

How to *Update an Expired eKEY*[®]

— Update Automatically —

Android[™]
Apple[®]

1. Open the app

Note: An active cellular or Wi-Fi[®] data connection is required.

1. Open the Supra TRACcess eKEY app and eKEY will attempt to update.

2. Enable **Automatic Update** in **Settings** (enabled by default) and eKEY will attempt to update overnight.

Note: Some Apple devices will only update overnight if the TRACcess eKEY app is a frequently used app.

3. Select **Update Key** then **Wireless Update**, and eKEY will attempt to update.

4. Select **Update Key** then **Emergency Update Code**, then enter your code.

Note: The number of emergency update codes (EUCs) that can be consecutively requested is limited by your TRACcess administrator. If your limit is reached, you must use a cellular or Wi-Fi data connection to update your Supra TRACcess eKEY app and reset your EUC limit.



For Supra-Hosted Customers

How to *Update an Expired eKEY*[®]

— Update Automatically —

Android

Apple

1. Open the Supra TRACcess eKEY app and eKEY will attempt to update.

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Note: Some Apple devices will only update overnight if the TRACcess eKEY app is a frequently used app.

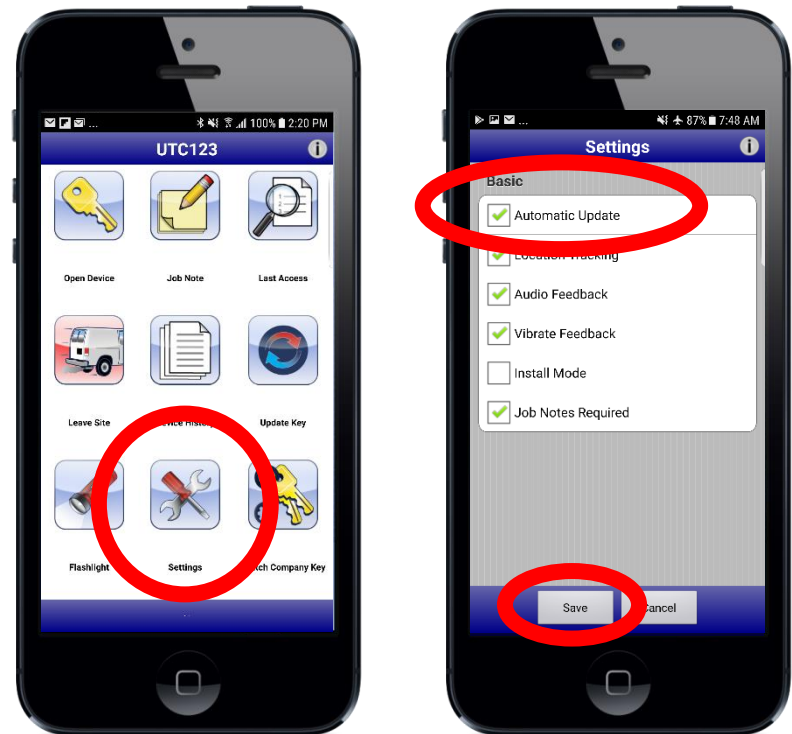
3. Select **Update Key** then **Wireless Update**, and eKEY will attempt to update.

4. Select **Update Key** then **Emergency Update Code**, then enter your code.

Note: The number of emergency update codes (EUCs) that can be consecutively requested is limited by your TRACcess administrator. If your limit is reached, you must use a cellular or Wi-Fi data connection to update your Supra TRACcess eKEY app and reset your EUC limit.

2. Enable Automatic Update

Note: An active cellular or Wi-Fi data connection is required.



How to *Update an Expired eKEY*[®]

— Update Manually —

Android

Apple

1. Open the Supra TRACcess eKEY app and eKEY will attempt to update.

2. Enable **Automatic Update** in **Settings** (enabled by default) and eKEY will attempt to update overnight.

Note: Some Apple devices will only update overnight if the TRACcess eKEY app is a frequently used app.

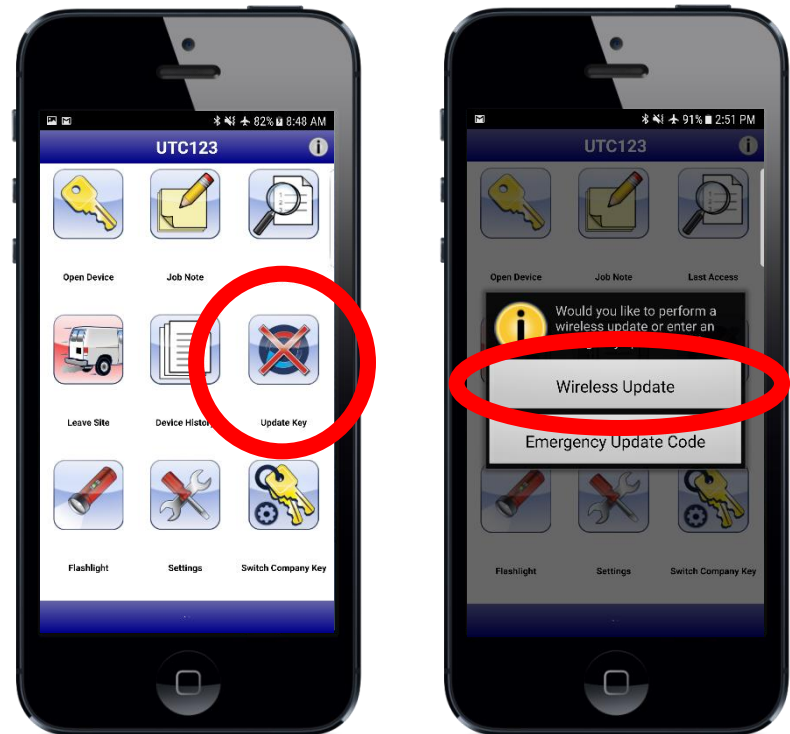
3. Select **Update Key** then **Wireless Update**, and eKEY will attempt to update.

4. Select **Update Key** then **Emergency Update Code**, then enter your code.

Note: The number of emergency update codes (EUCs) that can be consecutively requested is limited by your TRACcess administrator. If your limit is reached, you must use a cellular or Wi-Fi data connection to update your Supra TRACcess eKEY app and reset your EUC limit.

3. Select **Update Key** then **Wireless Update**

Note: An active cellular or Wi-Fi data connection is required.



For Supra-Hosted Customers

How to *Update an Expired eKEY*[®]

— Update by Emergency Update Code —

Android Apple

1. Open the Supra TRACcess eKEY app and eKEY will attempt to update.

2. Enable **Automatic Update** in **Settings** (enabled by default) and eKEY will attempt to update overnight.

Note: Some Apple devices will only update overnight if the TRACcess eKEY app is a frequently used app.

3. Select **Update Key** then **Wireless Update**, and eKEY will attempt to update.

4. Select **Update Key** then **Emergency Update Code**, then enter your code.

Note: The number of emergency update codes (EUCs) that can be consecutively requested is limited by your TRACcess administrator. If your limit is reached, you must use a cellular or Wi-Fi data connection to update your Supra TRACcess eKEY app and reset your EUC limit.

3. Select **Update Key** then **Emergency Update Code**, then enter your code

Note: Active keyholders can contact their TRACcess administrator for an emergency update code.



For Supra-Hosted Customers

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