SentriKey Real Estate Website

Overview

The SentriKey™ Real Estate website is exclusive to SentriLock users. You'll find the site friendly and useful. This user guide describes the following website functions regarding your lockbox:

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Login

1. As a SentriLock user, you'll be given a SentriKey ID and password for logging in to the SentriKey Real Estate website. To log in, go to https://lb.sentrilock.com/lbs/index/ and enter your SentriLock ID and password. Then click **Login**.

> Note: If you've forgotten your password, see the Forgot Password? section of this user guide.

2. The Main Menu will be displayed:
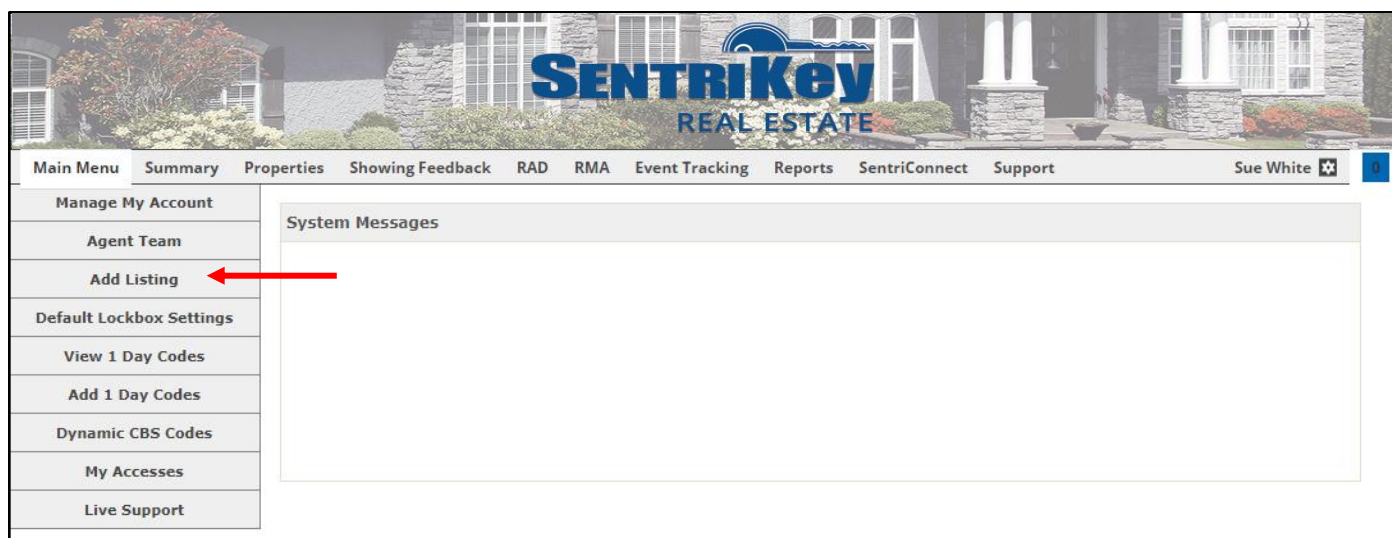
Add a Listing

Before you can assign your lockbox to one of your listings, you must add the listing to your online account.

> Note: Usually, your listings are imported by your MLS.

1. On the Main Menu, click **Add Listing**:

2. The **Add Listing** screen will be displayed. To designate the **Listing Agent** (in this scenario, it's you), click **Select**:

ADD LISTING	
Listing	
Association	**SentriLock**
Listing Agent	[ ] Select... ←
MLS Number	[ ]
Address	
Country	US - United States ▼
Time Zone	EDT - Eastern Daylight Saving Time ▼
Address	[ ]
Address Line 2	[ ]
City	[ ]
State	OH - Ohio ▼ Zip/Postal Code [ ]
Lockbox Settings	
Assigned Lockbox	None Access Log None
	Save Changes Delete Reset Cancel
	☐ Signifies required fields

3. The **Agents** popup screen will be displayed. Click the button next to your name and click **Submit Changes**:

4. The **Add Listing** screen will be displayed again, showing you as the **Listing Agent**. Enter the remaining information and click **Save Changes**:

ADD LISTING			
Listing			
Association	**SentriLock**		
Listing Agent	Sue White	Select...	
MLS Number	246890		
Address			
Country	US - United States ▼		
Time Zone	EDT - Eastern Daylight Saving Time ▼		
Address	77 Sunset St.		
Address Line 2			
City	West Chester		
State	OH - Ohio ▼	Zip/Postal Code	45069
Lockbox Settings			
Assigned Lockbox	None	Access Log	None
	Save Changes Delete Reset Cancel		
	☐ Signifies required fields		

5. You'll receive a message across the top of the Main Menu confirming that your listing information has been updated:
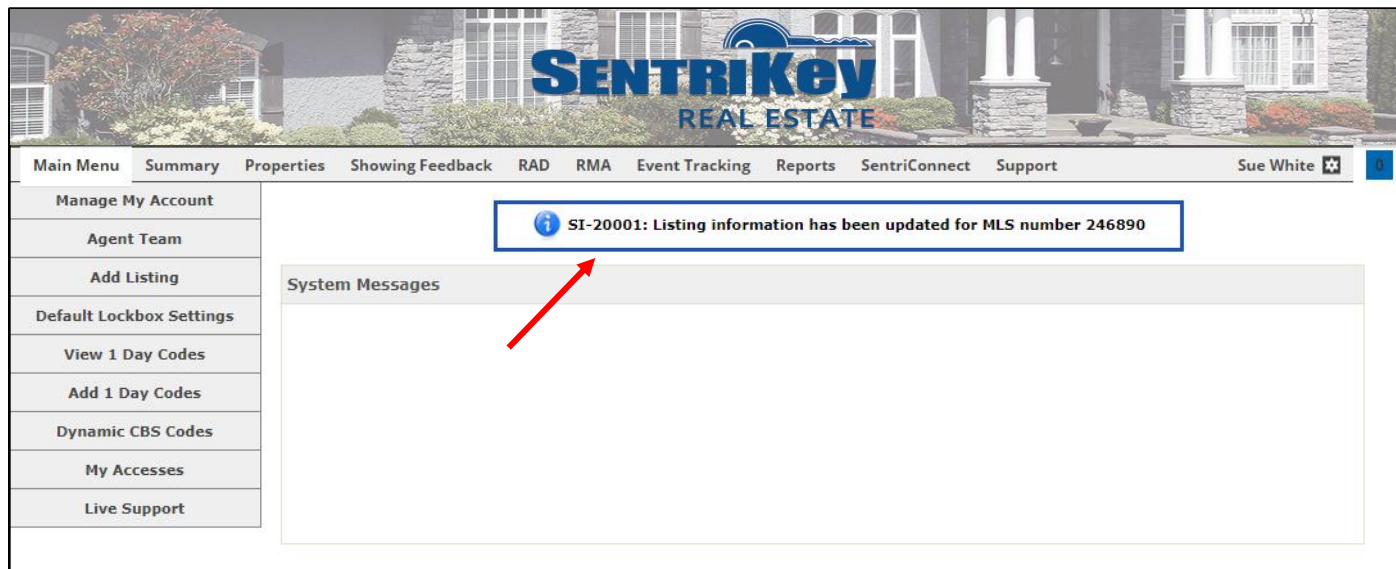
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Assign Your Lockbox to a Listing

When you assign a lockbox to a listing, other Agents who want to show your listing can find the lockbox serial number (which they'll need in order to open the lockbox) by looking up the MLS number or the street address of the listing. This is also an important part of the SentriLock system overall because the lockbox's access log keeps track of who goes in and out of the listing to which it's assigned.

