

Supra® eKEY® Refreshed App

Frequently Asked Questions

Apple Watch®

- Q.** Does the one-day PIN work on the Apple Watch?
- A.** Yes, when “Only Require PIN Once Per Day” is enabled in Settings in the eKEY app.
- Q.** Can the eKEY app on the Apple Watch work independently of the iPhone®?
- A.** No. The eKEY app on the Apple Watch can only be used if it’s in proximity of the iPhone?
- Q.** How close does the Apple Watch need to be to the iPhone to use the eKEY app on the Apple Watch?
- A.** The Apple Watch must be within 30 feet of the iPhone.
- Q.** If the Apple Watch is paired with the iPhone, is the eKEY app authorized on both devices simultaneously?
- A.** The Apple Watch is like a remote for the iPhone. As long as the Apple Watch is within 30 feet of the iPhone it has the ability to open the key container, designate the showing ended (if end of showing is enabled), and send alert messages (if alert is activated for the organization).

Android™ Watch

- Q.** Are there any plans for any Android watches to be compatible with the eKEY app?
- A.** Not at this time. The team is reviewing the technical requirements.

Biometrics

- Q.** If I set the eKEY app to require biometrics to open the key container, will I still have to enter the PIN code?
- A.** Yes, enabling biometrics provides a two-factor authentication. To limit the PIN entry to once per day, turn on “Only Require PIN Once Per Day” in eKEY Settings.



- Q.** If the once per day PIN code is enabled in the eKEY app and biometrics are turned off, could anyone pick up my phone and use it to open keyboxes for the rest of the day?
- A.** The once per day PIN can only be enabled if your phone has a lock function turned on so that it requires a password, PIN, symbol, biometrics, etc. to access any apps on your phone. Trying to enable this feature without one of those security measures in place will prompt the user to enable a lock function in the settings of their phone.

Data at the Door

- Q.** How is Supra accessing the Data at the Door information?
- A.** The information is composed of data supplied by the association/MLS and the listing agent.
- Q.** What message is displayed in the eKEY app if it is not in cellular service when the key container is opened?
- A.** The eKEY app will display: Unable to load listing details. Make sure you are connected to the Internet.
- Q.** Is the MLS number automatically pulled or does it need to be entered manually?
- A.** The keybox needs to be assigned to a listing for Data at the Door to display. If the keybox is not assigned to a listing, there will not be any listing data displayed. If the listing has not been entered into the MLS yet, there will not be any listing data displayed.

Messages

- Q.** Can the messages be cleared all at once or do they need to be opened individually?
- A.** Messages on iOS devices can be deleted from the list by swiping left. Messages for both iOS and Android can be deleted by viewing the message details and selecting delete.

eKEY

- Q.** How much storage space does the eKEY app require?
- A.** This depends on data usage. The typical range is between 40 MB and 120 MB.
- Q.** What operating systems are supported with the new eKEY app?



- A. The refreshed eKEY app requires Android™ OS 5 or greater or Apple® iOS 10 or greater.
- Q. What if I don't have the necessary operating system on my phone? Will the system let me keep my old eKEY app?
- A. The app stores are smart enough to know what operating system you have and what is needed by the apps. Older devices that are not able to support the refreshed eKEY app will not be able to download the new app in the app store.

eKEY Professional

- Q. Are the listings stored in the eKEY app on my phone like the original eKEY app or are they web-based?
- A. The listing data is stored on in the eKEY app on your phone with the exception of the photos. You must have a cellular or wifi connection to display photos in the eKEY app.
- Q. How often is the listing data updated?
- A. The listing data is updated every 15-30 minutes.
- Q. When Supra pulls listing data every 15-30 minutes, will it be updating the listing data in the eKEY app that often too?
- A. The listing data is only updated in the eKEY app when it syncs with the servers which is during the nightly sync or a manual sync. The listing search will search the live data on the servers if the phone has a cellular or wifi connection.
- Q. How much space does the roster take up on my phone?
- A. It truly depends on the size of the organization; however, a good benchmark is 2-3 MB. You can delete the roster by going into eKEY Settings and scrolling down and selecting Delete Roster.
- Q. What is the source of the roster?
- A. This information is provided by the association/MLS to Supra.

Supra Home Tour

- Q. Will any of the buyer feedback be available in SupraWEB?



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- A.** The buyer feedback is only available within the eKEY app at this time.

- Q.** Some areas do not allow buyers to take photos during showings. Can this be disabled in the Home Tour app?

- A.** The agent is responsible for communicating to buyers if taking pictures of a listing is allowed. Any photos taken remain on the mobile device and are not uploaded to Supra.

- Q.** Do any buyer's home ratings and pictures come back if the buyer deletes the app and is re-invited by the same agent or another agent?

- A.** The ratings and comments will come back. If the Home Tour app is reinstalled on the same phone then the pictures will come back since the photos are only stored on the buyer's phone.

