

How Do I look up Lockbox Access Hours?

Some of our members have expressed a need to know what the Access Hours of a lockbox are. In order to help you to get that information, here are a few different ways to get the access hours for a lockbox.

- Log onto SupraWEB (<http://supraweb.suprakim.com>): Select *LISTINGS*, click on the *Keybox #* and then select *Listing Details*. The *Showing Hours* field will display what the access hours are for that lockbox.

or

- If the lockbox has been linked to the listing through the MLS: Look up the listing detail and click *SupraWEB Lockbox Settings*. A new window will pop up with the *KeyBox Access Hours*.

or

- If you have a Smartphone with eKEY: Open *eKEY*, click on *Inventory* and select the *Lockbox Serial Number*. The access hours are under *Timed Access*.

Please remember that the lockbox hours **do not autocorrect** for Daylight Savings Time. So, if a lockbox has Access Times stating 7 am – 9 pm, it will actually be accessible from 8 am – 10 pm during Daylight Savings Time (usually between March – November).

If you need assistance or have questions, please contact Julie Battles at julie@norcalmls.com.

How Do I modify Lockbox Access Hours?

In order to modify the Access Hours of a lockbox, you must either bring the lockbox in to a BAREIS Service Center or have a Smartphone with eKEY.

- If you have a Smartphone with eKEY: Open *eKEY*, click on *Inventory* and select the *Lockbox Serial Number*. Select *Edit*, and change the access hours under *Timed Access*, then select *Program* and enter the *Shackle Code* of the lockbox. **You are required to have the lockbox in front of you to program it with your Smartphone.**

If you need assistance or have questions, please contact Julie Battles at julie@norcalmls.com.