SUPRA ONE – FAQ

TELL ME MORE ABOUT THE 30 MINUTE GRACE PERIOD AND BEST PRACTICES

MLS® Showings include a 30-minute grace period: 15 minutes before the appointment time and 15 minutes after the appointment time. For example, if a showing is booked from 2:00 – 3:00 pm, the grace period would be 1:45 pm – 3:15 pm.

Best Practices for Agents:

- Members should not routinely use the grace period as part of the appointment. It's ONLY if you are running late. It is intended for unforeseen delays.
- Listing agents are encouraged to schedule showings for at least 45 minutes to allow for potential delays.
- Use the "overlap" feature so that if a showing is done early, the next appointment can proceed.
- If you've put the key-holder back into the lockbox, you will not be able to access it again outside your grace period: you will need another confirmed appointment. Best Practice – complete your showing within the scheduled appointment and return the key promptly or leave the key holder out during the showing and replace it when leaving.
- Running Late – Follow your current process, contact the Listing Agent to re-schedule the next available appointment.
- Arriving Early – remember common courtesy. Ensure the Seller(s) have vacated the property, knock on the door, and then proceed to access the lockbox.

WILL PROPTX PARTNER BOARDS HAVE ACCESS TO THE SUPRA LOCKBOXES?

All PropTx users will have Supra key access. It will be up to each individual Board if they choose to upgrade to Supra One and use the lockboxes.

WHAT DO WE NEED TO DO IF WE PURCHASE A USED LOCKBOX FROM A FELLOW REALTOR®?

If a lockbox has been purchased from another REALTOR®, LSTAR will require confirmation from that Member via email. After the confirmation is received, LSTAR will remove it from the previous owner and transfer it over to the purchaser.

WHAT IS THE PROCESS FOR NON-PROPTX BOARDS IF AN INDIVIDUAL WANTS SUPRA KEY ACCESS?

Out-of-town Agents will be prompted to call PropTx to receive instructions for accessing Supra Lockboxes in our area.

PropTx Help Desk

If you need immediate assistance, please reach out to the TRREB Help Desk at:

Phone: 416-443-8199

Toll Free: 1-877-843-8732
(Outside 905 or 416 only)

Hours:
Monday – Friday: 7:00 am – 11:00 pm ET
Saturday – Sunday: 9:00 am – 4:00 pm ET

Email: support@proptx.ca

WILL ADMINISTRATORS HAVE ACCESS TO BROKERBAY/SUPRA ONE TO ASSIGN LOCKBOXES?

Yes, Administrators will be able to assign lockboxes to listing on the desktop version as well as assign shackle code permissions to other users within the Brokerage.

I PURCHASED A LOCKBOX FROM LSTAR, DO I HAVE TO ADD THIS TO MY LOCKBOX INVENTORY?

No, when you purchase a lockbox from LSTAR, it will automatically be added to your account, same as before.

MY LOCKBOX HAS BEEN OPENED, HOW CAN I SEE THE REPORT?

You can obtain the lockbox report through the dashboard, just click on the lockbox you would like the report for and click “Download CSV”. Brokers of Record will be able to download reports for the entire Brokerage (per lockbox).

IF WE ARE A TEAM, AND THE LOCKBOXES ARE REGISTERED TO ONE AGENT, HOW DO THE OTHER TEAM MEMBERS GET ACCESS TO THOSE LOCKBOXES?

In the BrokerBay dashboard, under the “lockboxes” tab, choose the box you want to assign; from there, you can assign to one person or to multiple people. Once assigned, they will remain that way until they are unassigned.

CAN I ASSIGN THE LOCKBOX FROM THE APP, OR CAN IT ONLY BE DONE THROUGH THE DESKTOP VERSION?

When you are installing a lockbox, you can use the app to assign that lockbox to another Agent.

CAN WE ASSIGN AGENTS FROM OTHER BROKERAGES TO OUR LOCKBOXES?

Yes, lockboxes can now be assigned to Agents from other Brokerages.

IF WE ARE DOING AN OPEN HOUSE FOR ANOTHER AGENT WITHIN THE SAME BROKERAGE, WILL WE NEED TO BOOK AN APPOINTMENT TO ACCESS THE LOCKBOX?

The Listing Agent can assign the Lockbox to you for the Open House. It can always be unassigned after. You could also book an appointment; it would work either way.

IF THE PROPERTY IS TENANTED, AND REQUIRES 24 HR NOTICE FOR SHOWINGS, WILL I STILL BE ABLE TO EXTEND THE SHOWING IF NEEDED?

This would be no different than what you currently do: extend the appointment or re-book as you do now when this happens.

TO REMOVE THE LOCKBOX FROM A LISTING, DO I HAVE TO MAKE AN APPOINTMENT?

No, you never need an appointment to access your own lockboxes, or those that you have been assigned to.

IF I AM CURRENTLY USING A COMBINATION LOCKBOX, DO I HAVE TO SWITCH IT OUT FOR A SUPRA LOCKBOX?

LSTAR strongly recommends using the more secure Supra Lockboxes. As the Listing REALTOR® you must explain to your Seller(s) what the options are and ultimately let them decide.

I HAVE AN EXCLUSIVE LISTING; HOW CAN I ADD A LOCKBOX?

If you have an exclusive listing, and you would like to use a Supra Lockbox, you need to add the listing to BrokerBay by clicking on “Create a Listing” button on the dashboard. Then you upload your paperwork, which goes to your Admin, who will audit and approve the paperwork. Once the approval comes back to you, you will see the listing along with your other MLS® listings, and you will be able to assign a lockbox from there.

VIDEO: Adding an Exclusive Listing in BrokerBay

IF WE HAVE MULTIPLE SHOWINGS—IN AN APARTMENT COMPLEX FOR EXAMPLE—WE USUALLY OBTAIN ALL OF THE KEYS AT THE SAME TIME. I’M WORRIED THIS MIGHT RUN INTO LONGER APPOINTMENTS.

You could still obtain all the keys at the same time if the appointments for each were booked for the same time. For example, you book each of 4 units for 2 pm – 3 pm. You can open the lockboxes at 1:45 pm and return all the keys by 3:15 pm. However, we do not suggest adding the grace period to your showing times as a habit.

HOW DOES THIS WORK IF AN AGENT OPEN HOUSE IS OFFERED WITHOUT THE LISTING AGENT PRESENT?

There is an option on the showing configurations to toggle off a required appointment. You should toggle that off for the Agent Open House.

HOW DO I SCHEDULE A WALK-THROUGH ON SOLD LISTING?

Contact the Listing Agent to book the walk-through appointment on your behalf.

WHAT IF THE LISTING IS LISTED FOR SALE AND FOR LEASE?

Combine the listings together in BrokerBay so you can assign a lockbox. This will also make it easier to manage showings on one listing instead of two.

If you have an exclusive listing and it becomes an MLS® listing, or you cancel and re-list a property, you should merge the 2 listings to preserve the showing histories.

VIDEO: Combining & Merging Listings in BrokerBay

WHAT HAPPENS WHEN I USE MULTIPLE DEVICES, WILL I GET LOCKED OUT?

If you open and use BrokerBay on too many devices, you will get an error message. This includes phones and tablets; desktop and laptop versions are not affected.

If this happens, call BrokerBay support at 877-699-6787 or LSTAR at 519-641-1400 and they can reset it for you.