

# How to *Get an Update code*

For Supra-Hosted Customers

Android™  
Apple®  
BlackBerry®

1. Get an update code.

<https://supra.traccessmanager.com/key/mobile>

1. Get an update code from your system administrator or for existing TRACcess customers navigate to the TRACcess Manager on a computer or Mobile website.

<https://supra.traccessmanager.com/key/mobile>

2. Enter the update code into the TRACcess eKEY app.

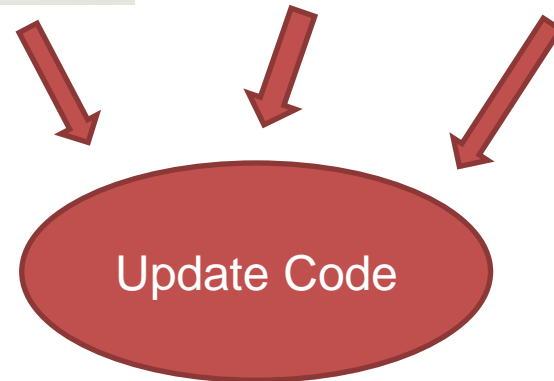
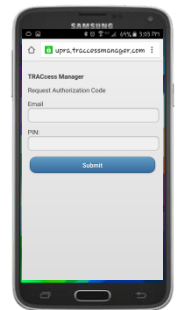
System Administrator



TRACcess Manager



Mobile website link



Click here for general  
bookmarking instructions



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2. Enter the update code into the TRACcess eKEY app.

## 2. Enter the update code.

### *Basic Instructions*

- |            |  |
|------------|--|
| Android    | <ol style="list-style-type: none"><li>1. Open the TRACcess® eKEY® app.</li><li>2. Tap the Android™ menu button.</li><li>3. Tap <b>Emergency Update</b>.</li><li>4. Enter the update code.</li><li>5. Tap the <b>Update Key</b> button.</li></ol> |
| Apple      | <ol style="list-style-type: none"><li>1. Open the TRACcess® eKEY® app.</li><li>2. Tap <b>Update Key</b>.</li><li>3. Enter the update code.</li><li>4. Tap the <b>Update Key</b> button.</li></ol>  |
| BlackBerry | <ol style="list-style-type: none"><li>1. Open the TRACcess® eKEY® app.</li><li>2. Select the BlackBerry® menu button.</li><li>3. Select <b>Emergency Update</b>.</li><li>4. Enter the update code and press the trackpad.</li></ol>              |



# How to *Add a Bookmark*

For Supra-Hosted Customers

Android™  
Apple®  
BlackBerry®

## General Bookmarking Instructions

- |            |   |
|------------|---|
| Android    | <ol style="list-style-type: none"><li>1. Browse for your organization's TRACcess Manager mobile website.</li><li>2. Tap the Android's <b>Menu</b> button.</li><li>3. Tap <b>Add to Home Screen</b> .</li><li>4. Tap <b>Add</b>.</li></ol>   |
| Apple      | <ol style="list-style-type: none"><li>1. Browse for your organization's TRACcess Manager mobile website.</li><li>2. Tap the Apple's <b>Share</b> button.</li><li>3. Tap <b>Add to Home Screen</b> icon.</li><li>4. At the top right corner of the screen, tap <b>Add</b>.</li></ol> |
| BlackBerry | <ol style="list-style-type: none"><li>1. Browse for your organization's TRACcess Manager mobile website.</li><li>2. Select the BlackBerry Menu button and <b>Add to Home Screen</b> .</li><li>3. Select <b>Add</b>.</li></ol>   |

**Note:** Android devices vary depending on the manufacturer. For more information on how to bookmark for your specific device, review the device's User Manual.



For the latest information, visit us at  
[www.tracessmanager.com](http://www.tracessmanager.com).



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