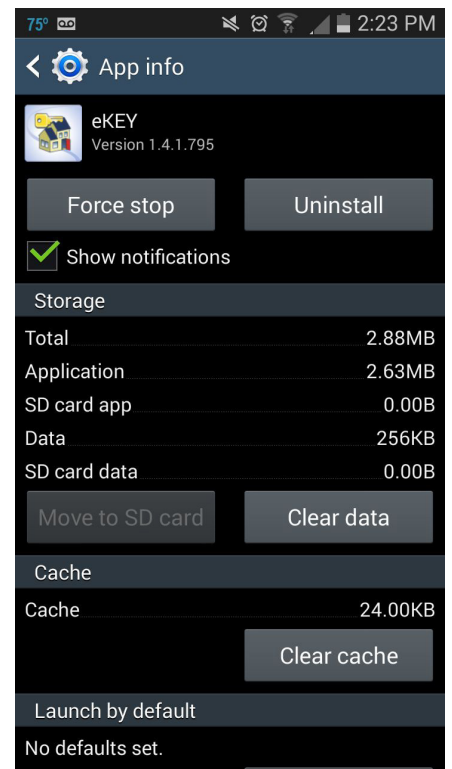


How to force close the eKEY App on an Android device

1. Open 'Settings' for the device
2. Tap on 'Application Manager' or 'Apps'
3. Find the eKEY program and open
4. Tap 'Force Stop'

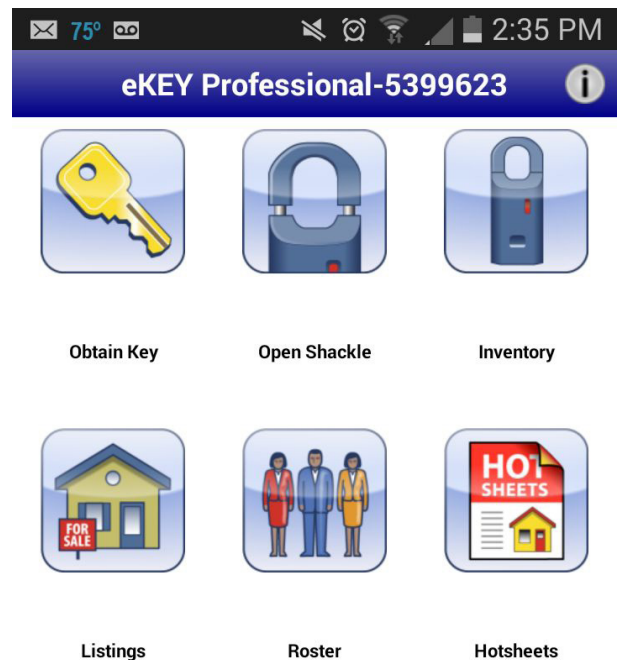


How to force close the eKEY App on an Apple device

1. Double-click the home button
2. Swipe left or right until you have located the eKEY App
3. Swipe the App's preview up to close it

How to find your eKEY serial number

1. Open the eKEY App
2. Your serial number will be located at the top of the screen. It will say 'eKEY Basic' or 'eKEY Professional' followed by a 7-digit serial number.



How to find your eKEY serial number

1. Your serial number can be found on the back of your eKEY. The bar code.