

Single Access with eKEY

Instructions for when Grantee Pays

How to Gain One-time Access to a Property

You'll receive several text messages with links that you'll need to click on first to gain access. Perform the first five steps *before* you want to gain access.

1. Click link in SMS text invitation sent by agent to download and set up your eKEY.

Supra Lockbox access invite.
Click to setup: <https://ekey.suprakim.com/key?id=b9950339-c223-42b8-988a-a5e8ff898478>

2. This will take you directly to the Supra eKEY app on your phone's app store. Click to download and install.



3. Once app is downloaded, open the app and tap "Activate eKEY app."



Note: Android users will be taken directly from the link to the registration page and can bypass steps 3 and 4.

4. On the next screen that appears, tap the bottom button that says **I already have a Single Access Invitation. Tap to Register.**



Note: You only have to register with eKEY once. As long as the app remains on your phone, gaining access in future will be a breeze.

5. This will bring up the registration page. Enter your information and tap the blue **Register** button at the bottom of the screen.

Note: Remember your 4-digit PIN as you will need it every time you use eKEY.

Note: To change your PIN, see instructions on page 5.



suprasystems.com

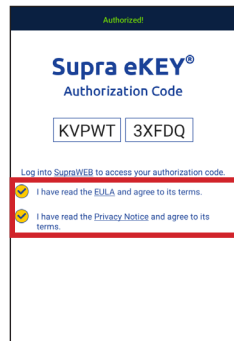
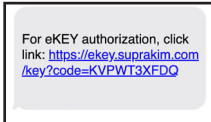
800-547-0252 • © 2023 Carrier. All rights reserved. Supra is a part of Carrier.

Single Access with eKEY

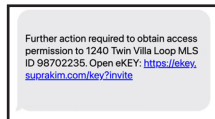
Instructions for when Grantee Pays

How to Pay the One-time Access Fee

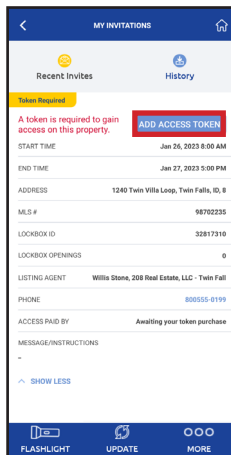
6. You will receive another SMS text with a authorization link. Tap on the link and it will take you directly to a pre-populated authorization page, where you can agree to the privacy notice and terms & conditions.



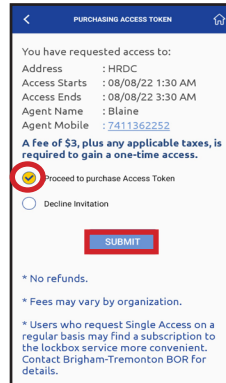
7. You'll receive a final SMS text. Tap on the link to continue. You will be required to pay a nominal fee for the access request to be processed and a digital access token sent to you to access the lockbox.



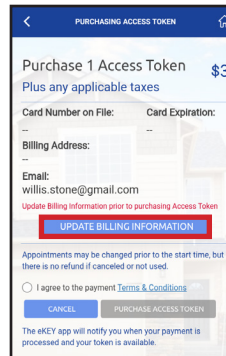
8. Tap the blue **Add Access Token** button.



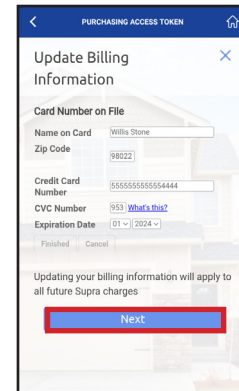
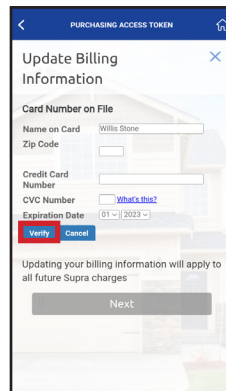
9. A screen appears indicating that a small fee is required to gain one-time access. You can either decline the invitation or accept it; proceed to make the payment, then tap **Submit**.



10. To purchase an Access Token, tap **Update Billing Information** to add your information.



11. Enter your card information and tap **Verify**, and then tap **Next**.



suprasystems.com

800-547-0252 • © 2023 Carrier. All rights reserved. Supra is a part of Carrier.

Single Access with eKEY

Instructions for when Grantee Pays

How to Pay the One-time Access Fee

12. Enter your address information and then tap **Save**.

Address Information

Address 1
952 Montreal Estate Street

Address 2

City
ENUMCLAW

State
Washington

Zip/Postal Code
98022

Email
willis.stone@gmail.com

Updating your billing information will apply to all future Supra charges

SAVE

13. Agree to the payment terms & conditions, and then tap **Purchase Access Token**.

Purchase 1 Access Token \$3

Plus any applicable taxes

Card Number on File: *****0009 Card Expiration: 07/2025

Billing Address: 86 Montreal Estate Street Enumclaw WA 98022

Email: ekeysupraand@gmail.com

UPDATE BILLING INFORMATION

Agree to the payment Terms & Conditions

PURCHASE ACCESS TOKEN

14. Confirm that you want to make the payment by tapping **Yes**. Another screen will appear; you can either tap **Done** or the screen will auto-navigate to the next page in 6 seconds.

Submit a payment request for \$3?

