



End of Showing Notification Q&A

Q. What are end of showing notifications?

A. An email or text indicating a showing has ended. These can be sent to the seller's agent and anyone else they designate.

Q. Why don't I receive showing notifications for my listing?

A. First, verify you are set up to receive showing notifications:

1. Go to www.supraekey.com and select **Agents - Log on to SupraWEB**.
2. Enter your user ID and password and select **Login**.
3. From the SupraWEB home page select **SETTINGS**.
4. Select **General Email**.
5. Enter your email address.
6. Check each type of notification you want to receive and enter the additional email addresses for others you would also like to send the showing notifications to (broker, assistant, etc.).
7. Click **Save**.

Second, make sure the keybox at the listing is in your keybox inventory:

1. In SupraWEB select **LISTINGS**
2. Select **Keyboxes** under QUICK LINKS.
3. If the keybox is not listed, add it by selecting **Add Keybox**.
4. Enter the keybox serial number, shackle code and MLS# (if available) or address and click **Add Keybox**.

Q. Why don't I receive an End of Showing notification every time my listing is shown?

A. Only the eKEY app and XpressKEY have the ability to detect and send end of showing notifications. If your listing is shown by a keyholder using an ActiveKEY or DisplayKEY, no end of showing signal is sent to the Supra system.

Q. Why doesn't the end of showing notification include the listing address?

A. No address has been associated with the keybox in SupraWEB. To assign a keybox to a listing:

1. In SupraWEB select **Assign Listing** from QUICK LINKS and select the keybox.
2. Enter the MLS # or address in the MLS # field.
3. Select **Assign**.

Q. Why does the "Showing ended?" prompt pop up hours after the showing has ended?

A. The "Showing ended" prompt occurs 20 minutes after the keybox was opened if no other event has signaled the showing ended. The prompt will be displayed the next time the phone is turned on.

- Q. Who would be interested in receiving copies of the end of showing notifications?
- A. You may want to share end of showing notifications for individual keyboxes with homeowners so they know when the showing has ended at their home. End of showing notifications for all keyboxes in your inventory may be of interest to assistants, partners and your broker.
- Q. How is the end of showing detected?
- A. Whenever a keybox is opened, the eKEY app and XpressKEY attempt to obtain a GPS location. Once the GPS location is obtained, a geo-fence around the property is established. The Supra system detects the showing has ended when one of the following events occurs:
1. The key leaves the geo-fence area after a showing.
 2. The key opens another keybox.
 3. Another key opens the keybox.
 4. The showing agent indicates that the showing ended (eKEY only). A prompt appears on the showing agent's phone asking if the showing has ended 20 minutes after the keybox was opened, and again at 40 minutes, if no other event has signaled the showing ended. If none of these events occur within 60 minutes of opening a keybox, the showing times out and the system sends a message that the showing ended due to a system timeout.
- Q. What happens if the end of showing cannot be detected?
- A. If no end of showing signal has been received by the Supra system within 60 minutes of the keybox opening, the showing times out and the system sends a message that the showing ended due to a system timeout.
- Q. How quickly will I receive end of showing notifications?
- A. Cell coverage impacts the timeliness of the showing notification. The eKEY app and XpressKEY must be in cell coverage to send showing notifications. Also, if a GPS fix cannot be obtained when the keybox is opened, a method other than the geo-fence must be relied on to signal the showing has ended.
- Q. How can I automatically let the homeowner know the showing has ended?
- A. You can set up the system so the homeowner automatically receives notifications for only that keybox:
1. Go to www.supraekey.com and select **Agents - Log on to SupraWEB**.
 2. Enter your user ID and password and select **Login**.
 3. From the SupraWEB home page select **LISTINGS**.
 4. Select **Keyboxes**.
 5. Select the keybox serial number.
 6. Click on the **Listing Details** tab.
 7. Scroll down and check the **Showing Notifications (for individual keybox)** checkbox and add the email addresses of those you wish to receive the showing notifications. For text messages, enter the recipient's cell number following the convention shown on the screen.
 8. Click **Save**.

Q. Can I send text notifications instead of email notifications?

A. Yes. To send text showing notifications:

1. Go to www.supraekey.com and select **Agents - Log on to SupraWEB**.
2. Enter your user ID and password and select **Login**.
3. From the SupraWEB home page select **SETTINGS**.
4. Select **General Email**.
5. Address the email to the recipient's 10-digit wireless phone number using the following format:
 - Verizon: 5551234567@vzwpix.com
 - AT&T: 5551234567@txt.att.net
 - Sprint: 5551234567@messaging.sprintpcs.com
 - T-Mobile: 5551234567@tmomail.net
 - US Cellular: 5551234567@email.uscc.net
 - Rogers: 5551234567@pcs.rogers.com

Q. Why did the "Showing ended?" prompt appear when I was still showing the house?

A. The "End Showing?" prompt appears if the end of showing has not been detected by another event within 20 minutes of opening the keybox. If the end of showing has still not been detected within 40 minutes of opening the keybox, the message will appear a second time. Tip: Turning on location services will reduce the number of times the prompt appears.

Q. How do I turn off end of showing notifications?

A. If you are set up to receive showing notifications, you automatically receive notifications when showings begin and end. To turn off showing notifications for all keyboxes:

1. Go to www.supraekey.com and select **Agents - Log on to SupraWEB**.
2. Enter your user ID and password and select **Login**.
3. From the SupraWEB home page select **SETTINGS**.
4. Select **General Email**.
5. Uncheck the notifications you no longer want to receive.
6. Click **Save**.

If you have also set up showing notifications for an individual keybox, to turn off these showing notifications:

1. Go to www.supraekey.com and select **Agents - Log on to SupraWEB**.
2. Enter your user ID and password and select **Login**.
3. From the SupraWEB home page select **LISTINGS**.
4. Select **Keyboxes**.
5. Select the keybox serial number.
6. Click on the **Listing Details** tab.
7. Uncheck the **Showing Notifications (for individual keybox)** checkbox.
8. Click **Save**.

Q. Are the showing notification emails and text messages the same?

A. The text message notifications are shortened versions of the email messages to prevent them being truncated or sent as two text messages. When sending showing notifications to all keyboxes the email version is sent. When sending showing notifications to a single keybox the email version is sent if an email address is designated and a text message is sent if a cell phone number is designated.