1. On the Main Menu, click **Properties**:
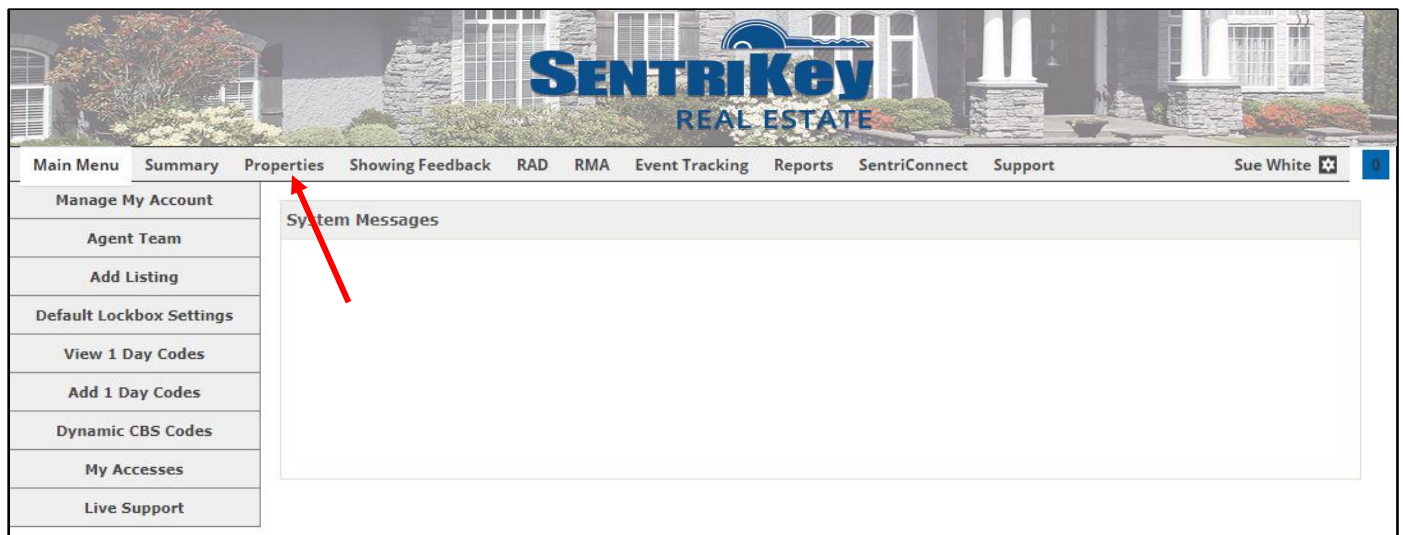
2. The **Properties** screen will be displayed:
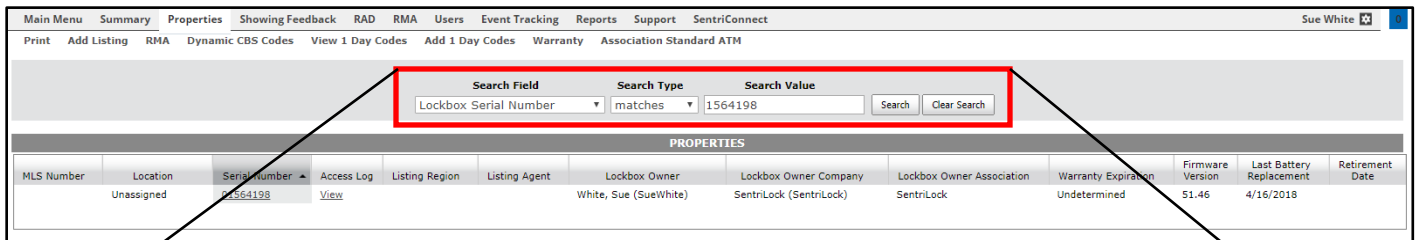
3. Use the **Search Field** drop-down menu to select **Lockbox Serial Number**.

4. Use the **Search Type** drop-down menu to select **matches**.

5. In the **Search Value** text box, enter the lockbox serial number. Then click **Search**.

6. The **Properties** screen will be displayed, showing the listing to which the lockbox will be assigned:

7. Under **Serial Number**, click the serial number.

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8. Your lockbox's information will be displayed on the **Edit Lockbox** screen. To assign the lockbox to the listing, click **Select**:

EDIT LOCKBOX		
Lockbox		
Serial Number	01564198	
Listing	Unassigned [Select...]	
Showing Feedback		
You must first assign a listing to the lockbox before setting up a survey.		
Lockbox Settings		
Active Settings	Using Default Settings There are no custom settings assigned to this lockbox. When you access your lockbox with your smart card your default settings will be activated on this lockbox. Click the Default Settings button below to view your default settings. Default Lockbox Settings	
Agent Default Settings	These settings were last modified on: 01/31/2019 9:50AM	Region Settings — These settings were last modified on: 10/12/2018 10:10AM
System Information		
Lockbox Owner	SentriLock	Access Log — View
		Events Log — View
In Service	Undetermined	Warranty Expiration — Undetermined
Last Battery Replacement	Battery replaced on: 4/16/2018 [📅] [Battery Changed Today]	
Recent History		
Last Borrower	None	
Last Listing Agent	None	
Last Accessed By	Sue White on 12/7/2018	
	[Save Changes] [Reset] [Cancel]	

9. The **Listings** screen will be displayed. Click the button next to the desired listing and click **Submit Changes**:

10. The **Edit Lockbox** screen will be displayed again, showing your listing. Click **Save Changes**:

EDIT LOCKBOX	
Lockbox	
Serial Number	01564198
Listing	77 Sunset St. Select... On Listing Since 11/27/2018 🔲 Remove from listing
Showing Feedback	
Create Survey	Survey Name 77 Sunset St. Create New or Clone From Existing Survey New Survey ▼ Create Survey
Lockbox Settings	
Active Settings	Using Default Settings There are no custom settings assigned to this lockbox. When you access your lockbox with your smart card your default settings will be activated on this lockbox. Click the Default Settings button below to view your default settings. Default Lockbox Settings
Agent Default Settings	These settings were last modified on: 11/20/2018 11:55AM	Region Settings	These settings were last modified on: 10/12/2018 10:10AM

System Information			
Lockbox Owner	SentriLock	Access Log	View
		Events Log	View
In Service	Undetermined	Warranty Expiration	Undetermined
Last Battery Replacement	Battery replaced on: 4/16/2018 🔲 Battery Changed Today		

Recent History	
Last Borrower	None
Last Listing Agent	Sue White on 11/27/2018
Last Accessed By	None

Save Changes   Reset   Cancel

11. The designated lockbox is now assigned to your listing. You'll receive a message across the top of the Main Menu confirming that your lockbox information has been updated:
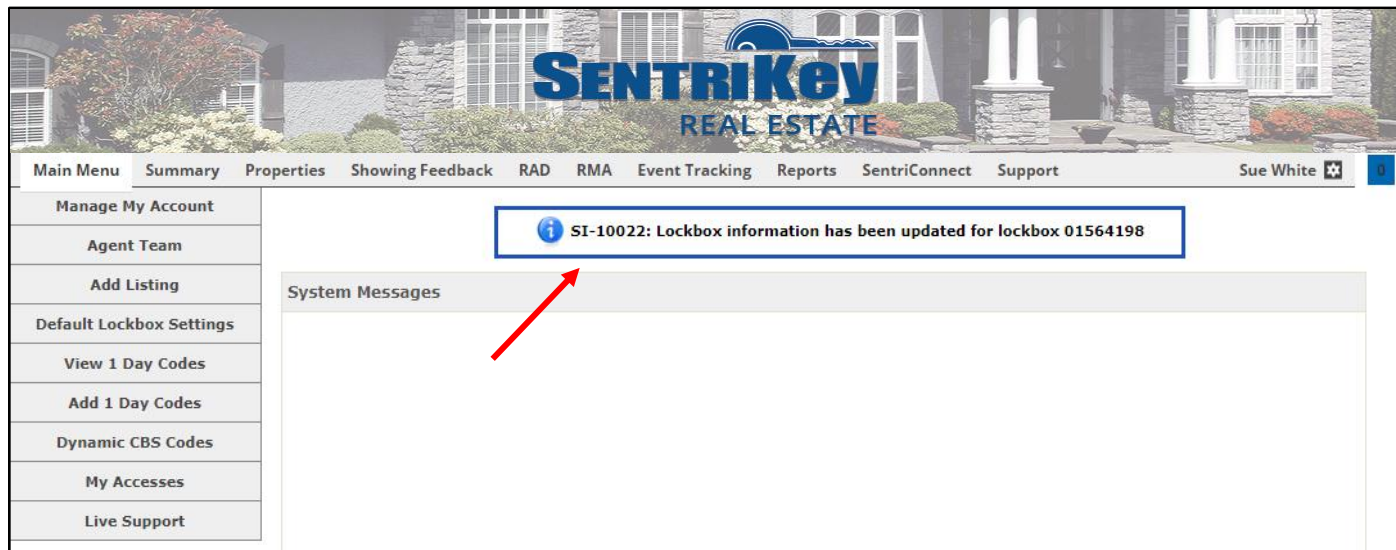
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Assign a One Day Code to a Lockbox

If you're a lockbox owner, or if you have privileges through a team or Broker-sharing, you can create a One Day Code. This code is used to open a lockbox and is ideal for use by other Agents, homeowners, and contractors who need access to a property but are not SentriLock members.

The code is active for the remainder of the day it's created. Or, you can make the code active for a full day up to two weeks in advance.

Once the code is created, the code's designated active time will be displayed.

If you're a lockbox owner, you can generate a One Day Code on the SentriKey Real Estate website.

