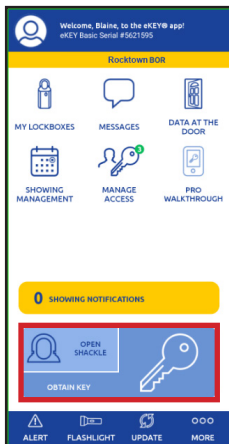


Resetting Your eKEY PIN

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

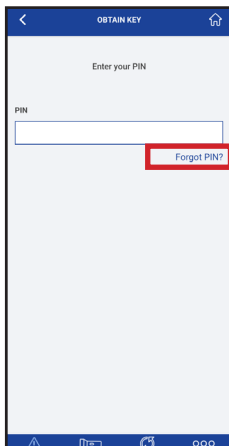
via *Obtain KEY*

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



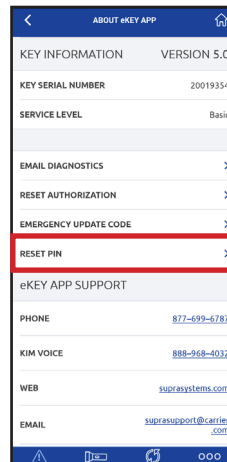
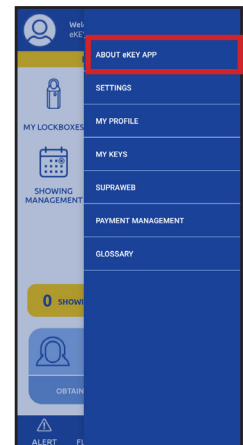
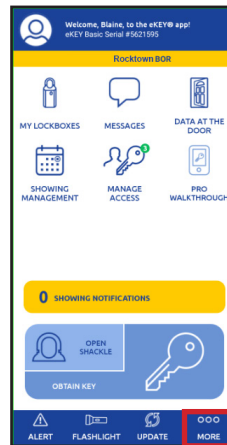
Note: The *Forgot PIN* link will not be visible unless you have enabled lock authentication on your phone.

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.



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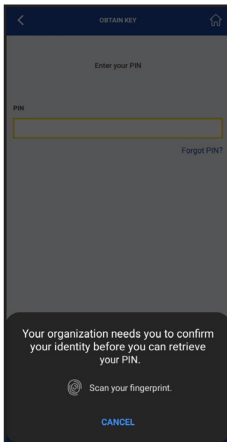
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Rev.A

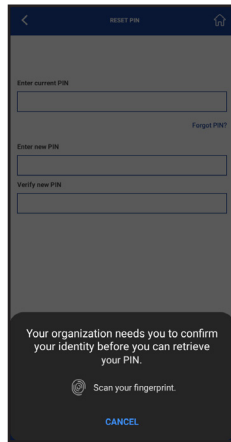
Resetting Your eKEY PIN

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).



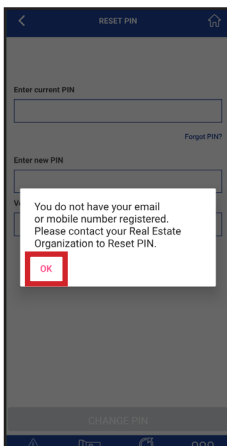
From Obtain Key screen



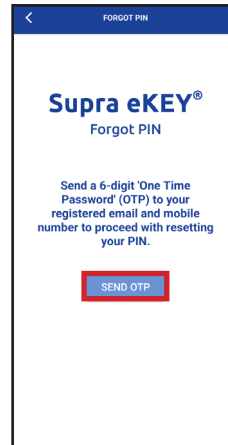
From More screen

(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.

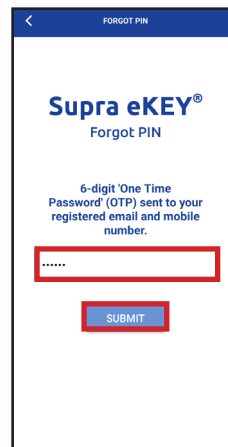


5. After the correct credentials are entered, you will see the following screen. Tap **Send OTP** (one-time password) to receive a OTP via email and text.



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**.

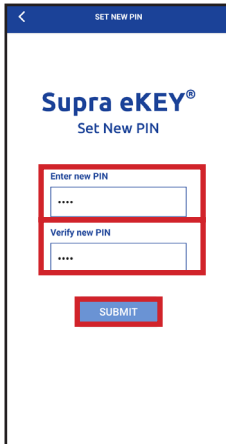


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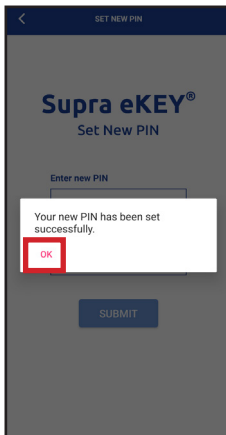
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Resetting Your eKEY PIN

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

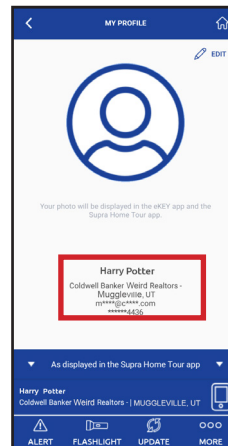
The screenshot shows the 'Supra eKEY® Set New PIN' screen. It has two input fields: 'Enter new PIN' and 'Verify new PIN', both containing four asterisks. A red box highlights these two fields. Below them is a blue 'SUBMIT' button.

