



# AlertFind & Aurea Unlimited: Frequently Asked Questions

## What do you mean I already have AlertFind seats?

Your organization has a subscription to Aurea Unlimited. That means that for every dollar they pay Aurea, you receive \$1 in credit to spend on products for your department. Your organization's current spend has unlocked access to AlertFind seats for your team.

## How do I activate AlertFind?

Getting started is easy.

You've been paired with a dedicated enablement specialist who is standing by, ready to get you up and running.

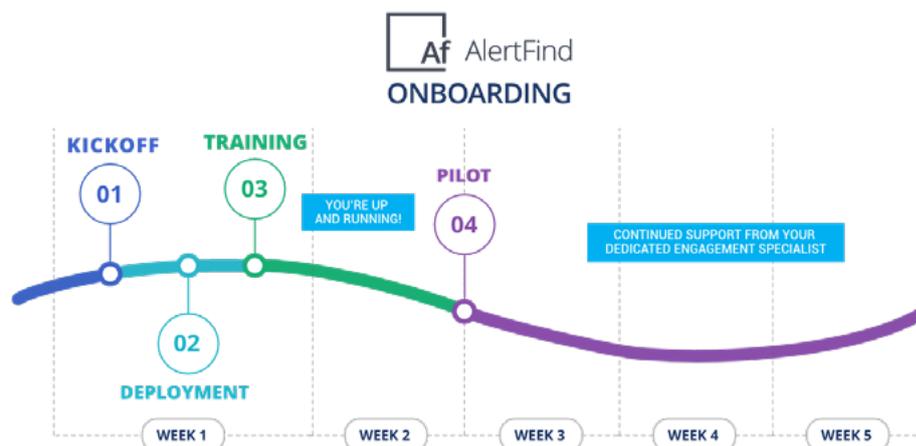
Schedule an activation time that works for you [here](#).

## Do I need internal contact approval to use my company's AlertFind seats?

Your company already has an established partnership with Aurea and has already signed the contract giving you access to these seats. No additional contract is required.

## How long will the activation process take?

Activation is fast and easy. We can have you up and running in a week. Plus, training and continued support are included in the process.



## What is the value of AlertFind to me?

AlertFind helps leading organizations worldwide protect their employees and maintain business operations—no matter what happens. AlertFind safeguards organizations against natural disasters, pandemics and public health situations, cyber attacks, active shooter incidents and more.

And, thanks to your organization's subscription to Aurea Unlimited, you already have access to this award-winning mass notification platform. Unlock industry-leading technology and simple vendor management without using any of your department's budget.

### **How does AlertFind compare to other mass notification platforms?**

AlertFind is designed for ease of use and speed of response, empowering you to reach every employee on every device with secure, multi-channel alerts.

It is also the only mass notification system that guarantees 100% enrollment. AlertFind's proprietary platform provides quick and easy connections to your HR databases to keep your contact data up to date in real time.

### **If my company already uses an ENS, do I need AlertFind?**

Hundreds of companies use AlertFind in tandem with other platforms to keep everyone in their organization connected and informed at all times. Most organizations have less than 40% of their employees' contact information, effectively making their ENS useless. AlertFind covers the gaps left behind by other platforms by automatically collecting and updating your contact data for you. And AlertFind's secure 2-way communication features bring extra capabilities to your team.

### **What kind of support do you provide to get started with AlertFind?**

We provide comprehensive technical training and onboarding to help you understand AlertFind's functionality and make sure every employee is comfortable with the interface. Your engagement specialist will continue to work with your team post-activation to ensure your team is getting maximum value out of the platform.

### **Do you provide ongoing customer support?**

Our proactive customer support specialists monitor your database with monthly health checks and provide 24/7 support and guidance to ensure your organization's long-term success with AlertFind.

### **Why do I need to talk to an enablement specialist, can I just get started with AlertFind on my own?**

Jumping on a quick call with your dedicated enablement specialist is the easiest way to get started. Your engagement specialist will activate your AlertFind seats, answer your questions and create a customized onboarding and training schedule to ensure you get maximum value from the AlertFind platform.



## **Schedule an activation time that works for you.**

**Book Your Activation Meeting**