



Welcome to the Supra system!

At the heart of the system is the eKEY[®] app, giving you efficient access and powerful information in the palm of your hand.

Your key is provided through <Organization Name>. You're in great company! Roughly 500 real estate organizations and 1 million keyholders rely on Supra solutions.

Please review the information below to activate and start getting the most out of your key.

Download and install the eKEY app

Download the eKEY app from the app store. Search for "supra ekey" or use one of the links below.

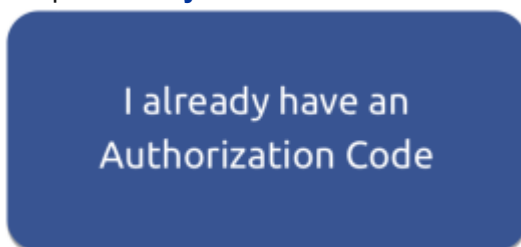
[App Store](#) (iOS/iPhone) | [Google Play](#) (Android)



Activate the eKEY app

After downloading and installing, follow these steps to activate the app:

1. Open the eKEY app.
2. Tap "ACTIVATE eKEY APP."
3. Tap "**I already have an Authorization Code**" on the app screen.



4. Enter the authorization code shown below:
<auth code>

5. Read and tap to acknowledge the EULA (End User License Agreement) and privacy notice.

6. If applicable, select any billing and service

options, and enter your payment information.

7. Accept any Location Settings recommendations.

You're all set to start using your key!

Give it a try!

You're at a showing and you need to access a listing. Follow the steps below to open the lockbox:

1. Open the eKEY app.
2. Tap OBTAIN KEY.
3. Enter your PIN code.

Your auto-assigned eKEY PIN is
<XXXX>

4. Activate Bluetooth - press up and then release on the bottom of the lockbox.
5. Wait for a success message to display in the eKEY app. Then, press up and release the bottom of the lockbox to release the key container.

Tip - Follow these steps to change your PIN (optional):

1. Open the app and tap MORE on the bottom right of the screen.
2. Select About eKEY App.
3. Select Change PIN.
4. Enter the auto-assigned PIN.
5. Enter new PIN and verify.
6. Tap the home icon to return to the home screen.
7. Tap the Update button at the bottom of the screen to activate the PIN change.

*NOTE: Keep your PIN in a safe place. Supra is unable to provide your PIN if you forget it.

[Learn More - Obtain Key and Open Shackle \(Video\)](#)

Important: You must push up on the bottom of the lockbox key container to turn on Bluetooth® communication when accessing the lockbox.

Unlock your Supra Powers today.



Self-help resources

Get started here with these important resources:

[Obtain Key and Open Shackle](#) (video)
[Assign a Listing to a Lockbox](#) (video)
[Authorizing the eKEY App](#) (video)
[eKEY Quick Guide](#) (PDF)



Join us for training

Explore our training offerings, and register for live, instructor-led courses. See what the eKEY app can do for you - it's a lot more than just opening a lockbox!

[Agent Training Resource Page](#)

Looking for more? Need help?

Explore all resources and connect with us on suprasystems.com

