How to activate access as a returning Non-Member

1.Contact the CARA member to grant you non-member access, we prefer 24 hours notice.

2.Once CARA member successfully grants you non-member access, you will get a text message on your device. Example below:

Non-member access granted
Yesterday at 9:47 AM

granted you access to 4922 45 street Red Deer, AB T4N 1K6, MLS ID CARA0881, Keybox 33047355 from 7/12/2018 3:00PM to 7/13/2018 3:00PM

3. If you did not delete the Supra EKEY app from previous access, and remember the pin code you set up. You are good to go. All you have to do is open EKEY app , **CLICK ON SETTINGS AND UPDATE**

4. If you deleted the app from previous access, please go to the app store and download Supra EKEY. Once app is on your device, open and click on ACTIVATE EKEY.

5. You will get to the Authorization code page,
 YOU MUST CALL SUPRA SUPPORT at 1-877-699-6787.
Tell them you are needing Authorization code for non-member access.

6. If you forgot the PIN code you set up, please call CARA office at 403-343-0881, and we will contact Supra to retrieve the pin code you set up.

7. **Open an IBOX BT LE using your smartphone:** You'll need your updated eKEY app and your 4-digit PIN to access the listing keys in the key container on an iBox BT LE.

> Select the **eKEY** icon to open the eKEY application

> Select the **Obtain Key** and enter your 4-digit PIN.

> Using your iPhone or Android device, select BEGIN and press up on the bottom of the IBOX BT LE to activate it.

> Upon success, press up on the bottom of the IBOX to release the key container.

> If you get an error code, please take note of the code and call Supra support at 1-877-699-6787.

Give them your EKEY serial number as reference, which is located on top of the app.
Example below: