

Supra® eKEY 5.0

Quick Guide



These instructions provide a quick overview for how to install and use common features of the Supra eKEY® 5.0 app for Android™ and Apple® products. Individual user experience may differ depending on the device operating system, manufacturer, model, or carrier used.

For information on compatible phones and tablets, visit www.supraekey.com and select **Compatible eKEY Devices List**. To view the user manual online, visit www.supraekey.com and hover over **Customer Support** then select **eKEY Resources** from the gray bar that appears.

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• Install the Supra eKEY App

Requirements

Minimum operating system	Android 5.0 (Lollipop), iOS 10
Network connection	Cellular data or Wi-Fi

Steps

1.	Download and install the Supra eKEY app from your device app store.
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- **Activate the Supra eKEY App**

Requirements

Authorization code	Either a 30-digit or a 10-digit alphanumeric code provided by your organization (see “Get an Authorization Code” for details)
eKEY system email	Current email address is on file with the Supra eKEY system
Network connection	Cellular data or Wi-Fi

Steps

1.	Log in to SupraWEB (see “Log in to SupraWEB from a Desktop Device” for details).
2.	Get the authorization code (see “Get an Authorization Code” for details).
3.	Open the Supra eKEY app and select Activate eKEY .
4.	Enter the authorization code.
5.	Accept the end user license agreement (EULA) and privacy policy.
6.	Select Authorize .

- **Log in to SupraWEB from a Desktop Device**

Steps

1.	Navigate to http://supraweb.suprakim.com using a desktop browser.
2.	Enter login credentials.

- **Log in to SupraWEB from a Mobile Device**

Steps

1.	Open the Supra eKEY app and select SupraWEB or navigate to http://supraweb.suprakim.com using a mobile browser.
2.	Enter login credentials.

- **Open a Keybox Shackle**

Steps

1.	Turn on the keybox. <ul style="list-style-type: none"> • For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on). • For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).
2.	Open the Supra eKEY app and select Open Shackle .
3.	Enter the shackle code.
4.	Select a reason why the keybox shackle is being opened and then select Done .
5.	Select Add to My Keybox Inventory to add the keybox to your inventory (optional).

6.	Select Begin .
7.	Wait for a success message to display then push the shackle all the way down and then pull up to remove (the shackle will completely separate from the keybox body).

• Get Keys from a Keybox

Note: To open a key container that requires a call before showing (CBS) code, first obtain the CBS code from the listing agent.

Steps

1.	Turn on the keybox. <ul style="list-style-type: none"> For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on). For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).
2.	Open the Supra eKEY app and select Obtain Key .
3.	Enter PIN.
4.	Enter CBS code if prompted.
5.	Wait for a success message to display in the Supra eKEY app then press up and release the bottom of the keybox to release the key container.

• Read a Keybox

Steps

1.	Turn on the keybox. <ul style="list-style-type: none"> For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on). For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).
2.	Open the Supra eKEY app and select My Keyboxes .
3.	Select Read Activity .
4.	Enter the shackle code.
5.	Select an activity to view details.

• Add a Keybox to Inventory

Steps

1.	Turn on the keybox. <ul style="list-style-type: none"> For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on). For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).
2.	Open the Supra eKEY app and select My Keyboxes .

3.	Select Add Keybox .
4.	Enter the shackle code.
5.	Add keybox information.
6.	Select Save .

• Delete a Keybox from Inventory

Steps

1.	Open the Supra eKEY app and select My Keyboxes .
2.	Select a keybox.
3.	Select Edit Keybox Data .
4.	Select Delete .

Note: iOS operating system users can also swipe left to delete a keybox.

• Adjust Keybox Settings

Steps

1.	Turn on the keybox. <ul style="list-style-type: none"> For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on). For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).
2.	Open the Supra eKEY app and select My Keyboxes .
3.	Select a keybox.
4.	Select Program Keybox .
5.	Make adjustments.
6.	Select Program/Edit .
7.	Enter the shackle code.

• Disable Notifications

Steps

1.	Open the Supra eKEY app and select More .
2.	Select Settings .
3.	Uncheck eKEY Notifications .

Note: This will disable notifications for new messages, showings, and buyer feedback.

- **Add Showing Notes**

Steps

1.	Open the Supra eKEY app and select My Keyboxes .
2.	Select a keybox.
3.	Select Edit Keybox Data .
4.	Enter showing note.
5.	Enter desired expiration date (default is 30 days from entry).
6.	Select Save .

- **View Showing Notification Details**

Steps

1.	Open the Supra eKEY app and select Showing Notifications .
2.	Select notification to view details.

- **Report Showing Activity from a Desktop Device**

Steps

1.	Log in to SupraWEB (see “Log in to SupraWEB from a Desktop Device” for details).
2.	Select Reports .
3.	Choose the desired type of report. <ul style="list-style-type: none"> • Create Showing Report - report activity for your listings • Create Key Activity Report - report activity for your key
4.	Choose desired settings.
5.	Select Create Report .

- **Report Showing Activity from a Mobile Device**

Steps

1.	Log in to SupraWEB (see “Log in to SupraWEB from a Mobile Device” for details).
2.	Open the Supra eKEY app and select Email Report .
3.	Choose the desired type of report. <ul style="list-style-type: none"> • All of My Listings - report activity for your listings • My Key Activity - report activity for your key • Specific Keybox - report activity for a specific keybox • Keybox Inventory Report - report activity for all of your keyboxes
4.	Select Create Email .
5.	Enter the email address to send the report to and an optional message if desired.
6.	Select Send Email .

