



SUPRA EKEY

TOP 5 FREQUENTLY ASKED QUESTIONS

QUESTION #1

WHERE CAN I FIND MY SHACKLE CODE?

You can access your shackle code by selecting the “My Lockboxes” tab on the home screen of the Supra eKEY app. You’ll then be able to see a list of all the serial numbers that have been added to your inventory. Select the serial number of the box that you’re wanting to access (the serial number can be found on the side of the lockbox). You’ll then select “Program Lockbox”. Along the left side of your screen, you’ll see the words “Shackle Code” and over to the right you’ll see the shackle code listed.

QUESTION #2

WHAT IS A CBS CODE?

A CBS code, or a Call Before Showing code, is used by any individual that has Supra eKEY access but isn’t a fully licensed REALTOR®. Some examples are painters and photographers.

QUESTION #3

WHERE DO I ACCESS THE CBS CODE?

The CBS code can be accessed in the same place as the shackle code. You’ll go into “My Lockboxes”, select the serial number of the box you’re looking at, and on the left side of your screen you’ll see where it says, “CBS Code”. Over to the right you’ll find the 7-digit code listed.

QUESTION #4

DOES THE SUPRA EKEY APP ACCOUNT FOR TIME CHANGES WHEN IT COMES TO THE HOURS IT CAN BE ACCESSED?

No, it does not. When we move forward an hour for daylight savings time, the app does not adjust for the time change. If your access hours are between 7am-9pm, then during this time, your box will only be able to be accessed during 8am-10pm. However, when we move back an hour during the fall season, the box will be able to be accessed from 7am-9pm.

QUESTION #5

WHY IS MY APP NO LONGER UPDATING?

When you first set up your app, it is set to automatically update due to the priority of how often you’ll use it. However, if you aren’t opening the app on a semi-regular basis (2-3 times a week), your phone will assume the update is no longer needed and will stop processing it. Do not try to force the update or it will lock your app. You will need cell service to process the update.

If you ever need assistance with your Supra eKEY app or a Supra lockbox, please call GFWAR at (817) 336-5165 and dial ext. 100 for Taylor Diaz or ext. 105 for Dawn Brown. In the event we are closed, please call (877) 699-6787 for Supra after-hours assistance.