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

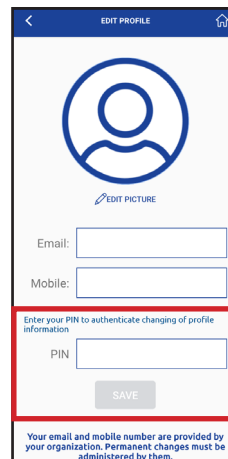
The screenshot shows the 'Supra eKEY® Set New PIN' screen with a success message overlay. The message says 'Your new PIN has been set successfully.' and has an 'OK' button highlighted with a red box. A 'SUBMIT' button is visible at the bottom.

Security Note:

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

The screenshot shows the 'MY PROFILE' screen. It features a profile picture placeholder, a name 'Harry Potter', and contact information: 'Coldwell Banker Weird Realtors - Muggleville, UT', 'muggle@supra.com', and '555-555-4321'. A red box highlights the contact information. Below this is a section 'As displayed in the Supra Home Tour app' showing a smaller version of the same information.

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

The screenshot shows the 'EDIT PROFILE' screen. It has fields for 'Email:' and 'Mobile:'. Below these is a section 'Enter your PIN to authenticate changing of profile information' with a 'PIN' field and a 'SAVE' button. A red box highlights the PIN field and the 'SAVE' button. At the bottom, a note states: 'Your email and mobile number are provided by your organization. Permanent changes must be administered by them.'

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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.

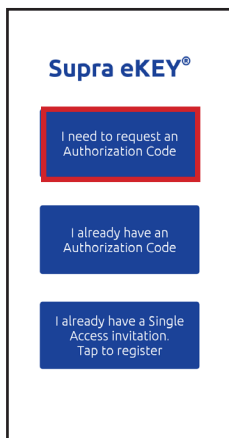
IMPORTANT: You must have phone lock authentication (Biometric/Face ID/PIN/Password) enabled for the Forgot PIN? option to be visible. Use your phone's settings to enable lock authentication.

UNAUTHORIZED eKEY

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

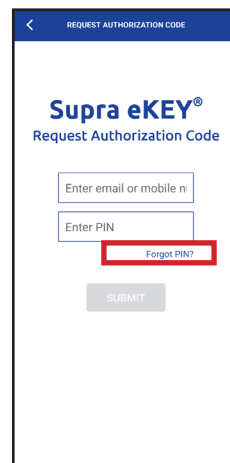


2. On the screen that appears, tap button marked, "I need to request an Authorization Code."

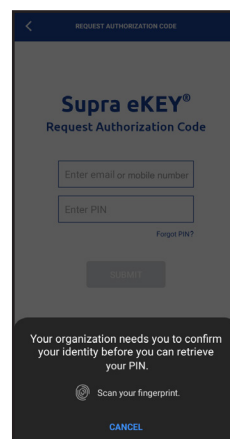


3. Tap **Forgot PIN?**

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).



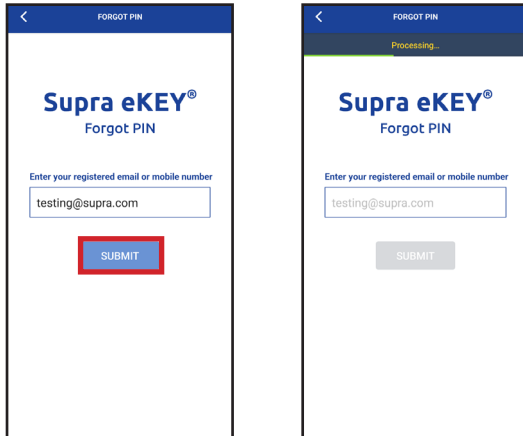
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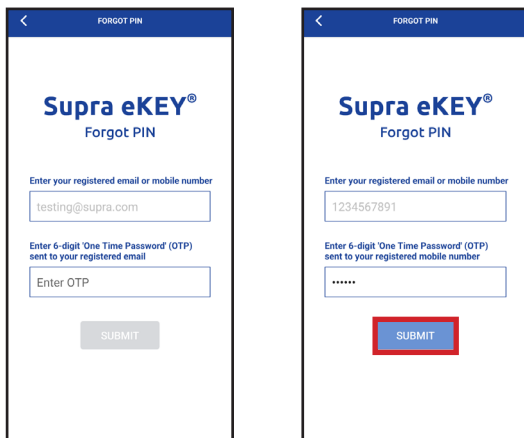
Forget Your PIN?

Supra's Got You Covered

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).

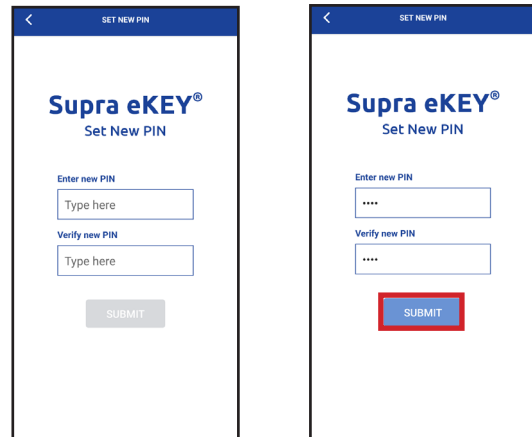


6. On the screen that appears, enter your email or phone number along with the OTP you received, then tap **Submit**.

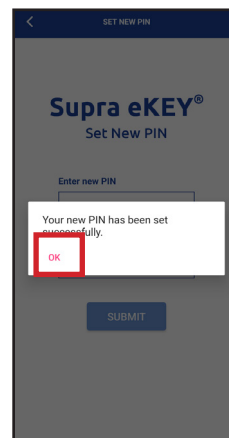


Note: If email or mobile number is associated with multiple keyholder IDs, or if keyholder has multiple keys assigned, eKEY will display 'Multiple records found. Please contact your Real Estate Organization to reset PIN.' Tap 'OK' to navigate back to the 'Request Authorization Code' screen in Step 2.

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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