

# 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:

<a href="#">Login</a> .....	2
<a href="#">Add a Listing</a> .....	4
<a href="#">Assign Your Lockbox to a Listing</a> .....	9
<a href="#">Assign a One Day Code to a Lockbox</a> .....	15
<a href="#">View One Day Codes</a> .....	21
<a href="#">View the SentriCard® Access Log</a> .....	23
<a href="#">Manage Your Showing Notification Preferences</a> .....	24
<a href="#">Manage Your Account</a> .....	29
<a href="#">Forgot Password?</a> .....	34
<a href="#">Message Center</a> .....	37
<a href="#">Agent Team</a> .....	38
<a href="#">Live Support Online</a> .....	43
<a href="#">Grant SentriConnect® Access</a> .....	46

# SentriKey Real Estate Website

## 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.

Powered by **SENTRILOCK**

**SENTRIKey**  
REAL ESTATE

swhite1-sentri

.....

**Keep me signed in for today.**  
Don't check this box if you're at a public or shared computer.

Login

[Forgot Password?](#)

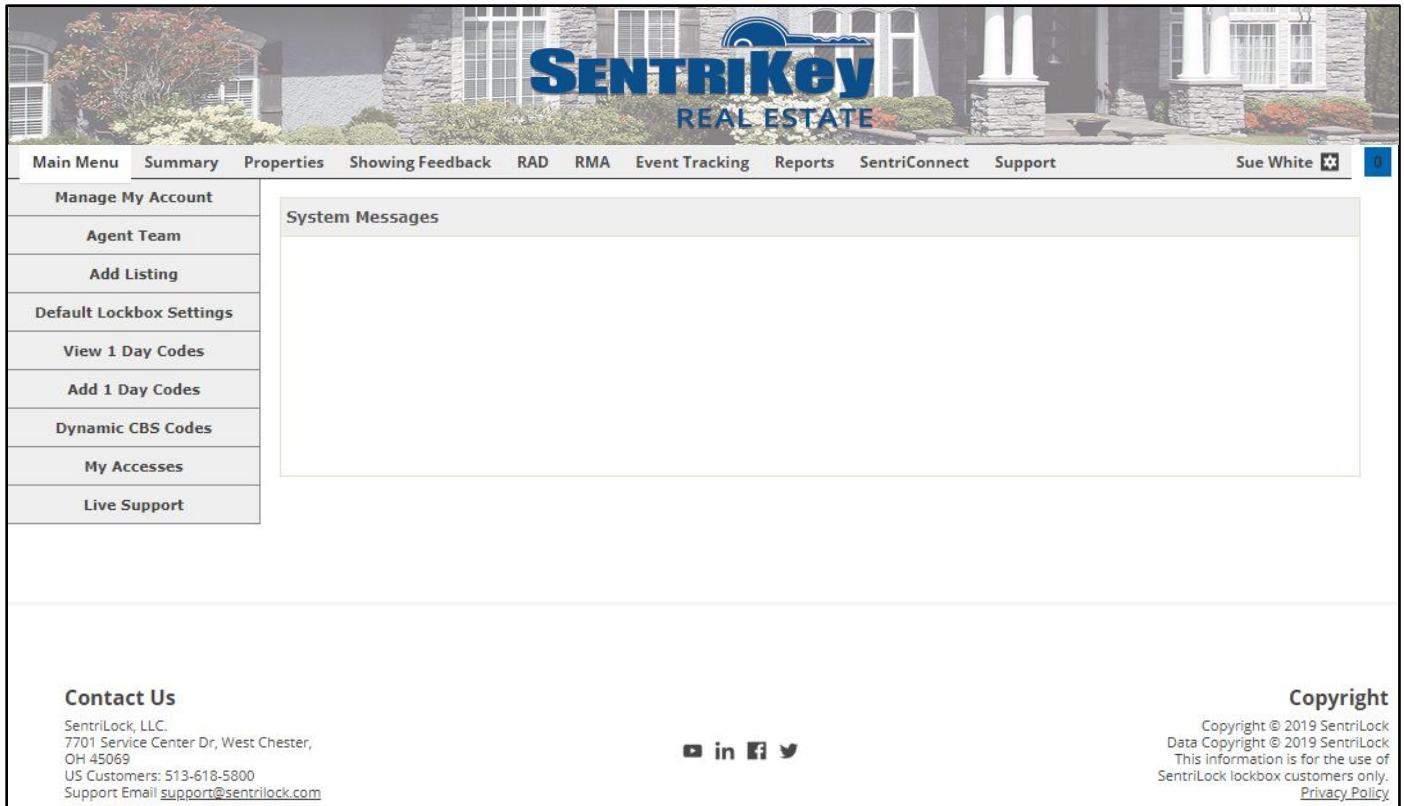
**Contact Us**  
SentriLock, LLC.  
7701 Service Center Dr, West Chester,  
OH 45069  
US Customers: 513-618-5800  
Canadian and International Customers:  
1-877-SENTRILOCK (736-8745)  
Support Email [support@sentrilock.com](mailto:support@sentrilock.com)

**Copyright**  
Copyright © 2019 SentriLock  
Data Copyright © 2019 SentriLock  
This information is for the use of  
SentriLock lockbox customers only.  
[Privacy Policy](#)

in f t

# SentriKey Real Estate Website

2. The Main Menu will be displayed:



The screenshot shows the main menu of the SentriKey Real Estate website. At the top, there is a navigation bar with the following items: Main Menu, Summary, Properties, Showing Feedback, RAD, RMA, Event Tracking, Reports, SentriConnect, Support, and Sue White. Below the navigation bar, there is a sidebar menu on the left with the following items: Manage My Account, Agent Team, Add Listing, Default Lockbox Settings, View 1 Day Codes, Add 1 Day Codes, Dynamic CBS Codes, My Accesses, and Live Support. The main content area is titled "System Messages" and is currently empty. At the bottom of the page, there is a "Contact Us" section with the following information: SentriLock, LLC, 7701 Service Center Dr, West Chester, OH 45069, US Customers: 513-618-5800, Support Email [support@sentrilock.com](mailto:support@sentrilock.com). There are also social media icons for YouTube, LinkedIn, Facebook, and Twitter. On the right side, there is a "Copyright" section with the following information: Copyright © 2019 SentriLock, Data Copyright © 2019 SentriLock, This information is for the use of SentriLock lockbox customers only, [Privacy Policy](#).

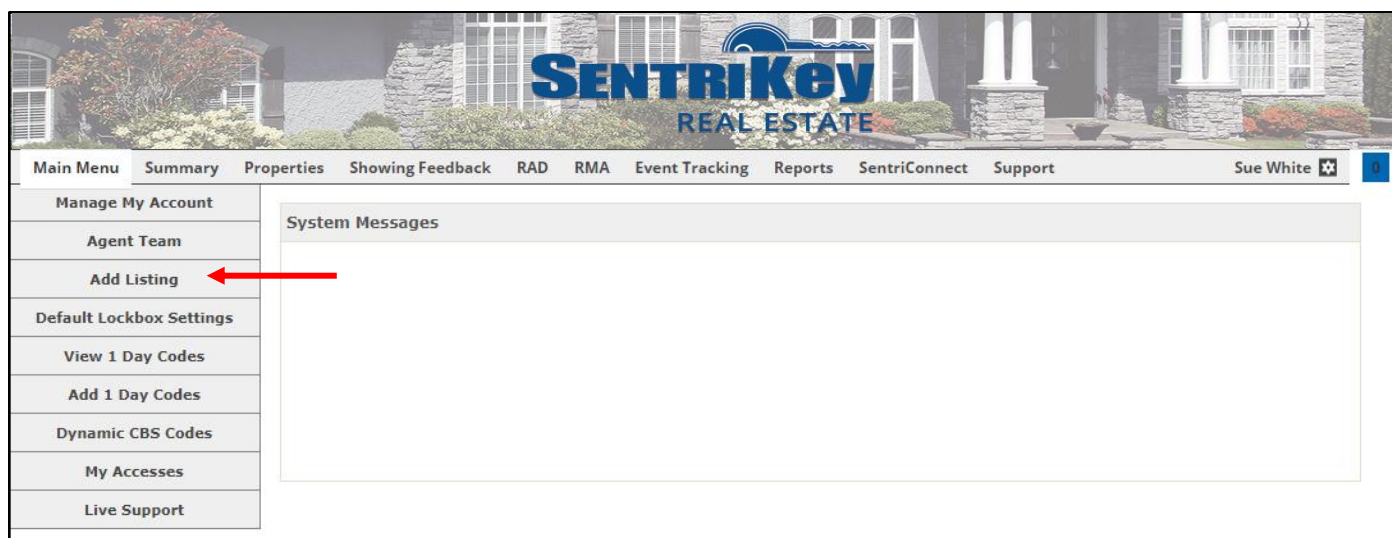
# SentriKey Real Estate Website

## 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**:



# SentryKey Real Estate Website

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	SentryLock		
Listing Agent	<input type="text"/>	Select...	
MLS Number	<input type="text"/>		
Address			
Country	US - United States ▼		
Time Zone	EDT - Eastern Daylight Saving Time ▼		
Address	<input type="text"/>		
Address Line 2	<input type="text"/>		
City	<input type="text"/>		
State	OH - Ohio ▼	Zip/Postal Code	<input type="text"/>
Lockbox Settings			
Assigned Lockbox	None	Access Log	None
<input type="button" value="Save Changes"/> <input type="button" value="Delete"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>			
<input type="checkbox"/> Signifies required fields			

# SentryKey Real Estate Website

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

**ADD LISTING**


**Listing**

Association	SentryLock																										
Listing Agent	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; text-align: center; padding: 2px;"><b>Search</b></div> <div style="padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 20%;">Search Field</th> <th style="width: 20%;">Search Type</th> <th style="width: 40%;">Search Value</th> <th style="width: 10%;"></th> <th style="width: 10%;"></th> </tr> <tr> <td>External ID ▾</td> <td>begins with ▾</td> <td><input style="width: 90%;" type="text"/></td> <td><input type="button" value="Search"/></td> <td><input type="button" value="Clear Search"/></td> </tr> </table> <div style="background-color: #cccccc; text-align: center; padding: 2px; margin-top: 5px;"><b>AGENTS</b></div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 2px;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 15%;">Name ▲</th> <th style="width: 15%;">SentryCard</th> <th style="width: 15%;">Association</th> <th style="width: 15%;">Company</th> <th style="width: 15%;">External ID</th> <th style="width: 10%;">NRDS</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input checked="" type="radio"/></td> <td>White, Sue</td> <td>P904010359</td> <td>SentryLock</td> <td>SentryLock</td> <td>SueWhite</td> <td></td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;">Your "Page Behavior" preference is currently set to display results without performing a search. <a href="#">Click here to change your "Page Behavior" preference.</a></p> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Submit Changes"/> <input type="button" value="Cancel"/> </div> </div> </div>			Search Field	Search Type	Search Value			External ID ▾	begins with ▾	<input style="width: 90%;" type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Clear Search"/>		Name ▲	SentryCard	Association	Company	External ID	NRDS	<input checked="" type="radio"/>	White, Sue	P904010359	SentryLock	SentryLock	SueWhite	
Search Field	Search Type	Search Value																									
External ID ▾	begins with ▾	<input style="width: 90%;" type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Clear Search"/>																							
	Name ▲	SentryCard	Association	Company	External ID	NRDS																					
<input checked="" type="radio"/>	White, Sue	P904010359	SentryLock	SentryLock	SueWhite																						
<b>Lockbox Settings</b>																											
Assigned Lockbox	None		Access Log	None																							
<input type="button" value="Save Changes"/> <input type="button" value="Delete"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>																											

Signifies required fields

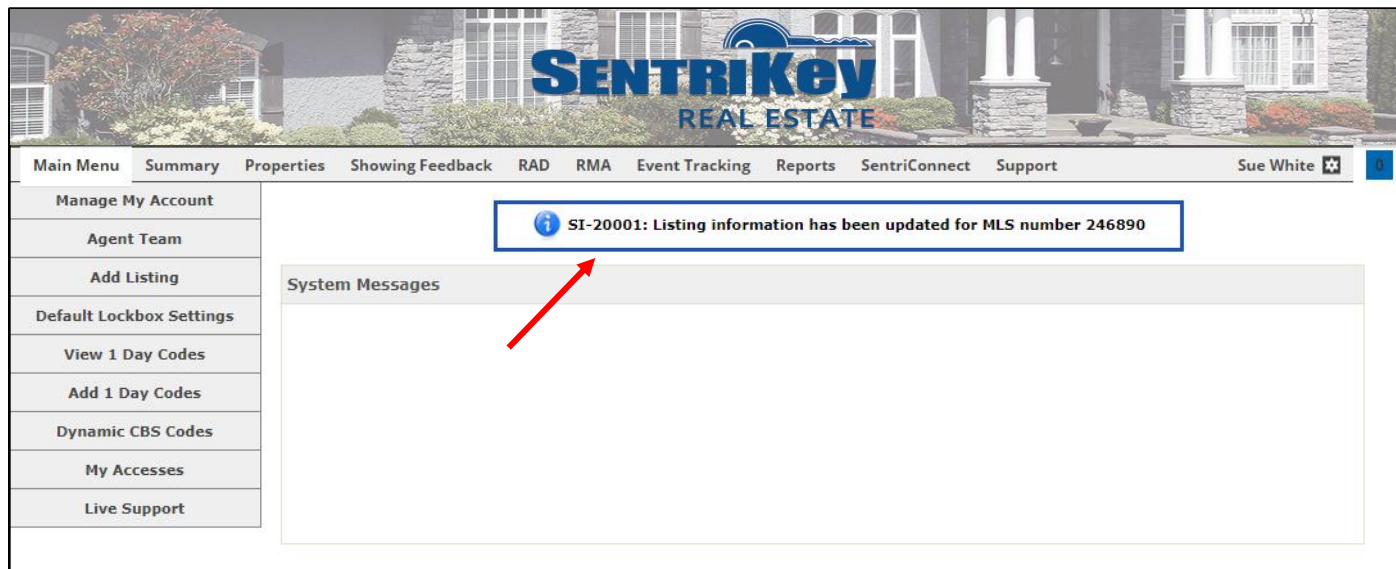
# SentryKey Real Estate Website

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	SentryLock		
Listing Agent	<input type="text" value="Sue White"/>	<input type="button" value="Select..."/>	
MLS Number	<input type="text" value="246890"/>		
Address			
Country	<input type="text" value="US - United States"/>		
Time Zone	<input type="text" value="EDT - Eastern Daylight Saving Time"/>		
Address	<input type="text" value="77 Sunset St."/>		
Address Line 2	<input type="text"/>		
City	<input type="text" value="West Chester"/>		
State	<input type="text" value="OH - Ohio"/>	Zip/Postal Code	<input type="text" value="45069"/>
Lockbox Settings			
Assigned Lockbox	None	Access Log	None
 <input type="button" value="Save Changes"/> <input type="button" value="Delete"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>			
<input type="checkbox"/> Signifies required fields			

