TRAINING TIP OF THE WEEK

NEW SUPRA EKEY
Authorization Code Feature

Supra recently announced a new way for eKey users to authorize THEIR OWN eKey apps. This new feature makes it easy to obtain an authorization code when a member gets a new phone or needs to reinstall their eKey app. This feature means **YOU ARE NEVER STRANDED!** You'll no longer have long wait times when calling Supra directly, nor will you have to wait until normal business hours at the Association Office.

To obtain an authorization code from the eKey app:
1. Launch the **eKey App** (after successful download)
2. Select **Activate eKey App** and the following screen is displayed…
3. Enter your **email address** or **phone number**
4. Enter your **4-digit PIN CODE**
5. Click **Submit**

The authorization code is then emailed or texted to the eKey user, and they can click the authorization code link in the email/text to automatically authorize the eKey app.

An authorization code can still be obtained from using your online Supra account on SupraWEB at www.supraekey.com.

TIPS ON USING THIS FEATURE:
- The email address or phone number entered must match your account record in order for this feature to work.
- The email or text message must be opened on the smartphone where the eKey app is installed to auto-populate the authorization code by clicking the link.
- The email address or phone number can't be on more than one agent record or the system will direct the user to login to SupraWEB to get an authorization code.
- The phone number entered must be a cell phone number to receive a text message.

Before moving the eKey app to a new phone, verify or update the email address and phone number by opening the eKey app and selecting **MORE** and then **MY PROFILE.** The email address and phone number can be updated on this screen by tapping **EDIT.** This information will be overwritten if a membership system interface is in place. Members should make sure their information is correct with the organization.

Brand new eKey users must obtain an authorization code from their organization.

Supra eKEY®
Get Authorization Code

Enter email or phone number

Enter PIN Code

SUBMIT

Already have an authorization code?

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