Refresh to your eKEY app

Old eKEY icon → New eKEY icon

eKEY Basic-5399623

Obtain Key | Open Shackle | Inventory

Add Keybox | Read Activity | Update Key

Messages | Settings | eKEY Pro Demo

Welcome KIM, to the eKEY® app!
eKEY Basic Serial #5213833

MY KEYBOXES | MESSAGES | DATA AT THE DOOR

SUPRAWEB | PRO WALK-THROUGH

5 SHOWING NOTIFICATIONS

OPEN SHACKLE

OBTAIN KEY

ALERT | FLASHLIGHT | UPDATE | MORE
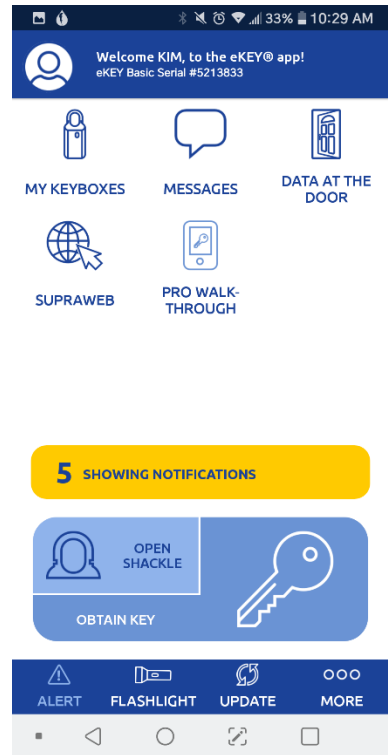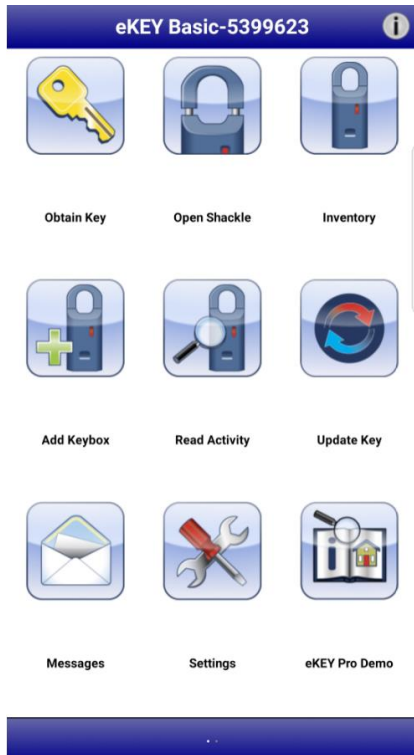
The Supra eKEY app refresh was released to a limited number of Android users over the past weeks and began releasing to Apple users as of Monday January 7th, 2019.

The update will continue to be released to both Android and Apple users over the coming weeks.

How and when will the app be delivered?

For eKEY app users that have automatic app updates turned on, the app stores will automatically deliver the app to users. eKEY users that do not have automatic updates turned on can go to the app store and download it. *The minimum requirement for the new eKEY app is Android OS 5 or iOS 10*.

If you have yet to receive the update and you have AUTOMATIC UPDATES turned on within your device aslo be sure to open the SETTINGS within your eKEY app and assure AUTOMATIC UPDATES are enabled there as well.

Do the apps need a new authorization code?

The eKEY app does not require a new authorization as long as it is installed on a device that already has an authorized eKEY app.

How will Supra let Keyholders know about the new eKEY app release?

When the new eKEY app is available to **all** users, Supra will send a message within the existing eKEY app letting users know that a new version of the app is available along with a link to resources for more information.

OABR will also be updating the Supra page of our website with more information in the coming weeks.

Important Note for Android users

To open keyboxes with the new Supra eKEY app, *Location Services need to be enabled*. To turn on Location Services, tap **Settings**, tap **Location**, and tap the slider to turn it **On**.

Agent Resources

Please review the Supra website: http://www.supraekey.com/CustomerSupport/Pages/eKEY-Resources.aspx.

If you have any questions, please contact;
Porscha Smith
402-619-5552
Porscha@OmahaRealtors.com

Supra is also available 7 days a week for questions and technical support at 402-619-5566 option 0#.