# SentriKey Real Estate Website

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



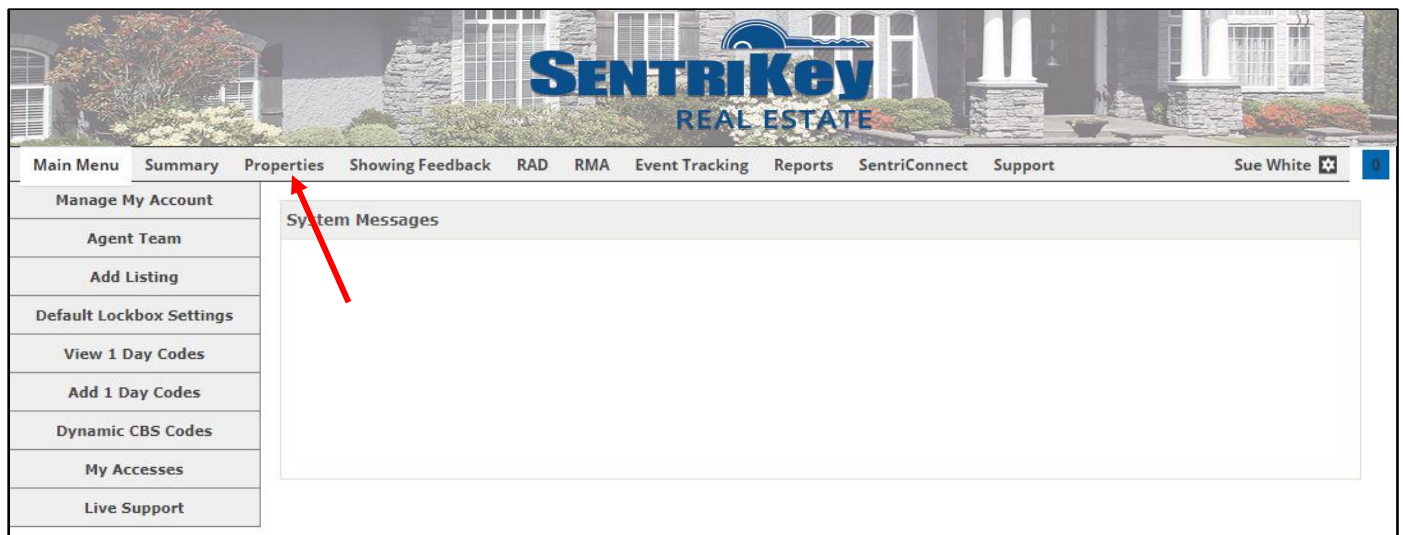


# SentriKey Real Estate Website

## Assign Your Lockbox to a Listing

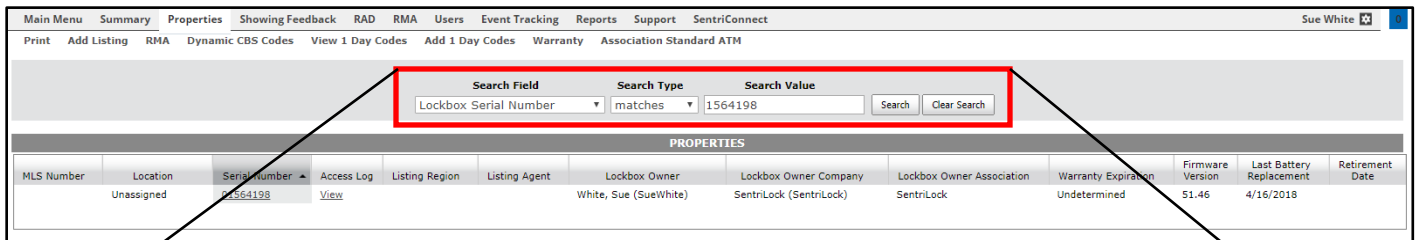
When you assign a lockbox to a listing, other Agents who want to show your listing can find the lockbox serial number (which they'll need in order to open the lockbox) by looking up the MLS number or the street address of the listing. This is also an important part of the SentriLock system overall because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



# SentryKey Real Estate Website

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:

MLS Number	Location	Serial Number	Access Log
246890	<a href="#">77 Sunset St. West Chester, OH 45069</a>	<a href="#">01564198</a>	<a href="#">View</a>

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

# SentryKey Real Estate Website

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

EDIT LOCKBOX			
<b>Lockbox</b>			
Serial Number	01564198		
Listing	<input type="text" value="Unassigned"/>	<input type="button" value="Select..."/>	
<b>Showing Feedback</b>			
You must first assign a listing to the lockbox before setting up a survey.			
<b>Lockbox Settings</b>			
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. <a href="#">Default Lockbox Settings</a>		
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
<b>System Information</b>			
Lockbox Owner	SentriLock	Access Log	<a href="#">View</a>
		Events Log	<a href="#">View</a>
In Service	Undetermined	Warranty Expiration	Undetermined
Last Battery Replacement	Battery replaced on: <input type="text" value="4/16/2018"/>  <input type="button" value="Battery Changed Today"/>		
<b>Recent History</b>			
Last Borrower	None		
Last Listing Agent	None		
Last Accessed By	Sue White on 12/7/2018		
<input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>			

# SentryKey Real Estate Website

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

**Search** ✕

Search Field	Search Type	Search Value		
<input type="text" value="Listing Agent"/>	<input type="text" value="matches"/>	<input type="text" value="Sue White"/>	<input type="button" value="Search"/>	<input type="button" value="Clear Search"/>





  

LISTINGS					
	Region	MLS Number ▲	Listing Agent	Address	Assigned Lockbox
<input type="radio"/>	Test Region 1	1234236347	Sue White	221 Baker St. West Chester, OH	None
<input type="radio"/>	Test Region 1	135792	Sue White	12 Sesame St. West Chester, OH	None
<input checked="" type="radio"/>	Test Region 1	246890	Sue White	77 Sunset St. West Chester, OH	None

Your "Page Behavior" preference is currently set to only display search results. Please enter your search parameters and click Search. [Click here to change your "Page Behavior" preference.](#)

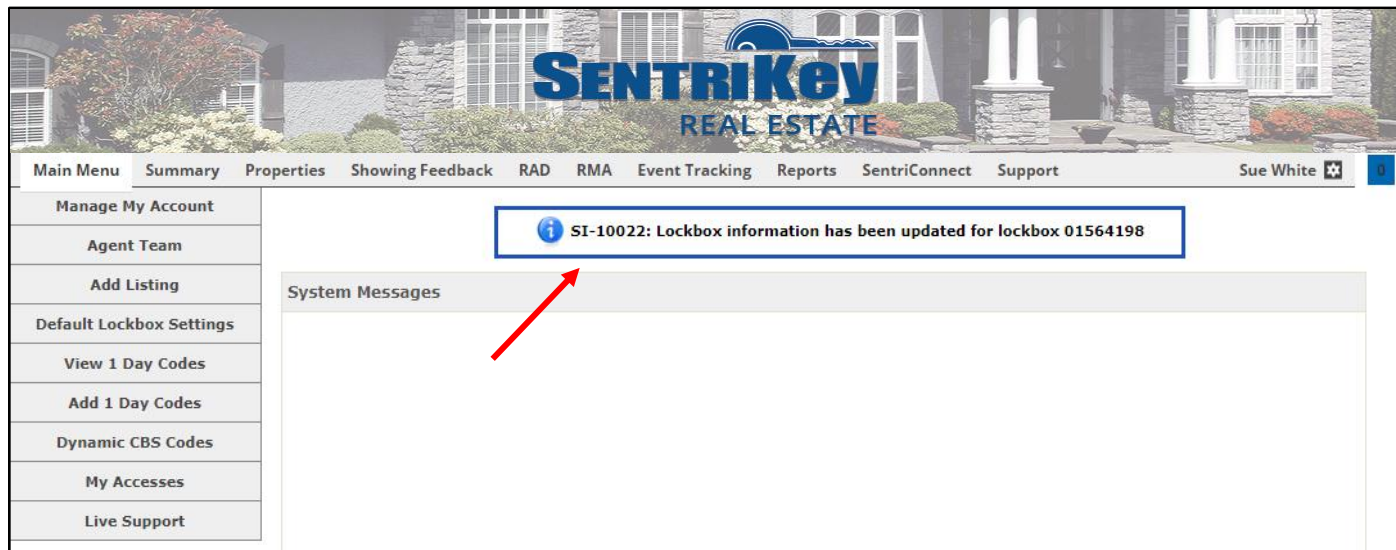
# SentryKey Real Estate Website

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

EDIT LOCKBOX			
<b>Lockbox</b>			
Serial Number	01564198		
Listing	77 Sunset St.	Select...	On Listing Since 11/27/2018 
	Remove from listing		
<b>Showing Feedback</b>			
Create Survey	Survey Name	77 Sunset St.	
	Create New or Clone From Existing Survey	New Survey	 Create Survey
<b>Lockbox Settings</b>			
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. <a href="#">Default Lockbox Settings</a>		
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
<b>System Information</b>			
Lockbox Owner	SentryLock	Access Log	<a href="#">View</a>
		Events Log	<a href="#">View</a>
In Service	Undetermined	Warranty Expiration	Undetermined
Last Battery Replacement	Battery replaced on:	4/16/2018 	Battery Changed Today
<b>Recent History</b>			
Last Borrower	None		
Last Listing Agent	Sue White on 11/27/2018		
Last Accessed By	None		
			
<input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>			

# SentriKey Real Estate Website

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:



# SentriKey Real Estate Website

## Assign a One Day Code to a Lockbox

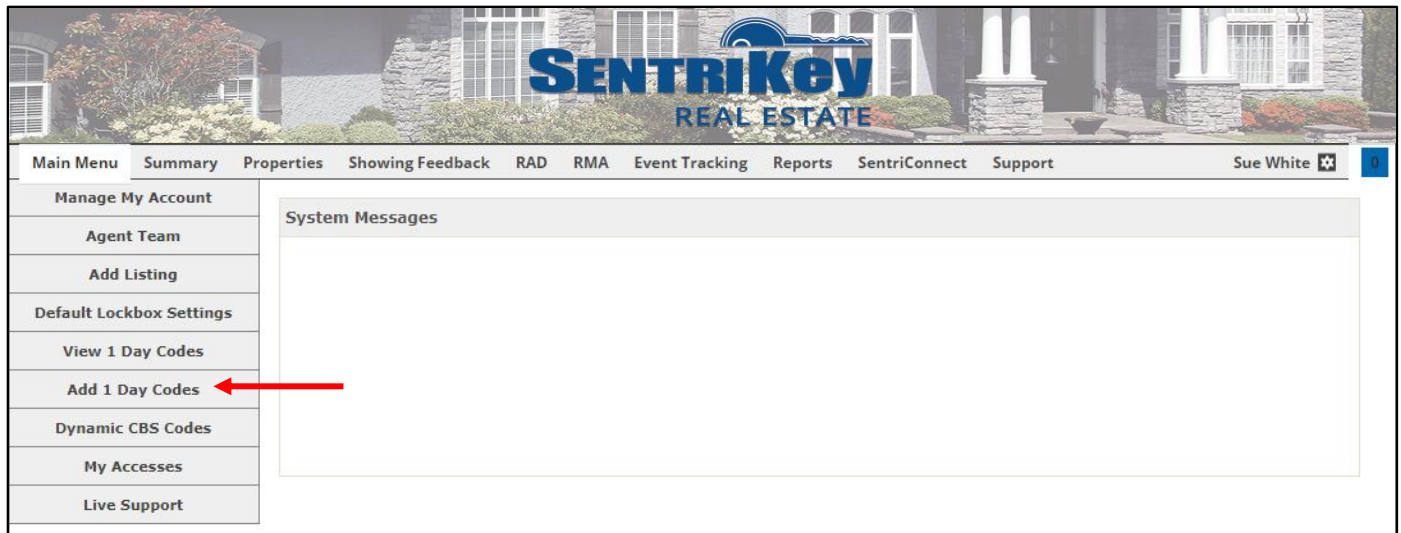
If you're a lockbox owner, or if you have privileges through a team or Broker-sharing, you can create a One Day Code. This code is used to open a lockbox and is ideal for use by other Agents, homeowners, and contractors who need access to a property but are not SentiLock members.

