

FAQs about Electronic Lockboxes through Realcomp

(Updated 3/3/21)

Top 15 Questions & Answers:

1. Q: What is the best/quickest way for me to instruct other REALTORS® on how to access an Electronic Lockbox?

A: Refer the agent to the following link: <http://bit.ly/how-to-show> or to the **Realcomp Customer Care Department for assistance (866-553-3430)**. If the person is not a Realcomp REALTOR®, you can refer them to the link after granting them access to your listing via the SentiConnect app.

2. Q: What is my user name/pw?

A: Your user name is the letters "RC" and your 6-digit Realcomp login ID#. You created your password when you activated your SentiLock account.

3. Q: What is my PIN?

A: You created either a 4 or 6-digit PIN when you created/activated your SentiLock account. Please contact Realcomp directly at (866) 553-3430 if you need more information.

4. Q: What is the name of the App?

A: The app for Realcomp REALTORS® to use is called the SentiKey™ Real Estate App (previously known as SentiSmart) and can be downloaded from the Apple Store or Google Play store, to whichever device you are using. The app for out of area REALTORS® and contractors is called SentiConnect™ and can be downloaded from the same stores.

5. Q: How do I assign a 1 Day Code?

A: 1-Day codes can be generated and granted to an authorized REALTOR® through the SentiKey™ Real Estate app or the SentiLock website. However, 1 Day codes DO NOT generate notifications and are therefore not recommended by Realcomp. Access through the apps generate notifications and are preferred for that reason.

6. Q: Should I keep the key with me during the showing?

A: Yes, agents have shared that sometimes the key is needed to open other doors in the home.

7. Q: What should I do if I'm running early or late for a showing? Will I still be able to access the property?

A: You should contact the listing agent or office to verify this. If the listing has been setup with the newer Access by Appointment (ABA) feature turned on, you will not be able to access the lockbox 15 minutes prior to your approved appointment time or 15 minutes after the appointment time slot. So, you will need a new approved appointment. If the ABA feature has not been activated on the listing, you should be able to access the lockbox, but you run the risk of interfering with other scheduled appointments or affecting the homeowner's schedule. Always contact the listing agent or office to confirm.

8. Q: Will I get the code to access the ELB from ShowingTime?

A: Your "code" is the PIN you created. You will enter this into the app. You will only receive your showing confirmation from ShowingTime.

9. Q: How long is the battery good in the ELB good for?

A: 4-6 years, and they will receive a Low Battery Notification. That's another important reason to allow Notifications.

10. Q: Is it mandatory to use the ELBs?

A: No, not presently. However, the electronic lockboxes are a better security option than the manual lockboxes and should be embraced by savvy REALTORS®.

11. Q: How much do they cost and where do I get more when needed?

A: No out of pocket costs are involved for the ELBs. You can get more by going to your Board or Association (except GMAR) office or Realcomp as long as you meet current eligibility criteria.

12. Q: Who owns the Sentrilock Electronic Lockboxes purchased by Realcomp?

A: Realcomp does. However, the lockboxes were purchased for use by our MLS Subscribers, for the purposes of facilitating safe and secure access to your Realcomp listings.

For Realcomp to best manage the MLS's overall lockbox inventory, we may request that an MLS Subscriber transfer one or more unused lockboxes to an associate who is in need. This not only allows us to ensure that the lockboxes are being utilized as well as possible, but that they are being utilized for their intended purpose while allowing us to remain fiscally responsible in providing this service to MLS Subscribers.

For service-related lockbox issues (i.e. low battery, shackle not opening, etc.), please contact Realcomp's Customer Care Support Department to arrange for service or for the lockbox to be returned to us. Note: No lockbox should ever be discarded by an MLS Subscriber. Doing so

could result in a \$120 replacement fee being assessed to the MLS Subscriber's account.

13. Q: What do I do with the ELBs if I leave the business or Realcomp?

A: These boxes should be returned to your Broker, your Realcomp Shareholder Board or Association, or to Realcomp. Our address is 27555 Farmington Road, Suite 325, Farmington Hills, MI 48334. Questions can be directed to lockboxes@realcomp.com.

