



Alexa Together Setup Guide

Alexa Together is a way to provide support for your loved ones, keeping you together even when you're apart. With features like 24/7 Urgent Response, Customized Alerts, and Fall Detection Response, it's designed to give the entire family peace of mind and help aging loved ones feel more comfortable and confident to live independently.

What do you need to get started?



Two unique Amazon accounts, one for the person providing support and one for the person receiving support. Make sure you have your account email and password to log in. You will also need the email address of the person you are inviting to Alexa Together. Need an amazon.com account? [Click here.](#)



A mobile phone number to enable key Alexa Communications features like Drop In and Calling, and 24/7 Urgent Response.

Note: A VOIP phone number—for example, Google Voice—will work too.



The home address of the person receiving support to enable 24/7 Urgent Response.



An Echo or Alexa-enabled device registered to the Amazon account of the person receiving support and placed in their home. (You can set up devices after you purchase an Alexa Together subscription.)



A purchased monthly or annual subscription to Alexa Together. Either the person providing support OR receiving support can make this purchase. You can also purchase without a supporting family member if you just want access to 24/7 Urgent Response.



How do you activate the Alexa Together subscription?

If you are the one providing support:

You will initiate the setup:

1. Click on Activate after purchasing the subscription.
2. Sign in to your Amazon account.
3. Select your profile and then Provide Support.
4. Enter the name and email address of the person you want to support. Make sure this email address is the same one they use for their Amazon account.
Note: You cannot send the invite to your own Amazon account email, and it must be sent to a unique Amazon account registered to your loved one.
5. Verify the mobile number that you will use by entering your mobile number and then the verification code received via text message.
6. An Alexa Together invitation has been sent to your loved one via email. They will need to accept the request and add a valid emergency address before the subscription is active and your free trial will start.
7. Add a PIN so that you can access the feature in the app once the invite is accepted.
Note: The Alexa Together page in the app will not work until the invite is accepted and a valid relationship is established.

Then your loved one will need to do the following:

8. Look for an email from Alexa Together that includes the invitation link.
9. Sign in to their Amazon account.
Note: If you are using the same device or browser to send and accept the invite, be sure to go to amazon.com, log out, and then click on the invite email to accept.
10. Select their profile.
11. Watch the Alexa Together overview video.
12. Review the information from the requester to join Alexa Together.
13. Select Accept Invitation.
14. If Alexa Communications is not enabled, they must verify the mobile number that they will use. Enter their mobile number and then the verification code received via text message.
Note: If they don't have a mobile number, you can use a VOIP phone number.
15. Select their emergency address in case emergency responders are dispatched via 24/7 Urgent Response. The account will not be activated until this step is complete.



How do you activate the Alexa Together subscription?

If you are receiving support or purchasing for yourself:

1. Select Activate after purchasing the subscription.
2. Sign in to your Amazon account.
3. Select your profile.
4. Select Receive Support.
5. If Alexa Communications is not enabled, you must verify the mobile number that you will use. Enter your mobile number and then the verification code received via text message.
6. Enter the home address where emergency services should be dispatched if needed via 24/7 Urgent Response. Your account will be active once this step is complete.
7. Invite a trusted family member or friend to provide support by entering their email address. You will unlock even more benefits of Alexa Together. The family member you invite will get an email from Alexa Together. They should select the invite link and follow the steps to accept.

Already have an account from Alexa Together?

1. Select Activate after purchasing the subscription.
2. To enable 24/7 Urgent Response, enter the emergency address of the person receiving support.
3. The person receiving support will need to accept Remote Assist permission. Look for an email from Alexa Together to accept.
4. The person receiving support will also receive an email that details all the new Alexa Together features like 24/7 Urgent Response and Remote Assist.
5. Both you and the person receiving support will receive an email when the subscription is active.

Still having trouble with setup?

See the [troubleshooting guide](#) for more help.