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**:



# SentryKey Real Estate Website

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

ADD 1 DAY CODES	
1 Day Codes	
Lockbox	<div style="border: 1px solid blue; padding: 2px;"><input type="text" value="Unassigned"/> <input type="button" value="Select..."/></div> <p><input type="checkbox"/> Create lockbox-specific codes for all lockboxes belonging to the selected lockbox's owner</p> <p><input type="checkbox"/> Create codes only for lockboxes assigned to listings</p> <p><small>You must specify a lockbox to create a lockbox-specific code for or check the 'Create lockbox-specific codes for all...' checkbox.</small></p>
Date Valid	<div style="border: 1px solid blue; padding: 2px;"><input type="text" value="12/10/2018"/> <input type="button" value="Calendar"/></div> To <div style="border: 1px solid blue; padding: 2px;"><input type="text" value="12/10/2018"/> <input type="button" value="Calendar"/></div>
<input type="button" value="Generate Codes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	



# SentryKey Real Estate Website

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

**Search**

<b>Search Field</b>	<b>Search Type</b>	<b>Search Value</b>		
Serial Number ▾	begins with ▾	<input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Clear Search"/>

< Previous   Next >

SELECT LOCKBOX					
Selected	Company ▲	Lockbox Owner	Serial Number	Firmware Version	Location
<input type="radio"/>	SentriKyle Test (1000051)	Sagan, Carl (BillionsAndBillions)	00038759	02.04	1426 Sour Apple Ln West Chester, OH 45069 <small>Listed By: Richardson, Timmiesha Region Customization: Test Region 1</small>
<input type="radio"/>	SentriKyle Test (1000051)	Sagan, Carl (BillionsAndBillions)	00501066	22.25	Unassigned
<input type="radio"/>	SentriKyle Test (1000051)	Sagan, Carl (BillionsAndBillions)	01266119	50.48	Unassigned
<input type="radio"/>	SentriKyle Test (1000051)	Sagan, Carl (BillionsAndBillions)	01305243	50.44	1313 Milky Way Earth City, OH 100000000 <small>Listed By: Sagan, Carl</small>
<input checked="" type="radio"/>	SentriLock (SentriLock)	White, Sue (SueWhite)	01564198	50.48	77 Sunset St. West Chester, OH 45069 <small>Listed By: White, Sue</small>

< Previous   Next >

Your "Page Behavior" preference is currently set to display results without performing a search.  
[Click here to change your "Page Behavior" preference.](#)

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

# SentryKey Real Estate Website

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

ADD 1 DAY CODES	
1 Day Codes	
Lockbox	<input type="text" value="1564198"/> <input type="button" value="Select..."/>
	<input type="checkbox"/> Create lockbox-specific codes for all lockboxes belonging to the selected lockbox's owner <input type="checkbox"/> Create codes only for lockboxes assigned to listings <p style="color: red; font-size: small;">You must specify a lockbox to create a lockbox-specific code for or check the 'Create lockbox-specific codes for all...' checkbox.</p>
Date Valid	<input type="text" value="12/11/2018"/> <input type="button" value="Calendar"/> To <input type="text" value="12/11/2018"/> <input type="button" value="Calendar"/>
	<input type="button" value="Generate Codes"/> <input type="button" value="Reset"/> <input type="button" value="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						
<b>Codes</b> <p style="color: red; font-size: small;">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</p>							
Code 1	<table border="1" style="width: 100%;"> <tr> <td style="width: 30%;"><b>Assigned To Required</b></td> <td style="width: 30%;">Assigned To</td> <td style="width: 40%;"><input type="text" value="Donna Smith"/></td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;"><input type="button" value="Assign"/></td> </tr> </table>	<b>Assigned To Required</b>	Assigned To	<input type="text" value="Donna Smith"/>			<input type="button" value="Assign"/>
<b>Assigned To Required</b>	Assigned To	<input type="text" value="Donna Smith"/>					
		<input type="button" value="Assign"/>					
<input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>							

# SentryKey Real Estate Website



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			
<p>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</p>			
Code 1	1977551	Assigned To	<input type="text" value="Donna Smith"/> <input type="button" value="Assign"/>
Code 2	Assigned To Required	Assigned To	<input type="text"/> <input type="button" value="Assign"/>
 <input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>			

9. Click **Save Changes**.

# SentryKey Real Estate Website

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



**SI-10032: One day codes successfully updated.**

**EDIT 1 DAY CODES**

**1 Day Codes**

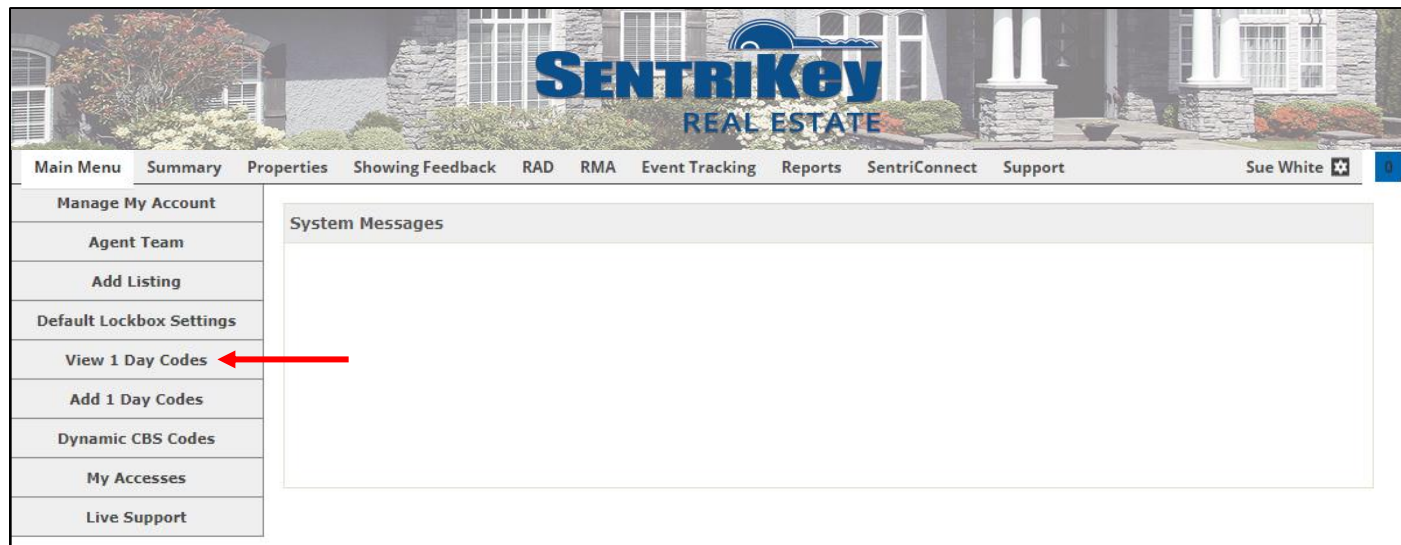
Lockbox	<b>01305243</b>		
Date Valid	<b>12/12/2018</b>		
<b>Codes</b> <small>These 1 day codes are "time limited".  Once a specific code has been used at a lockbox it will expire  (become invalid for that lockbox) after 10 minutes</small>			
Code 1	<b>1977551</b>	Assigned To	<input style="width: 95%;" type="text" value="Donna Smith"/> <input style="float: right; margin-top: 5px;" type="button" value="Assign"/>
Code 2	<b>Assigned To Required</b>	Assigned To	<input style="width: 95%;" type="text"/> <input style="float: right; margin-top: 5px;" type="button" value="Assign"/>

# SentriKey Real Estate Website

## 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:



# SentryKey Real Estate Website

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

Search Field	Search Type	Search Value		
Agent	begins with		Search	Clear Search

ONE DAY CODES		
Agent	Lockbox	Date Valid
Sagan, Carl	All	<a href="#">2018-11-15</a>
White, Sue	All	<a href="#">2018-11-23</a>
White, Sue	All	<a href="#">2018-11-27</a>
White, Sue	All	<a href="#">2018-11-29</a>
White, Sue	1564198 77 Sunset St. West Chester OH 45069	<a href="#">2018-11-29</a>
White, Sue	All	<a href="#">2018-11-30</a>
White, Sue	1564198 77 Sunset St. West Chester OH 45069	<a href="#">2018-11-30</a>

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:

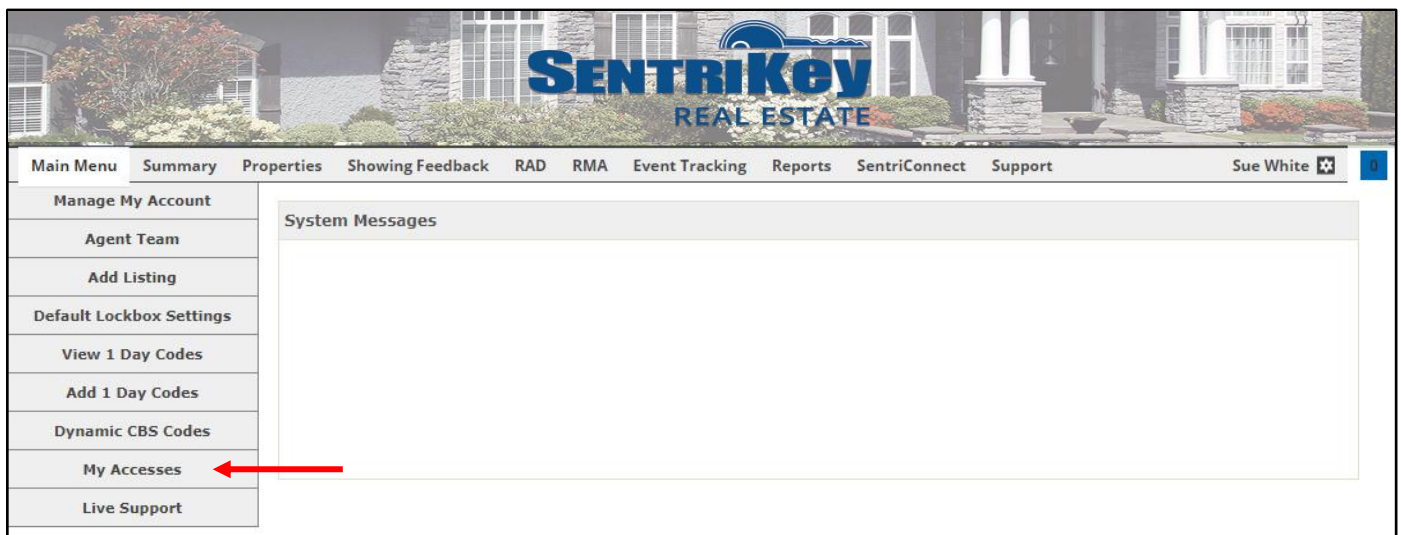
EDIT 1 DAY CODES			
1 Day Codes			
Lockbox	<b>01564198</b>		
Date Valid	<b>11/30/2018</b>		
Codes			
<small>These 1 day codes are "time limited". Once a specific code has been used at a lockbox it will expire (become invalid for that lockbox) after 25 minutes</small>			
Code 1	<b>1683633</b>	Assigned To	<input type="text" value="Kyle"/> <input type="button" value="Assign"/>
Code 2	<b>2441385</b>	Assigned To	<input type="text" value="Dom"/> <input type="button" value="Assign"/>
Code 3	<b>Assigned To Required</b>	Assigned To	<input type="text"/> <input type="button" value="Assign"/>
<input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>			

# SentriKey Real Estate Website

## 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:

SENTRICARD ACCESS LOG				
Sue White - P904010359				
<input type="checkbox"/>	Card accesses shown in this color			
<input type="checkbox"/>	Event tracking attendances shown in this color			
<input type="checkbox"/>	Deleted event tracking attendances shown in this color			
SentriCard Access Log Sue White - P904010359				
Lockbox	Date - Time (EDT)	Description	Listing Agent	Access Type
01564198	Friday, Dec 07 2018 - 12:45 PM	77 Sunset St. West Chester OH 45069	Sue White - SentriLock 513 6441709 <a href="mailto:swhite1@sentrilock.com">swhite1@sentrilock.com</a>	SmartBLE
01564198	Friday, Dec 07 2018 - 09:55 AM	77 Sunset St. West Chester OH 45069	Sue White - SentriLock 513 6441709 <a href="mailto:swhite1@sentrilock.com">swhite1@sentrilock.com</a>	SmartBLE

# SentryKey Real Estate Website

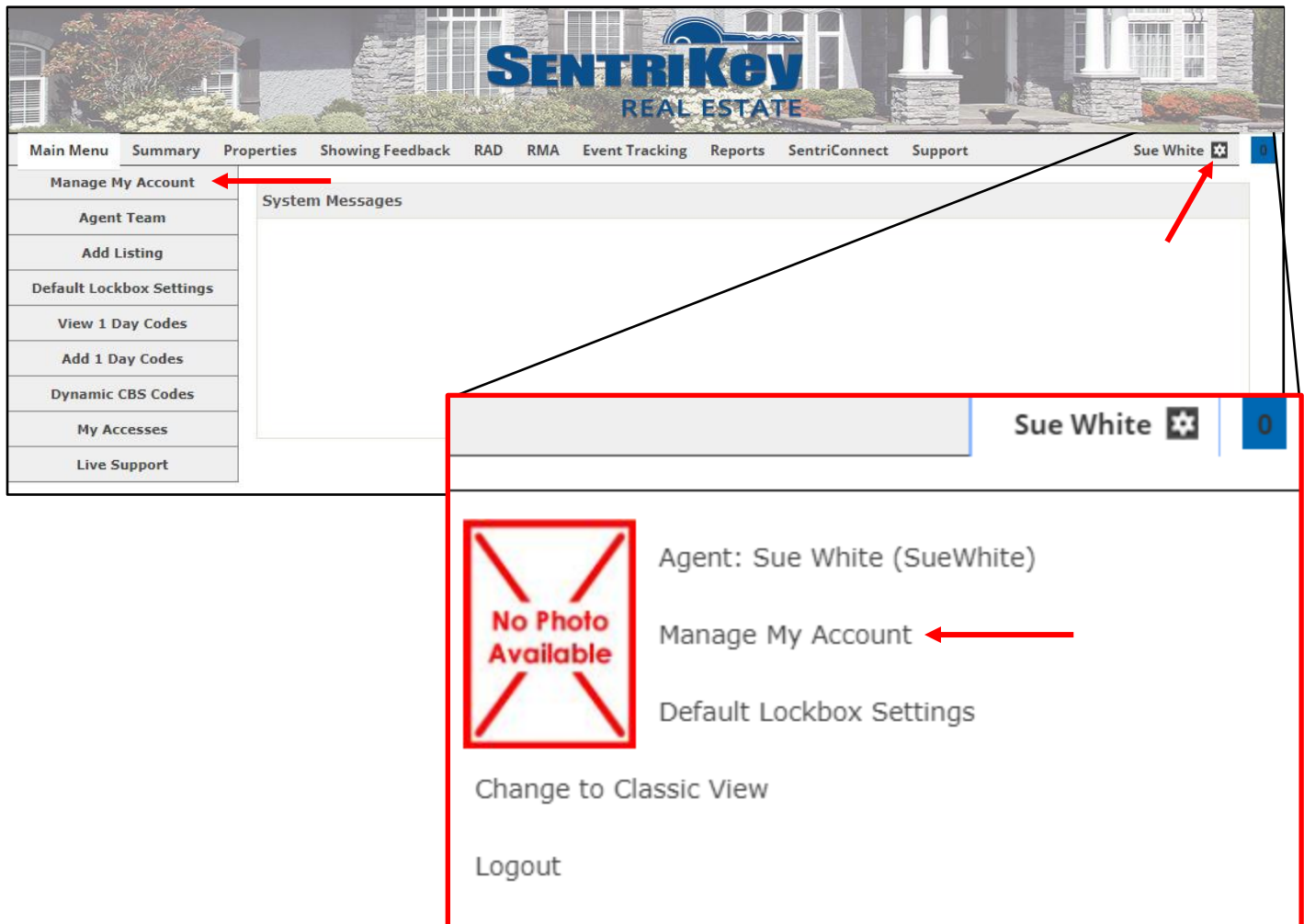
## Manage Your Showing Notification Preferences

