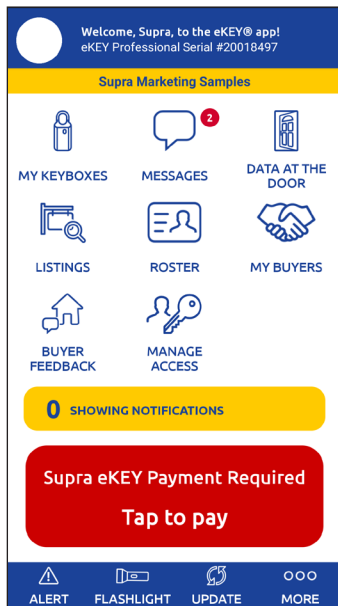


# New Process for Past Due eKEY Users

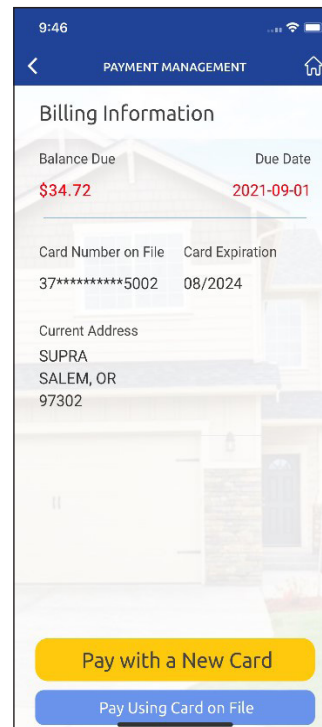
## Agents who are PAST DUE

If you are an eKEY user who has not paid your Supra bill, you no longer have to call Supra Support to make a payment before regaining use of your eKEY, even if your account has gone to collections.

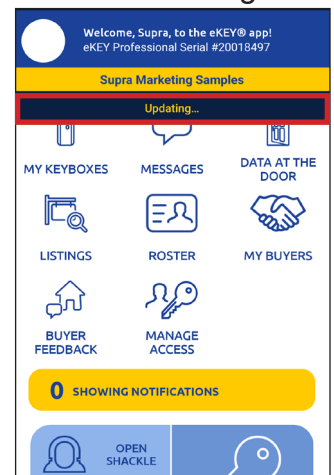
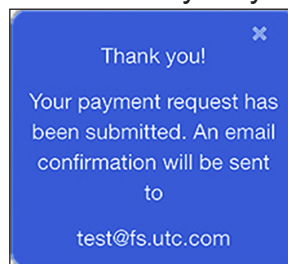
1. You will see a big red notice over your *Obtain Key* button, indicating that your bill is past due.



2. When you click that red notice, you'll be taken directly to the payment management page of the eKEY app.



3. Once you pay your bill, you will receive a payment confirmation. Your eKEY will update automatically so you can resume using it.



[supraekey.com](http://supraekey.com)

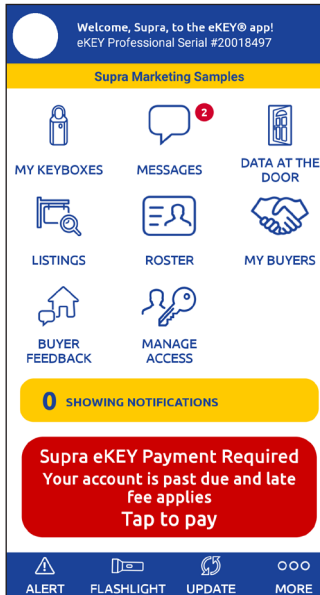
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# New Process for Past Due eKEY Users

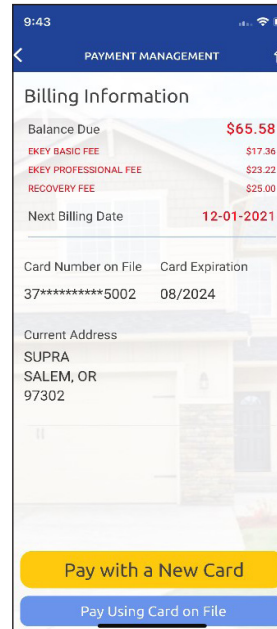
## Agents who are IN COLLECTIONS

Even if your account is in collections, you no longer have to call Supra Support to make a payment before regaining use of your eKEY.

1. You will see a big red notice over your *Obtain Key* button indicating that your bill is past due and that late fees will apply.

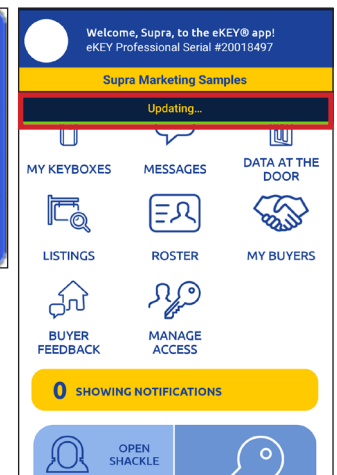
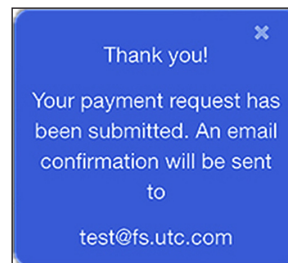


2. When you click that red notice, you'll be taken directly to the payment management page of the eKEY app.



**Note:** Since your account is in collections, a late fee will apply.

3. Once you submit your payment, you will receive a payment confirmation. Your eKEY will update automatically so you can resume using it immediately.



supraekey.com

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