

This process mapping is for non-members coming back to use the non-member access service.
Not first-time users.

For visual purposes below is a screenshot of what the app looks like after the non-member has successfully activated the access.



Proceed to next page:

Once CARA MEMBER successfully grants access, non-member will get text message stating you've been granted access. **NO LINK TO REGISTER.**

The video for returning user is only applicable for Scenario # 1.

Scenario # 1

If non-member did not delete supra key app from previous access and remembers the PIN # they set up then they are good to go.

>Simply open the app, and TAP on UPDATE,
NO MORE REGISTRATION, NO AUTH CODE NEEDED

Scenario # 2

If non-member deleted supra ekey app from previous access.

After getting the text message from CARA member.

>Download the supra ekey app from app store or google playstore

>Once app is downloaded, TAP on ACTIVATE

>Tap on I need to Request authorization code

>Enter email or cell number

>Enter 4-digit PIN # from your initial set up

*If the non-member remembers the PIN they set from your previous access, good to go.

If they don't remember the PIN, please call CARA Board at 403-343-0881. CARA staff will call Supra support to retrieve the PIN*

>Wait for email, please be patient. It will take few minutes.

>Once you receive email, Click on **CLICK HERE** to auto fill the authorization code.

>Click on the Agreements, (2 agreements)

>Go back to the ekey app and TAP on UPDATE.

How to access the lockbox:

>Open EKEY APP and TAP on Update

>Tap on OBTAIN KEY

>Enter your 4-digit PIN code.

>Activate the lockbox by pushing the bottom part.

>Your device will start communicating with the lockbox. Once it is complete it will say SUCCESSFUL.

>Push up on key container to release it.

Scenario # 3

If non-member has multiple invites from various CARA Listing Agents.

Non-member will still get the text messages, no registration no auth code needed.

Under MY INVITATIONS, the future invites will say PENDING until the time of access.

When time of access comes, non-member simply:

>Open EKEY APP and TAP on Update

>Tap on OBTAIN KEY

>Enter your 4-digit PIN code.

>Activate the lockbox by pushing the bottom part.

>Your device will start communicating with the lockbox. Once it is complete it will say SUCCESSFUL.

>Push up on key container to release it.

At any point non-member gets any ERROR CODES or technical issues, correct protocol is for them to call Supra support at 1-877-699-6787.