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**:



The screenshot displays the SentryKey Real Estate website interface. At the top, the logo and navigation menu are visible. The main menu includes: Main Menu, Summary, Properties, Showing Feedback, RAD, RMA, Event Tracking, Reports, SentiConnect, Support, and Sue White (with a gear icon). A red arrow points to the 'Manage My Account' option in the left sidebar. Another red arrow points to the gear icon in the top right corner. A red box highlights the user profile area, which includes the name 'Sue White' and a gear icon. Below this, a dropdown menu is shown with the following options: 'Agent: Sue White (SueWhite)', 'Manage My Account' (with a red arrow pointing to it), 'Default Lockbox Settings', 'Change to Classic View', and 'Logout'. A red box with a diagonal 'X' and the text 'No Photo Available' is overlaid on the profile picture area.



# SentryKey Real Estate Website

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

EDIT USER				
<b>Personal Information</b>				
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 SentryLock synchronizes data from outside related systems that you have accounts on. Be sure to update those systems as well.				
Association	SentryLock		Company	SentryLock
Cell Phone Number	<input type="text" value="5136441709"/> <small>The cell phone number is used for text messaging and caller identification.</small>			
First Name	<input type="text" value="Sue"/>		Last Name	<input type="text" value="White"/>
External Import ID	SueWhite			
SentryLock ID	<input type="text" value="swhte1-sentri"/>			
Password	<input type="button" value="Change Password"/>			
NRDS Number	<input type="text"/>			
Contact Number	<input type="text" value="513 6441709"/>			
Email Address	<input type="text" value="swhte1@sentrylock.com"/>			
<b>System Authorization</b>				
<b>User Permissions</b>				
User Permissions	Association Administrator: SentryLock (as2) Agent: Sue White (SueWhite)			
<b>Team Members</b>				
Team Member Of	<input type="text" value="Carl Saqan (BillionsAndBillions)"/>			
My Team Members	<input type="text" value="Carl Saqan (BillionsAndBillions)"/>			
<b>Preferences</b>				
Preferences	<input type="text" value="Preferences"/>			
<b>Current Status</b>				
Agent Status	Valid			
<b>Lockbox Access</b>				
Card Type	Realtor card	Card Status	Expired	
Serial Number	P904010359		Activation Date	10/23/2018 1:51PM
Primary Region	Test Region 1		Event Log	<a href="#">View</a>
Access Log	<a href="#">View</a>		Expiration Date	11/25/2018
Last Renewal	11/23/2018 11:30AM			
PIN	<input type="button" value="Change PIN"/>			
<b>SentrySmart</b>				
SentrySmart Registration	Unregistered			
Registration History	<input type="checkbox"/> Device Registration <input checked="" type="checkbox"/> Registration Limit Changed			
	Date (EDIT)	Name	Notes	
	Friday, Nov 16 2018 - 09:29 AM	Sue White	DeviceID: MD000000DABL Manufacturer: Apple Model: iPhone Platform: iOS Email Address: swhte1@sentrylock.com	
	Thursday, Nov 15 2018 - 09:27 AM	Sue White	DeviceID: MD0000005F87 Manufacturer: Apple Model: iPhone Platform: iOS Email Address: swhte1@sentrylock.com	
Registrations Remaining	<b>Unlimited</b> <small>The remaining number of registrations applies to new devices only.</small>			
<b>Authorized Regions</b>				
<input checked="" type="checkbox"/> AL - Alabama <input checked="" type="checkbox"/> CA - California <input type="checkbox"/> IL - Illinois <input type="checkbox"/> IN - Indiana <input type="checkbox"/> MD - Maryland <input type="checkbox"/> OH - Ohio <ul style="list-style-type: none"> <li><input type="checkbox"/> Advance Team</li> <li><input type="checkbox"/> Firmware Testing CAM</li> <li><input type="checkbox"/> Implementation OBC</li> <li><input checked="" type="checkbox"/> SentryLock Implementation Association</li> <li><input checked="" type="checkbox"/> SentryLock Sales Demo</li> <li><input checked="" type="checkbox"/> SentryLock Tour</li> <li><input checked="" type="checkbox"/> SentryLock Training</li> <li><input checked="" type="checkbox"/> Test Region 1 (primary)</li> <li><input type="checkbox"/> Test Showing Manager Region</li> </ul> <input type="checkbox"/> TN - Tennessee				
<input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>				

# SentriKey Real Estate Website

### 3. Click Preferences:

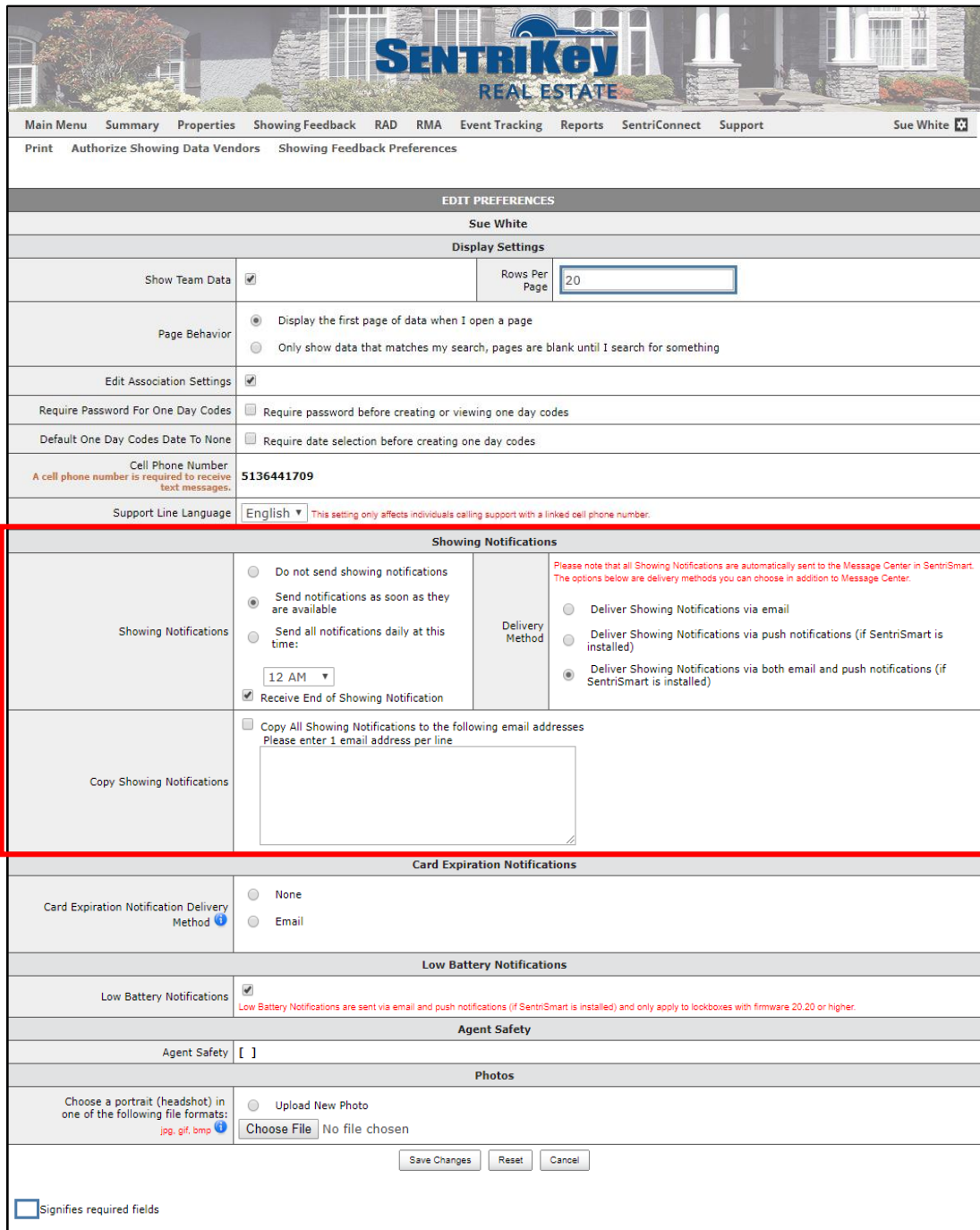


The screenshot shows the 'EDIT USER' page for 'Sue White'. The 'Preferences' menu item in the top navigation bar is highlighted with a red arrow. The page contains a form for updating user information, including fields for Association, Cell Phone Number, First Name, Last Name, External Import ID, SentriLock ID, Password, NRDS Number, Contact Number, and Email Address.

EDIT USER	
Personal Information	
<small>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.</small>	
Association	SentriLock
Company	SentriLock
Cell Phone Number <small>The cell phone number is used for text messaging and caller identification.</small>	5136441709 <small>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.</small>
First Name	Sue
Last Name	White
External Import ID	SueWhite
SentriLock ID	swhite1-sentri
Password	<input type="button" value="Change Password"/>
NRDS Number	
Contact Number	513 6441709
Email Address	swhite1@sentrilock.com

# SentryKey Real Estate Website

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





The screenshot shows the 'EDIT PREFERENCES' screen for Sue White. The 'Showing Notifications' section is highlighted with a red border. It includes options for sending notifications, delivery methods (email, push, or both), and a section for copying notifications to email addresses. Other sections visible include Card Expiration Notifications, Low Battery Notifications, Agent Safety, and Photos.

EDIT PREFERENCES	
Sue White	
Display Settings	
Show Team Data	<input checked="" type="checkbox"/> Rows Per Page: 20
Page Behavior	<input checked="" type="radio"/> Display the first page of data when I open a page <input type="radio"/> Only show data that matches my search, pages are blank until I search for something
Edit Association Settings	<input checked="" type="checkbox"/>
Require Password For One Day Codes	<input type="checkbox"/> Require password before creating or viewing one day codes
Default One Day Codes Date To None	<input type="checkbox"/> Require date selection before creating one day codes
Cell Phone Number	5136441709 <small>A cell phone number is required to receive text messages.</small>
Support Line Language	English <small>This setting only affects individuals calling support with a linked cell phone number.</small>
Showing Notifications	
Showing Notifications	<input type="radio"/> Do not send showing notifications <input checked="" type="radio"/> Send notifications as soon as they are available <input type="radio"/> Send all notifications daily at this time: 12 AM <input checked="" type="checkbox"/> Receive End of Showing Notification <small>Please note that all Showing Notifications are automatically sent to the Message Center in SentiSmart. The options below are delivery methods you can choose in addition to Message Center.</small>
Copy Showing Notifications	<input type="checkbox"/> Copy All Showing Notifications to the following email addresses Please enter 1 email address per line <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>
Delivery Method	<input type="radio"/> Deliver Showing Notifications via email <input type="radio"/> Deliver Showing Notifications via push notifications (if SentiSmart is installed) <input checked="" type="radio"/> Deliver Showing Notifications via both email and push notifications (if SentiSmart is installed)
Card Expiration Notifications	
Card Expiration Notification Delivery Method	<input type="radio"/> None <input type="radio"/> Email
Low Battery Notifications	
Low Battery Notifications	<input checked="" type="checkbox"/> <small>Low Battery Notifications are sent via email and push notifications (if SentiSmart is installed) and only apply to lockboxes with firmware 20.20 or higher.</small>
Agent Safety	
Agent Safety	[ ]
Photos	
Choose a portrait (headshot) in one of the following file formats: <small>jpg, gif, bmp</small>	<input type="radio"/> Upload New Photo <input type="button" value="Choose File"/> No file chosen
<input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	

Signifies required fields

# SentriKey Real Estate Website

Showing Notifications		
 Showing Notifications	<input type="radio"/> Do not send showing notifications <input checked="" type="radio"/> Send notifications as soon as they are available <input type="radio"/> Send all notifications daily at this time: <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">12 AM ▾</div> <input checked="" type="checkbox"/> Receive End of Showing Notification	<div style="border: 1px solid #ccc; padding: 2px;">Delivery Method</div>
 Copy Showing Notifications	<input type="checkbox"/> Copy All Showing Notifications to the following email addresses <small>Please enter 1 email address per line</small> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	

Please note that all Showing Notifications are automatically sent to the Message Center in SentriSmart. The options below are delivery methods you can choose in addition to Message Center.

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.
 