1. On the Main Menu, click **Add 1 Day Codes**:
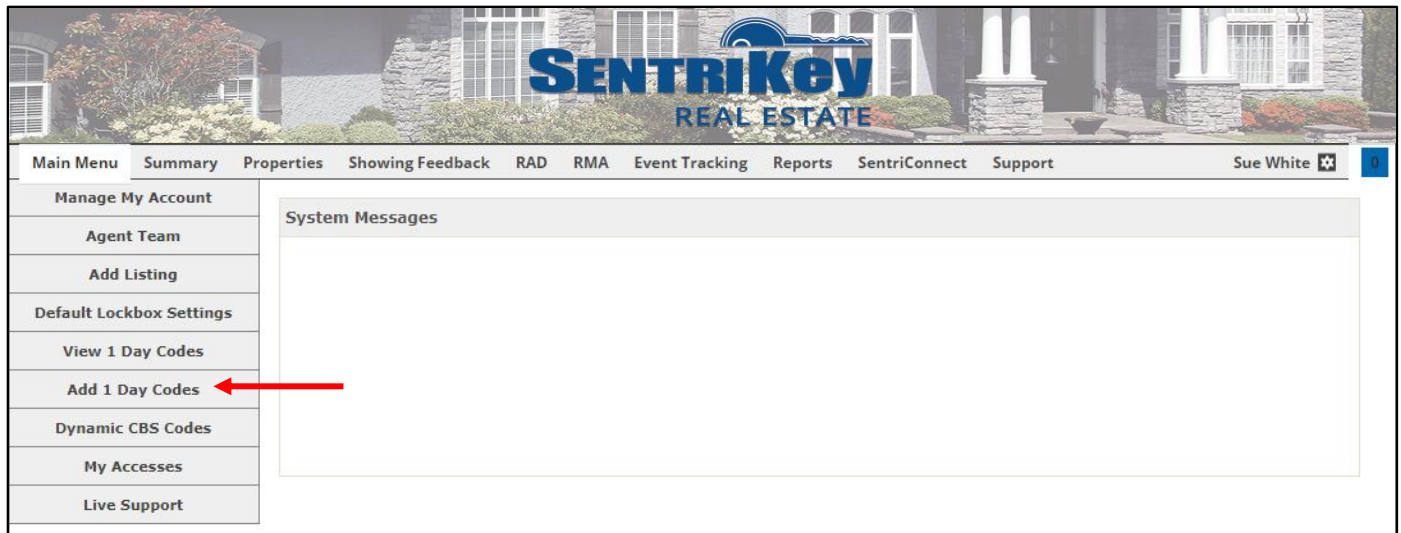
2. The **Add 1 Day Codes** screen will be displayed. To choose the listing for the lockbox, click **Select**:

3. The **Select Lockbox** screen will be displayed:

4. Click the button next to the desired listing and then click **Submit Changes**.

5. The lockbox's serial number will be displayed:

ADD 1 DAY CODES	
1 Day Codes	
Lockbox	1564198 [Select...] ☐ Create lockbox-specific codes for all lockboxes belonging to the selected lockbox's owner ☐ Create codes only for lockboxes assigned to listings You must specify a lockbox to create a lockbox-specific code for or check the 'Create lockbox-specific codes for all...' checkbox.
Date Valid	12/11/2018 📅 **To** 12/11/2018 📅
→ [Generate Codes] [Reset] [Cancel]	

6. Select the date that the code will be valid. Then click **Generate Codes**.

7. The **Edit 1 Day Codes** screen will be displayed. In the **Assigned To** text box, enter the name of the person(s) who will get the One Day Code. Then click **Assign**:

EDIT 1 DAY CODES	
1 Day Codes	
Lockbox	01305243
Date Valid	12/12/2018
Codes These 1 day codes are "time limited". Once a specific code has been used at a lockbox it will expire (become invalid for that lockbox) after 10 minutes	
Code 1	**Assigned To Required**	Assigned To	Donna Smith [Assign]
[Save Changes] [Reset] [Cancel]	

8. The One Day Code will be assigned to the designated person and is displayed:

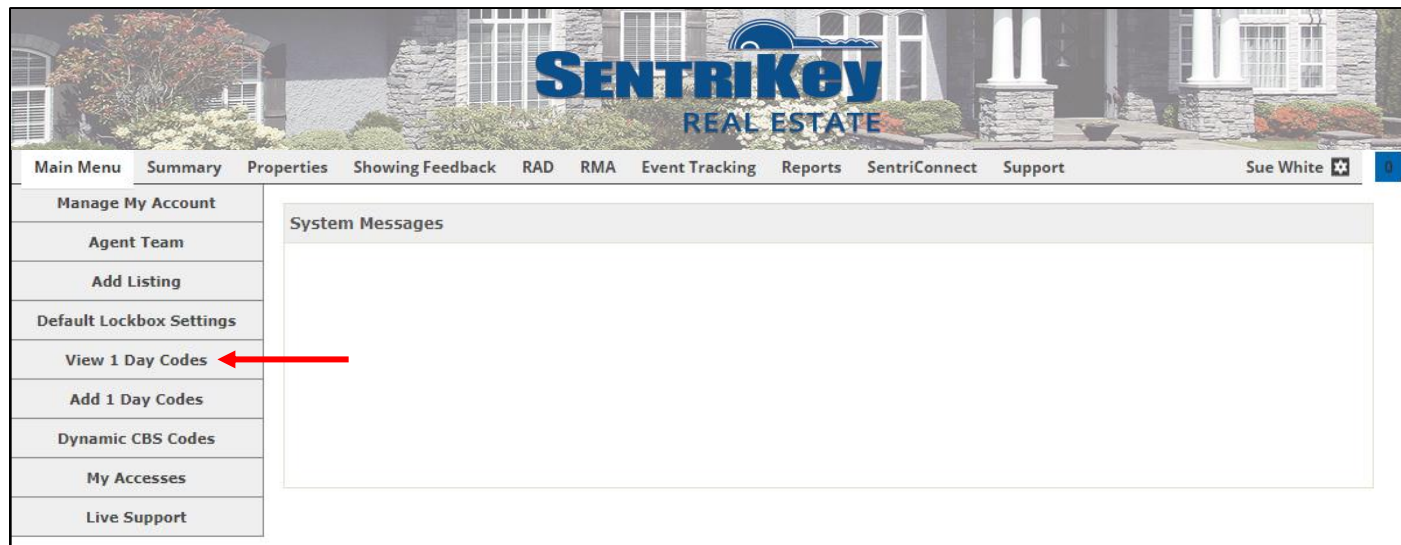| EDIT 1 DAY CODES				
1 Day Codes				
Lockbox	01305243			
Date Valid	12/12/2018			
Codes These 1 day codes are "time limited". Once a specific code has been used at a lockbox it will expire (become invalid for that lockbox) after 10 minutes				
Code 1	1977551	Assigned To	Donna Smith	Assign
Code 2	**Assigned To Required**	Assigned To		Assign
Save Changes Reset Cancel				

9. Click **Save Changes**.

10. You'll receive a message confirming that your One Day Code information has been updated:

View One Day Codes

Use the following instructions to search for and view One Day Codes that were generated for a lockbox you own or one for which you have ownership permission.

1. On the Main Menu, click View 1 Day Codes:

2. The **One Day Codes** screen will be displayed, showing your listings:

3. Under **Date Valid**, click the date of the desired listing.

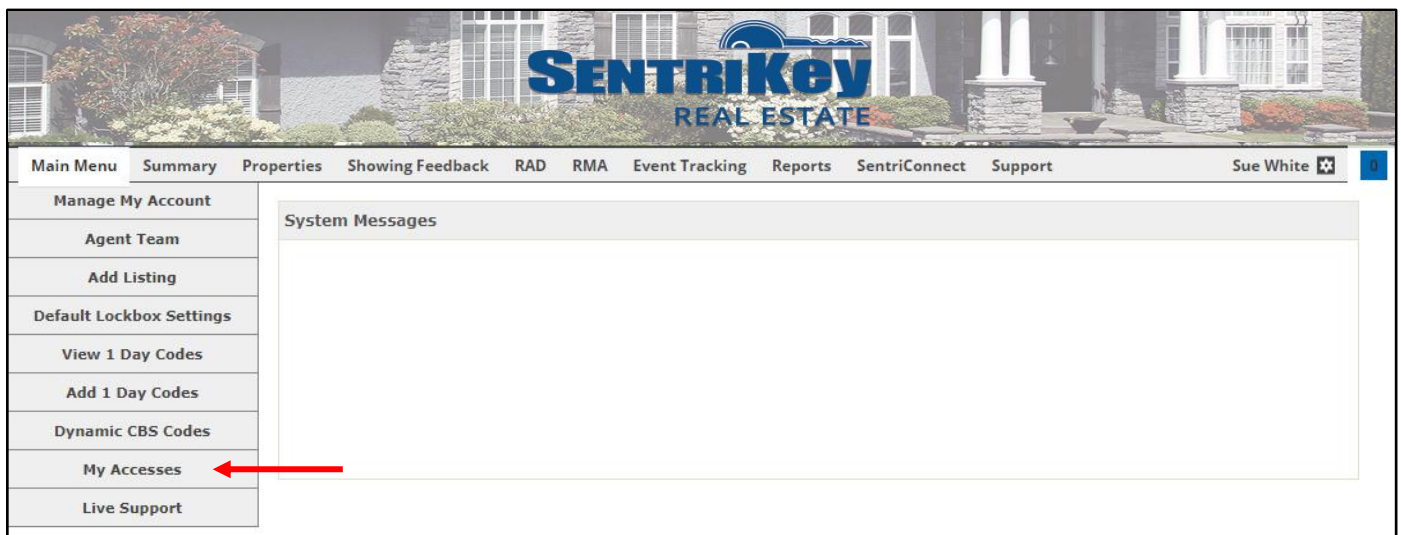4. Your One Day Codes for that listing on that date will be displayed:

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View the SentriCard® Access Log

The SentriCard Access Log shows your card accesses to lockboxes.

