



ARMLS® Support Center Key and Lockbox FAQ

Getting Started

Where do I go to purchase a lockbox or lease a key?

There are five locations to purchase a lockbox or lease a key, and they are all open 8:30am to 5:00pm Monday-Friday. The Tempe office is open on Saturday from 8:30am to 5:00pm. Contact an ARMLS Support Center representative at 480-303-7249 or sc@armls.com.

Phoenix

5033 N. 19th Ave., Ste 113
Phoenix, AZ 85015

SE Valley

1363 S. Vineyard
Mesa, AZ 85210

Peoria

9001 W. Union Hills Dr., Ste 5
Peoria, AZ 85382

Scottsdale

7600 E. Redfield Rd., Ste 170
Scottsdale, AZ 85260

Tempe

130 S. Priest Dr., Ste 101
Tempe, AZ 85281

What do I need to bring with me?

First, you need to be a member of ARMLS. Then you need to come in with your government-issued photo ID, your MLS login (Agent ID) and a form of payment.

How long does it take to lease a key or purchase a lockbox?

Plan to spend 30 minutes in our office when you lease a key for the first time. Purchasing a lockbox should take about 10 minutes. Be sure to arrive at the Support Center no later than 4:15pm if you are leasing a Key for the first time.

What forms of payment do you take?

All locations accept American Express, Discover, MasterCard, Visa and checks.

What is the cost for a key?

All new keyholders must pay a \$50 activation fee when starting a new key lease. Refer to the specific type of key below for pricing.

eKEY Service

What is the cost of eKEY service?

eKEY Basic service is \$16.42 and Professional is \$26.53 a month, deducted automatically from a credit or debit card on the 22nd of every month. If you need an adapter or fob, those are purchased for \$54.95 plus tax.

What types of phones can I use as a key?

Supra is constantly updating the smartphones that are available for use with eKEY service. Please visit www.supraekey.com to see a list of the latest available phones.

What is a fob/adaptor and which phones will I need one with?

A fob/adaptor is a small Bluetooth to infra-red converter that allows smartphones that do not have an infra-red function to communicate with our lockboxes. Most phones will need an adaptor or fob, including the Blackberry and iPhone.

I want to upgrade from my ActiveKEY to an eKEY. What do I do?

Please bring your ActiveKEY and power supply into one of our locations so that we can cancel the yearly lease on your ActiveKEY and set up your smartphone with the eKEY service.

I got a new phone. Do I have to come in to your office to get the software set up on it?

As long as you are already signed up for eKEY service, you may re-install the software onto your new phone without coming to one of the offices. Please call Supra technical support at 1-877-699-6787 for assistance.

My phone is lost/stolen/damaged, what can I use for a key until I get my replacement phone?

ARMLS offers a Loaner Key option that can be used for up to ten days while your smartphone is not available to be used as your eKEY. The Loaner Key would be an ActiveKEY that you can use to access listings while you are waiting for your phone to be back up and running. Please call to speak with someone at one of our ARMLS Support Centers for more details.

DisplayKey Service –all DisplayKEYS have been retired.**ActiveKEY Service****What is the cost of ActiveKEY service?**

The full year lease of an ActiveKEY is \$181.84 (including tax), but it is prorated monthly. Please call the Support Centers to get a current prorated price.

What do I do if my ActiveKEY has been lost or stolen?

The ActiveKEY has a full warranty and can be replaced at no cost at any one of our five Support Center locations. You will just need to bring your government issued photo ID (driver's license). If you cannot come into the office immediately, please call 480-303-7249 to have the key deactivated so it can no longer be used.

Lockboxes**What is the cost of a lockbox?**

ARMLS only sells new lockboxes and they are \$95.00 plus tax.

I just purchased a Lockbox from another agent, how do I take ownership of it?

Please fill out the transfer form located at <http://www.armls.com/Forms/Lockbox.aspx>. We will need a signature from both you and the person who was the owner of the lockbox in order to transfer it. Once the form is completed, please fax it to 602-973-2101 or email it to ARMLSupportcenters@armls.com.

How can I view my Lockbox activity?

To view Lockbox activity online, please visit www.supraekey.com and click the link to log into SupraWeb. For any questions or problems, please call Supra Technical Support at 1-877-699-6787.

What is a CBS code and how do I find out what mine is?

CBS stands for Call Before Showing and is used mainly for affiliate members. Affiliates will not be able to access your Lockbox until you give them the CBS code – a seven digit code programmed into your Lockbox. If you do not know what your CBS code is, you can log onto SupraWeb or call one of the Support Center offices.

Why does my CBS code say it is “disabled” when I look on SupraWeb?

The majority of the time, Disabled is the status that you want for your CBS code. If a CBS code is enabled, every single person trying to access your Lockbox is going to need to call you and get your CBS code not just Affiliate members.

What are my options if my Lockbox is not working?

If the Lockbox is not on a listing, or can be easily removed from the listing, please bring it into any of our Support Centers to be repaired or replaced. If a Lockbox is on a listing and cannot be removed, please contact the Support Centers with the Lockbox serial number so they can instruct you on the procedure for removal. Lockboxes are covered under a full warranty for defects.

I have found a Lockbox, what do I do next?

Please contact the Support Centers with the lockbox serial number and we will instruct you on the next steps to take.

Billing

What are my options to pay my ActiveKEY yearly renewal? What time of the year is it due?

The ActiveKEY billing is organized and facilitated through Supra. Due to this, we do not accept renewal payments at the local Support Centers. The yearly key renewal is due every year by September 21st.

My credit card is expired/lost/stolen or I want to update which card is used for my monthly eKEY charge. How can I change this information?

All billing for the eKEY is through Supra and cannot be changed at the Support Centers. You may contact Supra Billing Support at 1-877-699-6787, or at www.supraekey.com and log into Agent WebPay.

Miscellaneous

I am getting out of the business, what do I do with my Supra key?

Please bring your Key and power supply into one of our locations so that we can cancel the yearly lease.

Who can I call during the weekend or after hours with problems?

If the problem is related to your ActiveKEY, eKEY or Lockbox, please call Supra Technical Support at 1-877-699-6787. If the problem is with ARMLS, please call the Helpdesk line at 480-338-7020 between 8:30am and 5:00pm on Saturday.