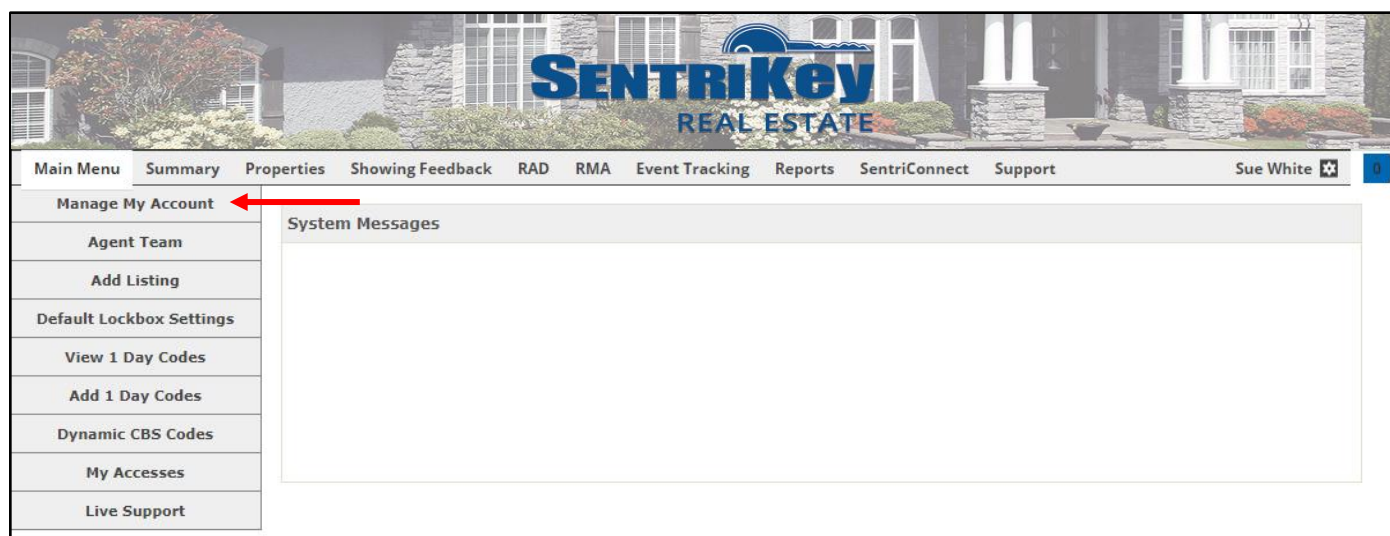
Note: All showing notifications are automatically sent to the Message Center on the SentriKey Real Estate Website.
9. When you're done, click **Save Changes** at the bottom of the **Edit User** screen.

# SentryKey Real Estate Website

## 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**:



# SentryKey Real Estate Website

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

EDIT USER				
Personal Information				
<p><small>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 SentryLock synchronizes data from outside related systems that you have accounts on. Be sure to update those systems as well.</small></p>				
Association	SentryLock		Company	SentryLock
Call Phone Number	<input type="text" value="5136441709"/> <p><small>The call phone number is used for text messaging and caller identification. Ex: 555 555 1234 SentryLock uses the call phone number to identify the caller and determine authorization for system access. The call phone number must be entered to enable these features.</small></p>			
First Name	<input type="text" value="Sue"/>	Last Name	<input type="text" value="White"/>	
External Import ID	SueWhite			
SentryLock ID	<input type="text" value="swhite1-sentri"/>			
Password	<input type="button" value="Change Password"/>			
NRDS Number	<input type="text"/>			
Contact Number	<input type="text" value="513 6441709"/>			
Email Address	<input type="text" value="swhite1@sentrylock.com"/>			
System Authorization				
User Permissions				
User Permissions	Association Administrator: SentryLock (as2) Agent: Sue White (SueWhite)			
Team Members				
Team Member Of	<input type="text" value="Carl Saqan (BillionsAndBillions)"/>			
My Team Members	<input type="text" value="Carl Saqan (BillionsAndBillions)"/>			
Preferences				
Preferences	<input type="text" value="Preferences"/>			
Current Status				
Agent Status	Valid			
Lockbox Access				
Card Type	Realtor card	Card Status	Expired	
Serial Number	P004010359			
Primary Region	Test Region 1	Activation Date	10/23/2018 1:51PM	
Access Log	<input type="button" value="View"/>	Event Log	<input type="button" value="View"/>	
Last Renewal	11/23/2018 11:30AM			Expiration Date: 11/26/2018
PIN	<input type="button" value="Change PIN"/>			
SentrySmart				
SentrySmart Registration	Unregistered			
Registration History	<input type="checkbox"/> Device Registration <input type="checkbox"/> 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@sentrylock.com	
	Thursday, Nov 15 2018 - 09:27 AM	Sue White	DeviceID: MD000000SF87 Manufacturer: Apple Model: iPhone Platform: iOS Email Address: swhite1@sentrylock.com	
Registrations Remaining	Unlimited			<small>The remaining number of registrations applies to new devices only.</small>
Authorized Regions				
<input checked="" type="checkbox"/> AL - Alabama <input checked="" type="checkbox"/> CA - California <input type="checkbox"/> IL - Illinois <input type="checkbox"/> IN - Indiana <input type="checkbox"/> MD - Maryland <input type="checkbox"/> OH - Ohio <input type="checkbox"/> Advance Team <input checked="" type="checkbox"/> Firmware Testing CAM <input checked="" type="checkbox"/> Implementation OBC <input checked="" type="checkbox"/> SentryLock Implementation Association <input checked="" type="checkbox"/> SentryLock Sales Demo <input checked="" type="checkbox"/> SentryLock Tour <input checked="" type="checkbox"/> SentryLock Training <input checked="" type="checkbox"/> Test Region 1 (primary) <input type="checkbox"/> Test Showing Manager Region <input type="checkbox"/> TN - Tennessee				
<input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>				

# SentryKey Real Estate Website

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

EDIT USER	
Personal Information	
<small>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 SentryLock synchronizes data from outside related systems that you have accounts on. Be sure to update those systems as well.</small>	
Association	SentryLock
Company	SentryLock
Cell Phone Number	<input type="text" value="5136441709"/>
<small>The cell phone number is used for text messaging and caller identification.            Ex: 555 555 1234            SentryLock 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.</small>	
First Name	<input type="text" value="Sue"/>
Last Name	<input type="text" value="White"/>
External Import ID	SueWhite
SentryLock ID	swhite1-sentri
Password	<input type="button" value="Change Password"/>
NRDS Number	<input type="text"/>
Contact Number	<input type="text" value="513 6441709"/>
Email Address	<input type="text" value="swhite1@sentrylock.com"/>

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

CHANGE PASSWORD	
SentryLock ID	<b>swhite1-sentri</b>
New Password	<input type="text"/>
Confirm New Password	<input type="text"/>
<input type="button" value="Save Changes"/> <input type="button" value="Cancel"/>	

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**.

# SentryKey Real Estate Website

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

<b>System Authorization</b>	
<b>User Permissions</b>	
User Permissions	Association Administrator: SentiLock (as2) Agent: Sue White (SueWhite)
<b>Team Members</b>	
Team Member Of	<a href="#">Carl Sagan (BillionsAndBillions)</a>
My Team Members	<a href="#">Carl Sagan (BillionsAndBillions)</a>

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

<b>Lockbox Access</b>			
Card Type	Realtor card	Card Status	<b>Expired</b>
Serial Number	P904010359		
Primary Region	Test Region 1	Activation Date	10/23/2018 1:51PM
Access Log	<a href="#">View</a>	Event Log	<a href="#">View</a>
Last Renewal	11/23/2018 11:30AM	Expiration Date	11/26/2018
PIN	<input type="button" value="Change PIN"/>		



# SentryKey Real Estate Website

9. The Change PIN screen will be displayed:

CHANGE PIN	
<b>PIN Rules</b>	
PIN must be a number between 1000 and 999999 PIN cannot begin with a zero PIN cannot contain repeating values PIN cannot contain sequential ascending or descending values	
<b>Agent</b>	
Agent	Sue White
Serial Number	P 904 010 359
New PIN	<input type="text"/> ←
Confirm new PIN	<input type="text"/> ←
<input type="button" value="Save Changes"/> <input type="button" value="Cancel"/>	

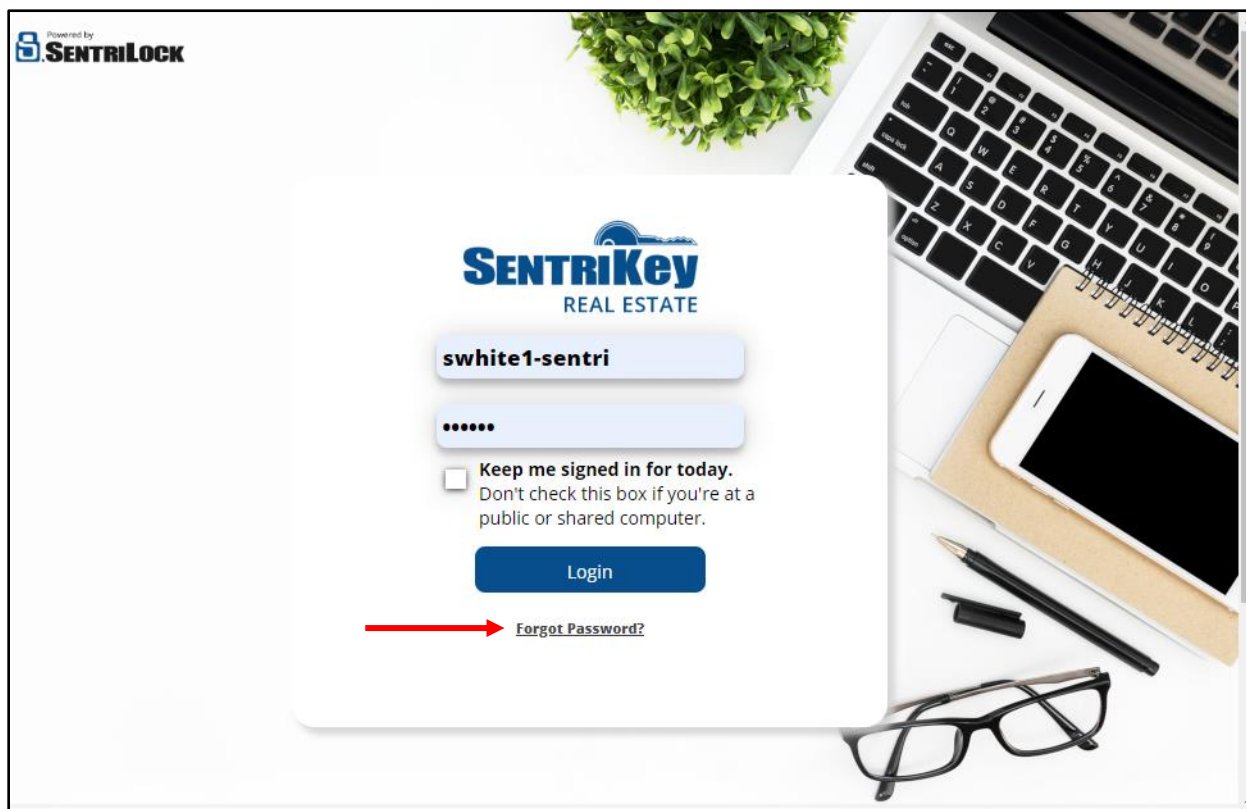
10. In the **New PIN** text box, enter your new PIN. Then enter it again in the **Confirm new PIN** text box. Click **Save Changes**.
11. You'll receive a message saying the PIN has been successfully changed. You'll also see a warning saying that your old PIN will remain in effect on your SentryCard until the card is renewed in a reader.

# SentriKey Real Estate Website

## Forgot Password?

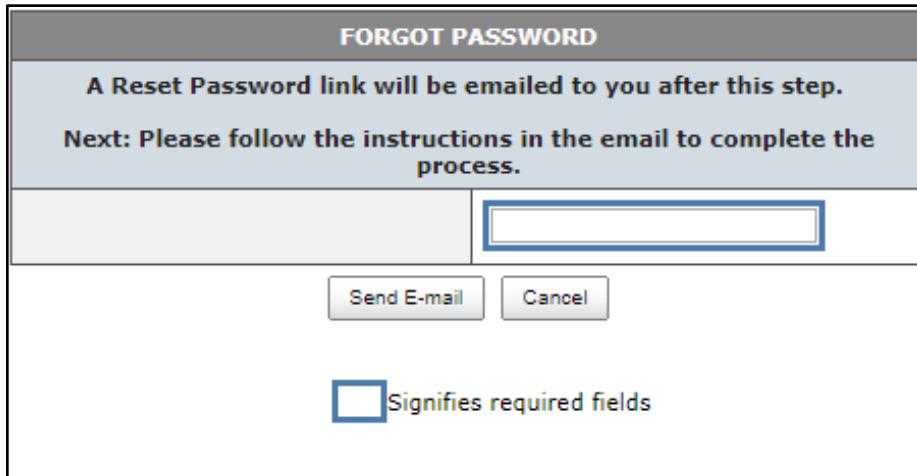
You can reset your password on the SentriKey Real Estate website.

1. Go to <https://lb.sentrilock.com/lbs/index/> and click Forgot Password?



# SentryKey Real Estate Website

2. The **Forgot Password** screen will be displayed:



**FORGOT PASSWORD**

A Reset Password link will be emailed to you after this step.  
Next: Please follow the instructions in the email to complete the process.

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 SentryKey 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.

