

Vendor Access To Property Instructions

Setting Up Your Supra Account

Step 1) Download the Supra eKEY app from the App Store.

Step 2) Open the app, complete the requested information, and create your account. Be sure to remember the 4-digit access code you create.

Step 3) You will receive a separate text message from Supra eKEY containing a confirmation link and your XXXX-XXXX confirmation code. Click the link to verify and activate your account.

Step 4) Once your account has been confirmed, please notify your Realtor.

Accessing the Property

Your Realtor will send you a one-time access code via text message. Click the link in the message, which will open the Supra eKEY app.

Press “Obtain Key” and enter your 4-digit access code.

Next, press the bottom of the keybox attached to the front door to activate the lockbox to where you see it blinking red. Wait approximately 3–5 seconds until you either see a “Success” message on your phone or hear the confirmation sound.

Once confirmed, press the bottom of the keybox again to release the key.

