

SUPRA LOCATION SETTINGS:



LOCATION SETTINGS FOR THE SUPRA EKEY APP SHOULD BE SET TO ALWAYS. THIS ALLOWS INFORMATION TO BE TRANSMITTED TO LOCKBOX OWNERS AS QUICKLY AS POSSIBLE.

When downloading and authorizing the Supra eKey App, you will be asked to grant permission for location services. **Please be sure to select the "Always" option.** This allows the app to access GPS and create a connection between your phone and a lockbox. This is how Supra is able to generate accurate showing reports and notifications for REALTORS® accessing the key and the lockbox owner.

If you do not select "Always" it can create delays in ending a showing and the lockbox owners receiving notification of who accessed the lockbox and when.

Note: If you forget to end a showing, you will get a notification from Supra prompting you to "end showing". Please be sure to not ignore these notifications and end all showings. Ignoring these notifications could also create a delay in notifications sent to the lockbox owner.

Additionally, to help the process move more quickly, once you have ended a showing you could also update your eKey app. This will allow notifications to be sent immediately to the lockbox owner, instead of overnight. To manually update your app, click on the update button on the lower menu bar inside the Supra eKey app (looking left to right, it is the 3rd button)

Accurate reports and notifications are important for the listing agent to be able to provide prompt and accurate information to the seller.

HOW TO UPDATE SUPRA LOCATION SETTINGS:



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TURN LOCATION SERVICE ON: ANDROID OS:

1. Tap on the Settings app (or pull down the notification area at the top of the phone screen and tap on the gear icon at the top right).
2. Tap on Security & Location OR Biometrics & Security (if the user just sees Location, skip to step 3).
3. Tap on Location (if they do not see Location yet, tap on Advanced first).
4. Turn "Location" on.
5. If presented with the Location consent screen, tap Agree.
6. If presented with Google Location consent, tap Agree.

NOTE: In the Settings app, you can tap at the top right and type in what you are searching for.

ANDROID OS: Using Search in Settings If the above doesn't help, in the Settings app:

1. Tap on the magnifying glass (Search icon) toward the top.
2. In the search box that pops up at the top, enter "location".
3. Tap on the first item that comes up in the results.
4. That will put you on the Location screen. At the top right, switch it on.

TURN LOCATION SERVICE ON: iOS (APPLE: iPhone):

1. Go to the Settings app.
2. Tap on Privacy.
3. Tap on Location Service.
4. Scroll down and find eKEY.
5. Make sure that "Always" is selected to allow eKEY to use Location Services while it is in use (but not running in the background).

Allow Google Maps to Use Location Services If nothing else works:

1. Open Google Maps.
2. If asked to allow Google Maps to use location services, select Allow.