

Supra eKEY Authorization Code New Feature

eKEY® users can now request an authorization code from within the eKEY app. This is useful if you are moving your eKEY service to a new phone or if you receive a 9B0D error when the eKEY gets out of sync with the server.

To obtain an eKEY authorization code from **Mobile SupraWEB**:

1. Select the **SupraWEB** icon from within the eKEY app (on the 2nd page of icons), or navigate to **supraweb.suprakim.com** on your smartphone.
2. Enter eKEY serial number. The eKEY serial number can be found at the top of the eKEY home screen.
3. Enter 4-digit PIN.
4. Select the Association/MLS from the dropdown list.
5. Select **Login**.
6. Select **Authorization Code**
7. The authorization code will be emailed to the email address on file in SupraNET.



Sent: Friday, October 21, 2016 7:00 PM

To: Test@example.net

Subject: eKEY Application Authorization Code

Here is the authorization code you requested for your Supra eKEY app. If you did not request this authorization code, please contact your Supra administrator.

Authorization Code

11111 - 22222 - 33333

44444 - 55555 - 66666

Thank you - Supra Support Team