Market Area** - Set up or make changes to your market area if you subscribe to eKEY Professional service. If you use a BlackBerry device as your eKEY, set up your market area on your BlackBerry first.

# Setting up Showing Activity

Each time a key container is opened on a keybox, the key records the showing information and sends it to the Supra network. To view showing information, the keyboxes placed on your listings first need to be in your keybox inventory. You can manage your keybox inventory at the Supra website. Once your keyboxes are in your keybox inventory, you can view the last six months of showing information for those keyboxes at SupraWEB.

## Managing Listings and KeyBox Inventory at SupraWEB

1. Go to [www.supraekey.com](http://www.supraekey.com) and login to SupraWEB with your ActiveKEY serial number and PIN.
2. Select the **LISTINGS** menu option.
3. Select the **Keyboxes** link to view a list of keyboxes in your inventory.



4. To add a keybox, select the **Add KeyBox** link and enter the keybox serial number, shackle code, and the MLS number where the box is located.
5. To assign a listing to a keybox already in your inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where the keybox is located.

Be sure to update the listing ID when you place a keybox on a new listing, so the address information shows correctly on reports.

## Setting up Email Settings

You can have the system send you an email when someone opens one of your keyboxes or sends you showing feedback.

1. From SupraWEB select **SETTINGS**.

2. Select **Email Settings**.

**Email Settings**

**Email Address:**

If this email address is not the same as the one your MLS, it may be overwritten by the email your organization has on record.

**Showing Emails**

Send me an email when another agent shows my listings.

Also send a copy to:(CC)

*Separate multiple addresses with a comma or semicolon*

**Feedback Emails**

Send me an email when another agent sends feedback on any of my listings.

Also send a copy to:(CC)

*Separate multiple addresses with a comma or semicolon*


**Feedback Reminders**

Remind me by email to send feedback on listings I have shown.

**Listing Update Emails**

Allow listing agents to send me update emails on listings I have shown.

**Personalized Signature Image**



Delete this picture?

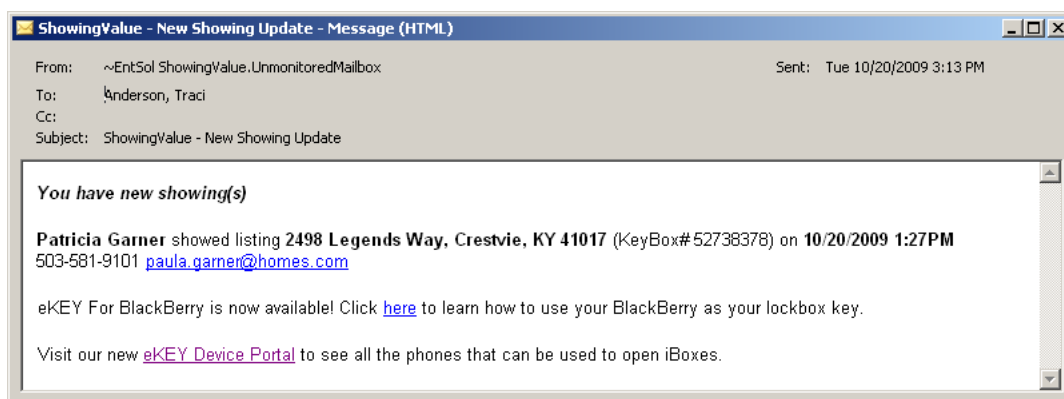
**Change Image:**

*(Maximum resolution: 300X300)*

**Personalized Signature Text**

3. Enter your email address.
4. Check each type of notice you want to receive and enter any additional email addresses you would like the email notice sent to.
5. In the *Personalized Signature Image* section, click **Browse** and select a picture you would like shown on emails and reports.
6. Fill out your contact information in *Personalized Signature Text* to have your contact information display on emails and reports.

Once one of your listings has been shown and the showing information is sent to the network, you'll receive an email.




