



December 15, 2021

Update your eKEY® app for the New Year

Dear Supra User,

Effective December 31, 2021, Supra will be shutting down an earlier generation eKEY server. Our records indicate that you may be affected by this. Because this server supports the oldest versions of the eKEY app, we are asking impacted keyholders to confirm they that they have the latest version of the eKEY app on a working device. Please refer to additional guidance in this [document](#).

In addition, you may be affected by the upcoming phase out of 3G cellular networks. Beginning in January of 2022, providers will begin turning off their 3G networks*. They are taking this step because as technology evolves and improves, they remove older services. The Supra eKEY app requires devices that are 4G-enabled (or higher).

Minimum device requirements to use the eKEY app:

iPhone: Model 6S or newer.

Android: Models vary. Because there are so many different Android based devices, we are unable to provide a list of specific devices that might be affected. Please check with your cellular provider to see if your device requires a 3G connection. If your phone does not support 4G or greater, cell coverage will cease when 3G is phased out by your carrier. You will not be able to use the eKEY app.

The eKEY app has become the access method of choice for over 1 million real estate professionals. The eKEY app streamlines showings and delivers efficient access to powerful information, ultimately providing compelling value to consumers. Check out our great library of [eKEY resources](#) online to get up to speed.

For support with your device, please contact your phone manufacturer or cellular provider.

For eKEY app support, please contact our support line at 1-877-699-6787 or email us at suprasupport@carrier.com.

Regards,
Supra

* [Plan Ahead for Phase Out of 3G Cellular Networks and Service](#) – Federal Communications Commission