LOST OR DEFECTIVE DEVICE

eKEY

If the device your eKEY application is installed on is lost or broken you can reinstall the application on any Bluetooth capable device.

It does not have to have active service so long as you can connect it to the internet via WIFI in order to allow it to update once every 24 hours.

You will need an authorization code once it is installed on a new device.

You can get this code by either calling Supra 402-619-5566 option 3 or by logging into your SupraWEB account. You can also request an authorization code by contacting the Keybox System Manager at 402-619-5552 during regular business hours.

Keyboxes

OABR does not warranty lost or stolen keyboxes. OABR can run a report on the keybox activity to identify the last user. Activity reports can also be generated by the agent via SupraWEB.

If a keybox is defective:

- OABR will replace it with a new keybox
- If it is stuck on a listing you can borrow volt cutters from the OABR office.
- Contact OABR Keybox System Manager: 402-619-5552
- If there are house keys inside OABR will try to get them out. If unsuccessful, the keybox will be mailed back to Supra to remove the keys.