COMING SOON!!!

We are excited to announce that an all-new Supra eKEY app is targeted for release on Wednesday, December 19.

How and when will the app be delivered?

If you have automatic app updates turned on, the app stores will automatically deliver the app to your phone. The app stores stage rollouts over 7 days so it could be a week before it is downloaded to your phone.

If you do not have automatic updates turned on, you can download the new eKEY app as soon as it is available on the app stores. Launch the app store on your device and locate the Supra eKEY app to manually download it any time after December 19.

If you want to enable or disable automatic updates:
- On an iPhone, tap Settings > iTunes & App Store and enable or disable the setting for Apps.
- On an Android device, open the Google Play Store app and tap Menu > Settings. Tap Auto-update apps and choose the option.

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.

Minimum Requirements for the new eKEY app

The minimum requirements for the new eKEY app are:
· Apple iOS 10 or grater
· Android OS 5 or greater
If you do not have either of these operating systems, the new eKEY app will not install. The old eKEY app will continue to work but it will no longer be updated.

Will all of the new features be available immediately?

Some enhanced features in the eKEY app including the ability to see listing photos, Supra Home Tour, and upgrade to eKEY Pro within the app will be rolling out over the coming weeks.

For more information on the new eKEY app please go to www.supraekey.com and select Customer Support > eKEY Resources or visit this page: http://www.supraekey.com/CustomerSupport/Pages/eKEY-Resources.aspx

If you have any questions, please contact our agent support team at 1-877-699-6787.

Regards,
Supra

All-New eKEY Basic

The Supra eKEY app has been redesigned to have a modern look and feel that includes a simpler interface, quicker access to common tasks, and the following additional improvements.

- Interface designed to accommodate left-handed and right-handed users
- 30-digit numeric authorization code replaced with a simpler, more secure 10-digit alphanumeric authorization code
- Listing information displayed after a keybox is opened (requires data agreement)
- Showing details available in app (previously only available to eKEY Professional subscribers)
- Add an optional, extra layer of security by requiring your device's biometric scanner to open keyboxes
- Open keyboxes using your Apple Watch®
- Option to enter PIN only once per day to obtain keys (requires device lock to be enabled)

Personalize your eKEY app by adding a photo to your profile

Your eKEY app serial number. Use this number when calling for assistance

Use your Apple Watch to open keyboxes

Demo or upgrade to eKEY Pro for additional features and exclusive access to the new Supra Home Tour app

Simplified interface that includes quick access for shackles and keys

Send email and text alerts to notify others of your current location

Quick access to About eKEY App, Settings, My Profile, and Glossary

Quick access to flashlight

Quick access to update to the latest data

Enable biometrics for added security

Supra eKEY Application Refresh Guide

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All-New eKEY Professional

In addition to all the benefits of the refreshed Supra eKEY, Supra eKEY Professional also includes the following improvements.

- **Invite buyers to rate homes using the all new Supra Home Tour app**
- **Review buyer feedback directly from your eKEY Professional app**
- **Add buyer contact information to the My Buyers address book**
- **Send showing notes about a listing without having to program the keybox or visit the listing (displayed in the eKEY app after the keybox is opened)**
- **Add an optional, extra layer of security by requiring your device's biometric functionality to open keyboxes**
- **Open keyboxes using your Apple Watch®**

Your eKEY app serial number. Use this number when calling for assistance

Use your Apple Watch to open keyboxes

Personalize your eKEY app by adding a photo to your profile

See listing information about the last property where you opened a key container

Simplified interface that includes quick access to shackles and keys

Access your buyers and review buyer feedback using the My Buyers and Buyer Feedback features

Send email and text alerts to notify others of your current location

Quick access to About eKEY App, Settings, My Profile, and Glossary

Quick access to flashlight

Quick access to manually update key

Enable biometrics for added security

Supra eKEY Application Refresh Guide

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