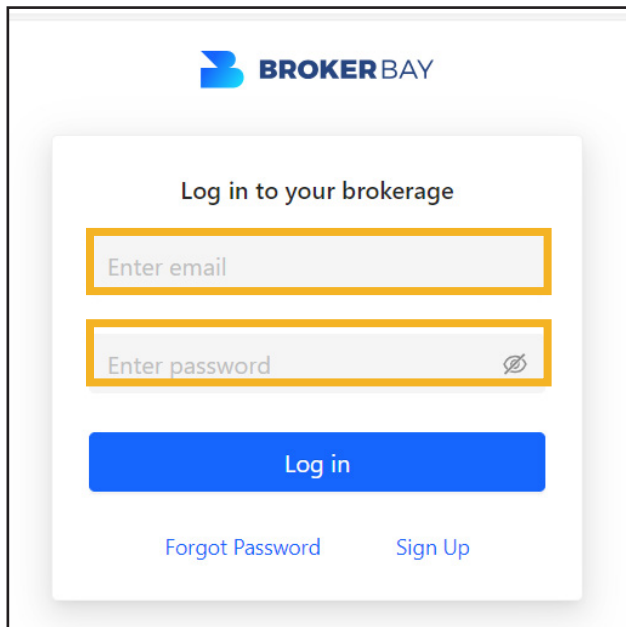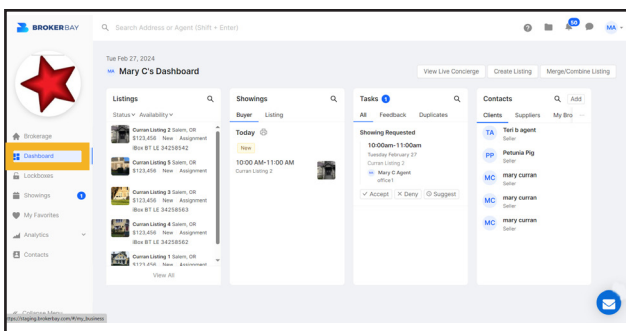# Assigning Lockbox Shackle Permissions
Using the Supra One Web App

Your Supra key and other tools are inside the BrokerBay web and mobile apps during the transition to the new all-in-one Supra One platform
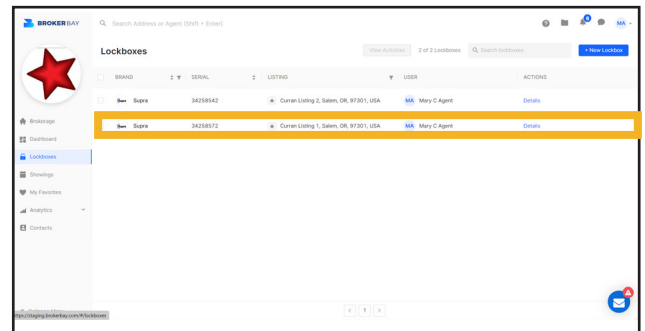
1. From your MLS dashboard, select **BrokerBay** to open the web app**.**
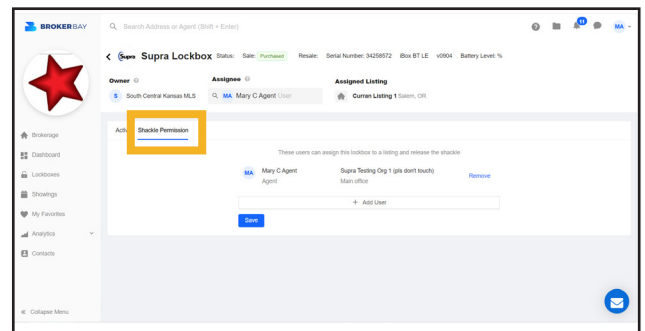
2. Log in with your credentials.

