

# SupraWEB Single Sign-On (SSO) Instructions

Supra released a new Single Sign-On (SSO) for keyholders. If you have a user ID and password set up previously, you will continue to use that user ID and password to log in to SupraWEB.

If you need to set up a new user ID and password, follow these instructions.

## Password Guidelines

To create your user ID and password, follow these guidelines:

- The user ID must be at least three (3) characters and a maximum of 60 characters.
- It can only contain the special characters @ . \_ - to accommodate characters used in email addresses. Special characters are not allowed in the first or last character. For example, 'joanthompson' would be a valid user ID as would 'joanthompson@carrier.com' but '@joanthompson' would not. Your password is case-sensitive and must be at least 8 characters long.
- It must start with a letter and must contain at least one number.

**Note:** When possible, it's a good idea to use some variation of a user name you are already using, such as your initials followed by your NRDS number, your MLS login, or your email address.

## Set Up SSO user ID and password

1. Go to [www.supraekey.com](http://www.supraekey.com).
2. Select **Agents - Log on to SupraWEB**.

The screenshot shows the SupraWEB SSO interface. At the top left is the Supra logo. In the top right corner, there are links for 'Problem accessing our site? Contact us', 'Manage your profile', and 'Register'. The main content area is divided into three sections: 1. A 'Login' form with fields for 'User ID' and 'Password', each with a 'Forgot' link and a red asterisk. There is a 'Remember User ID' checkbox and a 'Login' button. 2. A 'New User Registration' section with a 'Register' button and the text 'First time user? Please create an account now.'. 3. A large central box containing the text: 'Welcome to the UTC Single Sign-On (SSO) page.', 'Registered SupraWEB users: Simply enter your current user name and password.', and 'New SupraWEB users: Please click register to setup a new user.'. At the bottom of the page, there is a footer with the text: '© 2020 Carrier. All rights reserved | Privacy policy | Terms of Use'.

## SupraWEB Single Sign-On



3. Click the **Register** button to register for a login.
4. Fill out the User Registration Application screen.

### SSO User Registration screen

5. After filling out all of the information on the screen, scroll down and click **Submit** and a confirmation page is displayed.
6. Click **Continue** to return to the SSO login page. An email is sent to confirm your registration.
7. Log in with your new user ID and password and click **Login** and the *Welcome to SupraWEB* screen displays.

**Note:** *The first time you login with your user ID and password, your key serial number, PIN, and Board/ Association (select from a dropdown list) are required.*

In the future, to log in into SupraWEB only the new user ID and password are required. If you have any questions about logging in to SupraWEB, please contact Support at 1-877-699-6787.