

# Supra<sup>®</sup> Agent Alert

## Send an alert notification with your Supra key

Agent Alert is a convenient feature built into Supra's eKEY<sup>®</sup>, XpressKEY<sup>®</sup>, and ActiveKEY<sup>®</sup>, providing peace of mind for agents anywhere they carry their Supra wireless key. With the press of a button, agents have a simple and discreet method to send an alert message to priority contacts. The message and up to three contacts are set up in advance. Holding the alert button automatically sends the message to the contacts. The message can be sent as an email or text message.

**eKEY and XpressKEY Only:** A link to a map of the key's location is included with the message.

### Setting Up Agent Alerts

1. Login to SupraWEB at [www.supraekey.com](http://www.supraekey.com).
2. Select the **Alerts** link. The first time you select the link, you'll need to accept the terms and conditions and license agreement.
3. Click the **Enable Service** button.
4. Enter email address or 10-digit wireless number and carrier info to send a text message. See example in screenshot below.
5. Enter custom message or keep the default message. The message is limited to 100 characters.
6. Click **Save**.

Once your contacts are set up, a notification is emailed to each of your new contacts on the list. The email notification to your contacts includes a link for them to opt out. When a contact opts out, an email is sent to you informing you that one of your contacts has been removed.

**Note:** Your Supra key will need to sync before it is able to send alerts.

The screenshot shows the SupraWEB Management Website interface. At the top, there's a navigation bar with links: HOME, LISTINGS, REPORTS, SETTINGS, BILLING, and SUPPORT. The 'eKEY Alert Setup' section is highlighted. It features two radio buttons: 'Enable Service' (selected) and 'Disable Service'. Below this, there are instructions: 'You can save up to 3 contact names and email addresses for this service.' and 'Email address is a required field.' A form field prompts the user to 'Enter Contact Name, Email (Format: name@domain.com)'. There are three rows of input fields for 'Contact Name' and 'Email \*'. Below the form, there's a section for 'Enabling this feature provides alerts via email. To send a text message via email, address the email alert to the recipient's 10-digit wireless phone number. See examples below.' Examples provided are: Verizon: 5551234567@vzwpx.com, AT&T: 5551234567@txt.att.net, and Sprint: 5551234567@messaging.sprintpcs.com. A link for 'help' is also present. A 'Custom Message' field is available, with a note that it can hold up to 100 characters. The default message shown is: 'Hello. This is Bria Jones. It is important that you call me at XXX-YYY-ZZZZ right away.' A 'Save' button is at the bottom.

Supra  
United Technologies

Naveen Ajjan [ Log Out ]  
SupraWEB  
Management Website

HOME LISTINGS REPORTS SETTINGS BILLING SUPPORT

QUICK LINKS  
• Update Code  
• Identify Keyholder

**eKEY Alert Setup**

☒ Enable Service ☐ Disable Service

- You can save up to 3 contact names and email addresses for this service.
- Email address is a required field.

Enter Contact Name, Email (Format: name@domain.com)

Contact Name	Email *
1. <input type="text"/>	<input type="text"/>
2. <input type="text"/>	<input type="text"/>
3. <input type="text"/>	<input type="text"/>

Enabling this feature provides alerts via email. To send a text message via email, address the email alert to the recipient's 10-digit wireless phone number. See examples below.

Verizon: 5551234567@vzwpx.com  
AT&T: 5551234567@txt.att.net  
Sprint: 5551234567@messaging.sprintpcs.com

For more examples mouse hover [help](#).

Custom Message: (you may enter up to 100 characters)

Hello. This is Bria Jones. It is important that you call me at XXX-YYY-ZZZZ right away.

15 Characters Left.

**Save**



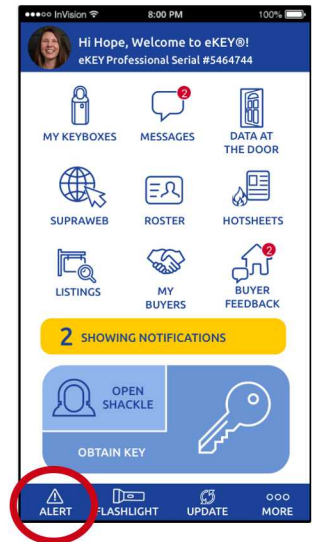
# Sending an Alert Message

## eKEY® App

1. With the eKEY app open, press and hold the Alert icon on the eKEY for 3 continuous seconds.

**Note:** The alert cannot be canceled at this point.

2. When alert has been sent successfully, the phone will vibrate and the Alert icon will be replaced with SENT for about two seconds.



## ActiveKEY®

1. Press and hold the Supra button (lower right button) on the ActiveKEY for 3 continuous seconds. The ActiveKEY does not need to be turned on first.

2. The ActiveKEY displays: SENDING ALERT...

**Note:** The alert cannot be canceled at this point.

3. Once complete, the ActiveKEY displays ALERT DONE and the backlight on the ActiveKEY flashes to let you know the alert has successfully sent.



## XpressKEY®

1. Press and hold the flashlight icon on the XpressKEY for 3 continuous seconds.

**Note:** The alert cannot be canceled at this point.

2. Once complete, the message "Preset Email Sent" displays on the XpressKEY screen. Press "OK" to return to the main screen.

