

SentriLock Best Practices

1. Always assign your lockbox to your listing
2. Add lockbox number to Agent Remarks and/or Secure Showing Instructions, SentriLock, and ShowingTime
3. Request Lockbox code before traveling out of service area.
4. Download the SentriKey Real Estate App
 - a. Our app is available on **Apple** and **Android** Operating devices.
 - b. Blackberry phones *can* run the SentriKey App **IF** the phone has the Android Operating Software on the phone.
5. Open the App Each Morning
 - a. The app has a one day “expiration period” - opening the app allows for your credentials to be renewed, it syncs the app with SentriLock’s data (to ensure all new information is available) and establishes an internet connection for the full day.
 - b. Once the app has been opened, DO NOT FORCE CLOSE THE APP. Force closing the app severs the cellular data connection. Minimizing the app (running the app in the background) of the phone keeps that cellular data connection established.
 - c. If ever in a rural location, or a location without cell coverage, open the minimized app and press ENT on the lockbox to open the key compartment. The lockbox WILL open, the phone does not need an active cellular connection to connect to the lockbox.
6. Close the Key Compartment
 - a. Once the key has extracted from the key bin, WAIT FOR THE MOTOR TO RUN A SECOND TIME, and then close the key bin.
 - b. Waiting for the motor to run allows the motor to turn to the proper location, awaiting the lockbox closure. Closing the key compartment while the motor is running will negatively impact the motor’s ability to run the full cycle.

- c. CLOSE THE KEY COMPARTMENT AFTER EXTRACTING THE KEY. As previously mentioned, the motor will run the second time, awaiting the key bin closure. If the key bin is not closed, the motor will lock in the incorrect position and will affect the life of the motor.

7. Return the Shackle

- a. Once you have removed the shackle, WAIT FOR THE MOTOR TO RUN A SECOND TIME before returning it.
- b. Waiting for the motor to run allows the motor to turn to the proper location, awaiting the shackle return. Replacing the shackle while the motor is running will affect the motor's ability to run the full cycle.

8. Manually End a Showing

- a. After the key compartment is opened, the key is extracted, the key compartment is closed, leave the app running in the background of the phone (minimize the app). Do not force close the app.
- b. When leaving the property, maximize the app and tap the stopwatch in the top right corner. This will *manually end the showing*.
- c. Manually ending the showing will allow the key compartment to be reopened, for the key to be returned, and will produce a "end of showing" notification for the listing agent.

9. Assign Your Lockboxes

- a. Our boxes have no internet capability and do not have the ability to be geolocated. Assigning your lockbox, once it is on the property, will help you to keep track of your inventory.
- b. Assigning your lockboxes also allows for: SentiConnect access to be granted, Access by Appointment to be enabled, Property Access Settings to be seen, One Day Codes to be generated, and Showing Notifications to be sent.

SentriLock Links

[How to open NON-BLE lock box with App](#)

[How to assign a lockbox in the SentriLock App](#)

[SentriLock Introduction Video](#)

[SentriLock App School](#)



[BLE and NXT Agent Training - No Cell Coverage \(No Showing Time\).mp4](#)

[Help Topics](#) (This has a number of PDFs and instructional sheets for agents.)

[Agent Orientation Training](#) (This is a self – paced, on – demand, interactive training for agents, VERY highly recommend this one!)

[Live Training](#) (Held every MWF at 11 am and 3 pm ET – again, this will showcase the SentriGuard lockboxes, but also show how to use the app!)

[Accessing a Lockbox With No Cell Coverage](#)

[SentriLock Resources](#)