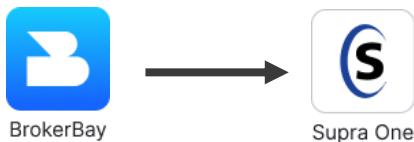


Notification to Members Regarding Supra to BrokerBay Brand Transition

Your BrokerBay / Supra One app is moving to a new home. BrokerBay is now one with Supra, to provide the smartest tools in real estate.

Starting **January 27, 2026**, just look for the Supra "S" in the app store and on your home screen to access Supra One and Supra Showings.



To use the app on your desktop browser, you can launch Supra One from your MLS SSO screen via the BrokerBay icon and directly through <https://edge.brokerbay.com>, as you currently do.

This branding change won't affect your overall experience with the app or web site. You'll still use your BrokerBay username and password to login.

Over the next several months, you will see continued enhancements in the Supra One platform, combining Supra's industry-leading access system with modern showing management. We are excited about what's coming!

What to expect:

If you already have the BrokerBay app installed...

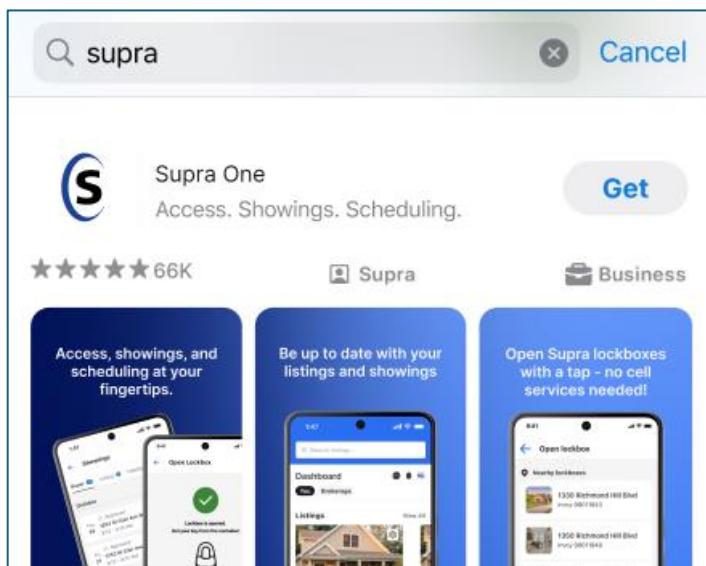
If your device is set for automatic updates, the app will update to the new branded Supra One experience. The home screen icon will automatically change once you install the updated app.



Supra One

If your device is not set to automatically update, the BrokerBay app will display a pop-up notification that will redirect you to the app store to update to the latest version. You will not be able to use the app until you install the new app.

Enter 'supra' in the app store search:



Please contact Supra if you need support:
Email: SupraSupport@honeywell.com |
Phone: 1-877-699-6787

BrokerBay → Supra One

Frequently Asked Questions (FAQ)

What is changing?

Effective January 27, 2026, BrokerBay is changing its name to Supra One. This is a branding update only. The service, features, and functionality you use today will remain the same.

Is BrokerBay going away?

No. BrokerBay is becoming Supra One as part of a broader alignment with Supra. The platform will continue to provide the same showing management capabilities.

Will this change affect how I use the system?

No. Your username, password, subscriptions, and settings will remain the same. The system will continue to work with all lockboxes.

What happens to the BrokerBay mobile app?

The BrokerBay app will transition to the Supra One app. Users will need to use the new 'S' Supra One app moving forward.

Do I need to download a new app?

If your device has automatic updates enabled, the app will update automatically. If not, you will be prompted to download the updated app from the App Store. The old version will no longer function until updated.

Where can I download the Supra One app?

Search for 'Supra' in the App Store and look for the Supra 'S' icon.

How do I access Supra One on a desktop?

You can continue to access Supra One through your MLS SSO home screen or directly at www.brokerbay.com. User will be asked to reset password.

Will I see other changes on January 27?

You may notice updated branding elements such as logos, colors, splash screens, and email templates. These are visual updates only and do not affect functionality.

Will BrokerBay continue to work with MLS platforms?

Yes. Supra One will continue to integrate with MLS platforms as part of the phased rollout.

Will there be additional updates after January 27?

Yes. Additional enhancements will continue over the coming months as Supra further integrates showing management and access tools.

Who do I contact for support?

Email: SupraSupport@honeywell.com

Phone: 1-877-699-6787