End of Showing Instructions

The end of showing notification feature sends an email and/or text message to you, and up to five people you've designated, informing that a showing has ended.

Please note: This feature is supported in the eKEY app on the Android and Apple operating systems and in the XpressKEY.

What do I need to do to turn on end of showing notices?
1) Verify that you are set up to receive showing notifications (see instructions below).
2) Turn on location services on your phone for the eKEY app. If it is not turned on, you will be prompted to turn it on in the eKEY app when your key communicates with a keybox.
3) Reply whenever the prompt appears on your phone asking if the showing has ended.

To Set Up Notifications for All Keyboxes Assigned to you:
1. Login to SupraWEB:
   a. Go to www.supraekey.com and login to **Agents – Log on to SupraWEB**. Enter your user ID and password and select **Login**. (If you are new to SupraWEB, click on the **Register** button.)
2. From the *SupraWEB* home page select **SETTINGS**.
3. Select **General Email.**
4. Enter your email address.
5. Check each type of notice you want to receive and enter any additional email addresses you would like the notices sent to. To send a text showing notification, address the email to the recipient's 10-digit wireless phone number using the following format:
   a. Verizon: 5551234567@vtext.com
   b. AT&T: 5551234567@txt.att.net
   c. Sprint: 5551234567@messaging.sprintpcs.com
   d. T-Mobile: 5551234567@tmomail.net
   e. US Cellular: 5551234567@email.uscc.net
   f. Rogers: 5551234567@pcs.rogers.com
6. Click **Save**.

To Set Up Notifications for an Individual Keybox:
1. Login to SupraWEB using one of the following three methods:
   a. If logged into HGAR, from the HGAR screen, click the **Supra** link above the HGAR logo.
   b. If logged into Clareity, from the Clareity Dashboard, click on the **Supra logo**.
   c. Go to www.supraekey.com and login to **Agents – Log on to SupraWEB**. Enter your user ID and password and select **Login**. (If you are new to SupraWEB, click on the **Register** button.)
2. From the *SupraWEB* home page select **Listings**.
3. Select **Keyboxes** under *Quick Links*.

4. Click the **Listing Details** icon ⚙ for the keybox.
5. Check the *Showing Notifications* checkbox and add the email addresses of those you wish to receive the showing notices. For text messages, enter the recipient's cell number following the convention shown on the screen.
6. Click **Save**.

### *How does the end of showing notification feature work?*

Whenever a keybox is opened, the eKEY app attempts to obtain a GPS location. If the eKEY app gets a GPS fix, a geo-fence is set up. The Supra system detects the showing has ended when one of the following events occurs:

1. Your key crosses the geo-fence. Note: Location services must be turned on for the geo-fence to work. If location services are not turned on, the eKEY application will ask you to allow access to location services whenever eKEY communicates with a keybox.
2. Any key opens the keybox.again
3. Your key opens another keybox.
4. You tap "Yes" when the following message appears on your phone, "End Showing?"
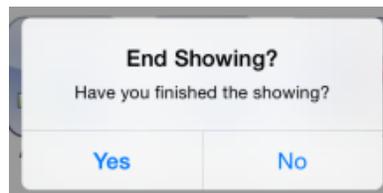
The "End Showing?" prompt appears if the end of showing has not been detected by another event within 20 minutes of opening the keybox. If the end of showing has still not been detected within 40 minutes of opening the keybox, the message will appear a second time. Tip: Turning on location services will reduce the number of times the prompt appears.

Note for iPhone users: If your phone has returned to the lock screen within 20 minutes of opening the keybox and the end of showing has not been detected, the following message will appear on the lock screen: "Have you finished the showing?"
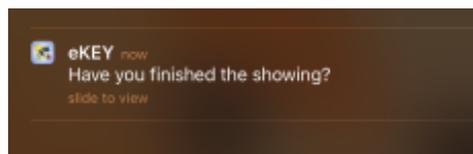
Swipe the screen where the message appears. If the screen is swiped above or below the message, the "End Showing?" prompt will not automatically appear. Swipe down from the top of the phone screen to view notifications and respond to the question.

If the showing is ended by one of the four events described above, an end of showing notification email will be sent to you and the other individuals specified in SupraWEB.

> This message is to inform you that the Supra system detected the showing has ended for listing **123 Oak St, Salem, OR 97302** at **4:06PM** on **08/10/2015**. Please note that this notification does not guarantee that the showing agent is no longer at the listing.

If none of these events occurs within 60 minutes of opening the keybox, the following end of showing timeout notification will be sent to you and the other individuals specified in SupraWEB. (*Text message content varies slightly.*)

> This message is to inform you that End of Showing for listing 555 Third Avenue, Salem, OR 97302 at 4:40PM on 10/05/2015 has timed out. The system estimates that the showing has ended. Please note that this notification does not guarantee that the showing agent is no longer at the listing.