How to Add and Use Tokens to Grant Single Access

How to Purchase Tokens

1. Open the Supra eKEY app and click the **Manage Access** icon. If you have any tokens, there will be a little number in a circle next to the Manage Access icon that indicates how many tokens you have.

Note: The circles are color-coded. Green means tokens are available; red means you have no tokens.

2. If you have no tokens, click the **Add Access Tokens** button.

3. Access tokens are sold in packages of five. Agree to the terms & conditions, then click **Add Access Tokens** again. The amount shown will be billed to the card on file.
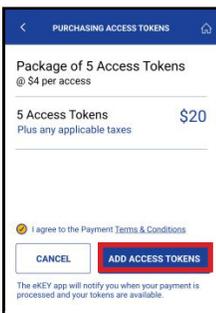
4. Enter or ensure that your billing information is correct, then click **Add Access Tokens** one more time.
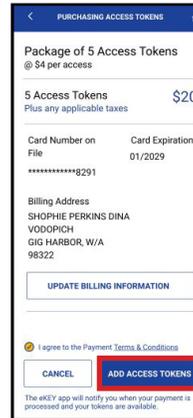
Note: Prices shown are examples for training purposes only. Actual pricing will be specific to your organization.

5. You will see a screen indicating that the purchase is pending (please allow a few moments for the transaction to process).
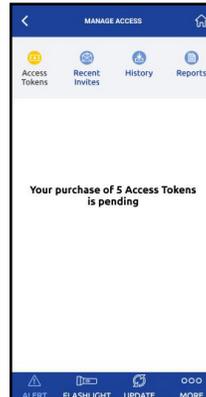
6. You will receive an email when your purchase is complete. Open the eKEY app and you will see a green circle next to the *Manage Access* icon.

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How to Use Tokens to Grant Access

1. Open the eKEY app. You'll notice a small green circle next to the *Manage Access* icon that indicates how many tokens you have available.
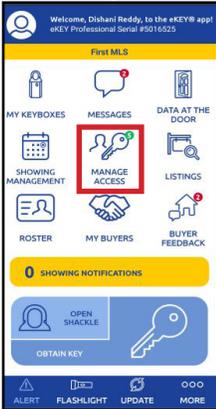
2. Tap **Manage Access** and you will see the following screen. Tap **Go to My Lockboxes**.

3. Select the desired lockbox.
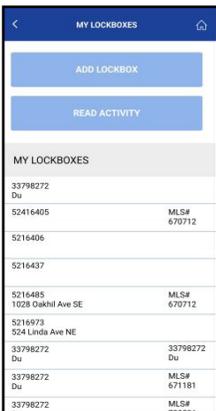
4. Tap **Grant Managed Access**.
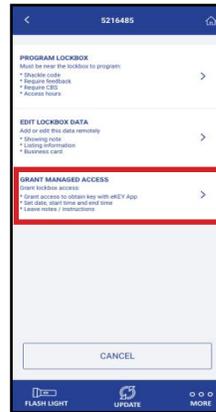
   Note: Reports showing who has been granted access are available through the eKEY app's Manage Access *feature.*

5. Enter the phone number of the person to whom you wish to grant access and click **Check Eligibiliity**.
   Note: No dashes are required when entering phone number.
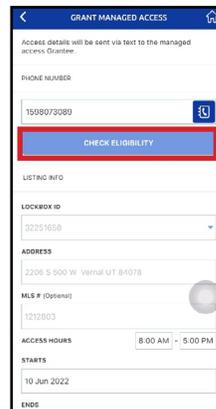
   Note: Only individuals who are not affiliated with your organization are eligible to receive Single Access.

   Note: Unused tokens will be returned if a granted access appointment is cancelled <u>before</u> the start time.

6. Enter the address of the property, select access date and hours, enter any relevant notes, and then tap **Send** and invitation will be sent.