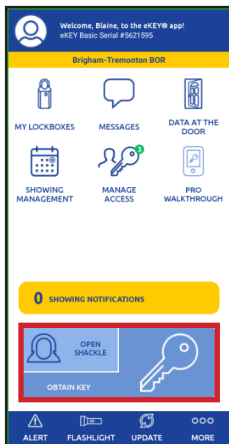# Resetting Your eKEY PIN

There are two ways authorized eKEY users can reset their PIN: via *Obtain Key* or *More*.
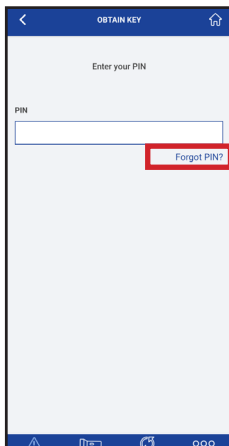
via *Obtain KEY*

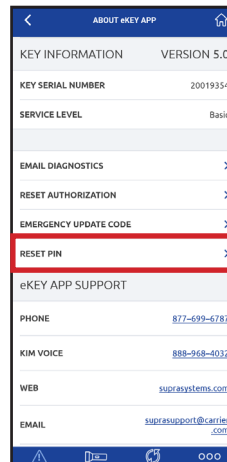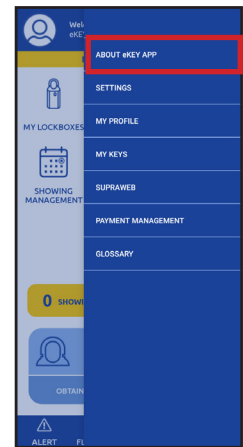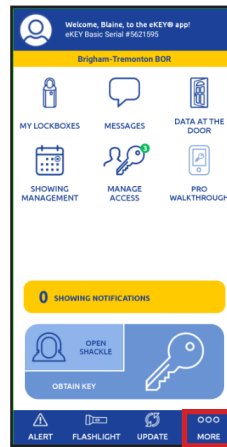1. From the eKEY home screen, tap the **Obtain Key** button.

Note: The Forgot PIN *link will not be visible unless you have enabled lock authentication on your phone.*

2. Tap **Forgot PIN?**

via *More*

From the bottom of the home page, navigate to **More > About eKEY App > Reset PIN** and tap the *Forgot PIN?* link.

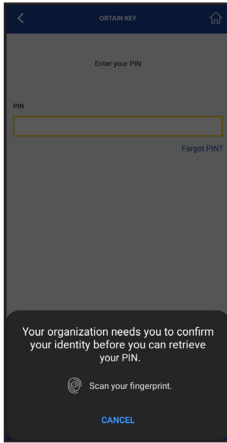Either of these approaches will take you to the steps on the following page.
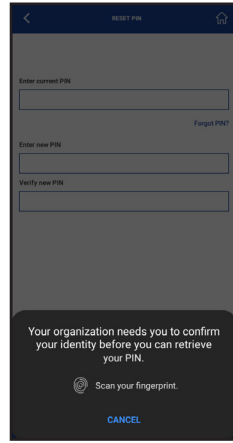
For those with an email address or mobile number (or both) registered with the Supra system:

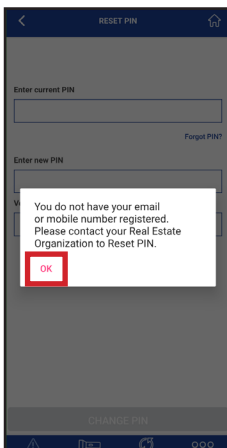3. Enter the correct credentials (Biometric/Face ID/ PIN/Password).

From *Obtain Key* screen   From *More* screen

(Those who do NOT have an email address or mobile number registered with the Supra system will see a pop-up message saying, "*You do not have your email or mobile number registered. Please contact your Real Estate Organization to Reset PIN.*")

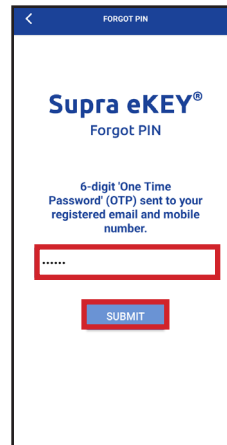4. Tap **OK** to navigate to the *Reset PIN* screen.

5. After the correct credentials are entered, you will see the following screen. Tap **Send OTP** (one-time password) to receive a OTP via email and text.
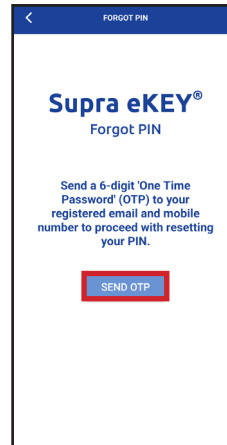
Note: If user has both email and mobile number registered, the OTP is sent to both.

6. Enter your six-digit OTP, then tap **Submit**.

7. Enter your new PIN and verify it, then tap **Submit.**

8. A *Success* message will appear. Tap **OK**.

Security Note:

For increased security, we have masked your email address and phone number in the *My Profile* section of eKEY. See example below.