## SentryKey Real Estate Website

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

CHANGE PASSWORD	
SentriLock ID	<b>swhite1-sentri</b>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
<input type="button" value="Save Changes"/> <input type="button" value="Cancel"/>	

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

# SentriKey Real Estate Website

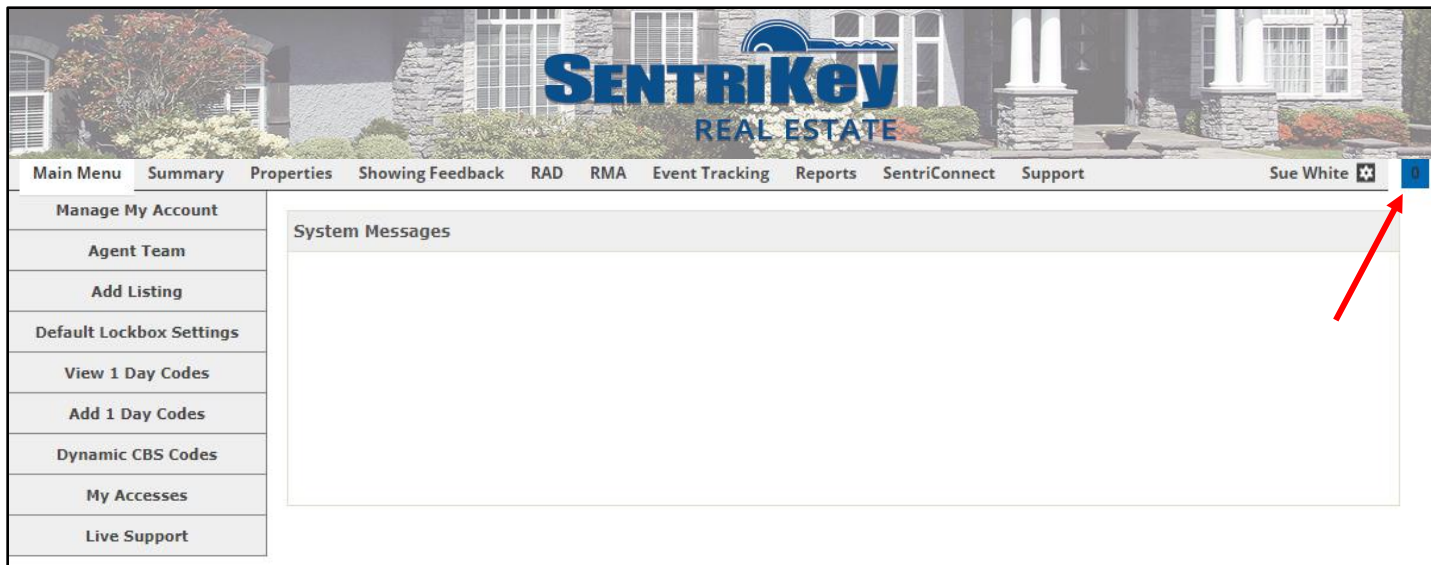
## Message Center

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.

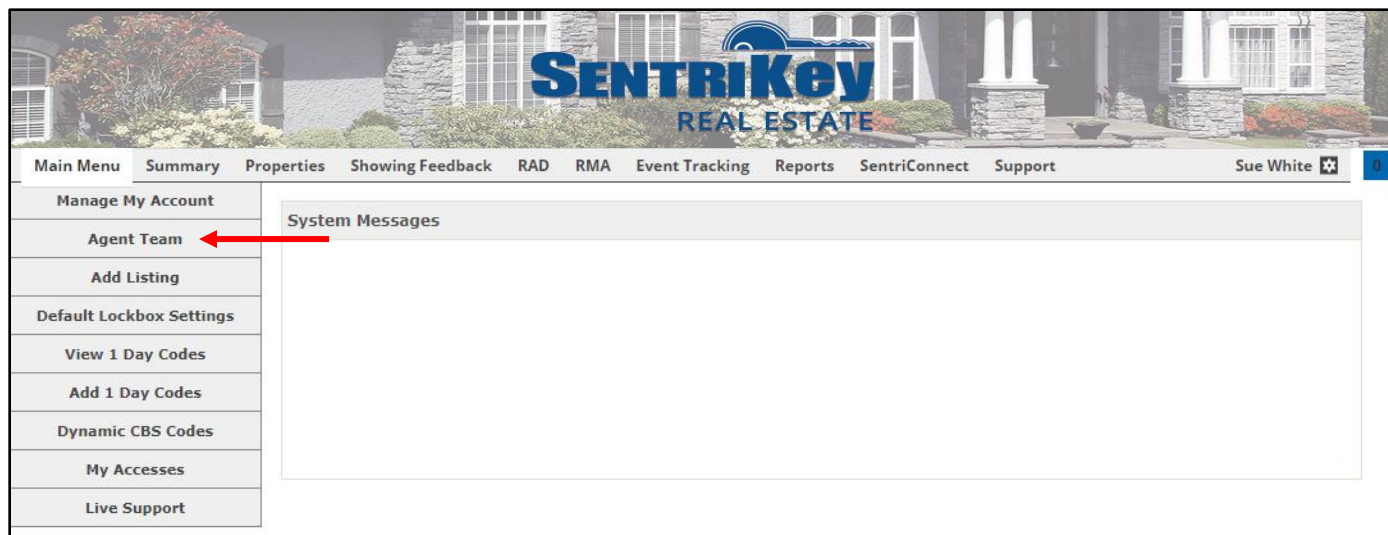
If the box is red, you have unread messages and you'll see the number of unread messages. Click the red box to see your messages.

# SentriKey Real Estate Website

## Agent Team

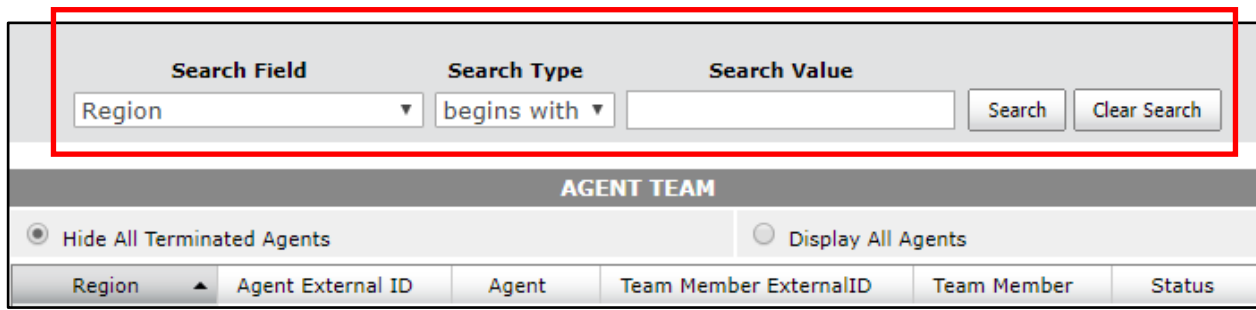
The Agent Team function allows you to search for other Agents within your Association by region, ID, team, and status. This function also allows you to add someone to your team.

1. On Main Menu, click **Agent Team**:



# SentriKey Real Estate Website

2. The **Agent Team** screen will be displayed:



Search Field: Region | Search Type: begins with | Search Value: | Search | Clear Search

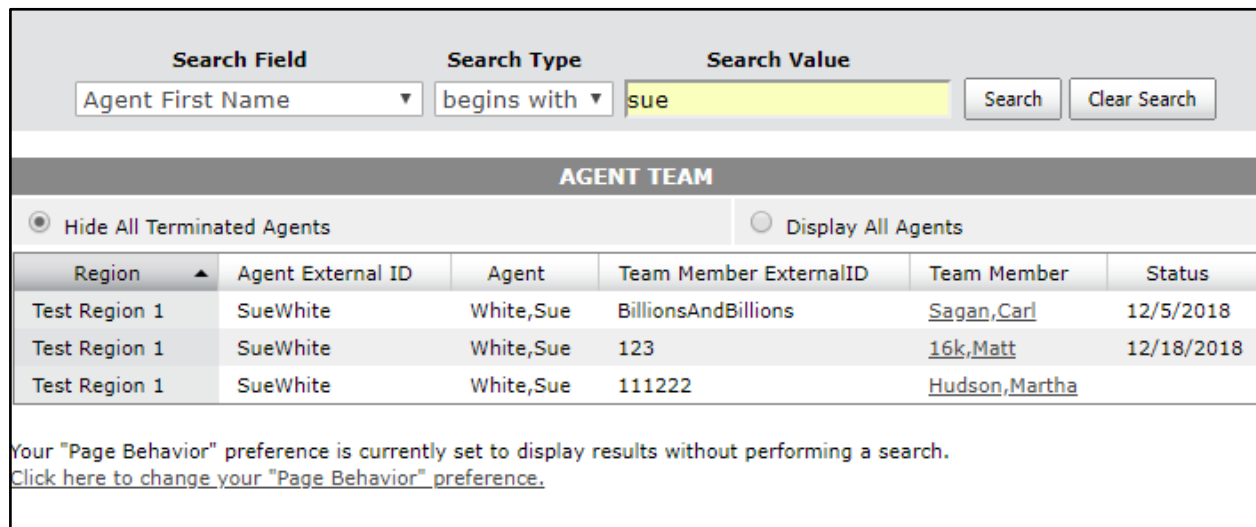
**AGENT TEAM**

Hide All Terminated Agents |  Display All Agents

Region	Agent External ID	Agent	Team Member ExternalID	Team Member	Status
--------	-------------------	-------	------------------------	-------------	--------

To search for an Agent:

- Use the **Search Field** drop-down menu to select, for example, **Agent First Name**.
- Use the **Search Type** drop-down menu to select a search parameter: **begins with**, **contains**, **ends with**, or **matches**.
- In the **Search Value** text box, enter a value based on what you selected from the Search Field's drop-down menu.
- Click **Search**. Your selected Agent will be displayed:



Search Field: Agent First Name | Search Type: begins with | Search Value: sue | Search | Clear Search

**AGENT TEAM**

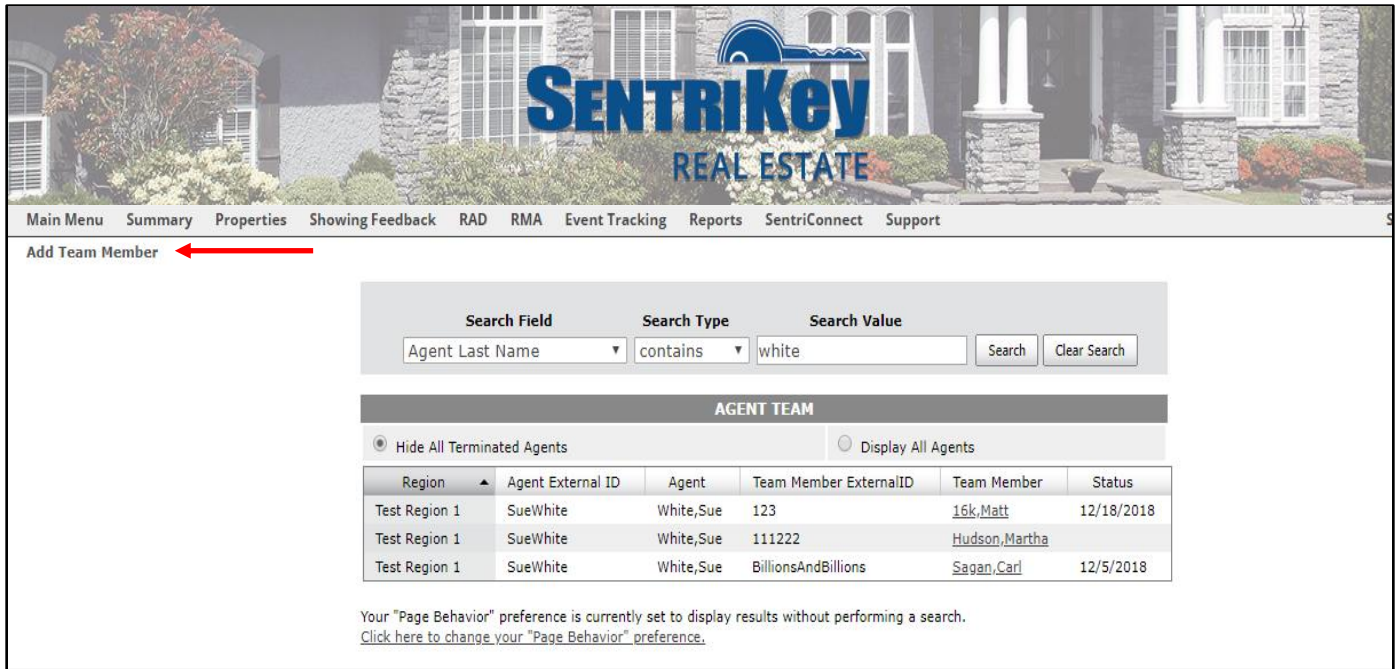
Hide All Terminated Agents |  Display All Agents

Region	Agent External ID	Agent	Team Member ExternalID	Team Member	Status
Test Region 1	SueWhite	White,Sue	BillionsAndBillions	<a href="#">Sagan,Carl</a>	12/5/2018
Test Region 1	SueWhite	White,Sue	123	<a href="#">16k,Matt</a>	12/18/2018
Test Region 1	SueWhite	White,Sue	111222	<a href="#">Hudson,Martha</a>	

Your "Page Behavior" preference is currently set to display results without performing a search.  
[Click here to change your "Page Behavior" preference.](#)

# SentryKey Real Estate Website

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

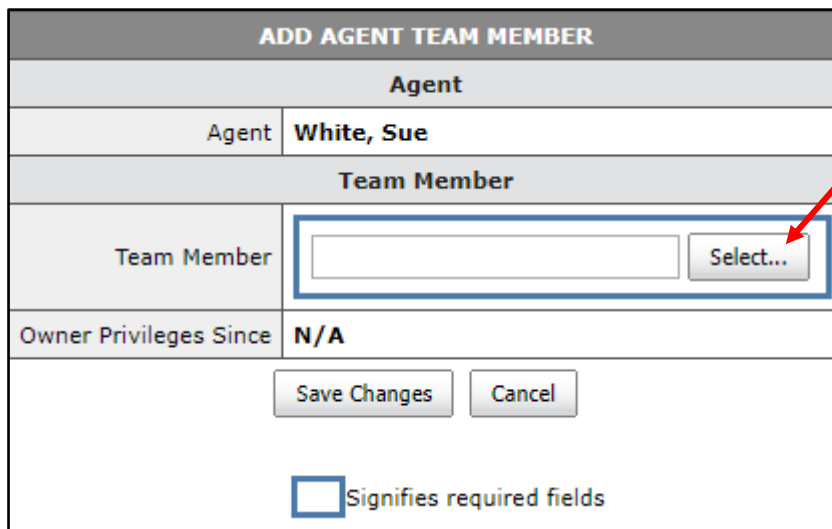


The screenshot shows the SentryKey Real Estate website interface. At the top, there is a navigation menu with items: Main Menu, Summary, Properties, Showing Feedback, RAD, RMA, Event Tracking, Reports, SentiConnect, and Support. Below the menu, the 'Add Team Member' link is highlighted with a red arrow. The main content area features a search bar with the following fields: Search Field (Agent Last Name), Search Type (contains), and Search Value (white). Below the search bar is a table titled 'AGENT TEAM' with two radio buttons: 'Hide All Terminated Agents' (selected) and 'Display All Agents'. The table contains the following data:

