



Supra eKEY Application

Date: _____
 Name: _____ Member #: _____
 Office: _____ Phone: _____
 E-mail: _____ Desired 4-digit PIN #: _____

eKEY Monthly Fee Schedule

Primary Services Included	Basic Service
Send and receive electronic feedback on showings.	✓
Program KeyBox access hours.	✓
Beam showing notes, highlights and business cards into your iBox (lockbox)	✓
Track and edit KeyBox inventory by number, shackle code, and MLS listing #.	✓
Total amount (with tax) debited on the 17th each month	\$16.75
Provided through MFR MLS Mobile App	Professional Service
Automatically retrieves updated MLS information nightly.	✗
Ability to custom search MLS by listing #, street address, or buyer preferences.	✗
Access REALTOR® contact information.	✗
View who has shown your listings, right from your phone!	✗
Create profiles of your clients, to easily show clients exactly what they want to see.	✗

If you do not currently have a Supra eKey through ORRA, a \$50.00 issuance fee will be billed at the time your eKEY request is processed.

Delivery method: Submit application by email to membership@orlandorealtors.org or fax to (407) 293-6083. Once application is received, the eKey lease agreement will be emailed for your signature with instructions on how to download the Supra eKey app on your mobile device. Please allow 24- 48 hours to complete the process.

Payment method: • Check • AmericanExpress • Discover • MasterCard • Visa

Credit card #	Expiration date	Security code
Billing address	City	State
Member signature	Mobile phone brand and model	

Monthly Lease amount will be collected by Supra.



Supra eKEY Mobile Device Disclaimer

This disclaimer is to notify the owner of the mobile device to be used as a Supra eKEY that the Orlando Regional REALTOR® Association will not be held liable or responsible for any damages or lost information due to the downloading of the Supra eKEY software.

The keyholder understands that their device must be backed up prior to having the Supra eKEY software downloaded to their mobile device.

ORRA recommends this as an information loss prevention method as ORRA is not able to assist keyholders with the recovery of their information. Should you need technical assistance after a backup has been performed to recover your information onto your mobile device, you will need to contact Supra, your phone carrier or the manufacturer of your device.

Due to possible technical complications and that further assistance may be required directly from Supra technical support, ORRA cannot guarantee that the eKEY programs will be fully installed and functioning on the day of the eKEY activation.

Please note that ORRA recommends that you have an unlimited data package as part of your plan with your provider as eKEY applications require the use of wireless minutes. Because of this, in order to download the eKEY applications, ORRA will need to use wireless internet minutes and you can be charged for these minutes by your phone provider in accordance to your plan.

This Disclaimer will be valid from the date signed below until the termination of the service agreement between the keyholder and Supra for the key number listed below.

Keyholder Name

Keyholder Signature

Date

Member Number

Internal Office Use

Key #: _____

Pin #: _____

Read and sign the end of the form:

