

# 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](http://www.supraekey.com) and select **Compatible eKEY Devices List**. To view the user manual online, visit [www.supraekey.com](http://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**

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

**Steps**

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

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

**Steps**

<b>1.</b>	Navigate to <a href="http://supraweb.suprakim.com">http://supraweb.suprakim.com</a> using a desktop browser.
<b>2.</b>	Enter login credentials.

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

**Steps**

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

- **Open a Keybox Shackle**

**Steps**

<b>1.</b>	Turn on the keybox. <ul style="list-style-type: none"><li>• 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).</li><li>• 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).</li></ul>
<b>2.</b>	Open the Supra eKEY app and select <b>Open Shackle</b> .
<b>3.</b>	Enter the shackle code.
<b>4.</b>	Select a reason why the keybox shackle is being opened and then select <b>Done</b> .
<b>5.</b>	Select <b>Add to My Keybox Inventory</b> to add the keybox to your inventory (optional).

6.	Select <b>Begin</b> .
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"> <li>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).</li> <li>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).</li> </ul>
2.	Open the Supra eKEY app and select <b>Obtain Key</b> .
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"> <li>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).</li> <li>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).</li> </ul>
2.	Open the Supra eKEY app and select <b>My Keyboxes</b> .
3.	Select <b>Read Activity</b> .
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"> <li>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).</li> <li>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).</li> </ul>
2.	Open the Supra eKEY app and select <b>My Keyboxes</b> .

3.	Select <b>Add Keybox</b> .
4.	Enter the shackle code.
5.	Add keybox information.
6.	Select <b>Save</b> .

## • Delete a Keybox from Inventory

### Steps

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

*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"> <li>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).</li> <li>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).</li> </ul>
2.	Open the Supra eKEY app and select <b>My Keyboxes</b> .
3.	Select a keybox.
4.	Select <b>Program Keybox</b> .
5.	Make adjustments.
6.	Select <b>Program/Edit</b> .
7.	Enter the shackle code.

## • Disable Notifications

### Steps

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

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

- **Add Showing Notes**

**Steps**

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

- **View Showing Notification Details**

**Steps**

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

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

**Steps**

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

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

**Steps**

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

***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 <b>My Buyers</b> .
2.	Select <b>Add Buyer</b> and grant access to your device’s contact list if prompted.
3.	Select a buyer’s name.
4.	Select <b>Invite</b> .

- **View Buyer Feedback**

**Steps**

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

- **Share Buyer Feedback**

**Steps**

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

- **Configure Alert**

**Steps**

1.	Log in to SupraWEB (see “ <a href="#">Log in to SupraWEB from a Desktop Device</a> ” for details).
2.	Select <b>eKEY Alerts</b> (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 <b>Save</b> .

***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**

<b>1.</b>	Open the Supra eKEY app then select and continuously hold <b>Alert</b> 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**

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

- **Delete Profile Picture**

**Steps**

<b>1.</b>	Log in to SupraWEB (see “ <a href="#">Log in to SupraWEB from a Desktop Device</a> ” for details).
<b>2.</b>	Select <b>Settings</b> .
<b>3.</b>	Select <b>General Email</b> .
<b>4.</b>	Select the checkbox for <b>Delete This Picture</b> .
<b>5.</b>	Select <b>Save</b> .

- **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**

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

- **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 <b>More</b> .
2.	Select <b>Settings</b> .
3.	Select <b>Only Require PIN Once per Day</b> .

- **Change PIN**

**Steps**

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

- **Change Billing Information**

**Steps**

1.	Log in to SupraWEB (see <a href="#">“Log in to SupraWEB from a Desktop Device”</a> for details).
2.	Select <b>Billing</b> .
3.	Select <b>Account Information</b> .
4.	Enter changes.
5.	Select <b>Save</b> .

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

**Steps**

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

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

**Steps**

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



3.	Select <b>Payment Management</b> .
4.	Tap the <b>Pay using Card on File</b> button to enter card information.
5.	Tap <b>Make a One-Time Payment</b> 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 <a href="#">“Log in to SupraWEB from a Desktop Device”</a> or <a href="#">“Log in to SupraWEB from a Mobile Device”</a> for details).
2.	Select <b>Authorization Code</b> (for desktop, <b>Authorization Code</b> 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 <b>More</b> .
2.	Select <b>About eKEY App</b> .
3.	Select <b>Reset Authorization</b> .
4.	Confirm reset.
5.	Enter the authorization code.
6.	Select <b>Authorize</b> .

- **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 <b>More</b> .
3.	Select <b>About eKEY App</b> .
4.	Select <b>Emergency Update Code</b> .
5.	Enter code.
6.	Select <b>Update</b> .