

READING A LOCKBOX

There are 3 different ways you can determine who has accessed a lockbox

The Lock Box itself stores the key serial numbers of agents showing your listing, along with the date and times that the property was shown. To determine who has recently accessed your Lock Box, go to the listing and read the Lock Box with your Display Key.

I. To View Showing Activity Information on the KIM website:

1. Visit the agent website at www.supraekey.com
2. Select “Log on to KIM”
3. Select your association/MLS from the drop-down list
4. Login using your Key serial number and Pin code
5. Select the “Showing Activity” link
6. Select the date range and/or Lock Box serial numbers for the report

II. To Request a Report From KIM Voice Access:

1. Call KIM at 888-968-4032
2. Enter your three-digit area code
3. When prompted, input your Display Key serial number and your Pin code followed by “#”
4. When KIM reads you a list of options, press “5”
5. Press “1” for a voice report or “2” for a fax report. Follow the instructions to receive the report. You must enter the Lock Box serial number and shackle code in order to receive a report.

For Further Assistance in I or II

To identify an agent by calling KIM, do the following:

1. Call KIM at 888-968-4032
2. Enter your three-digit area code into the phone keypad.
3. Select the # option from the voice menu.
4. Enter your region number, followed by the # sign. If you don’t know your region number, contact technical support. See technical support on page 73 of your Display Key User Guide for more information.
5. When prompted, enter the key serial number for the agent you wish to identify, followed by the # sign.

KIM reads the agent’s name, office name, and office telephone number.

To identify an agent by visiting the KIM website, do the following:

1. Go to www.supraekey.com
2. Select “Log on to KIM”
3. Select your association or MLS from the dropdown list
4. Enter your Display Key serial number and four-digit pin code.
5. Click “Login”
6. Select “Identify Keyholder” in the left-hand column of your screen
7. Enter the serial number of the agent you wish to identify, then click “Find”

The agent’s name and association/MLS displays.

III. To Read a Lock Box From Your Display Key (with lockbox in hand):

1. Press “Enter” to turn on your Display Key
2. Scroll to “Read Keybox” option and press “Enter”
3. Press “2” to select “New Read”
4. Enter the Lock Box shackle code and press “Enter”
5. Point your Display Key at the Lock Box

Four beeps indicate that the read was successful. Your Display Key screen displays the key serial numbers of the last 100 showing agents who’ve accessed the Lock Box and the date and time of the access.

IMPORTANT REMINDER: This is why it is so important to update your displaykey on a daily basis on the cradle by doing the following:

1. Placing displaykey on cradle overnight
2. Performing a manual esync

If you have any questions, you can refer to your Display Key Pocket Guide, contact Supra at 877-699-6787, or call the board office at 800-817-7657