1. On the Main Menu, click **My Accesses**:

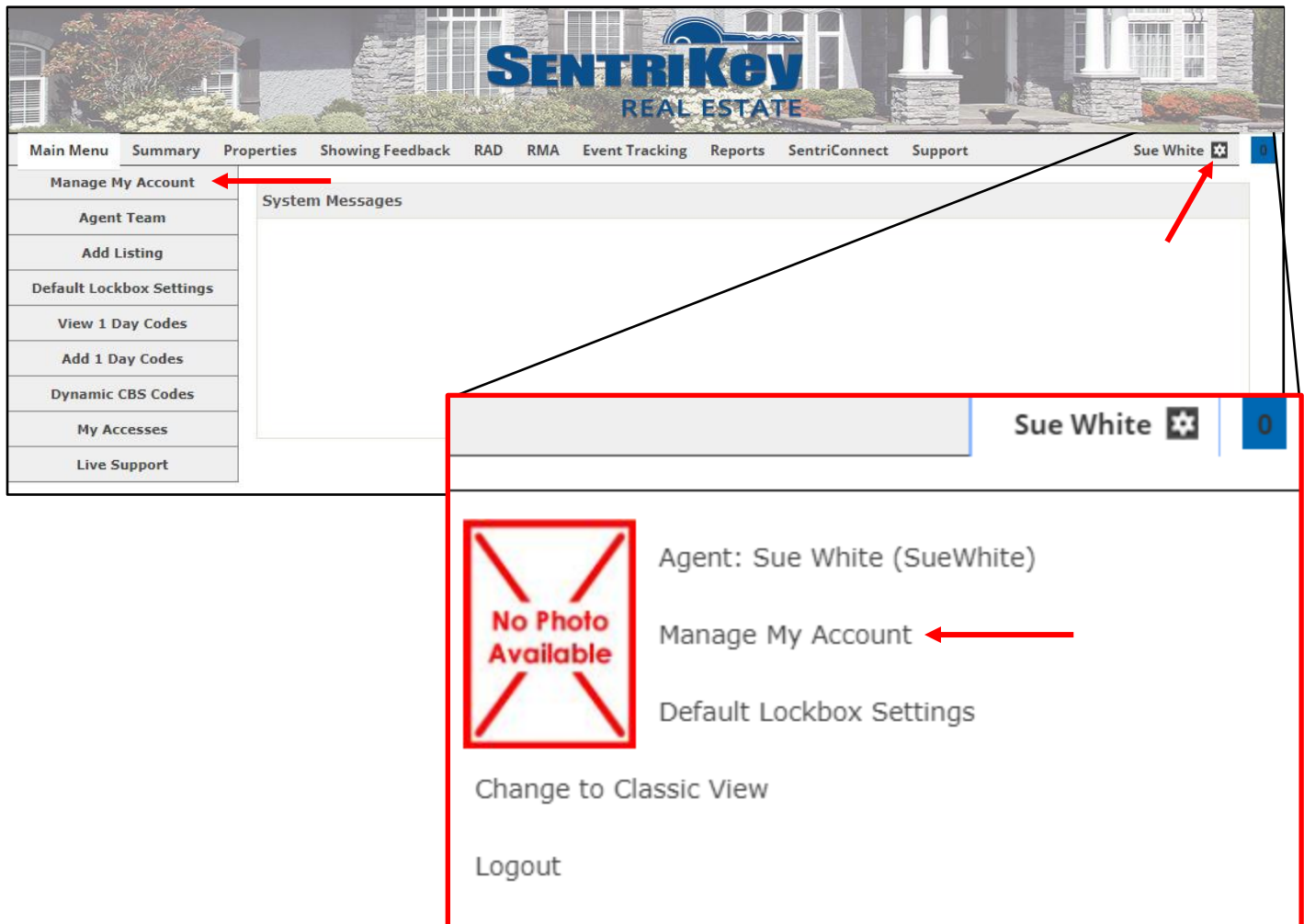2. The **SentriCard Access Log** screen will be displayed:

Manage Your Showing Notification Preferences

You have several options regarding your showing notification preferences.

1. On the Main Menu, click **Manage My Account** in the upper-left.
   − OR −
   Click the **gear** in the upper-right and then, on the popup menu, click **Manage My Account**:

2. The **Edit User** screen will be displayed:

EDIT USER				
Personal Information				

As part of the California Online Privacy Protection Act, all users of our site may make any changes to their information at anytime. Please note in many cases SentriLock synchronizes data from outside related systems that you have accounts on. Be sure to update those systems as well.

Association	**SentriLock**		Company	**SentriLock**
Cell Phone Number The cell phone number is used for text messaging and caller indentification.	5136441709 **Ex: 555 555 1234** SentriLock uses the cell phone number to identify the caller and determine authorization for system access. The cell phone number must be entered to enable these features.			
First Name	Sue		Last Name	White
External Import ID	**SueWhite**			
SentriLock ID	swhite1-sentri			
Password	Change Password			
NRDS Number				
Contact Number	513 6441709			
Email Address	swhite1@sentrilock.com			

System Authorization				
User Permissions				
User Permissions	Association Administrator: SentriLock (as2) Agent: Sue White (SueWhite)			
Team Members				
Team Member Of	Carl Sagan (BillionsAndBillions)			
My Team Members	Carl Sagan (BillionsAndBillions)			
Preferences				
Preferences	Preferences			
Current Status				
Agent Status	**Valid**			
Lockbox Access				
Card Type	Realtor card		Card Status	**Expired**
Serial Number	P904010359			
Primary Region	Test Region 1		Activation Date	10/23/2018 1:51PM
Access Log	View		Event Log	View
Last Renewal	11/23/2018 11:30AM		Expiration Date	11/26/2018
PIN	Change PIN			
SentriSmart				
SentriSmart Registration	Unregistered			
Registration History	☐ Device Registration ☐ Registration Limit Changed Date (EDT) Name notes Friday, Nov 16 2018 - 09:29 AM Sue White DeviceID: MD0000000ABL Manufacturer: Apple Model: iPhone Platform: iOS Email Address: swhite1@sentrilock.com Thursday, Nov 15 2018 - 09:27 AM Sue White DeviceID: MD0000005F87 Manufacturer: Apple Model: iPhone Platform: iOS Email Address: swhite1@sentrilock.com			
Registrations Remaining	**Unlimited** The remaining number of registrations applies to new devices only			

Authorized Regions				
☐ ☑ AL - Alabama				
☐ ☑ CA - California				
☐ ☐ IL - Illinois				
☐ ☐ IN - Indiana				
☐ ☐ MD - Maryland				
☐ ☑ OH - Ohio				
☐ Advance Team				
☑ Firmware Testing CAM				
☑ Implementation OBC				
☑ SentriLock Implementation Association				
☑ SentriLock Sales Demo				
☑ SentriLock Tour				
☑ SentriLock Training				
☑ Test Region 1 (primary)				
☐ Test Showing Manager Region				
☐ ☐ TN - Tennessee				

Save Changes   Reset   Cancel

3. Click **Preferences**:

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4. The **Edit Preferences** screen will be displayed. Go to the **Showing Notifications** grouping:

5. For **Showing Notifications**, click the button to make your selection from these notification options:

   - **Do not send showing notifications**

   - **Send notifications as soon as they are available**

   - **Send all notifications daily at this time.** Use the drop-down list to designate your preferred time and click the checkbox.

6. For **Delivery Method**, click the button to make your selection from these delivery methods:

   - **Deliver showing notifications via email**

   - **Deliver showing notifications via push notification (if SentriSmart is installed)**

   - **Deliver showing notifications via both email and push notifications (if SentriSmart is installed)**

7. For **Copy Showing Notifications**, click the checkbox and enter the email addresses to which you want all showing notifications sent. The showing notifications for all your listings will go to anyone listed in this box until their email address is removed.