1. **Possession of Key:** Each keyholder may possess **ONE KEY** at a time. If a key is lost or requires replacement for any reason, the replacement cost for the key shall be the replacement price set forth in the lease.
2. **Current Update Code:** The key has an update code that expires daily to prohibit further use of the key until a new current update code is obtained from Supra or the administrator (ORRA) (as defined in the Administration Agreement) and entered into the key. Update codes shall be issued only to keyholders in good standing with the organization. A keyholder is in good standing if he or she is in full compliance with all obligations related to the Service, including, without limitation, the Administrator's (ORRA) membership terms and these rules and regulations.
3. **Security of Equipment:** It is necessary to maintain the security of each key and the Personal Identification Number ("PIN") of each key to prevent the use of the key by unauthorized persons. Each party in possession of a key, whether such key is being actively used or not, shall abide by the following conditions:
 - a. To keep the key in such party's possession or in a safe place at all times;
 - b. Not to allow the PIN for the key to be attached to the key for any purpose whatsoever or to be disclosed to any third party;
 - c. Not to lend or otherwise transfer the key to any other person or entity, or permit any other person or entity to use the key for any purpose whatsoever, whether or not such other person or entity is a real estate broker or sales person;
 - d. Not to duplicate the key or allow any other person to do so;
 - e. Not to assign, transfer or pledge the key;
 - f. Not to destroy, alter, modify, disassemble or tamper with the key or knowingly or unknowingly allow anyone else to do so;
 - g. To notify the administrator (ORRA) immediately in writing, and in any event within 48 hours, of a loss or theft of the key or any KeyBoxes, and of all circumstances surrounding such loss or theft;
 - h. To complete and deliver to the administrator (ORRA) a stolen key affidavit (provided upon request by ORRA) prior to and as a condition of the issuance of a replacement key;
 - i. To follow all additional security procedures as specified by the administrator (ORRA); and
 - j. To safeguard the code for each KeyBox from all other individuals and entities, whether or not they are authorized users of the Service.
4. **Authorization:** Before a KeyBox is installed or used on any piece of real property, prior written authorization to install or use a KeyBox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the KeyBox are locked. All owners and/or tenant(s) of real property shall be informed that the KeyBox is not designed or intended as a security device.
5. **Statement of Administrative Procedures and Operating Standards:** Each keyholder and the organization acknowledges that the use of the service is also subject to the terms and conditions of the administration agreement and that failure of supra or the administrator to perform any of their respective obligations under the administration agreement may detrimentally affect such party's use of the service. Each keyholder and the organization expressly waives any right to exercise any right or remedy arising under, relating to or by virtue of any default by any person under the administration agreement and/or under any other agreement executed and delivered in connection with the use or leasing of the service. Each keyholder and the organization further acknowledges and agrees that the administrator may exercise any remedies any of them may have under the administration agreement.
6. **Acknowledgment:** Each party using a key, KeyBoxes or the service hereby acknowledges that neither the service, the KeyBoxes nor the keys, or any other Supra product used in connection with the service is a security system. The service is a marketing convenience key control system, and as such, any loss of keys or disclosure of personal identification numbers compromises the integrity of the service and each party agrees that it will use its best efforts to insure the confidentiality and integrity of all components of the service.

7. Misuse of Supra Key: Any misuse of the Supra Key will be considered a violation of membership duties under ORRA bylaws.

- a. All keyholders are strictly forbidden to lend their keys to any individuals for any reason.
- b. In the event that the keyholder's misuse has been noticed to the Association, the following actions will apply:
 - (1) Notice will be given to the keyholder of the apparent misuse, with the opportunity for the user to appear before the Board of Directors to show cause why his/her key privileges should not be suspended or terminated and a fine levied.
 - (2) The following penalties may be applied:
 - First offense: Fine up to \$1,000 and his/her key service may be turned off for a period of up to six months.
 - Second offense: Fine up to \$5,000 and his/her key service to be terminated for up to three years.
- c. ORRA may refuse to lease a key or may terminate existing keys held by an individual convicted of a felony or misdemeanor if the crime, in the determination of the board of directors, relates to the real estate business or puts clients, customers, or other real estate professionals at risk.

