



Single Access for Keyboxes

Frequently Asked Questions

Q: What is the cost to use Single Access?

A: As a REIN member, Single Access is available to you at no additional cost. This feature is included as part of your quarterly Key fees.

Q: Who can I send this Single Access code to?

A: You may **only** send this code to an active, licensed real estate agent who is not a member of REIN, and is not eligible to receive Supra key services from his or her MLS.

Q: Can my Unlicensed Assistant use this code to access my listings?

A: No. REIN offers a Limited Access Key service plan for Unlicensed Assistance. Please contact REIN's Customer Service for the necessary forms to set this up.

Q: Does this feature work on keyboxes or eKEYs issued by VPAR?

A: No. At this time this feature only works for REIN Keyholders, on REIN keyboxes.

Q: As an Agent, how can I verify if another person is an active, licensed real estate agent before issuing them a code?

A: There are a couple of options to help you verify if someone is a licensed real estate agent.

- 1) Look them up in DPOR:
<https://www.dpor.virginia.gov/LicenseLookup/> or
- 2) Ask them to provide you with their real estate license number.

Q: Who is responsible for the Non-Member's actions when they are in a listing?

A: The Listing Broker assumes the same responsibility and liability for keybox access from a non-REIN member as they do for the agents licensed with their firm/office. Brokers should consult legal counsel if they have any questions.

Q: What does the Supra End User License Agreement (EULA) state about Managed Access, aka Single Access?

A: As the Keyholder, if you intend to grant keybox access to a real estate agent who is not a member of the real estate organization through which the property is listed, you acknowledge that you have obtained explicit consent to do so from the owner of the property to which the keybox grants access. Proof of the property owner's consent to allow such access must be retained by you and provided upon request.

Q: Is REIN's rule around the use of Single Access the same as Williamsburg's or Richmond's MLS?

A: No. REIN's rules are different than those for Williamsburg, Richmond and other MLS's. If you are a REIN Keyholder, you must follow REIN's Single Access rules. Failure to abide by REIN's rule will result in significant fines, with the possible loss of key services at the discretion of the Board of Directors.

Q: How does Single Access work?

A: In a nutshell, the Listing Agent grants the non-REIN member access to a specific keybox for a designated period of time using their eKEY app; A non-transferrable access credential is delivered to the non-REIN member's smartphone via a text. The non-REIN member accepts the registration and downloads a limited one-button Supra eKEY app. Step-by-step instructions are available.

Q: Can the Single Access be used by an agent who is not a REIN member, but is a member of Supra with another MLS or Association?

A: No. Supra does not allow anyone with Supra access to use the Single Access code. When a Listing Agent requests a Single Access code, Supra checks that name and cell phone number against their master list of Supra users, and if the person is on that list, they cannot receive an access code.

Q: Can I cancel an access code once it has been issued?

A: Yes. If for any reason you wish to cancel an access code, you can do so, as long as the code has not been activated/used yet.

Q: Can I tell when the Non-REIN Member accesses the keybox?

A: Yes. Just like when a REIN Keyholder accesses one of your lockboxes, you will receive a notification when that lockbox is opened. Use by Non-REIN members will be tracked in Supra's showing reports. These statistics include who opened the box, what time the property was shown, and how long the showing lasted.

Don't See Your Question Here?

Please contact REIN Customer Service at:
757-531-7903 or email: rulesupport@reininc.com