SUPRA's Single Access (Formerly One-Day Code) service allows an individual outside of the New York State Alliance of MLS's (The Alliance) membership to obtain lockbox access. As a reminder the Alliance includes: Buffalo, Rochester, Syracuse, Jefferson-Lewis, Cortland, Mohawk Valley, Chautauqua, Cattaraugus, and McKean PA.

Single Access **CANNOT** be granted to ***any member*** of The Alliance due to their ability to have Supra eKey service through their MLS/Association, with the exception of the ***Mohawk Valley*** (their primary key service is SentriLock). If a CNYIS member grants access to another CNYIS Member or Alliance Member (**except Mohawk Valley**) they will be fined.

1st offense = Warning

2nd offense = $50.00 Fine

3rd + offense = $100.00 + Fine

How to Grant Access to a non-Alliance Member (exception: Mohawk Valley)

Instructions for granting non-member single access are below and attached as a PDF. Please read them over carefully before proceeding. Single Access is now processed through your eKEY app on your phone (no longer through SupraWEB).

1. Open your eKEY app (make sure it is the most up to date version, you can check this in your app or play store).
2. Select **My Keyboxes**.
3. Select the keybox for the property to which you wish to grant access.
4. Select **Grant Managed Access.**
5. Type the cell number of the person to whom you wish to grant access (or choose from your contacts).
   a. *Note: keyboxes must be assigned to an address. If it does not pre-populate, you must enter an address.*
6. Select Access day and time
7. Add any pertinent rules regarding the property and press **Send**.

*An SMS text will be sent inviting them to register for eKEY if they are not already registered with Supra. They will receive another SMS text indicating that access has been granted, along with the date, time and any notes relevant to the property.

Features of Single Access & how to use them.

Additional features of Single Access Include: view access granted, history of access granted and generate access report.

1. To view access granted tap the **Managed Access** icon on your eKEY home screen.
2. From here, you can view the recent invites, history of access granted and run reports of access granted. Tap **Recent Invites** to view recent access granted, access pending and access canceled.
   a. *Note: this is where you can modify or cancel access granted (as long as the access window has begun).*

3. Tap history to view **History** of access granted. This will show completed, no-shows and canceled access.
4. Generate a report of lockboxes accessed, which will be sent to your email on file. Tap **Reports.** Run reports based on users or lockboxes. The report can be generated for all accesses by choosing Select All. Select a specific user or lockbox to generate a report for that selection only. Reports can be run for up to 2 years in the past, with a date range 6 months.

What Non-Alliance Members need to do to use Single Access (You can send them these instructions).

1. Click the link in SMS text invitation to download and set up your eKEY.
2. This will take you directly to the Supra eKEY app on your phones app store. Click to download and install.
   a. *NOTE: If you already have eKEY installed, you'll be taken directly to the authorization page in step 4.*
3. Once app is downloaded return to your texts; click on the same link to register with eKEY. Fill out your information and tap **Register**.
   a. *NOTE: Remember your 4-digit PIN as you will need it every time you use eKEY.*
4. Once you register, you'll receive a text with a link to an authorization code. Tap on the link and you'll be taken directly to a pre-populated authorization page for eKEY. Read and agree to the EULA (End User Licensing Agreement) and Privacy Notices.
5. This will bring up your eKEY. To open the lockbox select **Obtain Key.**
6. Enter the 4-digit PIN you selected during registration and push up on the bottom of the lockbox to turn it on.
7. You will get a "Success" message. Once you see that, push up again on the bottom of the lockbox to access the key(s) inside.

*To see your invitations, tap More > My Invitations. You can also review previous invitations by taping History.

If you have any further questions please contact Supra Support at 877-699-6787 or call CNYIS Monday-Friday 8:30am-4:30pm at 315-457-5979.