Supra® Agent Alert

Send an alert notification with your Supra key

Agent Alert is a convenient feature built into Supra's eKEY®, XpressKEY®, and ActiveKEY®, 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.
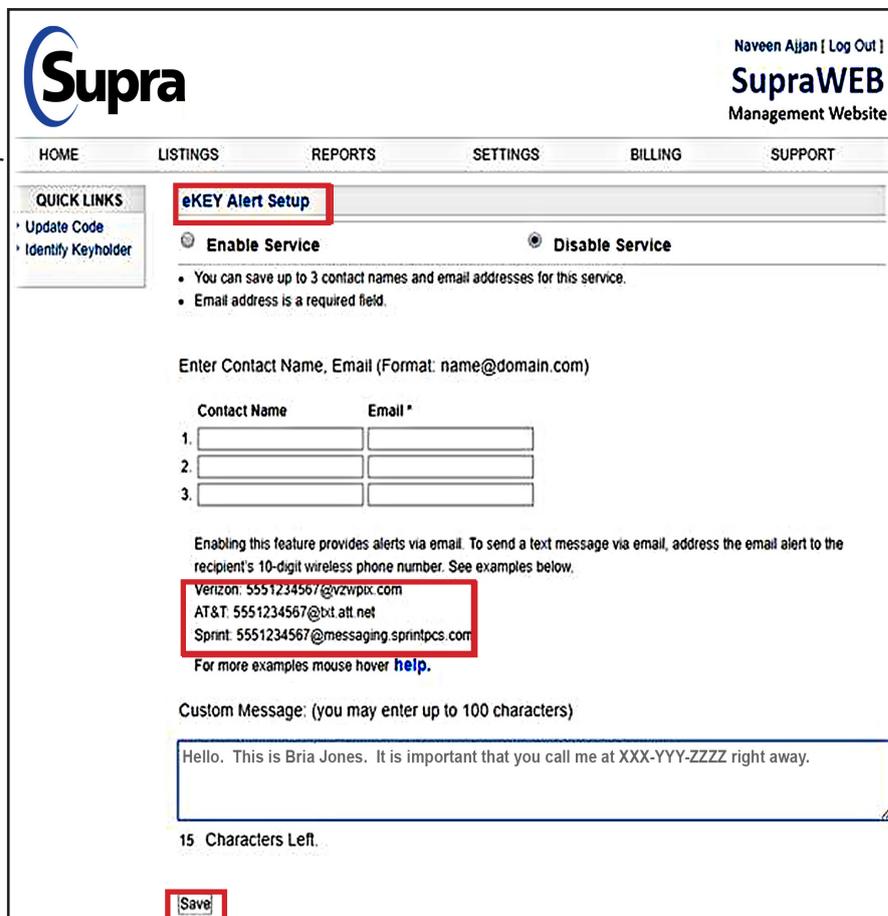
eKEY and XpressKEY Only: *A link to a map of the key's location is included with the message.*

Setting Up Agent Alerts

1. Log in to SupraWEB at 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.

Sending an Alert Message

Note: To utilize this feature, Location Services must be turned on. To turn on Location Services, tap **Settings**, tap **Location**, and tap the slider to turn it to the "on" position.

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.
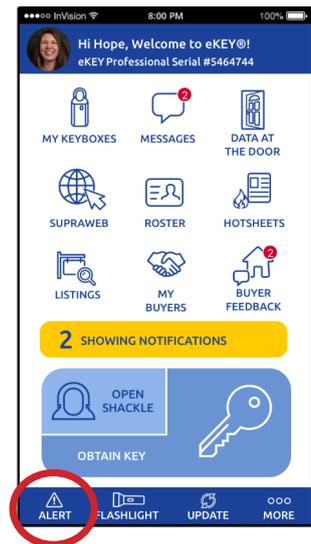
ActiveKEY®

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.