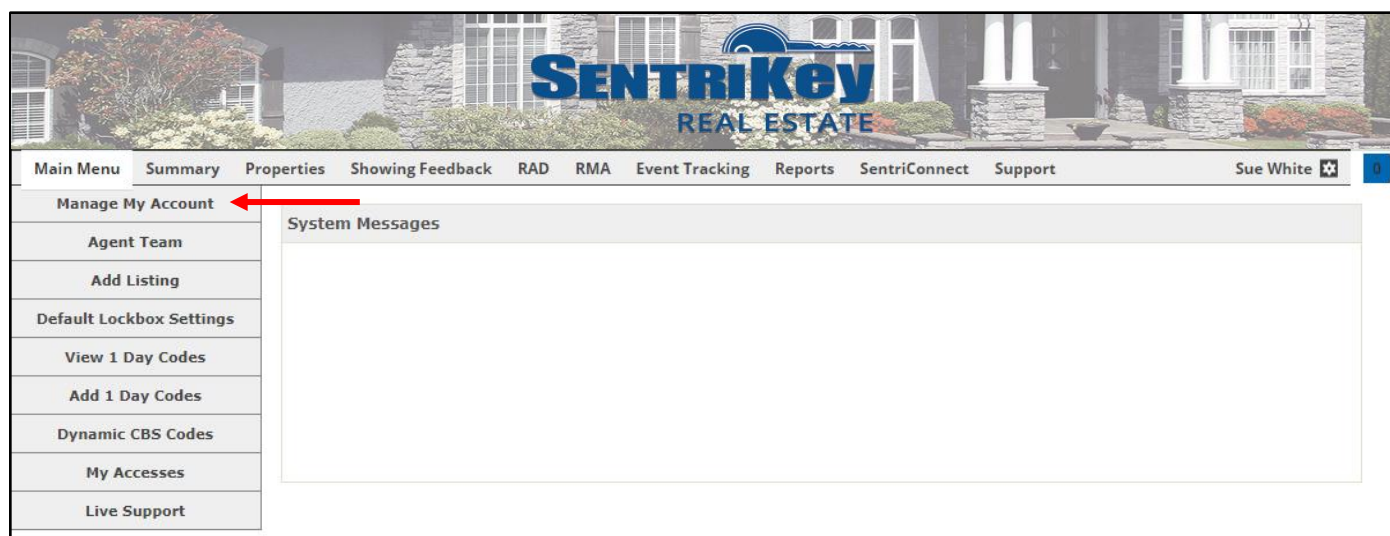8. You'll receive a message after the showing has been processed.

   > Note: All showing notifications are automatically sent to the Message Center on the SentriKey Real Estate Website.

9. When you're done, click **Save Changes** at the bottom of the **Edit User** screen.

Manage Your Account

There are several things you can do to manage your account; for example, you can change your password. But if you're unable to change or update any of your personal information, you must notify your Association to make the changes for you.

1. On the Main Menu, click **Manage** My Account:

2. The **Edit User** screen will be displayed:

	EDIT USER	
	Personal Information	

As part of the California Online Privacy Protection Act, all users of our site may make any changes to their information at anytime. Please note in many cases SentriLock synchronizes data from outside related systems that you have accounts on. Be sure to update those systems as well.

Association	**SentriLock**	Company	**SentriLock**
Cell Phone Number The cell phone number is used for text messaging and caller indentification.	5136441709 **Ex: 555 555 1234** SentriLock uses the cell phone number to identify the caller and determine authorization for system access. The cell phone number must be entered to enable these features.		
First Name	Sue	Last Name	White
External Import ID	**SueWhite**		
SentriLock ID	swhite1-sentri		
Password	Change Password		
NRDS Number			
Contact Number	513 6441709		
Email Address	swhite1@sentrilock.com		

	System Authorization	
	User Permissions	
User Permissions	Association Administrator: SentriLock (as2) Agent: Sue White (SueWhite)	
	Team Members	
Team Member Of	Carl Sagan (BillionsAndBillions)	
My Team Members	Carl Sagan (BillionsAndBillions)	
	Preferences	
Preferences	Preferences	
	Current Status	
Agent Status	**Valid**	

	Lockbox Access		
Card Type	Realtor card	Card Status	**Expired**
Serial Number	P904010359		
Primary Region	Test Region 1	Activation Date	10/23/2018 1:51PM
Access Log	View	Event Log	View
Last Renewal	11/23/2018 11:30AM	Expiration Date	11/26/2018
PIN	Change PIN		

	SentriSmart	
SentriSmart Registration	Unregistered	
Registration History	☐ Device Registration ☐ Registration Limit Changed Date (EDT) — Name — notes Friday, Nov 16 2018 - 09:29 AM — Sue White — DeviceID: MD000000DABL Manufacturer: Apple Model: iPhone Platform: iOS Email Address: swhite1@sentrilock.com Thursday, Nov 15 2018 - 09:27 AM — Sue White — DeviceID: MD0000005F87 Manufacturer: Apple Model: iPhone Platform: iOS Email Address: swhite1@sentrilock.com	
Registrations Remaining	**Unlimited** The remaining number of registrations applies to new devices only	

	Authorized Regions
	☑ AL - Alabama
	☑ CA - California
	☐ IL - Illinois
	☐ IN - Indiana
	☐ MD - Maryland
	☑ OH - Ohio
	☐ Advance Team
	☑ Firmware Testing CAM
	☑ Implementation OBC
	☑ SentriLock Implementation Association
	☑ SentriLock Sales Demo
	☑ SentriLock Tour
	☑ SentriLock Training
	☑ Test Region 1 (primary)
	☐ Test Showing Manager Region
	☐ TN - Tennessee

Save Changes Reset Cancel

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3. Under **Personal Information**, you can manage your **Cell Phone Number**, your **Password**, and your **Email Address**:

4. To change your password, click **Change Password**. The **Change Password** screen will be displayed:

5. Enter your **New Password**; then enter it again to **Confirm New Password**. Remember, your password must contain at least six characters, one capital letter, and one number.

6. Click **Save Changes**.

7. The Edit User screen will be displayed again. Under **System Authorization**, you can view your **User Permissions** and **Team Members**:

	System Authorization	
	User Permissions	
User Permissions	Association Administrator: SentriLock (as2) Agent: Sue White (SueWhite)	
	Team Members	
Team Member Of	Carl Sagan (BillionsAndBillions)	
My Team Members	Carl Sagan (BillionsAndBillions)	

8. Under **Lockbox Access**, you can change your PIN. Click **Change PIN**:

		Lockbox Access	
Card Type	Realtor card	Card Status	**Expired**
Serial Number	P904010359		
Primary Region	Test Region 1	Activation Date	10/23/2018 1:51PM
Access Log	View	Event Log	View
Last Renewal	11/23/2018 11:30AM	Expiration Date	11/26/2018
PIN	Change PIN		

9. The **Change PIN** screen will be displayed:

10. In the **New PIN** text box, enter your new PIN. Then enter it again in the **Confirm new PIN** text box. Click **Save Changes**.

11. You'll receive a message saying the PIN has been successfully changed. You'll also see a warning saying that your old PIN will remain in effect on your SentriCard until the card is renewed in a reader.
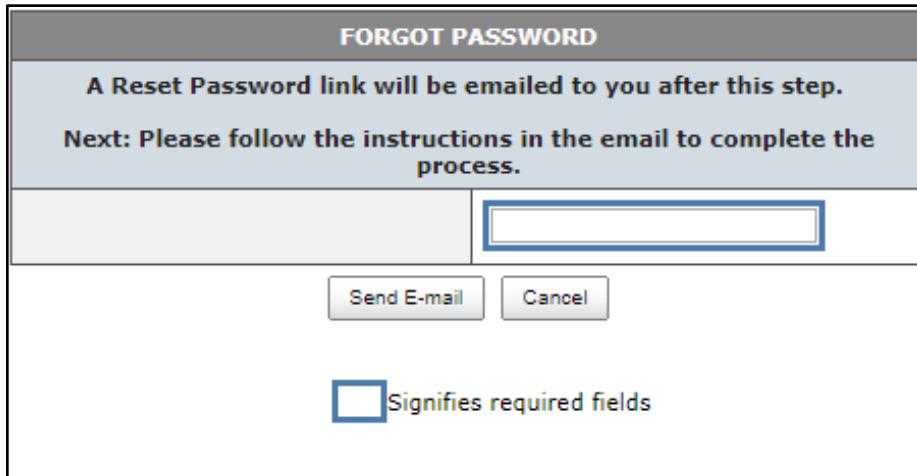
Forgot Password?

You can reset your password on the SentriKey Real Estate website.

