

## New Supra eKEY App Release



We are pleased to announce the new, updated SUPRA eKEY app. SUPRA began the release of the new app to some Android users in December and iOS users began receiving the update on Monday. Updates for all eKEY users will continue over the next week. Here is what the change will look like:



### 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.

### 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.

### 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

The following web page contains links to all of the agent resources available:  
<http://www.supraekey.com/CustomerSupport/Pages/eKEY-Resources.aspx>.

## 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)



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®



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