Region	Agent External ID	Agent	Team Member ExternalID	Team Member	Status
Test Region 1	SueWhite	White,Sue	123	<a href="#">16k,Matt</a>	12/18/2018
Test Region 1	SueWhite	White,Sue	111222	<a href="#">Hudson,Martha</a>	
Test Region 1	SueWhite	White,Sue	BillionsAndBillions	<a href="#">Sagan,Carl</a>	12/5/2018

Below the table, there is a note: "Your 'Page Behavior' preference is currently set to display results without performing a search. [Click here to change your 'Page Behavior' preference.](#)"

8. The Add Agent Team Member screen will be displayed. Click **Select**:

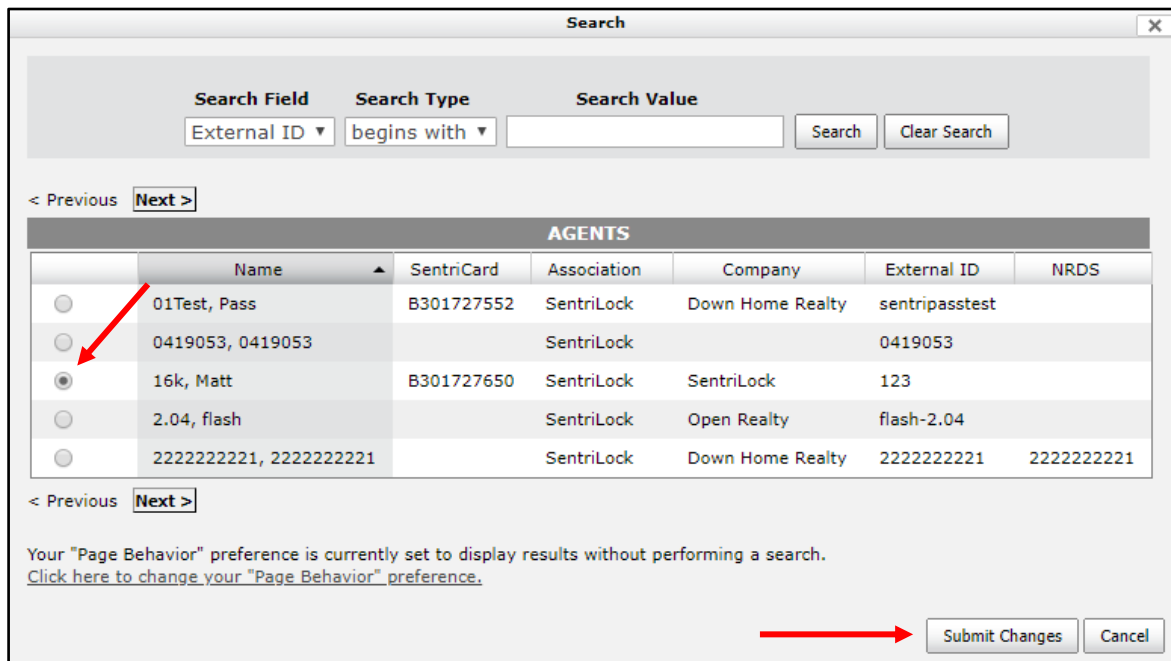


The screenshot shows the 'ADD AGENT TEAM MEMBER' screen. The form is divided into sections: 'Agent' and 'Team Member'. The 'Agent' section shows 'Agent' as 'White, Sue'. The 'Team Member' section shows a text input field and a 'Select...' button, which is highlighted with a red arrow. Below the form, there are 'Save Changes' and 'Cancel' buttons. At the bottom, there is a checkbox labeled 'Signifies required fields'.



# SentryKey Real Estate Website

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



Search

Search Field: External ID Search Type: begins with Search Value: Search Clear Search

< Previous **Next** >

AGENTS						
	Name	SentriCard	Association	Company	External ID	NRDS
<input type="radio"/>	01Test, Pass	B301727552	SentriLock	Down Home Realty	sentripasstest	
<input type="radio"/>	0419053, 0419053		SentriLock		0419053	
<input checked="" type="radio"/>	16k, Matt	B301727650	SentriLock	SentriLock	123	
<input type="radio"/>	2.04, flash		SentriLock	Open Realty	flash-2.04	
<input type="radio"/>	2222222221, 2222222221		SentriLock	Down Home Realty	2222222221	2222222221

< Previous **Next** >

Your "Page Behavior" preference is currently set to display results without performing a search.  
[Click here to change your "Page Behavior" preference.](#)

**Submit Changes** Cancel

# SentryKey Real Estate Website

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

**ADD AGENT TEAM MEMBER**

**Agent**

Agent	White, Sue
-------	------------

**Team Member**

Team Member	<input style="width: 80%;" type="text" value="16k, Matt"/> <input style="width: 15%; text-align: center;" type="button" value="Select..."/>
-------------	---

Owner Privileges Since	N/A
------------------------	-----

→

Signifies required fields

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

i SI-10005: Agent Team record was saved.

Search Field	Search Type	Search Value	
Region ▼	begins with ▼	<input style="width: 90%;" type="text"/>	<input type="button" value="Search"/> <input type="button" value="Clear Search"/>

**AGENT TEAM**

Hide All Terminated Agents
  Display All Agents

Region	Agent External ID	Agent	Team Member ExternalID ▲	Team Member	Status
Test Region 1	SueWhite	White,Sue	111222	<a href="#">Hudson,Martha</a>	
Test Region 1	SueWhite	White,Sue	123	<span style="color: red; font-size: 24px; margin-right: 5px;">→</span> <a href="#">16k,Matt</a>	Pending
Test Region 1	SueWhite	White,Sue	BillionsAndBillions	<a href="#">Sagan,Carl</a>	12/5/2018

Your "Page Behavior" preference is currently set to display results without performing a search. [Click here to change your "Page Behavior" preference.](#)

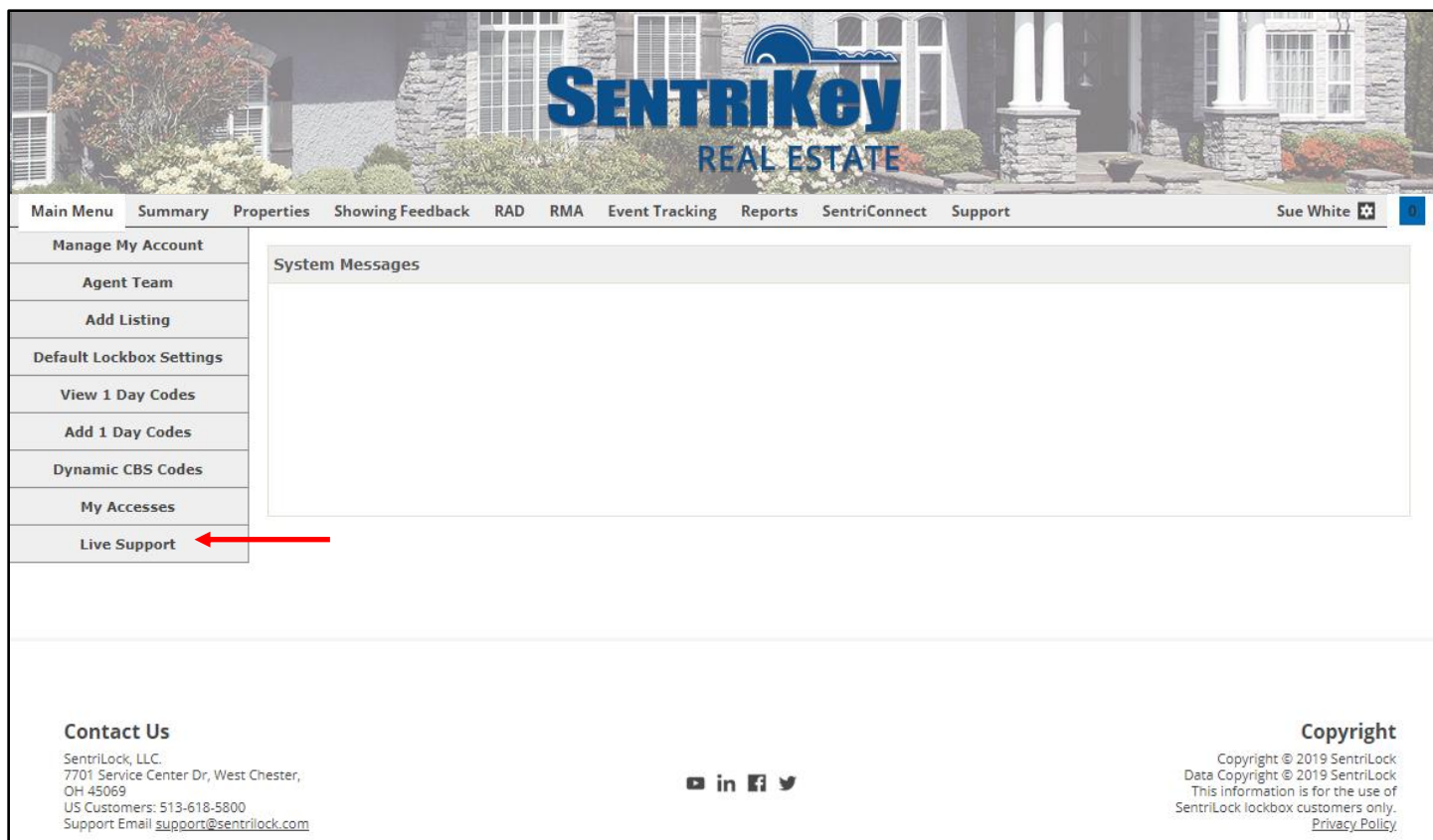
Note: The status is listed as **Pending** until you (the requestor) renew your SentiCard.

# SentriKey Real Estate Website

## 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**:



The screenshot shows the SentriKey Real Estate website dashboard. At the top, there is a navigation bar with the following links: Main Menu, Summary, Properties, Showing Feedback, RAD, RMA, Event Tracking, Reports, SentriConnect, and Support. The user's name, Sue White, is displayed in the top right corner. The main content area is divided into two sections. On the left is a sidebar menu with the following items: Manage My Account, Agent Team, Add Listing, Default Lockbox Settings, View 1 Day Codes, Add 1 Day Codes, Dynamic CBS Codes, My Accesses, and Live Support. A red arrow points to the 'Live Support' option. The main content area on the right is titled 'System Messages' and is currently empty. At the bottom of the page, there is a 'Contact Us' section with the following information: SentriLock, LLC, 7701 Service Center Dr, West Chester, OH 45069, US Customers: 513-618-5800, and Support Email: support@sentrilock.com. There are also social media icons for YouTube, LinkedIn, Facebook, and Twitter. On the right side of the bottom section, there is a 'Copyright' notice: Copyright © 2019 SentriLock Data Copyright © 2019 SentriLock. This information is for the use of SentriLock lockbox customers only. Privacy Policy.

# SentriKey Real Estate Website

2. This screen will be displayed:



The screenshot displays the SentriKey Real Estate website interface. At the top, there is a navigation menu with links: Main Menu, Summary, Properties, Showing Feedback, RAD, RMA, Event Tracking, Reports, SentriConnect, and Support. The user's name, Sue White, is visible in the top right corner. The main content area is titled "Limitation of Liability" and contains a detailed disclaimer. Below this, the "SentriLock Chat Rules" section lists five guidelines for users. Underneath, "Chat instructions" provide a four-step process for starting a chat session. At the bottom right, a green chat button labeled "chat LIVE SUPPORT online" is highlighted with a red arrow.

**Limitation of Liability**

IN NO EVENT SHALL SENTRILOCK, LLC, ITS OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS, BE LIABLE TO YOU FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES WHATSOEVER RESULTING FROM ANY (I) ERRORS, MISTAKES, OR INACCURACIES OF CONTENT, (II) PERSONAL INJURY OR PROPERTY DAMAGE, OF ANY NATURE WHATSOEVER, RESULTING FROM YOUR ACCESS TO AND USE OF OUR SERVICES, (III) ANY UNAUTHORIZED ACCESS TO OR USE OF OUR SECURE SERVERS AND/OR ANY AND ALL PERSONAL INFORMATION AND/OR FINANCIAL INFORMATION STORED THEREIN, (IV) ANY INTERRUPTION OR CESSATION OF TRANSMISSION TO OR FROM OUR SERVICES, (V) ANY BUGS, VIRUSES, TROJAN HORSES, OR THE LIKE, WHICH MAY BE TRANSMITTED TO OR THROUGH OUR SERVICES, AND/OR (VI) ANY ERRORS OR OMISSIONS IN ANY CONTENT OR FOR ANY LOSS OR DAMAGE OF ANY KIND INCURRED AS A RESULT OF YOUR USE OF ANY CONTENT POSTED, EMAILED, TRANSMITTED, OR OTHERWISE MADE AVAILABLE VIA THE SERVICES, WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT THE COMPANY IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATION OF LIABILITY SHALL APPLY TO THE FULLEST EXTENT PERMITTED BY LAW IN THE APPLICABLE JURISDICTION. YOU SPECIFICALLY ACKNOWLEDGE THAT SENTRILOCK, LLC SHALL NOT BE LIABLE FOR CONTENT OR THE DEFAMATORY, OFFENSIVE, OR ILLEGAL CONDUCT AND THE RISK OF HARM OR DAMAGE RESTS ENTIRELY WITH YOU. YOU AND SENTRILOCK, LLC AGREE THAT ANY CAUSE OF ACTION ARISING OUT OF OR RELATED TO THE SERVICES MUST COMMENCE WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES. OTHERWISE, SUCH CAUSE OF ACTION IS PERMANENTLY BARRED.

