

Supra Agent Alert with eKEY User Guide

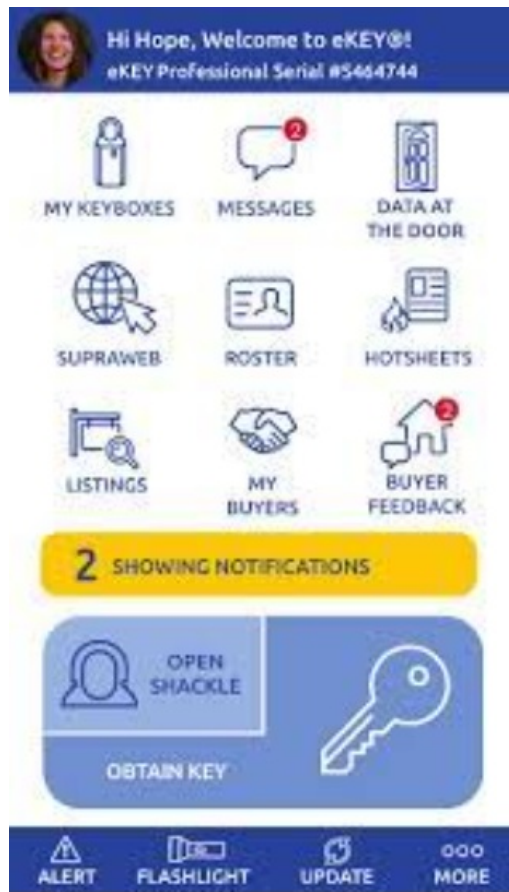
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Supra Agent Alert with eKEY



Instructions

Send an alert notification with your eKEY

Agent Alert is a convenient feature built into Supra's eKEY®, 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.

Note: A link to a map of the key's location is included with the message.

Setting Up Agent Alerts

HOME LISTINGS REPORTS SETTINGS SUPPORT

QUICK LINKS

- Update Code
- Identify Keyholder
- Authorization Code
- Change PIN
- eKEY Alerts**
- Add Keybox

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:

Alltel:	1234567890@mms.alltelwireless.com
AT&T:	1234567890@mms.att.net
Boost Mobile:	1234567890@myboostmobile.com
Cricket Wireless:	1234567890@mms.cricketwireless.net
Rogers:	1234567890@pcs.rogers.com
Sprint:	1234567890@pm.sprint.com
T-Mobile:	1234567890@tmomail.net
U.S. Cellular:	1234567890@mms.uscc.net
Verizon:	1234567890@vzwpx.com
Virgin Mobile:	1234567890@vmpix.com

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

Hi this is Roger Anderson. It is important that you call me at XXX-YYY-ZZZZ right away.

13 Characters Left.

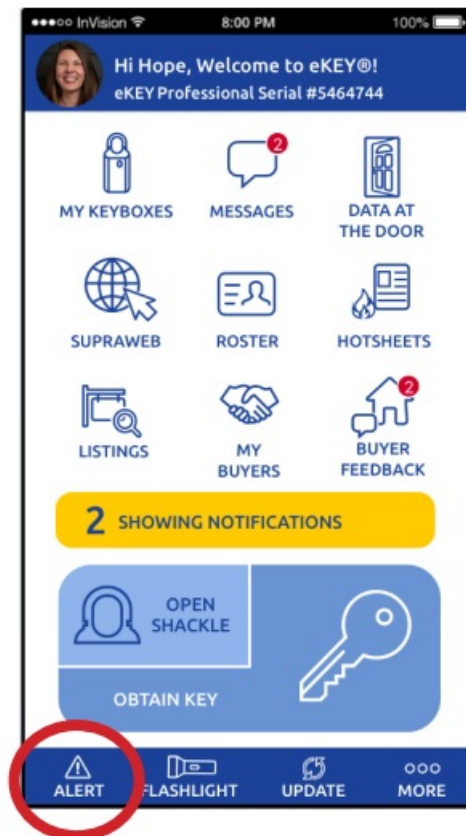
Save

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.
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 eKEY 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.

How to Send an Alert

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.

Documents / Resources

	<p>Supra Agent Alert with eKEY [pdf] User Guide Agent Alert, Agent Alert with eKEY</p>
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References

- [Real Estate Digital Solutions Leader | Key Management| Supra](#)