1. Go to https://lb.sentrilock.com/lbs/index/ and click **Forgot Password?**
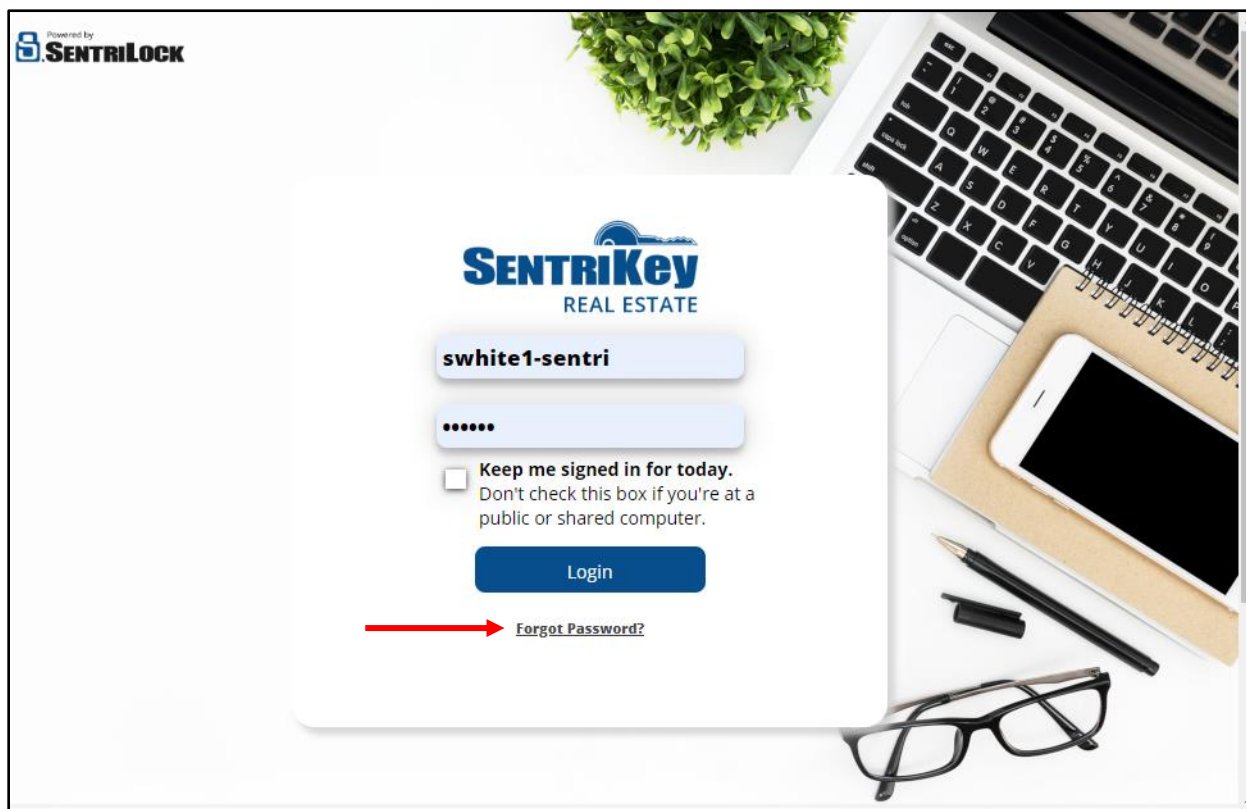
2. The **Forgot Password** screen will be displayed:

3. In the text box, enter your **SentriCard serial number** or your **username** or your **Mobile Authorization ID**.

4. Click **Send E-mail**. You'll see a message from the SentriKey Real Estate website, telling you that a link to change your password has been sent to your email.

5. Click the link in the email.

       Note: This link will expire in 24 hours.

6. The link will take you to the **Change Password** screen. Enter your new password, and then enter it again:

CHANGE PASSWORD	
SentriLock ID	**swhite1-sentri**
New Password	
Confirm New Password	
	Save Changes Cancel

7. Click **Save Changes**. Your new password has been created and can be used to log in to the SentriKey Real Estate website.

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Message Center

The Message Center contains two types of messages: System Notices and Notification Messages.

System Notices remain in the Message Center until action is taken; for example, completing a Showing Survey.

Notification Messages are removed after they are viewed.

Once you've logged in to the SentriKey Real Estate website, look for the blue or red box in the upper-right corner:
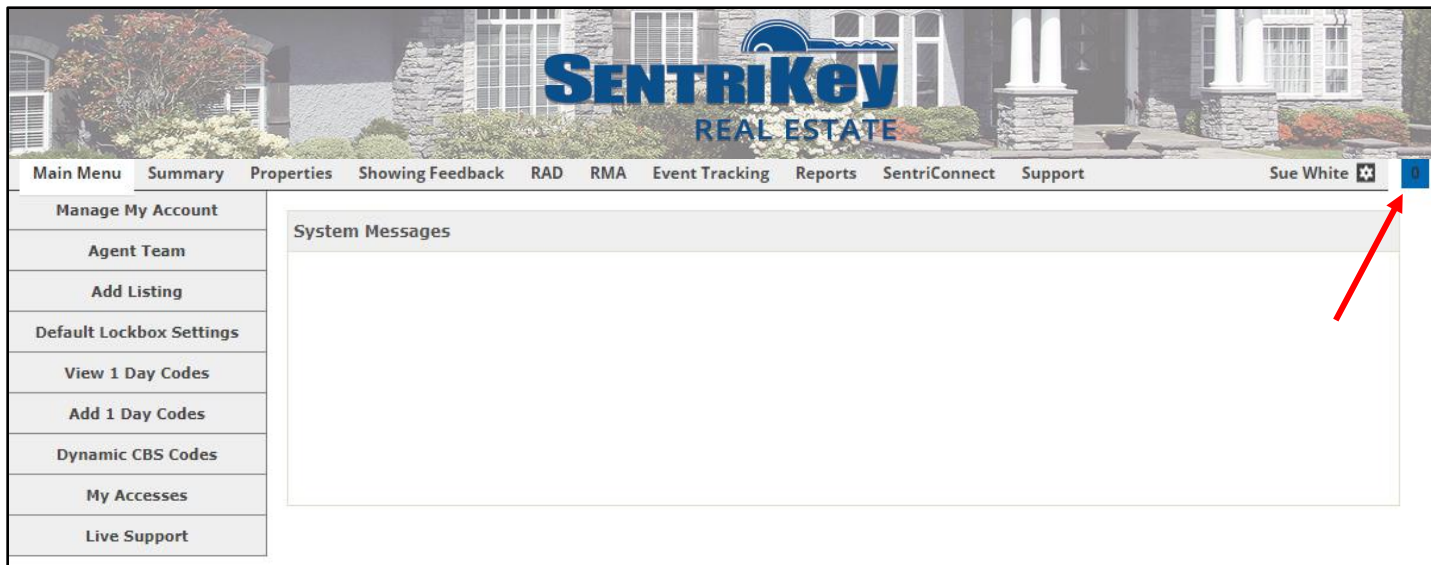
If the box is blue, there are no unread messages in the Message Center.

If the box is red, you have unread messages and you'll see the number of unread messages. Click the red box to see your messages.
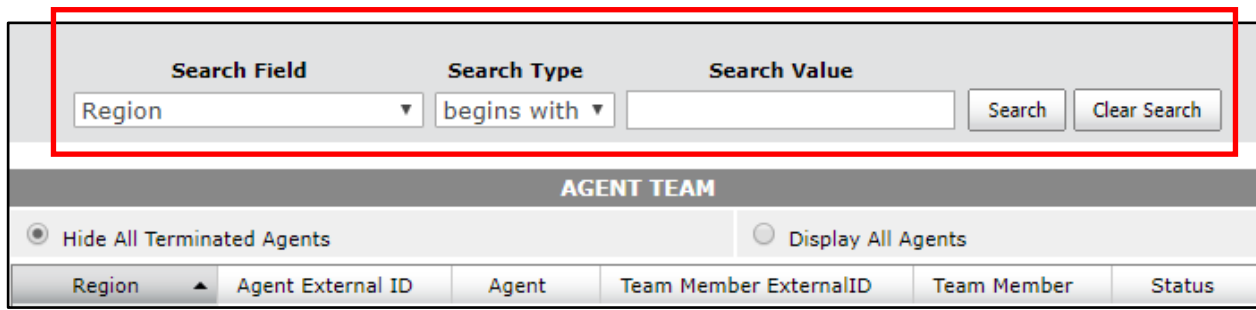
Agent Team

The Agent Team function allows you to search for other Agents within your Association by region, ID, team, and status. This function also allows you to add someone to your team.

