



## Greater Hartford Association of REALTORS®

### Frequently asked questions for the upcoming Lockbox Exchange/Upgrade and eKEY Upgrade

**Tuesday, September 20<sup>th</sup> – Friday, September 23<sup>rd</sup>, 2016**

**Q. Where is the conversion being held?**

**A.** The lockbox conversion is being held at 430 New Park Ave., Hartford, CT 06106  
**NOT AT THE GHAR OFFICE!**

**Directions:** <https://www.mapquest.com/>

**Q. How do I know when my appointment is?**

**A.** The appointments are in the order of last name. Follow this link to determine your appointment time: [https://www.gharonline.com/Customer-Content/WWW/CMS/files/Exchange\\_Schedule.pdf](https://www.gharonline.com/Customer-Content/WWW/CMS/files/Exchange_Schedule.pdf)

**Q: What if I can not make my scheduled appointment?**

- A.** Any individual agents in your office have the ability to switch appointments with other agents.
- Agents from your office can bring in lockboxes for you; this can be spread out over the four day time period.
  - If you can not make your appointment, you can make an appointment to come in to the Association after the conversion to exchange your lockboxes. (Please let us know the lockbox quantity if you must use this option)
  - If you are bringing in lockboxes for your office, please be sure to identify them as company lockboxes.

**Q. Will my current eKey FOB work with the new iBox BT LE?**

**A.** The eKey uses a Bluetooth signal to open the new iBox BT LE, therefore, the FOB will no longer be needed.

**Q. Will I need cell service to access the new iBoxes?**

**A.** No. You only need to open the eKey application before showing to ensure your eKEY app has been updated. **The eKey does not use a cellular signal to open a lockbox.**

**Q. Will the ActiveKEY that we have now work with the new iBoxes?**

**A.** We will no longer support the ActiveKEY. All ActiveKEY users will need to exchange their ActiveKEYS for the app on their smart phones. There is no cost for the App.

**Q. What is the cost for the exchange?**

**A.** There is **no cost** to exchange your lockbox(s). It will be a one for one exchange for currently issued GHAR lockboxes. No other lockboxes will be accepted for exchange.

**Q. Will the old iBoxes still work?**

**A.** No. We will no longer be supporting the old iBoxes and most of those boxes will be reaching their internal battery life.

**Q. Why do I need an iBox sub-lease agreement?**

**A.** Supra has leased the iBoxes to GHAR and GHAR will sub-lease them to our lockbox users.

**Q. Do I need an iBox sub-lease agreement if I own my lockboxes?**

**A.** Yes. Whether you currently own or lease the lockboxes, the new iBoxes require a sub-lease agreement.

**Q. Do I need to return the equipment if I become inactive?**

**A.** Yes.

\*For any additional questions, please contact Member Services at 860-561-1800 or email: [ghar@gharonline.com](mailto:ghar@gharonline.com)