In addition, PIN authentication is now required to change either email address or phone number under *My Profile*.

suprasystems.com

Forget Your PIN?
Supra's Got You Covered

If you've forgotten your eKEY PIN, you can now reset it yourself from the login screen. Simply follow the steps below for the relevant scenario.

IMPORTANT: You must have phone lock authentication (Biometric/Face ID/PIN/Password) enabled for the Forgot PIN? *option to be visible. Use your phone's settings to enable lock authentication.*

UNAUTHORIZED eKEY

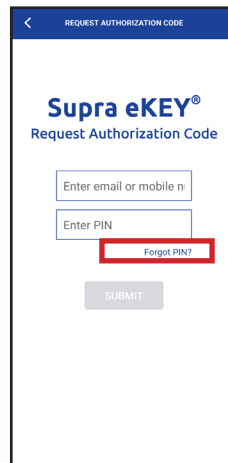1. Install the latest version of eKEY then tap the *Activate eKEY* button.

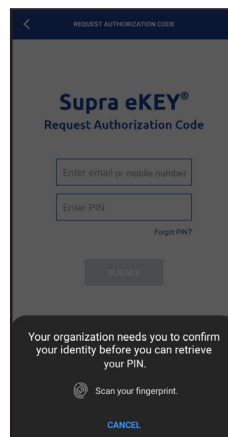2. On the screen that appears, tap button marked, **"I need to request an Authorization Code."**

3. Tap **Forgot PIN?**
Note: The Forgot PIN *link will not be visible unless you have enabled lock authentication on your phone.*

4. Verify your identity by providing the correct credentials for phone authentication (Biometric/Face ID/PIN/Password).
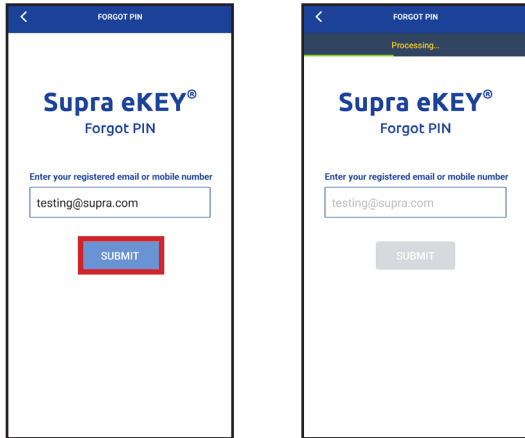
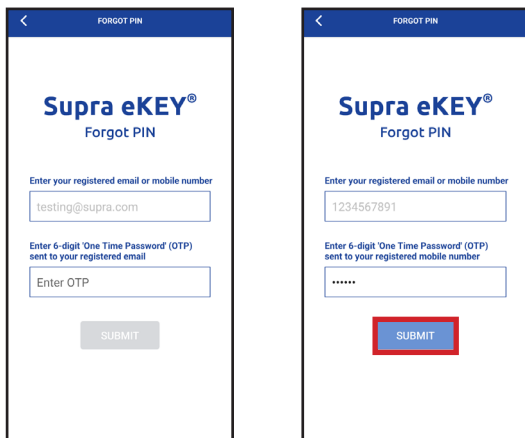5. Once credentials have been verified, you will see the *Forgot PIN* screen. Enter your registered email address or phone number, then tap **Submit**. You will receive a text or email with a One-Time Password (OTP).


6. On the screen that appears, enter your email or phone number along with the OTP you received, then tap **Submit**.


Note: If email or mobile number is associated with multiple keyholder IDs, or if keyholder has multiple keys assigned, eKEY will display 'Multiple records found. Please contact your Real Estate Organization to reset PIN.' Tap 'OK' to navigate back to the 'Request Authorization Code' screen in Step 2.

7. On the screen that appears, you can set a new PIN. Enter the same new PIN in both input fields below, then tap **Submit**.
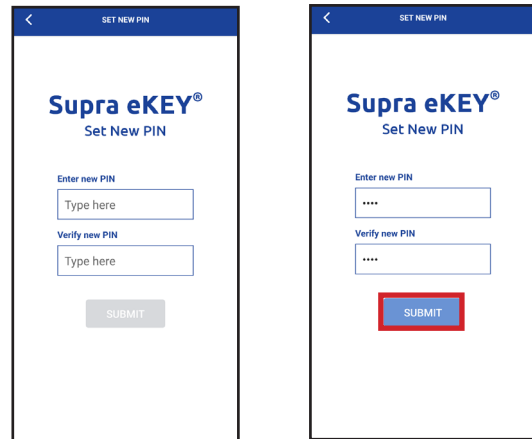
8. As long as PIN matches in both fields, you will see a *Success* message appear, indicating your new PIN has been set. Tap **OK**.
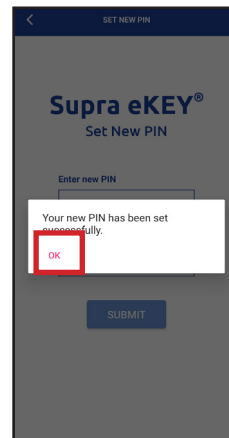
Note: Users with more than one key must contact their organization to reset their PIN.

This will return you to the *Request Authorization Code* screen in Step 2, where you can enter your email and new PIN to get an authorization code.

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