

Isle & Key

Agency Quick Start Guide

Publish, manage and showcase your properties in one place.

Version 1.0 · Updated 2 September 2026 · isleandkey.com · Support: ssantiagojedavzla@gmail.com

1 What is Isle & Key?

Isle & Key is a unified platform to publish and showcase real-estate listings in St Kitts & Nevis, and for buyers to discover them.

You publish your properties, manage your team, and receive buyer inquiries in one place. Your listings appear on the public site and in search, and each of your listings links back to your agency page.

- What it does: hosts your listings, sends you buyer inquiries, and gives you a dashboard to manage everything.
- What it does not do: it is not a party to any sale. Isle & Key does not represent buyers or sellers, does not handle funds, and does not charge real-estate commissions.
- You stay in control of your clients, your properties and your deals. Negotiation and closing happen directly between you and your client.
- Billing is only for platform access and publication, based on your plan — never a commission on a sale.

2 Getting access

Getting started takes three steps.

1. Apply: complete the agency application. We review new agencies before granting access.
2. Sign in: Isle & Key is passwordless. Enter your agency email and we send you a one-click sign-in link — there is no password to remember.
3. Review and accept the Agency Platform Agreement: the first time you open the dashboard, you review and accept it to continue. (The Agreement and its PDF are provided separately.)

Can't sign in? Sign-in links are single-use and expire — just request a fresh link from the sign-in page. If you're still stuck, contact ssantiagojedavzla@gmail.com.

3 Your dashboard

After you sign in, the dashboard is your home base. The main areas are along the side (and along the bottom on mobile).

Your agency name is shown at the top. The account menu (top right) is also where you sign out.

- Overview — a snapshot of your account.
- Properties — create and manage your listings.
- Messages — chat threads with interested buyers.
- Leads — inquiries from buyers about your listings.
- Team — invite and manage your staff.
- Search — browse listings across the platform.
- Strikes — your account standing and any moderation notices.

4 Set up your agency profile

Your profile is what buyers see on your public agency page. A complete profile builds trust.

Go to Settings ' Profile and fill in your details. Required fields include your agency name, license number, year established, team size, the islands you serve, your specialties, a typical price range, a description, your office address, a contact person and a phone number. You can also add your website.

Buyers see your name and verified badge, the islands you serve, your description, how long you've been licensed, your specialties, your typical price range, your contact details, and your current active listings.

| Your sign-in email is tied to your account, so it isn't edited here — to change it, contact ssantiagojedavzla@gmail.com.

5 Add your first property

Creating a listing is a single form. Here's the flow.

1. Go to Properties ' Add property.
2. Enter the details: a clear title, a full description, the price, whether it's for sale or rent, the island and area, the property type, and the number of bedrooms, bathrooms and size.
3. Add photos: upload up to 20 images (up to 4 MB each). The first photo is your cover — drag to reorder.
4. Add a video (optional): paste a YouTube or Vimeo link. (Direct video uploads aren't supported.)
5. Set the location: search and drop a pin on the map, or drag the marker to the exact spot.
6. Save as a draft to finish later, or publish it.

| Your listing goes live right away. Our team reviews listings and may occasionally ask for changes — if that happens, you'll be notified.

6 Manage your listings

The Properties screen lists everything you've added, with views and lead counts. Each listing has a status:

Editing an active listing sends it back for a quick review, so it briefly shows as Pending before going live again.

Use the row actions to Edit, Deactivate (return to draft), Submit a draft, or Delete. Deleting a listing is permanent.

- Active — live and visible to buyers.
- Pending — with our team for review (for example, after an edit).
- Draft — saved but not published; deactivating a listing returns it to draft.
- Rejected — needs changes before it can go live again.

| Active-listing limits by plan — Free: 2. Agency: 15. Agency Pro: unlimited (fair-use). Active and pending listings both count toward the limit; drafts do not. Lowering your plan never deletes properties — you just can't publish new ones beyond the limit until you're within it.

7 Receive and manage inquiries

When a buyer contacts you about a listing, the inquiry comes straight to your agency.

New inquiries appear in Leads, and you're notified by email. Each lead shows the buyer's name and contact details, the property they're interested in, their budget and timeline, and a status you can update (new, contacted, qualified, closed). You can export your leads to a spreadsheet.

For back-and-forth conversations, buyers can chat with you; those threads appear in Messages.

- To protect conversations, a buyer verifies their email with a one-time code before chatting. A "verified" badge means they confirmed their email — it does not verify their identity or funds.
- Negotiation and closing happen directly between you and your client. Isle & Key is not part of the transaction.

8 Your team

Invite your staff so they can manage listings and leads with you.

1. Go to Team and send an invite by email (the agency owner sends invites).
 2. Choose their role — manager or agent.
 3. They accept the emailed link and set up their profile.
- The owner manages the team, billing and profile. Managers and agents work on listings and leads.
 - Agents see the listings and leads assigned to them; owners see everything for the agency.
 - To remove someone, archive them from the Team screen — their listings stay with the agency.
 - Team-member limits by plan — Free: 1. Agency: 5. Agency Pro: unlimited (fair-use).

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Security tip: sign-in is passwordless, so never share your sign-in link — it's for you only. Each team member signs in with their own email.

9 Plans and billing

Choose the plan that fits your agency. Prices are per month, in USD.

- Paid plans include a 30-day free trial — your first charge is after the trial.
- Featured listing: give any active listing extra visibility for \$15 for 30 days. Available on every plan.
- Plans renew automatically each month. You can cancel anytime from the billing portal, and your access continues to the end of the paid period.
- You always see the plan, price and first-charge date before you confirm at checkout.
- Billing is for platform access and publication — never a commission on a property.

PLAN	PRICE	LISTINGS	TEAM	TRIAL
Free Try Isle & Key with a couple of listings.	\$0	2	1	—
Agency Growing agencies with a small team.	\$29/month	15	5	30 days
Agency Pro High-volume agencies that need room to scale.	\$79/month	unlimited	unlimited	30 days

10 Privacy, account and support

You're in control of your data and your account.

- Export your data — download a copy of your agency data from Settings ' Privacy.
- Request deletion — you can request that your account be deleted; the request is reviewed before anything is removed.
- Cookie preferences — manage non-essential cookies anytime from the cookie settings.
- Sign out — from the account menu (top right).
- Support — reach us at ssantiagojedavzla@gmail.com.

11 Quick checklist

You're ready when you've done these:

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| ☐ Agency application approved | ☐ Agency Platform Agreement accepted |
| ☐ Profile complete | ☐ First property added |
| ☐ Photos added | ☐ Listing live |
| ☐ Team invited | ☐ Leads reviewed |
| ☐ Plan chosen | |

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