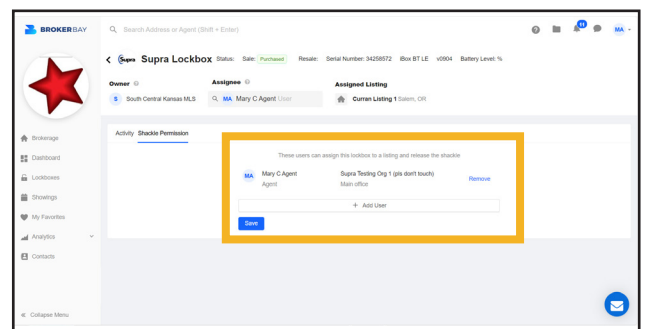3. Select **Lockboxes** from menu on left side.

4. Click directly on the row associated with the lockbox for which you want to grant shackle permissions.

5. Click **Shackle Permission** at the top of the screen.

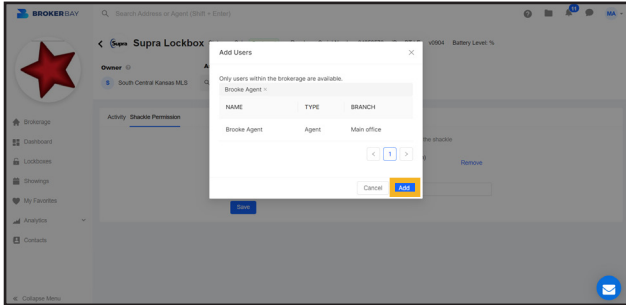6. Click **+ Add User** and search for the user(s) you want to grant shackle permissions.

7. Click **Save**.

That's it! That agent now has permission to open the shackle on the selected lockbox.
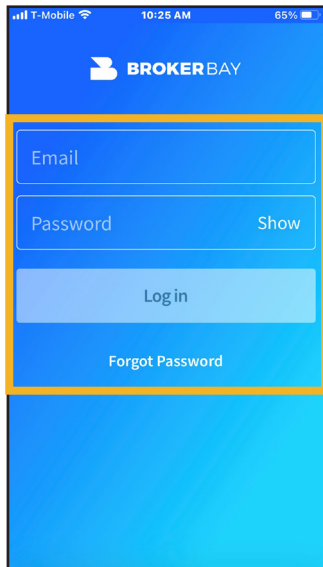
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Assigning Lockbox Shackle Permissions
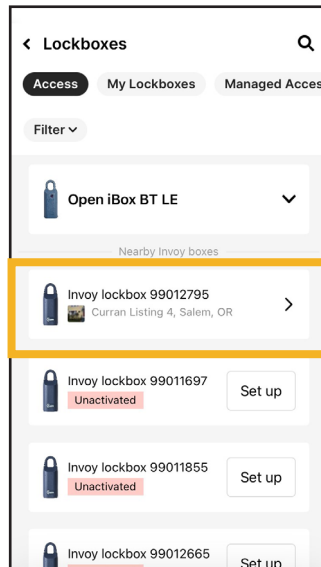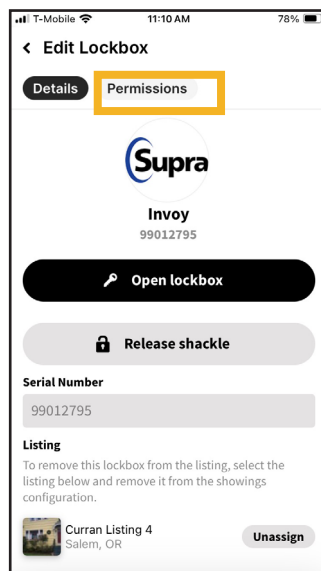## Using the Supra One Mobile App

1. Log into the mobile app.

2. From the agent dashboard (i.e., home screen), tap the lock icon labelled "**Access**" in the menu at the bottom of the screen.
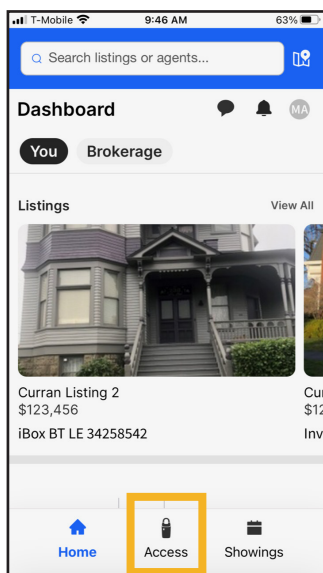
3. Tap on the relevant lockbox.