1. On Main Menu, click **Agent Team**:
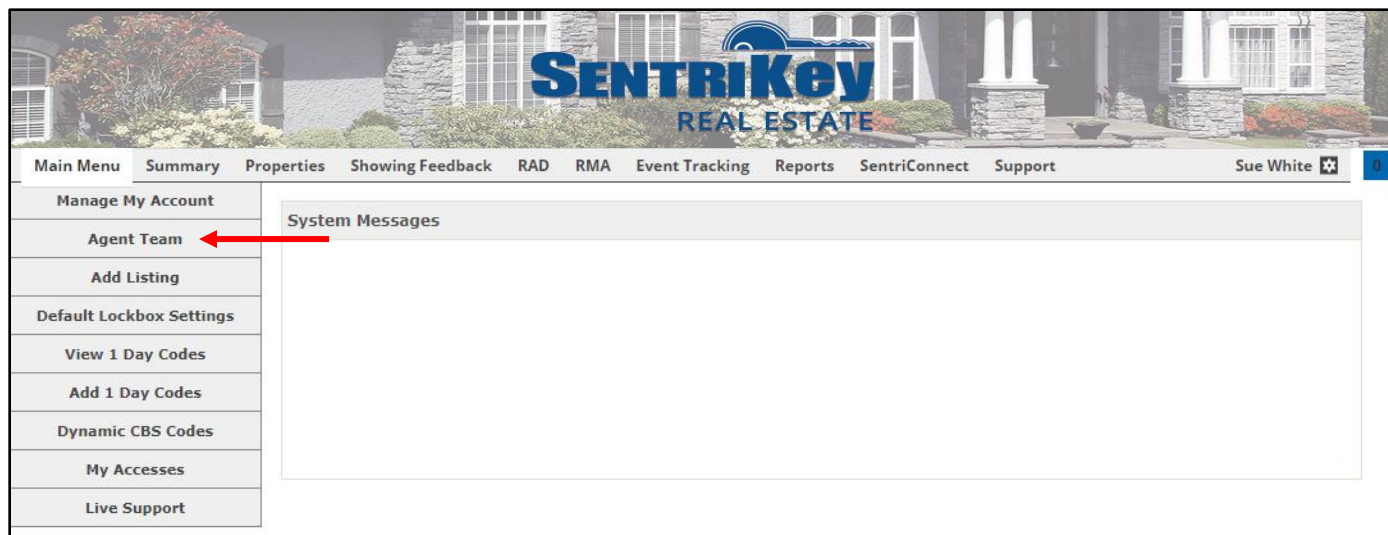
2. The **Agent Team** screen will be displayed:
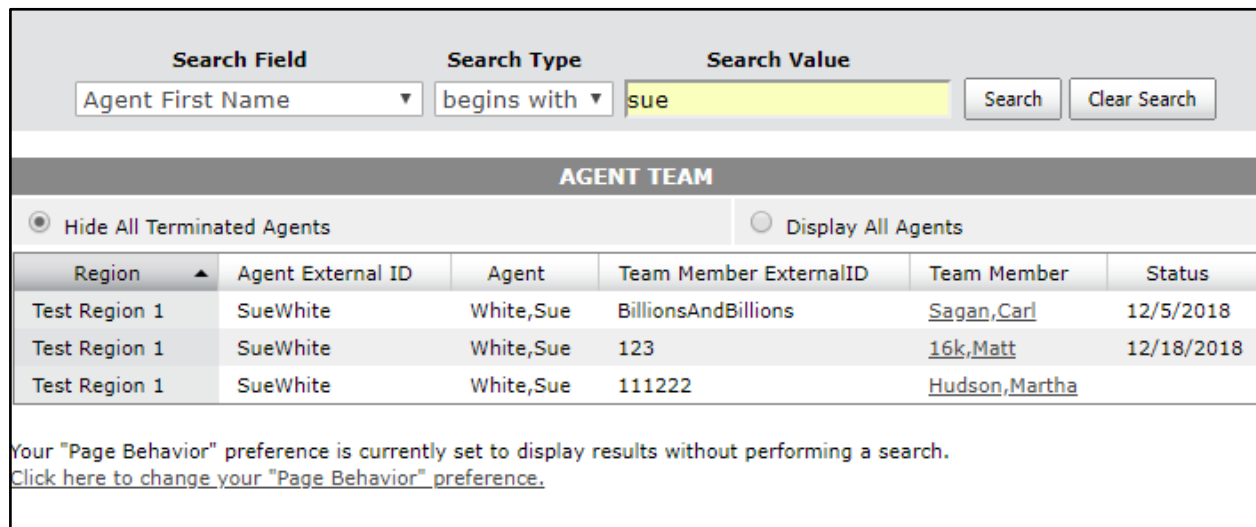
To search for an Agent:

3. Use the **Search Field** drop-down menu to select, for example, **Agent First Name**.

4. Use the **Search Type** drop-down menu to select a search parameter: **begins with**, **contains**, **ends with**, or **matches**.

5. In the **Search Value** text box, enter a value based on what you selected from the Search Field's drop-down menu.

6. Click **Search**. Your selected Agent will be displayed:

7. To add a team member, click **Add Team Member** in the upper-left:

8. The **Add Agent Team Member** screen will be displayed. Click **Select**:
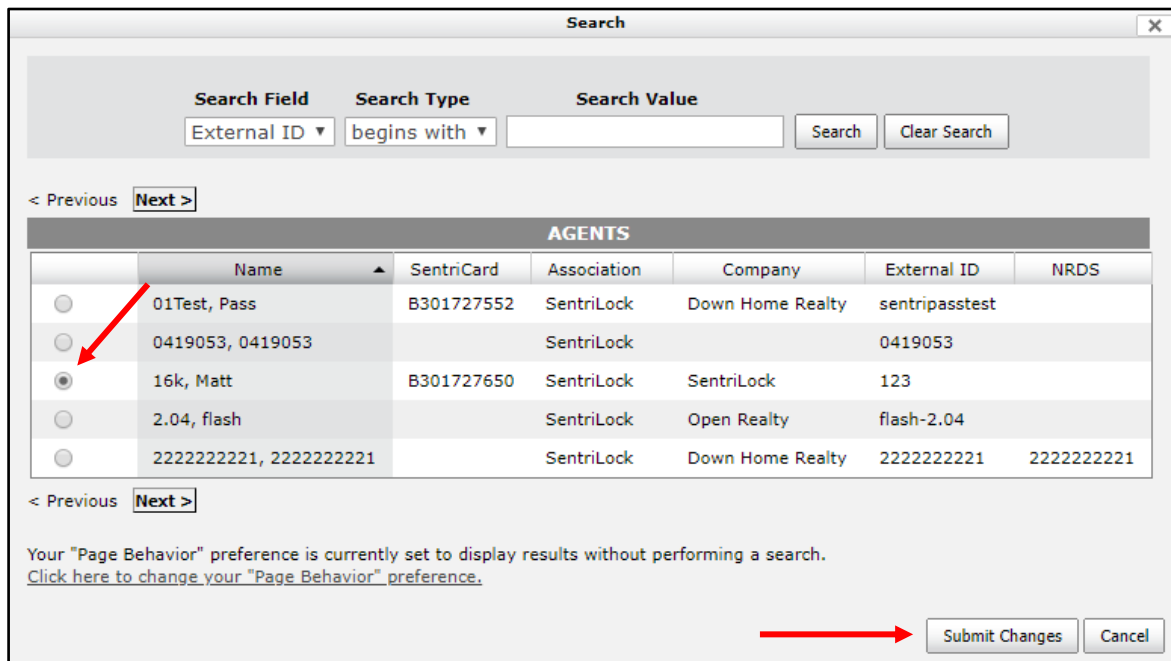
9. The **Agents** screen will be displayed. Click the button next to the desired Agent and click **Submit Changes**:

10. The **Add Agent Team Member** screen will be displayed again, showing the selected name. Click **Save Changes**:

11. You'll receive a message confirming your request for an addition to the Agent Team:

Note: The status is listed as **Pending** until you (the requestor) renew your SentriCard.

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Live Support Online

The SentriKey Real Estate website offers live support in case you have questions or encounter an issue.

