eKEY Authorization/Update Code Feature

Bay East Keyholders can request an authorization or update code, through SupraWEB using the browser on their mobile device, or from within the eKEY app by following the instructions that follow.

PLEASE NOTE:
You will need your eKEY serial number and four-digit pin code to complete these steps. You can locate your eKEY serial number by clicking "MORE" on the bottom right of your eKEY app, then select "ABOUT EKEY" on the top right. Your eKEY serial number and the number for Supra® support will be displayed on the screen. It is a good idea to screenshot this page and email it to yourself for safekeeping, so you will always have access to it.

To obtain an eKEY authorization or update code from through SupraWEB:

1. Open the browser on your mobile device and navigate to supraweb.suprakim.com

2. Enter your eKEY serial number and your 4-digit pin code, then select "CA – Bay East Association of Realtors" as your association, and login

3. Select the appropriate code you would like to generate.

If you choose "Update Code" and receive an error message that instructs you to perform a Sync before getting an Update code, you will need to go back and select "Authorization Code" instead.

Once you select "Authorization Code", the code will be emailed to the email address you have on file with the Association.

To obtain an eKEY authorization or update code from within the eKEY App:

1. Open your eKEY app, then select "MORE", on the bottom right of the screen, and then select "SUPRAWEB" from the dropdown.

2. Enter your eKEY serial number and your 4-digit pin code, then select "CA – Bay East Association of Realtors" as your association, and login

3. Select the appropriate code you would like to generate.

If you choose "Update Code" and receive an error message that instructs you to perform a Sync before getting an Update code, you will need to go back and select "Authorization Code" instead.

Once you select "Authorization Code", the code will be emailed to the email address you have on file with the Association.