KNOXVILLE AREA
ASSOCIATION OF REALTORS.

Supra Frequently Asked Questions

❖ **I have a new phone, how do I set up Supra?**
Go to the Google Play Store for Android, or the App Store for iPhone, and search for Supra eKEY. Download the app and then open the app. Press Activate Key App, then "I Need to Request an Authorization Code." Enter in your email address or phone number and the PIN you use to open lockboxes. If you have reached your limit for authorization codes please contact KAAR staff.

❖ **Where does my Supra eKEY work?**
Your key will open lockboxes belonging to members of KAAR, Great Smoky Mountains Association of Realtors, Greater Chattanooga Association of Realtors, Lakeway Area Association of Realtors, River Counties Association of Realtors, Tennessee Virginia Region MLS, and Upper Cumberland Association of Realtors.

❖ **What Permissions does the Supra eKEY app need?**
The app needs permission to access your location and the bluetooth on your phone.

❖ **How do I get an eKEY?**
If you are already a KAAR Member, send a completed Master Key Custody Agreement to KAAR Staff and provide card information for any Supra fees. For new members the appropriate forms to set up a key will be included in the application.

❖ **Where can I buy a Supra Lockbox?**
KAAR keeps lockboxes in stock at our office. If you purchase a lockbox from another Realtor, be sure to verify that the lockbox came from KAAR, and fill out a Lockbox Transfer form.

❖ **How can I update my billing information?**
Press the More option at the bottom of your Supra eKEY app, select the option for Payment Management, and then Update Card on File.

❖ **Will I be able to see who opened my Supra lockbox?**
In the Supra eKEY app press the option for Showing Notifications. On the next screen you will see showing records. Press on a showing record and you will see which lockbox was opened, when it was opened, and who opened it.

❖ **How do I get a new authorization code?**
If you need to reauthorize your Supra eKEY app, you will have an option for "I Need to Request an Authorization Code." Enter in your email address or phone number and the PIN you use to open lockboxes. If you have reached your limit for authorization codes please contact KAAR staff.

❖ **What if my lockbox breaks or is defective?**
Bring the lockbox to KAAR's office for replacement.

❖ **Can I use my Supra eKEY on both my Phone and Tablet?**
The Supra eKEY can only be authorized on one device at a time. Each time you switch between devices you will need a new authorization code. Supra automatically supplies a max of 2 authorization codes per week.

❖ **Can I lend my key to someone else?**
Loaning your Supra eKEY app is not allowed and can carry penalties.

❖ **My Supra app comes up with just a blue screen**
If you have an iPhone you will need to close out of all the apps open in the background.

❖ **My phone won't connect to the lockbox when I use Obtain Key or Open Shackle**

- Be sure that you have activated the lockbox by pressing up on the bottom of the lockbox, a red light should be blinking on the front of the lockbox.

- if you have an iPhone, close out any apps you have open in the background.

- Disconnect from any bluetooth devices your phone is connected to.

- Make sure the supra app has permission to access your location and your phone's bluetooth.

- Turn your bluetooth off for 30 seconds and turn it back on.

- Restart your phone.

- If you have an android phone, accept a pairing request for the lockbox if prompted.

❖ **My Supra eKEY app is asking for an emergency update code.**
Contact KAAR staff for an emergency update code, or Supra, 877-699-6787, outside of KAAR hours.

❖ **I received a Key Not Authorized message when trying to open a lockbox.**
If the lockbox belongs to one of the Great Smoky Mountains Association of Realtors, Greater Chattanooga Association of Realtors, Lakeway Area Association of Realtors, River Counties Association of Realtors, Tennessee Virginia Region MLS, or Upper Cumberland Association of Realtors, you will need to call the association the box comes from and request to be added as a cooperating key. They will need your key serial number and the PIN you use to open lockboxes.