Access Supra Lockboxes with the BrokerBay App
(Android)

This quick start guide provides you with an overview of opening a lockbox and releasing a shackle from within the BrokerBay mobile app. Before you begin testing, please delete the BrokerBay app from your phone. Then go to the Google Play store and download the latest version of the BrokerBay app. The latest version is 1.33.0. Please make sure that your eKEY app is up to date; this will ensure that the eKEY function within the BrokerBay app is also up to date. Be sure to update your eKEY app while you have cell phone or Wi-Fi coverage. Note that while the eKEY app you are familiar with works even without cell phone coverage, the BrokerBay app may not. If you are out of cell coverage, please use the eKEY app instead. To provide feedback, or for questions and support, please contact Supra Support at 1-877-699-6787 or email SupraSupport@carrier.com.

Open Lockbox from Listing Details Page

1. Click on the Supra eKEY **Obtain Key** button.
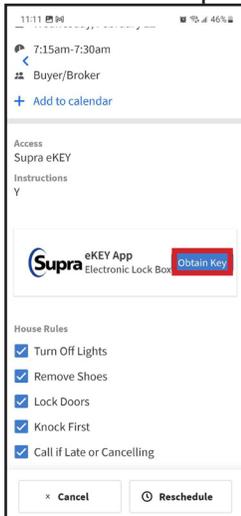
   Note: To see the Obtain Key *button on the listing detail page, the listing agent must select Supra eKEY as the access type when setting up their "Showing Configuration" within the BrokerBay application.*

2. Enter your PIN (the same PIN you use in eKEY). Push up on key container to activate Bluetooth®.
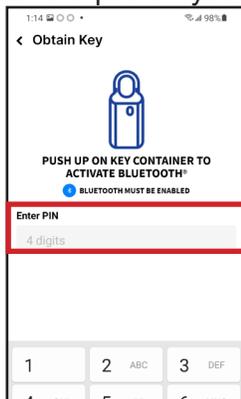
   Note: *If the box requires a CBS code it will display the CBS field and you will need to enter it.*

3. Once you see the *Success* message on your app, push up on the bottom of the lockbox again to release the key container.

Open Lockbox from Agent Profile Page

1. Click on the **Obtain Key** button.
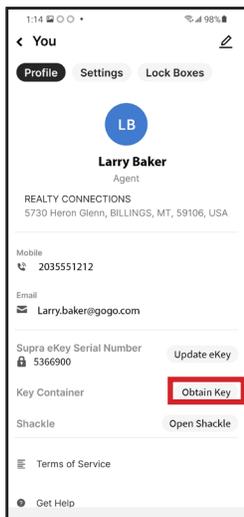
2. Enter your PIN (the same PIN you use in the eKEY app). Push up on key container to activate Bluetooth®.
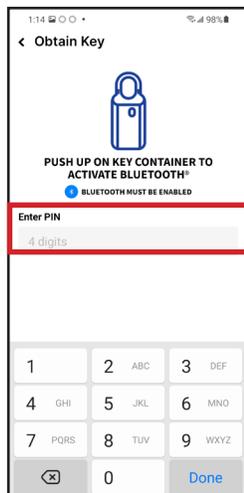
   Note: *If the box requires a CBS code it will display the CBS field and you will need to enter it.*

3. Once you see the *Success* message in your app, push up on the bottom of the lockbox again to release the key container.

Open Shackle from Agent Profile Page

1. Click on the **Open Shackle** button.
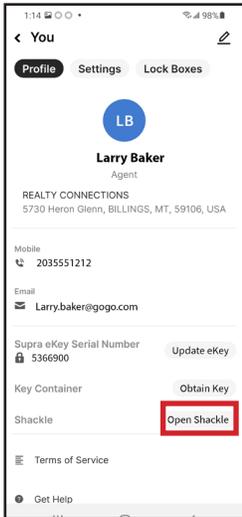
2. Enter the shackle code and select a reason.
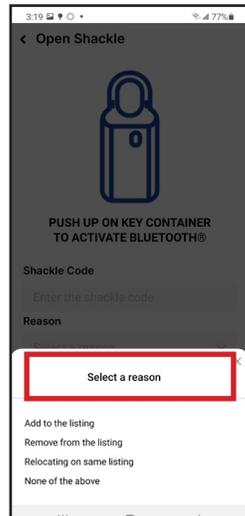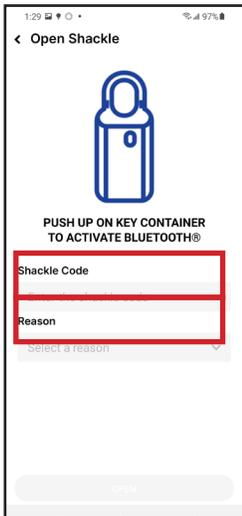
3. Push up on the bottom of the lockbox to activate Bluetooth.

4. Push down and then pull up on shackle to release it.