

Non-Member Access (NMA)

NMA Setup Instructions for Mobile Devices



Install eKEY® App and Set Up an Account

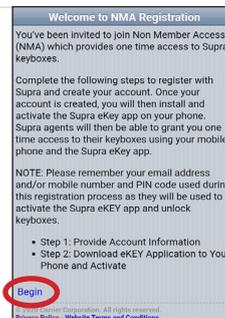
When a Supra user invites a non-Supra user to access their Supra keybox, a text message is sent to their device with a link to register, download the eKEY app, and authorize the app. They must have cellular coverage or have access to Wi-Fi.

Steps

- Once you receive a text message inviting you to access a Supra keybox, tap/click on the registration link in the text to begin the process.



- In the *Welcome to NMA Registration* page, tap/click **Begin**.



- Complete the registration process by entering the required account details and company information. Once complete, tap/click **Next**.

NOTE: Remember your email address and/or mobile number and PIN as you will need it again in Step 6 and for future access.



- Tap/click the link to download Supra eKEY for iPhone or Android. When the app has completed downloading, open it on your device.



- Once the Supra eKEY is open, tap/click **Activate eKEY App**.



Steps

6. Enter 10-digit phone number or email address and 4-digit PIN created in the registration process (Step 3) and tap/click **Submit**.

7. You will receive a Success! message indicating that your authorization code has been sent. Tap/click **OK**.

Note: Message will be text or email, depending on whether you entered your phone number or email address in the previous step.

8. Open the message using your phone and tap/click on the link. Open it with the eKEY app. This will open the app with a prepopulated authorization code. Accept the EULA (End User License Agreement) and the Privacy Notice to agree to the terms.

Note: If the authorization fails to prepopulate, you can enter the authorization code manually.

9. Grant eKEY permission to your location. If prompted to allow eKEY to use Bluetooth®, tap/click **OK**.

10. Your eKEY is now authorized and ready to access the keybox.

Steps

11. You will receive a message with the keybox access information and the timeframe for which you have access.

Nadia Schmieder granted you access to Keybox 32304975 from May 12 2020 12:00AM to May 13 2020 12:00AM

12. Follow the steps below to open the keybox.

Open a Keybox

A text message is sent to your mobile device (and an email is sent) each time a Supra user grants you permission to open their keybox. **Note:** *If you've already registered once, simply open the eKEY app when you receive a new message granting you access.*

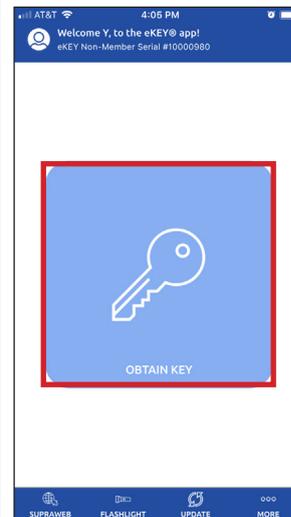
Open the eKEY app on your mobile device and use your 4-digit PIN (created in Step 3 above) to access the listing keys in the key container of a keybox.

Steps

1. Tap the **eKEY** icon to open the application.



2. Tap **Obtain Key** and enter your 4-digit PIN.



3. Press up on the bottom of the Bluetooth keybox to turn it on. The light will flash to indicate it is on.



4. When the *Success!* message appears on your eKEY, press up on the bottom of the keybox to release the key container.



5. When replacing the key container, ensure that all contents are positioned well inside the key container before closing. To replace the key container, turn it so the compartment holding the keys is facing you. Insert the key container into the bottom of the keybox and push up on the key container until it clicks and latches.

