

Re-Authorizing Your eKEY Application

Your phone service provider will periodically update the operating system on your phone. When this happens, the update will delete the authorization code that is saved in your temporary files. As an eKEY user, you will need to re-authorize your eKEY application. Re-authorizing your application is necessary if you receive an error message while trying to update your application wirelessly.

Authorization codes are never the same.

To obtain a new authorization code, you can:

Call the SCWMLS office during normal business hours OR

You can log into SupraWEB to obtain a new authorization code from your personal computer. Please note: You cannot obtain the code from your smartphone.

To Log In to SupraWEB:

Go to: www.supraekey.com

Click on: Agents—Log Into SupraWEB



If you do not have a log in and password, click: How to Get Access to create one.

Log In to SupraWEB

From the Dashboard: choose Get New Authorization code (make note of this number as it is 30-digits)

On your smartphone, open your eKEY application and select Update Key. This will either re-authorize your application wirelessly or the application will require you to manually enter the new authorization code. **Directions on How to Reset your Authorization Code are found on the back.**

How to Reset your Authorization Code on your Smartphone

| Android | Blackberry | iPhone |
|--|--|-----------------------------------|
| Open eKEY Application | Open the eKEY Application | Open the eKEY Application |
| Choose the About icon | From eKEY Home—Press the Blackberry button  | Choose the About icon |
| Press the menu button on your phone | Choose Settings—Press the Blackberry button  | Scroll Down to the bottom |
| Choose Reset Authorization | Choose Reset Authorization | Choose Reset Authorization |
| YES | YES | Choose Activate KEY |
| Choose Activate KEY | Next | Enter New Auth Code |
| Next | Enter the New Auth Code | Authorize |
| Enter the New Auth Code | Finish | |
| Authorize | | |