

# How to *Update an Expired eKEY*®

## — Update Automatically —

Android™

Apple®

### 1. Open the app

*Note: An active cellular or Wi-Fi® data connection is required.*

1. Open the Supra TRACcess eKEY app and eKEY will attempt to update.

2. Enable **Automatic Update** in **Settings** (enabled by default) and eKEY will attempt to update overnight.

*Note: Some Apple devices will only update overnight if the TRACcess eKEY app is a frequently used app.*

3. Select **Update Key** then **Wireless Update**, and eKEY will attempt to update.

4. Select **Update Key** then **Emergency Update Code**, then enter your code.

*Note: The number of emergency update codes (EUCs) that can be consecutively requested is limited by your TRACcess administrator. If your limit is reached, you must use a cellular or Wi-Fi data connection to update your Supra TRACcess eKEY app and reset your EUC limit.*



For Supra-Hosted Customers

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## 2. Enable Automatic Update

***Note:** An active cellular or Wi-Fi data connection is required.*



# How to *Update an Expired eKEY*®

## — Update Manually —

### Android Apple

1. Open the Supra TRACcess eKEY app and eKEY will attempt to update.

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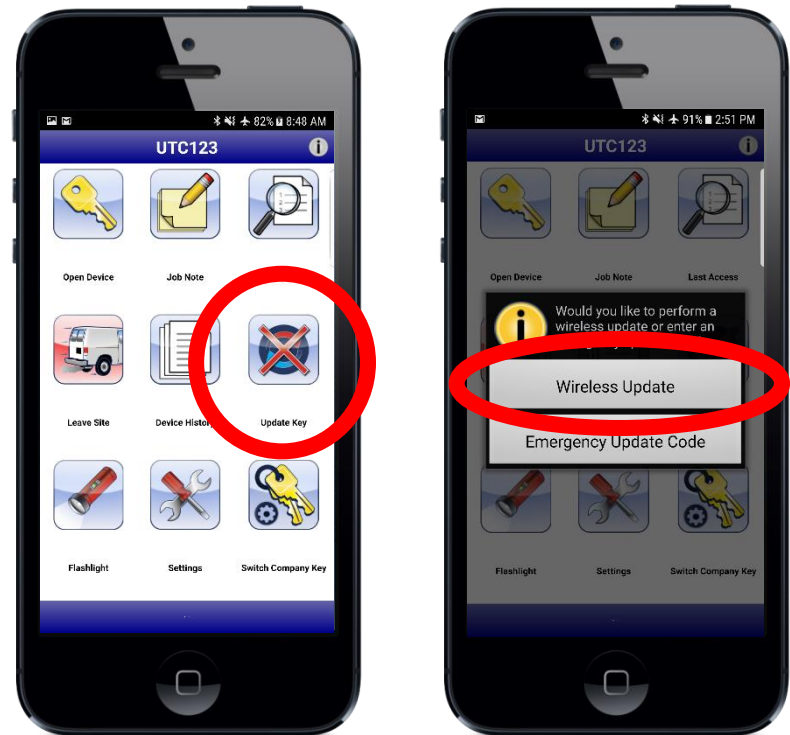
3. Select **Update Key** then **Wireless Update**, and eKEY will attempt to update.

4. Select **Update Key** then **Emergency Update Code**, then enter your code.

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3. Select **Update Key** then **Wireless Update**

***Note:** An active cellular or Wi-Fi data connection is required.*



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# How to *Update an Expired eKEY®*

## — Update by Emergency Update Code —

### Android Apple

1. Open the Supra TRACcess eKEY app and eKEY will attempt to update.

2. Enable **Automatic Update** in **Settings** (enabled by default) and eKEY will attempt to update overnight.

***Note:** Some Apple devices will only update overnight if the TRACcess eKEY app is a frequently used app.*

3. Select **Update Key** then **Wireless Update**, and eKEY will attempt to update.

4. Select **Update Key** then **Emergency Update Code**, then enter your code.

***Note:** The number of emergency update codes (EUCs) that can be consecutively requested is limited by your TRACcess administrator. If your limit is reached, you must use a cellular or Wi-Fi data connection to update your Supra TRACcess eKEY app and reset your EUC limit.*

3. Select **Update Key** then **Emergency Update Code**, then enter your code

***Note:** Active keyholders can contact their TRACcess administrator for an emergency update code.*



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[www.traccessmanager.com](http://www.traccessmanager.com).