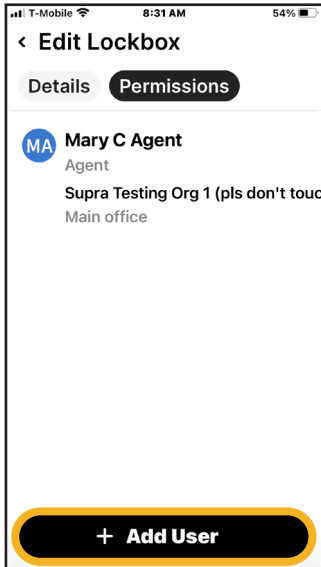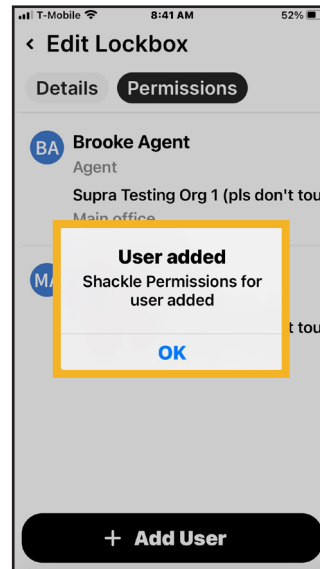4. On the page that appears, tap **Permissions** at the top of the page.

5. Tap the *Add User* button at bottom of page.

6. From the Agent Roster that appears, select the agent you wish to give shackle permissions.
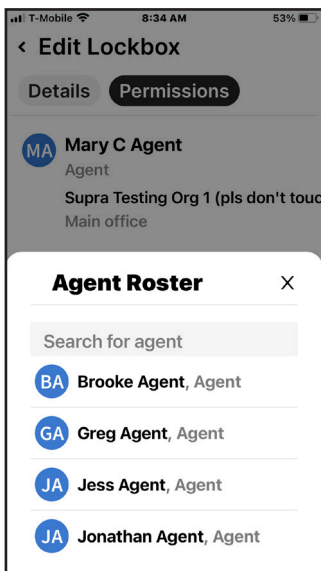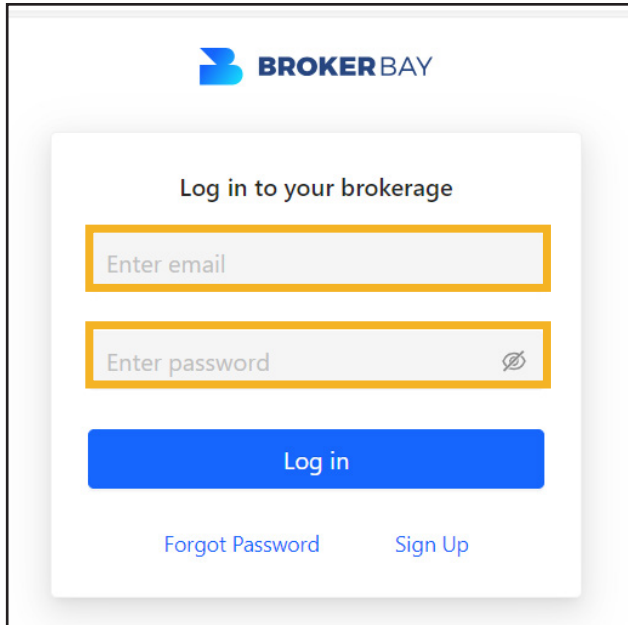

7. A pop-up window will appear, indicating that shackle permissions for that user have been added.
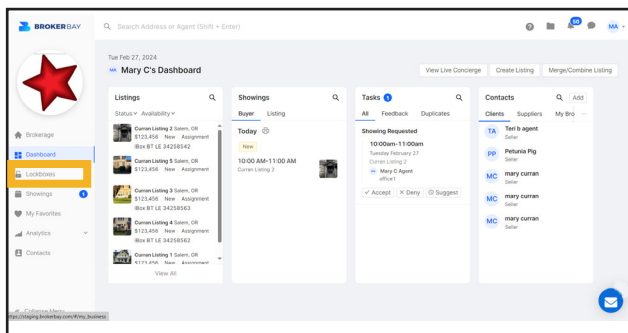
Revoking Lockbox Shackle Permissions
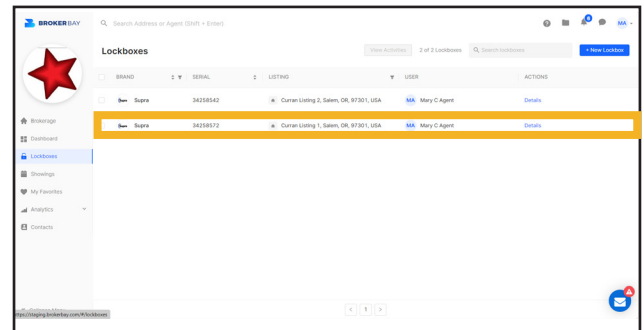## Using the Supra One Web App

1. From your MLS dashboard, select **BrokerBay** to open the web app**.**
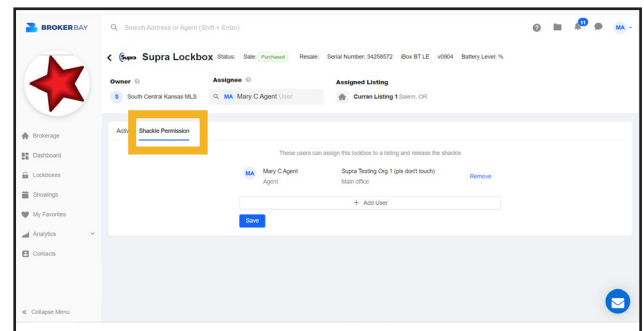
2. Log in with your credentials.

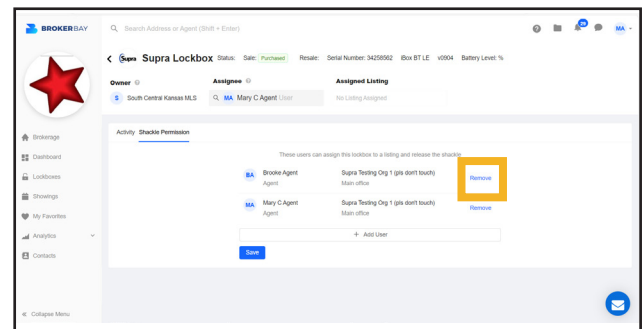3. Select **Lockboxes** from menu on left side.

4. Click directly on the row associated with the lockbox for which you want to revoke shackle permissions.

5. Click **Shackle Permission** at the top of the screen.

6. Click **Remove** on the line associated with the user for whom you want to revoke shackle permissions
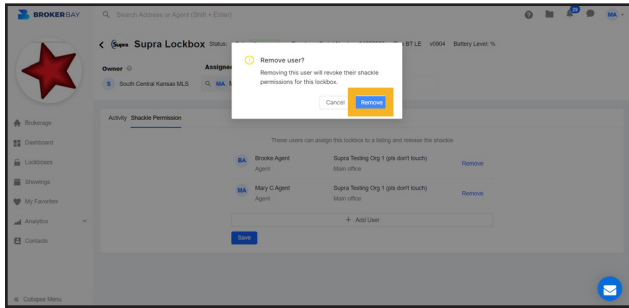
7. A confirmation pop-up will appear. Click **Remove** again to confirm.

That's it! That agent's shackle permissions on the selected lockbox have now been revoked.

