

# Supra® Non-Member Access

## Non-Member Setup Instructions

### Overview

A Supra® keyholder can invite you to access their Bluetooth iBox keybox using the Non-Member Access feature in the Supra eKEY® app. When the setup process is complete, you can access the keybox using the eKEY app and your mobile device or tablet. To start this process, the listing agent sends you a text/email message with links and information to:

- Download eKEY app to your phone or tablet
- Accept the terms & conditions
- Provide your account information
- Enter the authorization code into eKEY app

For a list of supported mobile devices, and tablets, visit [www.supraekey.com](http://www.supraekey.com). On the home page, choose [Compatible eKEY Devices](#) ([www.supraekey.com/Documents/current\\_devices.pdf](http://www.supraekey.com/Documents/current_devices.pdf)) or enter the address for the [eKEY Compatible Devices for iBox Keyboxes](#) page ([www.supraekey.com/Products/Pages/eKEY-compatible-phones-and-tablets-for-iBox.aspx](http://www.supraekey.com/Products/Pages/eKEY-compatible-phones-and-tablets-for-iBox.aspx)).

### One-time Only: Install eKEY App and Set Up an Account

A text message is sent to your phone when a Supra member invites you to access their Supra keybox. The text message has a link for instructions to download the eKEY app, register, and authorize the app. Make sure you are in cellular coverage or have access to Wi-Fi.

**Best Practice:**  
Leave the eKEY app on your mobile device for future keybox access.

### Steps

1. When you receive the text from the listing agent, tap the link to start the process.

Please register for Supra's Non-Member Access service by clicking on this link:  
<http://shorturl.suprakim.com/RjJGNkQw>

Robert Jones granted you access to Keybox 30448257 from 8/8/2017 1:00AM to 8/10/2017 1:00AM

2. In the *Welcome to NMA Registration* page, tap **Begin**.

Begin

**Note:** The eKEY app determines what operating system (OS) your device is running. The screen below is an example. You can find the eKEY app in the Apple or Google app store.

3. Tap the eKEY app download link or download the *Supra eKEY* app from your mobile app store.

[eKEY for Android](#)

Download the latest Android version of eKEY from the Android Market.

4. After the app is downloaded, open it.

UNINSTALL

OPEN

5. Tap **Activate eKEY**, then tap **Next**.

Activate eKEY



## Steps

**Note:** The Authorization Code screen pops up in the eKEY app. You now have to return to the NMA Registration screen to continue the process.

6. In the *NMA Registration* page, tap to accept the terms & conditions and tap **Next**.

I have read and accept the above Terms and Conditions

**Note:** Remember the PIN you create. It is what you will use each time to access to a keybox.

7. Provide your account information and tap **Next**.

Mobile Number:  \*

Email Address:  \*

PIN Code:  \*  
(Select a 4 digit numeric PIN)

First Name:  \*

Last Name:  \*

**Note:** The NMA Registration screen and the text message show the same authorization code.

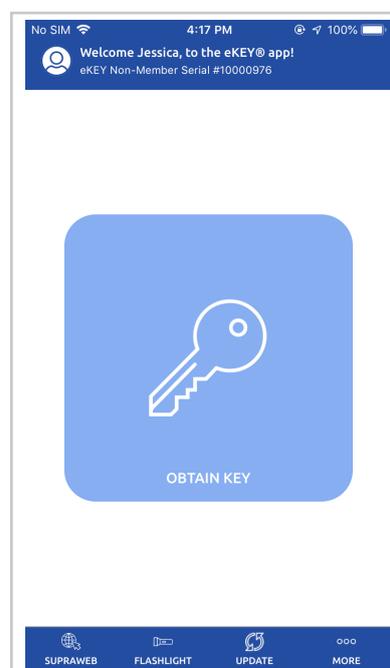
8. In the eKEY app, enter the authorization code and tap **Authorize**.

**Authorization Code**  
Enter an authorization code

## Open a Keybox

A text message is sent to your mobile device (and an email is sent) each time a Supra member grants you permission to open their keybox.

Update the eKEY app on the mobile device and use the 4-digit PIN to access the listing keys in the key container of a keybox.



## Steps

1. Tap the **eKEY** icon to open the eKEY application.
2. Tap **Obtain Key** and enter your 4-digit PIN.
3. Press up on the bottom of the Bluetooth keybox to turn it on.
4. When the *Success!* message appears on the eKEY app, press up on the bottom of the keybox to release the key container.
5. Tap **Done** on the app to exit.

## Using the eKEY App

How To...	Do this...
Update the eKEY app	Open the app in an area where there is cellular or Wi-Fi coverage.
Change my PIN	Tap <b>SupraWEB</b> and login. Tap <b>Change PIN</b> . Make changes and tap <b>Save</b> . Tap <b>Yes</b> . Tap <b>Home</b> to return.
Change my account settings	Tap <b>SupraWEB</b> and login. Tap <b>Account Settings</b> . Make changes and tap <b>Save</b> . Tap <b>Home</b> to return.
Toggle location tracking, audio or vibration feedback	Tap <b>Settings</b> . Toggle a setting. Tap <b>Save</b> .
View my access and access history	Tap <b>SupraWEB</b> and login. Tap <b>Granted Access</b> or <b>Access History</b> .