8. Misuse of Lockbox: Any misuse of the Lockbox will be considered a violation of membership duties under ORRA bylaws.

- a. Lockbox violations shall include, but are not limited to, unauthorized use of the lockbox, as outlined below:
 - (1) Not replacing the house key and/or lockbox key container.
 - (2) Leaving the lockbox on the property after the listing expires and/or closes or change of ownership. The lockbox must be removed within **five calendar days** after closing and/or expiration or termination of listing contract; after the five days, removal of the lockbox by the new listing broker is permitted.
 - (3) Taking the key from the lockbox of a former listing agency to put in a new listing agency's lockbox without written authorization of the seller.
 - (4) Allowing an unauthorized person to use a lockbox. An unauthorized person is defined as someone not authorized by the listing agent, including but not limited to members of the public, customers, or clients.
 - (5) Handing over the house key to another agent for showing after your showing.
 - (6) Unauthorized removal of the lockbox.
 - (7) Entering a lockbox property without proper authorization from the listing office.
 - (8) Compromising the security of the property and/or the integrity of the system.
- b. In the event the lockbox holder's misuse has been noticed to the Association, the following actions will apply:
 - (1) Notice will be given to the lockbox holder of the apparent misuse, with the opportunity for the user to appear before the board of director or a subcommittee of the board of directors, approved by the chairman of the board, to show cause why his/her lockbox privileges should not be suspended or terminated and a fine levied.
 - (2) Those members found in violation may be fined up to \$1,000, but not less than \$50 per offense.

I have read and understand the Supra key regulations.

Name: _____ **Member #:** _____

Signature: _____ **Date:** _____

FOR QUESTIONS REGARDING THESE RULES AND REGULATIONS PLEASE CONTACT ORRA AT 407.253.3580



Cooperating Association Request Form

Cooperating Associations Requested Frequently

REALTOR® Associations of:	Phone	Fax
Lake & Sumter Counties Association	352.343.3003	352.343.7876
West Volusia Association	386.774.6433	386.774.7422
Lakeland Association	863.687.6111	863.688.8253
Greater Tampa Association	813.879.7010	813.876.4221
Space Coast Association	321.452.9490	321.242.2567
Daytona Beach Area Association	386.677.7131	386.677.7429
New Smyrna Beach Board	386.428.2104	386.426.6564

I am a Member of the Orlando Regional REALTOR® Association.

Date: _____

Name: _____ Member ID: _____

Office: _____

Office Address: _____

City, State: _____ Zip: _____

Office Phone: (____) _____ Agent (or Office) Fax: (____) _____

Agent's Contact Phone: (____) _____ E-Mail: _____

Key #: _____ PIN #: _____

Note: Any changes to the information above needs to be reported to all Associations for which you have access.

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Office Use

I, _____, of the Orlando Regional REALTOR® Association do hereby certify that the above named member is permitted to use the KeyBox system.



Supra Key System Access Instructions for Cooperating Associations

Steps to Acquire Supra Key System Access for Cooperating Florida Associations

Your membership with ORRA will automatically grant you access in **ORANGE/SEMINOLE, OSCEOLA** and **EAST POLK** counties. You may request access to other counties in the state of Florida, please contact the association you are requesting access from in order to find out if they cooperate. Once confirmed, follow the steps below to acquire access.

STEP ONE:

Fax this completed form to each cooperating association for which you need access. Access is granted as a courtesy and the standard processing time is 48 business hours. However, your request may take up to two weeks for some associations. If you need immediate access, please call the cooperating association directly.

STEP TWO:

ActiveKEY USERS:

Upon confirmation of access from the cooperating association you will need to call KIM Voice or log onto KIMweb to obtain the update code you will need to enter into your ActiveKEY. Enter the update code under the screen stating Manually Input Update. For detailed instructions consult your ActiveKEY User Guide.

eKEY USERS:

Upon confirmation of access from the cooperating association, you will need to "eSYNC" TWICE in the same day for your key to recognize the new area. (Consult your Supra Key User Guide for detailed instructions for performing an "eSYNC").

Note: Your eKEY has already been programmed for access in Greater Lake, West Volusia, Lakeland, and Greater Tampa. If you wish to request access from any other area you will need to contact ORRA via phone or in person and have your key reprogrammed.

You will only need to perform these procedures the FIRST time you obtain access to a new area. You are now ready to open KeyBoxes in your new area.

If you ever change your key, you will need to start this process over again with the new key serial number.

Supra Key or KeyBox Customer Service: 1.877.699.6787
9:00 AM - 10:00 PM ET Daily

Cooperating Association Request Form on Reverse ↪