1. On the Main Menu, click **Live Support**:

2. This screen will be displayed:

3. Read the **SentriLock Chat Rules** and the **Chat Instructions**.

4. Click the **Live Support** image.

5. The **Live Chat** screen will be displayed:

6. Click **select department**. On the drop-down list, click your department.

7. Enter your **name** and **email**.

8. Click **Submit**. A chat window will be displayed, and a support representative will respond.

> Note: You'll be asked for your SentriCard number when you are connected to **Live Support** via **Live Chat**.
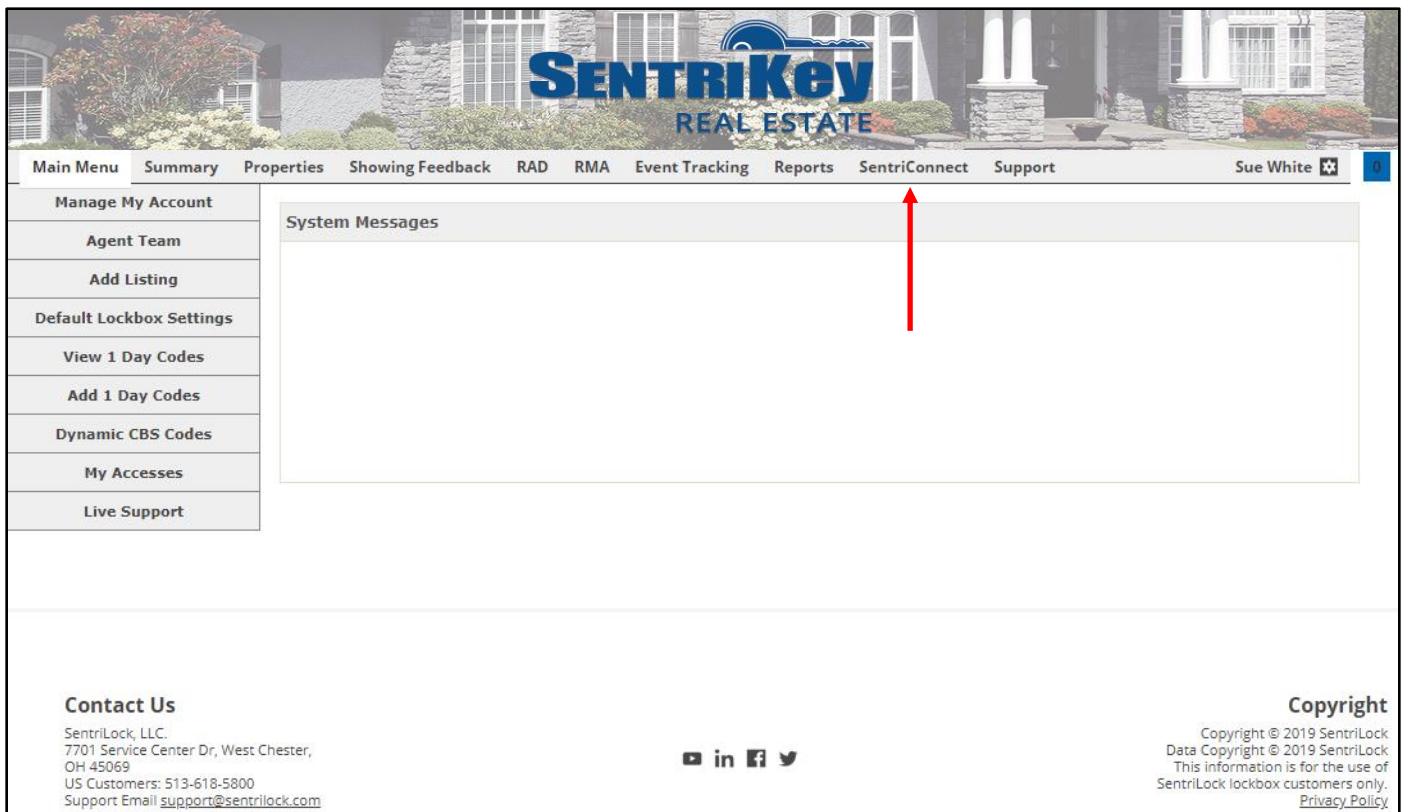
Grant SentriConnect® Access

If you're an Agent with a lockbox that is assigned to a listing, you can authorize someone to use the SentriConnect mobile app in order to access your lockbox.

Your Association must have enabled SentriConnect. Then you can use the SentriKey Real Estate website to grant SentriConnect access to, for example, a contractor so they can access your lockbox.
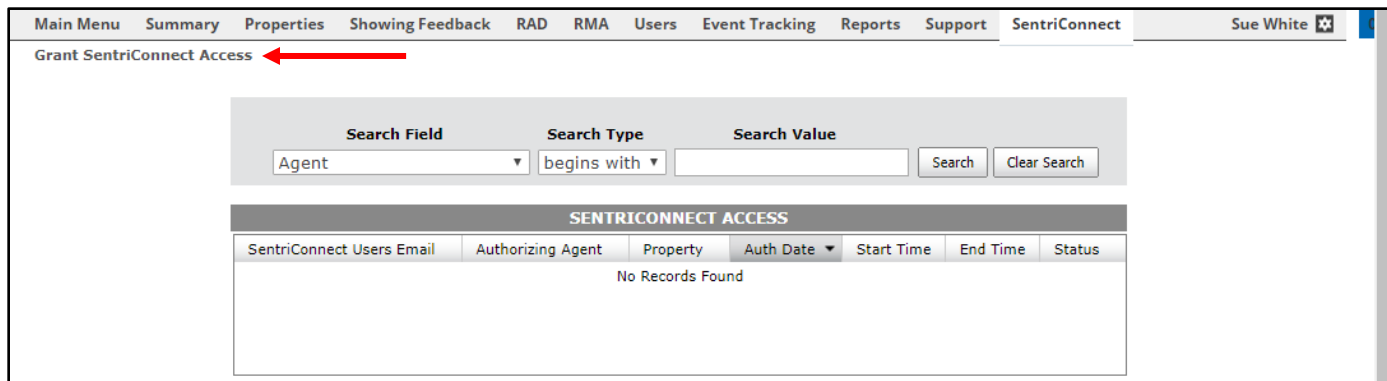
> Note: In order for you to grant access, the lockbox firmware must be version 50.44 or higher and the lockbox must be assigned to a listing.

1. On the Main Menu, click **SentriConnect**:

2. The **SentriConnect Access** screen will be displayed:

3. At the top-left, click **Grant SentriConnect Access**.

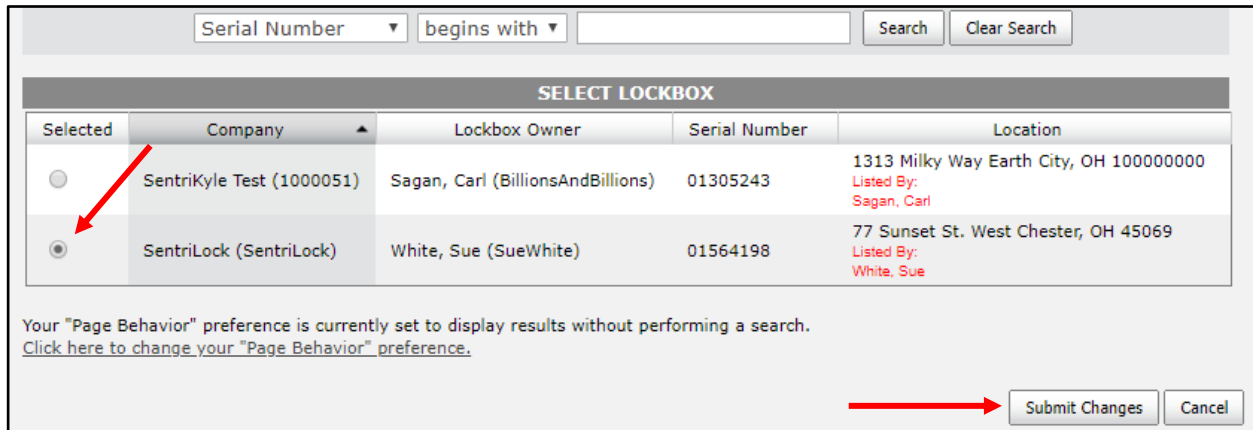4. The **SentriConnect Access** screen will be displayed:

5. In the **SentriConnect User's Email** text box, enter the user's email address.

6. For the **Lockbox**, click **Select**.

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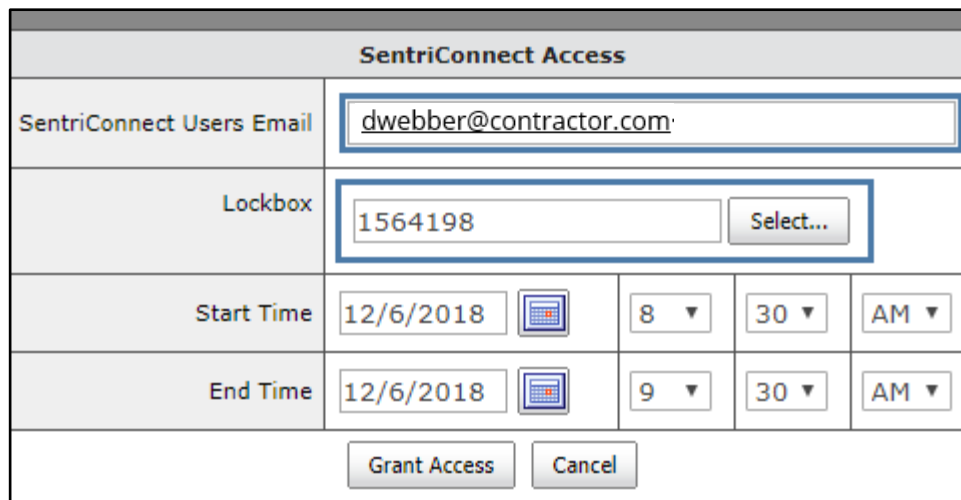7. The **Select Lockbox** screen will be displayed:

8. Click the button next to the desired lockbox and click **Submit Changes**.

9. The **SentriConnect Access** screen will be displayed again, showing the selected lockbox serial number:

10. To designate the **Start Time** and **End Time** when access will be available, click each of the two calendars to select the start and end dates. Then use the drop-down menus to designate the start and end time when access will be available.

11. Click **Grant Access**. The user will receive an invitation to join **SentriConnect**.