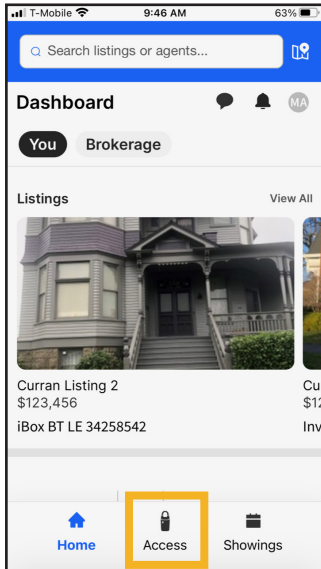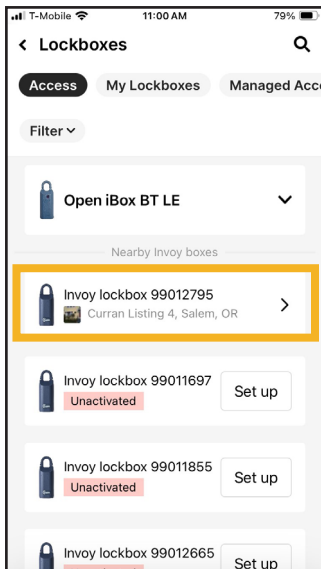THIS SECTION INTENTIONALLY LEFT BLANK.

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Revoking Lockbox Shackle Permissions
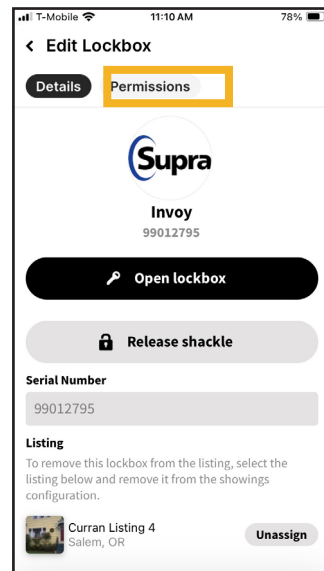## Using the Supra One Mobile App

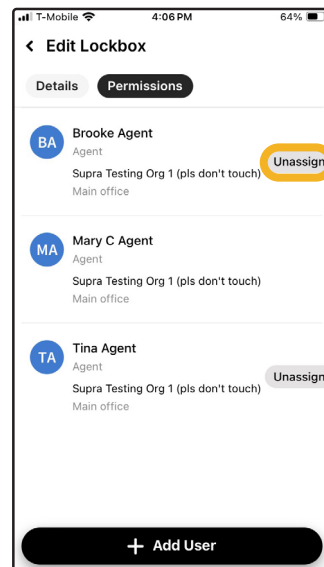1. From the home page, tap the **Lock** icon labelled "Access" on the menu at the bottom of the screen.

2. Tap on the lockbox for which you want to remove shackle permissions.

3. Tap on the *Permissions* tab at the top.

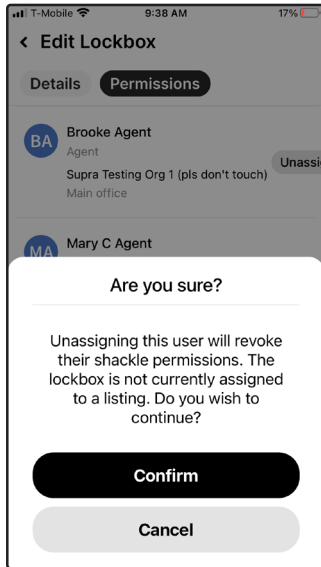4. Tap the *Unassign* button next to the person's name for whom you want to remove shackle permissions.

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5. A new window will pop up, asking for confirmation. Tap **Confirm**.

6. Another window will pop up, indicating that the user's permissions have been removed.
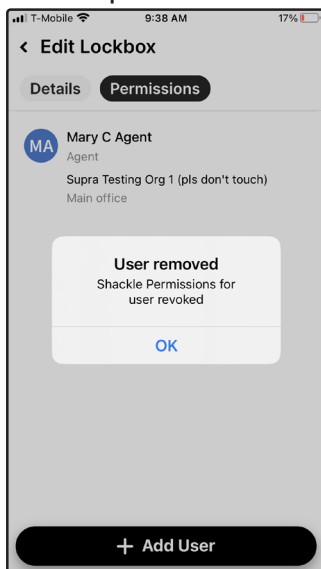
That's it! Shackle permissions have now been revoked.

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