Supra "Call Before Showing" Code Retrieval Instructions

Don't leave an inspector hanging around outside your listing... know the Call Before Showing (CBS) code for each of your Supra lockboxes!

Lockbox owners who do not know or remember their code can retrieve them by visiting SupraWeb and logging into your account. You will need the serial number of your lockbox and also the shackle code. (If you don't yet have a SupraWeb account, you can sign up for free.)

Frequently Asked Questions

What Is A CBS code?

• The CBS code allows the listing agent to control lockbox access by requiring the inspectors/pest control/termite inspectors to call for authorization before opening the lockbox.

• If the CBS code is active in a lockbox, it will show as CBS on in KIM Web, under the "View Existing LockBoxes" screen for that lockbox. A CBS code would then be required for anyone accessing the lockbox.

Lockboxes purchased from ORRA have deactivated this feature. However, when reprograming your CBS code, following the process below activates this feature and then deactivates it. NOTE: You must complete all steps to avoid leaving this feature active, which would then require the CBS code for all users.

• Certain affiliated keyholders like inspectors/pest control/termite inspectors ALWAYS need a CBS code to access the lockbox, even if CBS is set to off.

How can I find the CBS code for my lockbox?

• If you are the owner of the Supra lockbox, you can find the CBS code by visiting the SupraWEB website. You will need the serial number of the lockbox and the shackle code. A SupraWeb account is required and you can sign-up for a free account at orlandorealtors.org/SupraWEB.

• If you are not the owner of the Supra lockbox and are trying to enter a listing, please contact the listing agent for the CBS code.

How do I change the CBS code for my lockbox?

eKEY users, can make changes to a CBS code through the eKey app on your smart phone. Please note that your lockbox must be in range of the eKey for reprogramming. (CBS codes cannot be reprogrammed remotely.)

o Open the eKEY app and go to Inventory.
o Select the lockbox you want to program and use the Edit button at the bottom of your screen.
o Turn on "Require CBS" and enter the desired CBS code on the next line.
o Follow the instructions for your specific smartphone (Android or iPhone) on reverse.

Changing the CBS Code on your Android Device

1. Open the eKEY application.
2. Select Inventory.
3. Select the serial number for the lockbox you wish to change.
4. Tap the Edit Button at the bottom of the screen.
5. Tap Require CBS if there is not a green checkmark.
6. Tap on the current CBS code.
7. Enter the new CBS code and press the Save button.
8. Prime the lockbox by pressing on its bottom. (This activates the Bluetooth in the lockbox).
9. Enter the shackle code and press Begin.
10. Go back to Edit.
11. Uncheck CBS.
12. Prime the lockbox.
13. Select Program.
14. Enter the shackle code and press Begin.

Sending the New CBS Code to SupraWEB

1. When programming is complete, press the Back button on the phone to return to the main eKEY screen.
2. Press the Update button.

Changing the CBS Code on Your iPhone

1. Open the eKEY application.
2. Select Inventory.
3. Select the serial number for the lockbox you wish to change.
4. Click the Edit Button at the bottom of the screen.
5. Change the option for Require CBS to ON.
6. Tap on the current CBS code and input the new code.
7. Tap Save in the upper right.
8. Tap on Program in the upper right.
9. Prime the lockbox by pressing on its bottom. (This activates the Bluetooth in the lockbox).
10. Enter the shackle code and press Begin.
11. Go back to Edit.
12. Uncheck CBS.
13. Prime the lockbox.
14. Select Program.
15. Enter the shackle code and press Begin.

Questions? Contact the ORRA Membership Department at 407.513.7282 or membership@orlandorealtors.org.