Note: Additional report configuration settings, such as exporting the report to a comma separated values (CSV) file, are available when using a desktop device to report showing activity.

- **Invite Buyers to Home Tour**

***Note:** To invite a buyer to use the Home Tour app, the buyer’s contact information, including a valid email, must first be added to your device’s contact list.*

Steps

1.	Open the Supra eKEY app and select My Buyers .
2.	Select Add Buyer and grant access to your device’s contact list if prompted.
3.	Select a buyer’s name.
4.	Select Invite .

- **View Buyer Feedback**

Steps

1.	Open the Supra eKEY app and select Buyer Feedback .
2.	Select a listing to see feedback.

- **Share Buyer Feedback**

Steps

1.	Open the Supra eKEY app and select Buyer Feedback .
2.	Select a listing.
3.	Select Share .
4.	Enter email address.
5.	Select Send .

- **Configure Alert**

Steps

1.	Log in to SupraWEB (see “ Log in to SupraWEB from a Desktop Device ” for details).
2.	Select eKEY Alerts (found in the Quick Links menu).
3.	Read and accept the end user license agreement (EULA) and privacy policy if prompted.
4.	Enter contact name with either an email address or SMS email address.
5.	Enter custom text message (optional).
6.	Select Save .

***Note:** After configuring alerts, it is recommended you open the Supra eKEY app and select **Update** to manually update the app with the latest alert configuration.*

- **Send Alert**

***Note:** To use the alert feature of the Supra eKEY app, alerts must first be configured (see “[Configure Alert](#)” for details).*

Steps

1.	Open the Supra eKEY app then select and continuously hold Alert for two to three seconds.
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***Note:** After alerts have been successfully sent, the Alert icon will temporarily say **Sent** and devices with haptic feedback enabled will vibrate.*

- **Change Profile Picture**

Steps

1.	Open the Supra eKEY app and select More .
2.	Select My Profile .
3.	Select Edit .
4.	Choose a photo.
5.	Select Choose .

- **Delete Profile Picture**

Steps

1.	Log in to SupraWEB (see “ Log in to SupraWEB from a Desktop Device ” for details).
2.	Select Settings .
3.	Select General Email .
4.	Select the checkbox for Delete This Picture .
5.	Select Save .

- **Enable Biometrics**

***Note:** To use the biometrics feature of the Supra eKEY app, the biometrics feature of your device must first be enabled and configured.*

Steps

1.	Open the Supra eKEY app and select More .
2.	Select Settings .
3.	Select Require Biometrics .

- **Require PIN Once per Day**

Note: To use the require PIN once per day feature of the Supra eKEY app, the screen lock feature of your device must first be enabled and configured.

Steps

1.	Open the Supra eKEY app and select More .
2.	Select Settings .
3.	Select Only Require PIN Once per Day .

- **Change PIN**

Steps

1.	Open the Supra eKEY app and select More .
2.	Select About eKEY App .
3.	Select Change PIN .
4.	Enter current PIN.
5.	Enter and verify new PIN.
6.	Select Change PIN .

- **Change Billing Information**

Steps

1.	Log in to SupraWEB (see “Log in to SupraWEB from a Desktop Device” for details).
2.	Select Billing .
3.	Select Account Information .
4.	Enter changes.
5.	Select Save .

- **Make Credit Card Payment using Payment Management Feature**

Steps

1.	Open eKEY app.
2.	Tap the More icon on lower right side of screen.
3.	Select Payment Management .
4.	Tap Pay using Card on File or, to enter different card information, tap Pay using a New Card .
5.	Select Yes to confirm payment.

- **Make one-time ACH Payment using Payment Management Feature**

Steps

1.	Open eKEY app.
2.	Tap the More icon on lower right side of screen.

3.	Select Payment Management .
4.	Tap the Pay using Card on File button to enter card information.
5.	Tap Make a One-Time Payment or update default payment method.

- **Get an Authorization Code**

Note: To get an authorization code for first-time use when activating the Supra eKEY app, it is necessary to log in to SupraWEB from a desktop device.

Steps

1.	Log in to SupraWEB (see “Log in to SupraWEB from a Desktop Device” or “Log in to SupraWEB from a Mobile Device” for details).
2.	Select Authorization Code (for desktop, Authorization Code can be found in the <i>Quick Links</i> menu).
3.	Check your email for the authorization code (for desktop, the authorization code is also displayed on screen).
4.	Select the quick link in the email or enter the code into the Supra eKEY app.

- **Reset an Authorization Code**

Steps

1.	Open the Supra eKEY app and select More .
2.	Select About eKEY App .
3.	Select Reset Authorization .
4.	Confirm reset.
5.	Enter the authorization code.
6.	Select Authorize .

- **Get an Emergency Update Code**

An emergency update code is required if your eKEY app has not connected to the Supra eKEY network for more than 24 hours or if there has been a Supra system outage. The number of emergency update codes that can be requested consecutively is limited. If your limit is reached, you will need to connect to a cellular or Wi-Fi network to update your eKEY app. The limit for the amount of consecutive emergency update codes is determined by your organization.

Steps

1.	Get an update code from SupraWEB, Mobile SupraWEB, or from your administrator.
2.	Open the Supra eKEY app and select More .
3.	Select About eKEY App .
4.	Select Emergency Update Code .
5.	Enter code.
6.	Select Update .