**SentriLock Chat Rules**

1. SentriLock will not provide your PIN number or Password
2. SentriLock will not provide any lockbox codes (i.e. One Day Codes, ESR Codes, etc...)
3. SentriLock will provide website walk throughs, instructions, and limited troubleshooting.
4. If you are at a lockbox and needing assistance please call Support at 1-877-736-8745
5. Please refrain from using inappropriate language.

**Chat instructions**

1. Select the appropriate department for your question
2. Enter your Name and Email address
3. Clearly state your question
4. Click "Start Chat" to begin your session

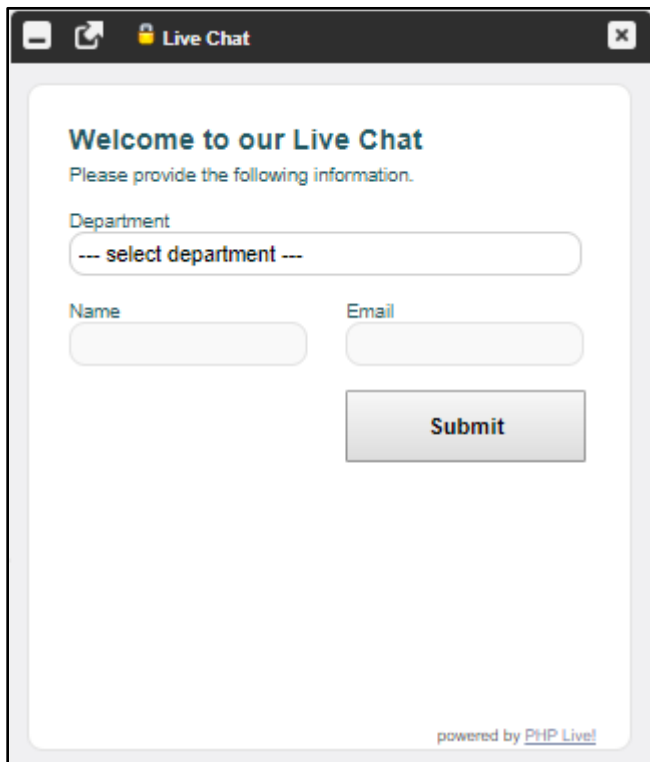
**chat LIVE SUPPORT online**

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

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

# SentriKey Real Estate Website

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



The screenshot shows a browser window titled "Live Chat". Inside the window, there is a form with the following elements:

- A heading: "Welcome to our Live Chat"
- A sub-heading: "Please provide the following information."
- A "Department" label above a drop-down menu with the text "-- select department --".
- "Name" and "Email" labels above their respective text input fields.
- A "Submit" button.
- A small footer at the bottom right that says "powered by PHP Live!".

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**.

# SentriKey Real Estate Website

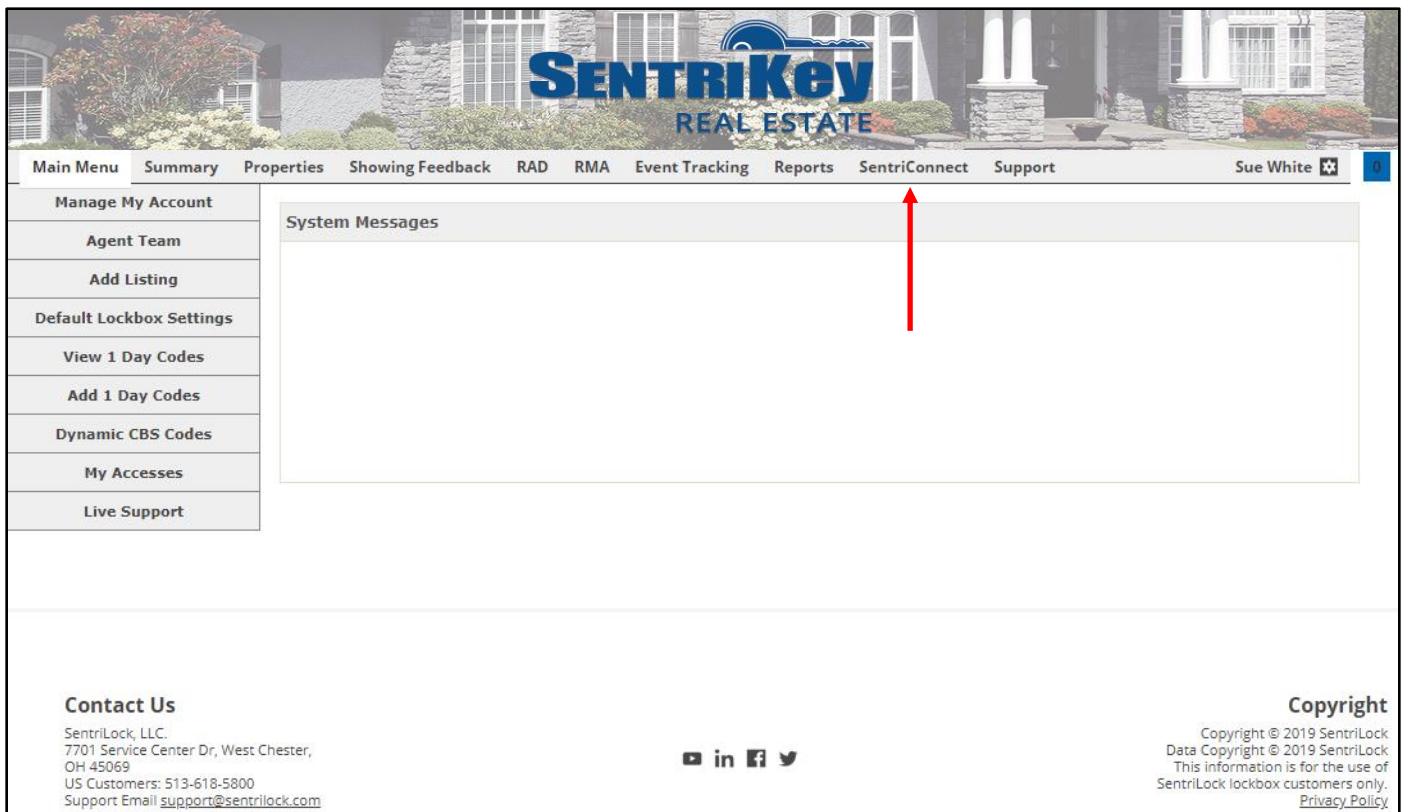
## Grant SentriConnect® Access

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.

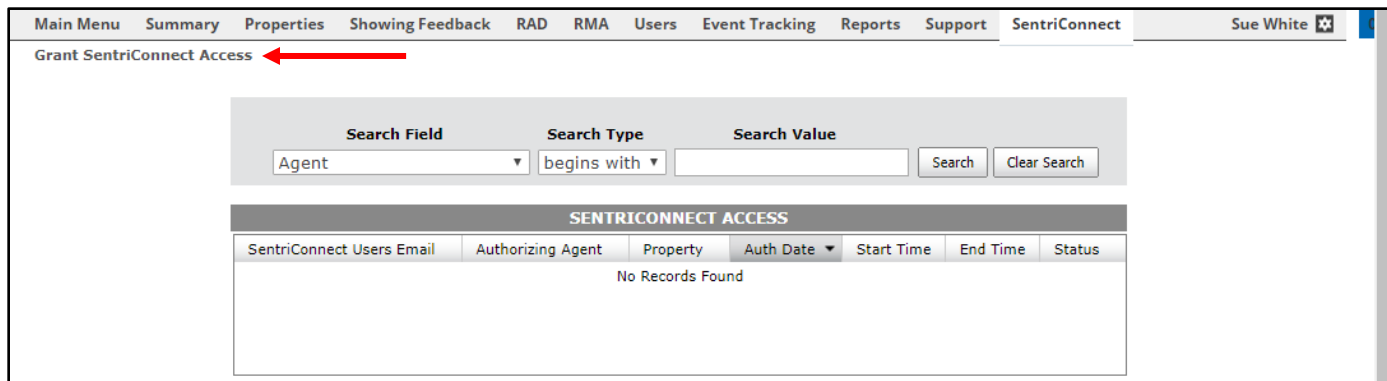
Note: In order for you to grant access, the lockbox firmware must be version 50.44 or higher and the lockbox must be assigned to a listing.

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



# SentriKey Real Estate Website

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:

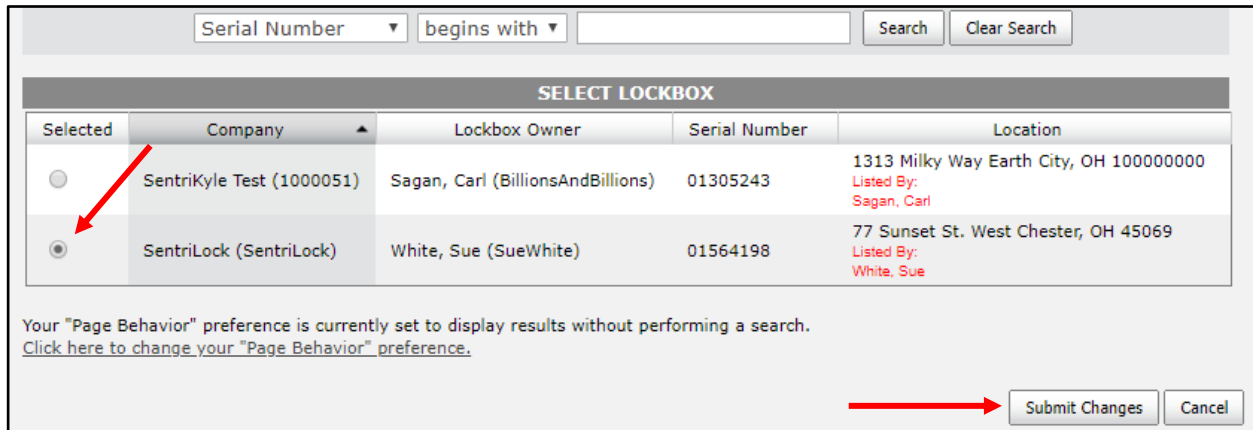
SentriConnect Access					
SentriConnect Users Email	<input type="text" value="dwebber@contractor.com"/>				
Lockbox	<input type="text"/>	<input type="button" value="Select..."/>			
Start Time	<input type="text" value="12/3/2018"/>	<input type="button" value="Calendar"/>	<input type="text" value="1"/>	<input type="text" value="00"/>	<input type="text" value="PM"/>
End Time	<input type="text" value="12/3/2018"/>	<input type="button" value="Calendar"/>	<input type="text" value="2"/>	<input type="text" value="00"/>	<input type="text" value="PM"/>
		<input type="button" value="Grant Access"/> <input type="button" value="Cancel"/>			

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

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

# SentryKey Real Estate Website

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

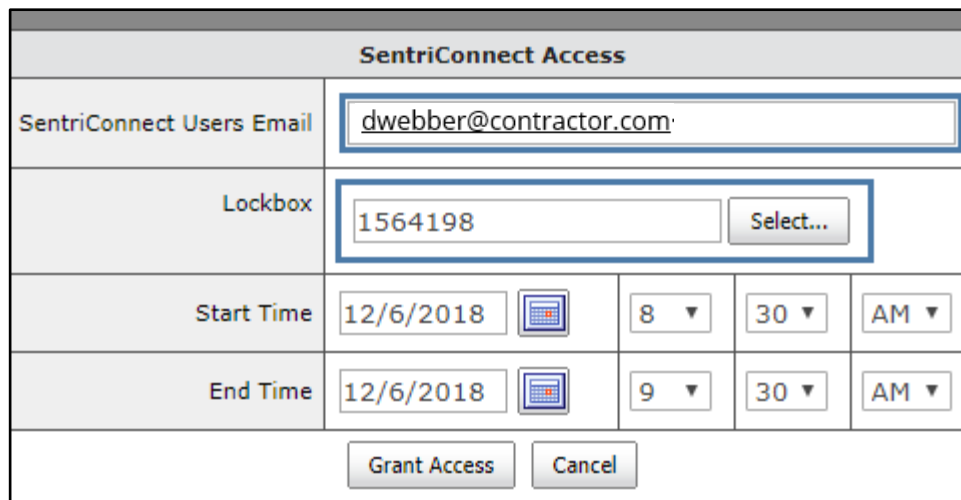




Selected	Company	Lockbox Owner	Serial Number	Location
<input type="radio"/>	SentryKyle Test (1000051)	Sagan, Carl (BillionsAndBillions)	01305243	1313 Milky Way Earth City, OH 10000000 Listed By: Sagan, Carl
<input checked="" type="radio"/>	SentryLock (SentryLock)	White, Sue (SueWhite)	01564198	77 Sunset St. West Chester, OH 45069 Listed By: White, Sue

Your "Page Behavior" preference is currently set to display results without performing a search. [Click here to change your "Page Behavior" preference.](#)

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

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



<b>SentryConnect Access</b>					
SentryConnect Users Email	<input type="text" value="dwebber@contractor.com"/>				
Lockbox	<input type="text" value="1564198"/>	<input type="button" value="Select..."/>			
Start Time	<input type="text" value="12/6/2018"/> 	<input type="text" value="8"/>	<input type="text" value="30"/>	<input type="text" value="AM"/>	
End Time	<input type="text" value="12/6/2018"/> 	<input type="text" value="9"/>	<input type="text" value="30"/>	<input type="text" value="AM"/>	
<input type="button" value="Grant Access"/> <input type="button" value="Cancel"/>					

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 **SentryConnect**.