# Showings Dashboard

When you first login to SupraWEB, the Showings Dashboard displays the showing activity at your listings for the date range specified. Click **Change** to change the date range of the Showings Dashboard. Showing data is available for the last six months. From any screen on SupraWEB, click **Home** to return to the home screen and view the Showings Dashboard.

Only information for the keyboxes in your keybox inventory are included on the Showings Dashboard. See **Setting up Showing Activity** for instructions on how to add keyboxes to your inventory list.

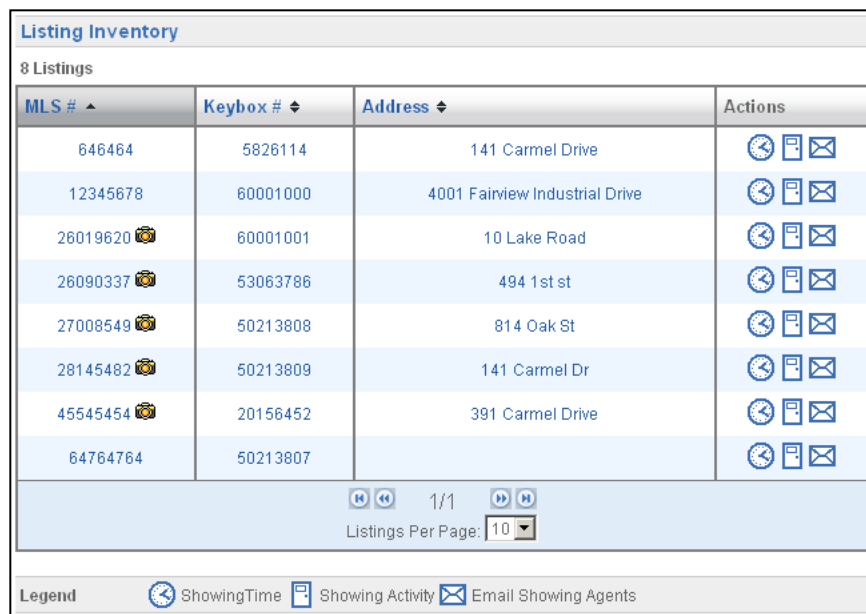
Sort the information on your Showings Dashboard by clicking on any of the headings with arrows.






























 Showings that aren't tied to a listing have an Assign Listing MLS# icon in the right column. Select the Assign Listing MLS# icon to assign the listing ID to the keybox.

 Feedback on showings are indicated by a Showing Feedback icon. Select the Showing Feedback icon to view feedback on a particular showing.




# Listing Inventory

You can view all of the listings that have keyboxes assigned to them by selecting **LISTINGS**. A sortable view of the listings that you have keyboxes assigned to them is displayed.



MLS # ^	Keybox # ^	Address ^	Actions
646464	5826114	141 Carmel Drive	  
12345678	60001000	4001 Fairview Industrial Drive	  
26019620 	60001001	10 Lake Road	  
26090337 	53063786	494 1st st	  
27008549 	50213808	814 Oak St	  
28145482 	50213809	141 Carmel Dr	  
45545454 	20156452	391 Carmel Drive	  
64764764	50213807		  

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Listings Per Page: 10

Legend  ShowingTime  Showing Activity  Email Showing Agents

From this screen you can select:

- **MLS #** - to view the listing details
- **KeyBox #** - to view the settings for the keybox placed on the listing
- **Address** - to view a Google map of the address
- **Showing Time icon** to view a Showing Time report if your Association/MLS subscribes to this feature
- **Showing Activity icon** to view the last six months of showing activity for the listing
- **Email icon** to send an email to all the agents that have shown the listing
- **Keyboxes** link on the left to view a list of the keyboxes in your inventory.

If you have uploaded a photo for a listing, a camera icon is shown next to the MLS # and if you mouse over the camera icon you'll see the photo.

