



Supra ActiveKEY to Be Discontinued

Your Supra ActiveKEY (pictured above) is being phased out due to security concerns, in order to give you the best state-of-the-art tools and before your ActiveKEY's battery fails.

We are holding upgrade classes on Tuesday, November 27 and Wednesday, November 28 at the SVVAR Office to switch you from ActiveKEY to eKEY on your smartphone.

Upgrading from Supra ActiveKEY to Supra eKEY will be easy if you prepare yourself with all the following information.

There are a few things you'll need to do ahead of time:

1. Look on the schedule, below, to find out when you are scheduled to come to the upgrade class and mark this date and time on your calendar.
2. **REQUIRED:** Before you come to class, download the Supra eKEY App on your phone. [Instructions to do this are here.](#) NOTE: If you need more help downloading the Supra eKEY App on your phone, you can contact the TechHelpline at (866) 232-1791, which is a free AAR benefit.
3. Decide whether you'll be subscribing to eKEY Basic or eKEY Professional. [Click here for information about them.](#) eKEY Basic is \$18.74 per month and eKEY Professional is \$29.26 per month.

On the day of your class, bring these with you:

1. Your ActiveKEY and its charger (and its USB Cord if you can find it).
2. A valid credit card to be used by Supra for automatic monthly payments.
3. Your smart phone with the [Supra eKEY App already downloaded.](#) This is **REQUIRED** to attend the Upgrade Class.

We will:

1. Authorize the eKEY App on your phone and submit your credit card to Supra for monthly payments.
2. Hold a class to instruct you on how to use it. There will be plenty of time for questions.
3. Give you \$20 in cash to reimburse you for the \$18 you pre-paid for December.

Please be on time for your class.
Plan to be at SVVAR for an hour.

Here are the class schedules.

Supra ActiveKEY to eKEY Upgrade Class Schedule

If Your Last Name falls between these names alphabetically:	Come on this Date:	Come to SVVAR at this Time:
		(Please be on time)
Adam - Bratzles	Tues, Nov 27	11:00 AM
Brew- Dimon	Tues, Nov 27	12:00 PM
Dizen-Garzer	Tues, Nov 27	1:00 PM
Geasle-Hummer	Tues, Nov 27	2:00 PM
Jazz-McKinney	Wed, Nov 28	11:00 AM
McWalen-Reuse	Wed, Nov 28	12:00 PM
Riddy-Tammy	Wed, Nov 28	1:00 PM
Tee-Zoo	Wed, Nov 28	2:00 PM

Here's some more information you need to read.

- You may not send someone to upgrade your ActiveKEY to an eKEY in your place. The keyholder must be the one to attend. We will make no exceptions.
- If you cannot attend the class at your allotted time slot, please call 928-282-5409 to schedule another time.
- You must stay for the whole class in order to get your \$20 cash.
- ActiveKEY fee is currently \$18 per month, which is paid to SVVAR Quarterly at \$54. In 2019, the ActiveKEY fee will go up to \$25 per month, to be billed at \$75 per quarter.
- eKEY Basic is currently \$18.74 per month and eKEY Professional is \$29.26 per month. These prices are NOT scheduled to increase January 1, 2019.
- If you do not upgrade by November 29, 2018, you will not be eligible for \$20 cash back.
- When your ActiveKEY no longer functions, you will not be able to get an ActiveKEY replacement. We will no longer replenish an ActiveKEY inventory, so you will be issued an eKEY.
- eKEYs, just like your ActiveKEY, do not require cell phone service in order to open a keybox. You could be in a cave a mile deep and an eKEY will open a keybox or shackle. What your eKEY (like your ActiveKEY) will need cell phone service for is to update once per day.