

# Single Access with eKEY

## Instructions for Grantee

### 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.

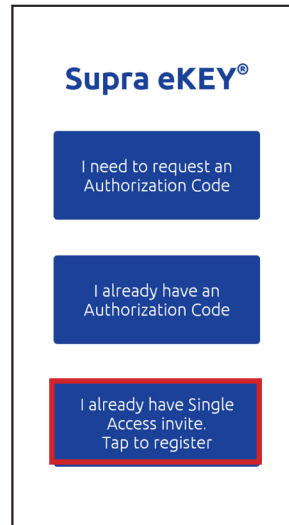


3. Once app is downloaded, open the app and tap "Activate eKEY app."



**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](https://suprasystems.com)

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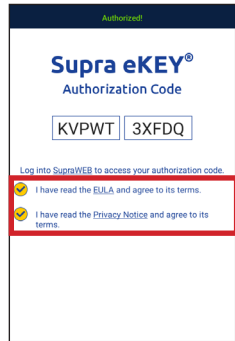
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### How to Pay the One-time Access Fee

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.

For eKEY authorization, click link: <https://ekey.suprakim.com/key?code=KVPWT3XFDQ>

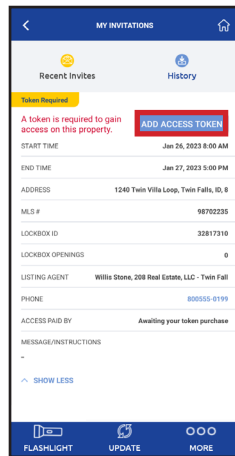


7. You'll receive a final SMS text. Tap on the link to continue. You may be required to pay a nominal fee for the access request to be processed and a digital token sent to you to access the lockbox. If that is the case, please follow the steps below. Otherwise, jump to [How to Access the Property on page 4](#).

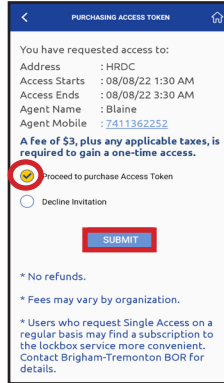
xxx-name-xxx grants access: xxxxxxxx-address-xxxxxxx  
xxxxxxx-address-xxxxxxx MLS ID xxxxxxxx from 08/08/22. Open eKEY: <https://ekey.suprakim.com/key?invite>

Further action required to obtain access permission to 1240 Twin Villa Loop MLS ID 98702235. Open eKEY: <https://ekey.suprakim.com/key?invite>

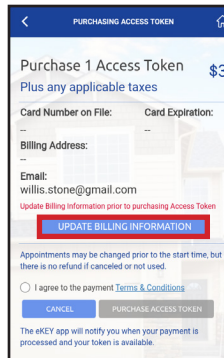
8. Tap the blue **Add Access Token** button.



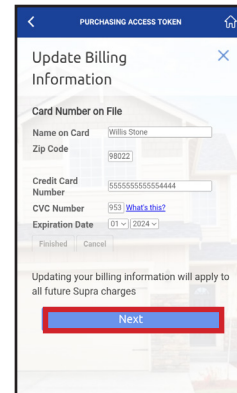
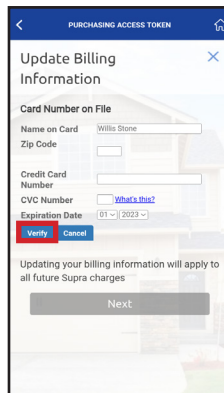
9. A screen appears indicating that a small fee is required to gain one-time access. You can either decline the invitation or accept it; proceed to make the payment, then tap **Submit**.



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



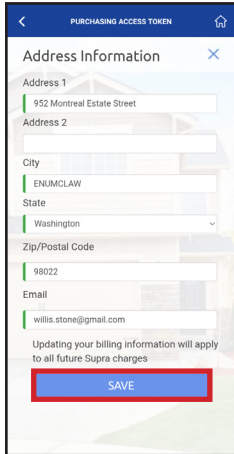
11. Enter your card information and tap **Verify**, and then tap **Next**.



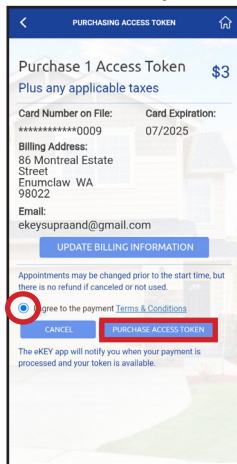
# Single Access with eKEY Instructions for Grantee

## How to Pay the One-time Access Fee

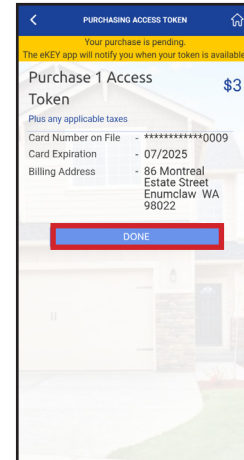
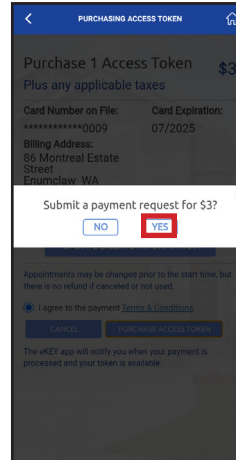
12. Enter your address information and then tap **Save**.