# Listing Details


You can view or edit details about your listing by clicking on the listing ID link from the Showings Dashboard or your Listing Inventory. From the listing details screen you can select:

**MLS # 2387941**

[Listing Details](#) [Keybox Settings](#)

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**Listing Details**

<b>MLS #:</b> 2387941	
<b>Address:</b> 10 Lake Drive Portland OR 97222 <a href="#">Edit Address</a>	
<b>Listing Date:</b> Not Available	
<b>Client:</b> Not Available	
<b>Occupant:</b> Not Available	
<b>Email CC:</b> <a href="#">Add Email CC</a>	<a href="#">Edit Photo</a>

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**Showing Hours**

<b>Mon - Fri:</b> 7:00 AM - 9:00 PM
<b>Saturday:</b> 7:00 AM - 9:00 PM
<b>Sunday:</b> 7:00 AM - 9:00 PM

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**Agent Note**  
Not Available

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**Listing Flyer**  
Not Available

- **Edit Address** - to edit the listing address
- **Edit Email CC** - to designate an email recipient to receive an email anytime the listing is shown
- **Edit Photo** - to add a photo of the listing. The photo appears on your Listing Inventory page and when you email agents that have shown your listing as a reminder of the listing.
- **Add Keybox** - to add a keybox to your keybox inventory
- **Unassign Listing** - to unassign the keybox from the listing when the keybox is removed
- **Delete Keybox** - to delete the keybox assigned to the listing from your keybox inventory
- **Showing Time Activity** - to view Showing Time activity for your listing if your Association/MLS subscribes so the Showing Time feature
- **Showing Activity** - to view the last six months of showing activity for the listing

# Viewing Showing Activity Reports

There are two types of reports you can generate in SupraWEB that can be viewed, printed or emailed:

- a showing report which displays all of the showings that have occurred at your listings, and
- a key activity report which displays all the listings you've shown (in both your primary Board/MLS and any cooperating areas)


To create a report

1. From SupraWEB select **REPORTS**.

**Create Reports**


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

If you would like to schedule a reoccurring 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.

2. Select the type of report you want to create.
3. Customize the report:
  - a. For a showing report, select which listings or keyboxes you want included.
  - b. Select the date range.
  - c. For a showing report, select whether you want showing agent contact information included. If you are emailing the report to a client, you may not want to include the showing agent contact information.
  - d. Select whether you want any feedback sent to you from showing agents included in the report.
4. Select **Create Report** to view the report.


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

**Showing Report for All Listings**

Showings from 10/2/2009 to 11/3/2009

Report Generated on 11/3/2009

3 Records



Linda Howard  
Real Estate Professionals  
Salem  
431 Jackson St  
Salem, MA 01341

DateTime	ListingID	Address	ShowingAgent	Keybox#	Key#	Office
10/7/2009 3:55pm	849789	141 Carmel Dr Aumsville OR 97325	Jason Phillips jason.phillips@yahoo.com (425)466-1874	60001000	5075109	N W M L S 820-9200
10/2/2009 9:15am	26019620	Chaffey Homes Edgewood WA 98372	Kim Administration david.brown8@ge.com (425)820-9200	60001001	5075109	N W M L S 820-9200
10/2/2009 9:15am	1006588	4321, Fairview Industrial Drive Kent OR 98345	Darcy Thompson darcy.thompson@google.com (425)316-8900	60001000	5075109	N W M L S 820-9200

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5. To print the report, select the **Print Report** icon at the top of the screen.
6. To email the report, select the **Email Report** icon and fill out the email information. If you want your photo and contact information included in the email, see the instructions under *Setting Up Email Showing Settings*.

## Setting up Weekly or Monthly Scheduled Email Showing Report

You can also set up SupraWEB to send you a weekly or monthly showing report. The scheduled reports automatically include the showing information for all of your keyboxes in your inventory.

1. From SupraWEB select **SETTINGS**.
2. Select **Scheduled Email Settings**.
3. Enter your email address.
4. If you would like to receive the report weekly, select the day of the week.
5. If you would like to receive the report monthly, select the day of the month.
6. Select if you want any feedback sent to you from showing agents included in the report.
7. Enter any additional email addresses you would like the report sent to.
8. In the *Personalized Signature Image* section, click **Browse** and select a picture you would like shown on emails and reports.
9. Fill out your contact information in *Personalized Signature Text* to have your contact information display on emails and reports.