YES

Purchase 1 Access Token \$3

Plus any applicable taxes

Card Number on File: *****0009 Card Expiration: 07/2025

Billing Address: 86 Montreal Estate Street Enumclaw WA 98022

DONE

15. You will receive a text message indicating that your purchase was successful and then you will see the welcome screen pop up on the eKEY app.

To see all your invitations, tap the yellow **My Invitations** button on the home screen and you'll see the screen on the right below. You can also review previous invitations by tapping **History**.

MY INVITATIONS

Completed

START TIME Sep 27, 2021, 7:00 AM

END TIME Sep 27, 2021, 7:00 PM

ADDRESS 14 Main Ave, Salem, OR, 97301

SHOW MORE

Not Show

START TIME Sep 23, 2021, 7:00 AM

END TIME Sep 23, 2021, 7:00 PM

ADDRESS 27 Maple Ave, Salem, OR, 97301

SHOW MORE

Cancelled

START TIME Sep 20, 2021, 7:00 AM

END TIME Sep 20, 2021, 7:00 PM

SHOW MORE

MY INVITATIONS

Active

START TIME Oct 14, 2021, 8:00 AM

END TIME Oct 14, 2021, 11:00 PM

ADDRESS 14 Fairview Ave, Salem, OR, 97301

SHOW MORE

Obtain Key

Active

START TIME Oct 14, 2021, 8:00 AM

END TIME Oct 14, 2021, 8:00 PM

ADDRESS 23 Water St, Salem, OR, 97301

SHOW MORE

Obtain Key

Pending

START TIME Oct 18, 2021, 8:00 AM

END TIME Oct 18, 2021, 8:00 PM

SHOW MORE



suprasystems.com

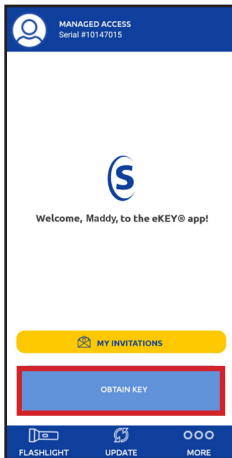
800-547-0252 • © 2023 Carrier. All rights reserved. Supra is a part of Carrier.

Single Access with eKEY

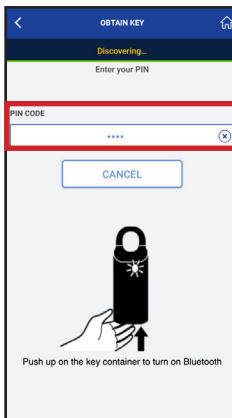
Instructions for Grantee

How to Access the Property

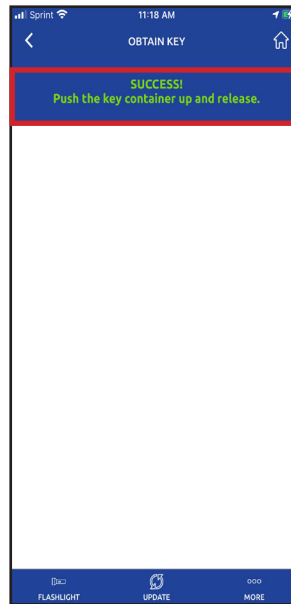
1. To access a property, tap the blue **Obtain Key** button.



2. Press up on the bottom of the lockbox to turn on Bluetooth. Enter the PIN you created during registration.



3. You will then get a "Success!" message. Once you see that, push up again on the bottom of the lockbox to access the key(s) inside.

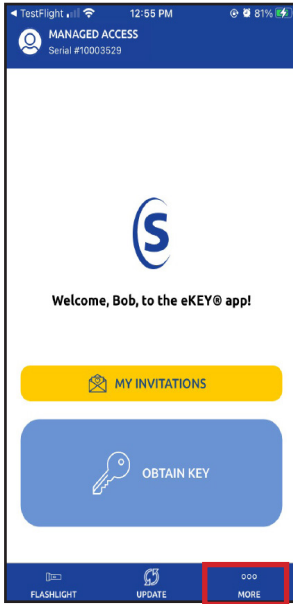


Single Access with eKEY

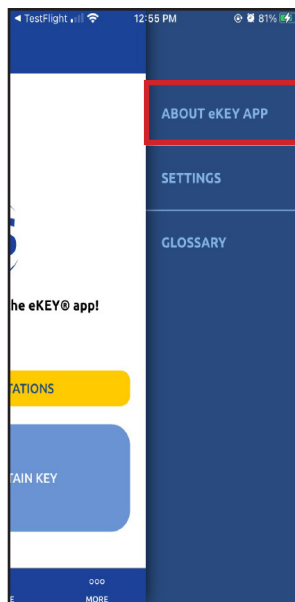
Instructions for Grantee

How to Change Your PIN

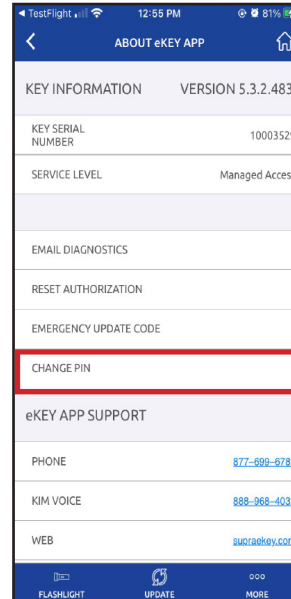
1. To change your PIN, from the home screen, tap **More**.



2. Tap **About eKEY App**.



3. Tap **Change PIN**.



4. Enter current PIN, new PIN, and verify new PIN.