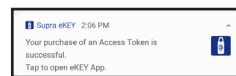
13. Agree to the payment terms & conditions, and then tap **Purchase Access Token**.



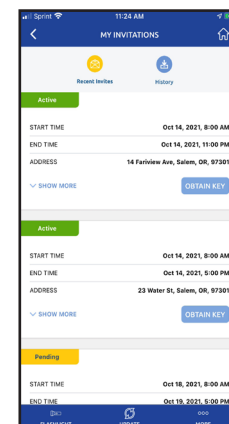
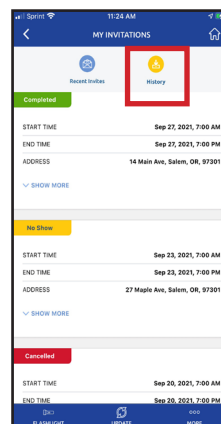
14. Confirm that you want to make the payment by tapping **Yes**. Another screen will appear; you can either tap **Done** or the screen will auto-navigate to the next page in 6 seconds.



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**.

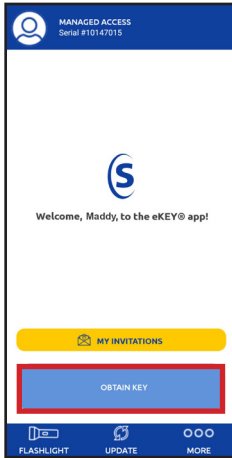


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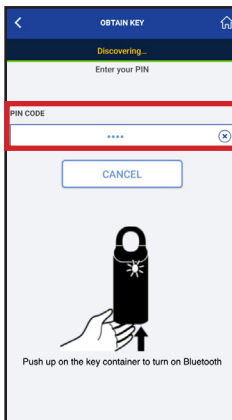
## Instructions for Grantee

### How to Access the Property

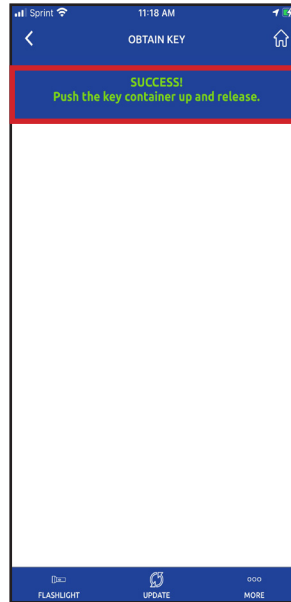
1. To access a property, tap the blue **Obtain Key** button.



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



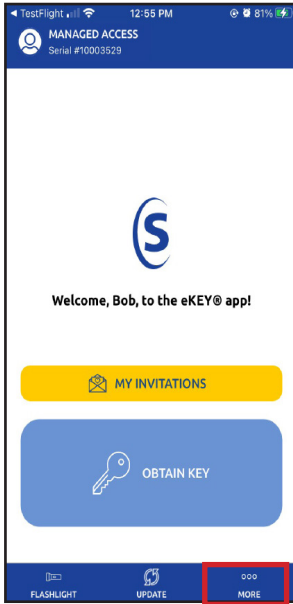
3. You will then get a "Success!" message. Once you see that, push up again on the bottom of the lockbox to access the key(s) inside.



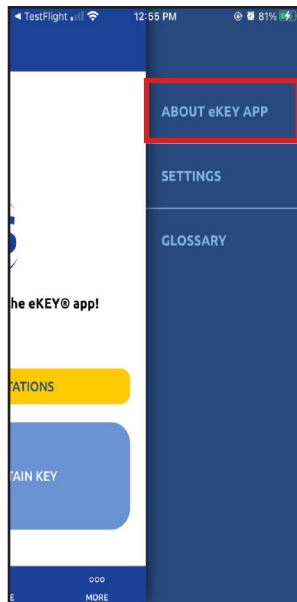
# Single Access with eKEY Instructions for Grantee

## How to Change Your PIN

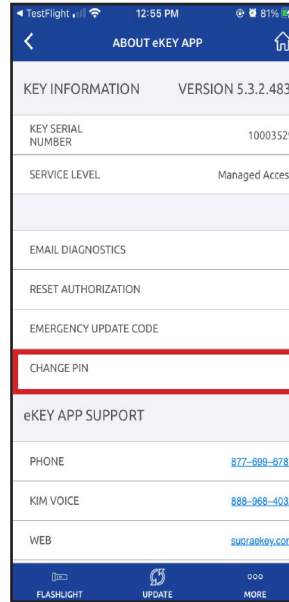
1. To change your PIN, from the home screen, tap **More**.



2. Tap **About eKEY App**.



3. Tap **Change PIN**.



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