14. Q: If you receive a message upon attempting to open an ELB you originally received several months ago that says "cannot open unowned box", what do I do?

A: Call Realcomp at (866) 553-3430.

15. Q: How do I use the SentiKey™ Real Estate app?

A: View the newer SentiKey™ Overview online video at https://www.youtube.com/watch?v=rc9F_fRy9GI&t=46s.

16. Q: What if my cell phone provider's Internet coverage is weak in the geographic area of the property I'm planning to show? Will this affect my ability to open the ELB?

A: Yes, this could prevent you from being able to successfully open an ELB. But, not for the reason you may think! Your phone will talk to the ELB. But that communication takes place through Bluetooth communications. However, it's important that your phone/ SentiKey™ app talks to the SentiLock servers each and every day to confirm your SentiLock credentials. **To be sure this happens, as a matter of procedure, you should always access your SentiKey™ app before traveling to any showing appointment--especially those outside your Internet coverage area.**

General:

17. Q: How much do the SentiLock™ electronic lockboxes cost Realcomp MLS Subscribers

A: The ELBs are available to Realcomp Subscribers at no additional charge beyond your Realcomp User Fees.

18. Q: How long is Realcomp's contract with SentiLock™ to use the boxes?

A: Through the end of 2023.

19. Q: What is the margin of error or defectiveness percentage of the boxes?

A: SentiLock™ indicates the defective rate runs at 1% and has for many years.

20. Q: How much does each lockbox weigh?

A: 2.6 lbs.

21. Q: Will the lockbox fit any door handle? Is there any chance of the lockbox being too heavy for a door handle?

A: The SentiLock™ lockbox is designed for a standard door handle. However, it may also fit other designs.

22. Q: Are the lockboxes waterproof?

A: No. They are not waterproof. Therefore, they should not be placed in water or deliberately exposed to the elements. However, the lockboxes are water-resistant. They are being used across the country in both hot and cold climates.

23. Q: How many devices can an MLS Subscriber/user install the SentiKey™ Real Estate app on at the same time?

A: The software can be installed on only one (1) device. This is for security purposes.

24. Q: How do I get started with using the SentiLock system?

A: Realcomp Subscribers can either attend a virtual class or access online videos which are available from the "Electronic Lockbox Central" section of our corporate website; Realcomp.MoveInMichigan.com.

25. Q: What if I don't currently have any on-market listings? Can I still get an ELB?

A: Realcomp currently distributes boxes based on your active listing inventory. Based on this, when you are preparing to list a property, you should enter the preliminary data for the listing into Realcomp and partially save it. This will enable you to receive an ELB for this eligible listing.

26. Q: Does Realcomp issue ELBs for Vacant Land listings?

A: No.

27. Q: Realcomp distributes ELBs directly to individual agents. What if a Broker Owner/Designated REALTOR® of a company or office wants to be responsible for assigning ELBs to her/his agents?

A: She/he should communicate this company/office policy to her/his agents and direct them accordingly. They should then plan to access the boxes according to the wishes of their

Broker/DR and not through Realcomp. Broker sharing of the boxes (with their agents) will then be turned on for that Broker in the lockbox system.

28. Q: Can an MLS Subscriber send someone on their behalf to pick up ELBs for them?

A: Yes. The MLS Subscriber must complete Realcomp's SentiLock Equipment Proxy Agreement (PDF) and provide this to the courier. The courier must present the completed proxy agreement and a valid Michigan ID to Realcomp.

29. Q: What if I want my personal assistant to attend an ELB training session with me?

A: Great. Please just register your assistant for the class, along with yourself.

30. Q: Will I be able to pick up lockboxes from Realcomp's location in Farmington Hills or from my Board/Association Office?

A: Yes. Realcomp is maintaining a supply of ELBs at our offices (at Farmington & 12 Mile Rd. in Farmington Hills). Additionally, 7 out of 8 Realcomp Shareholder Boards & Associations also provide ELB distribution services. Please check with your Board or Association office before going to their location regarding picking up ELBs.

31. Q: What if I don't have a smart phone or smart device? How will I access the lockboxes?

A: If you do not yet have one of these devices, NOW is the perfect time to upgrade! Device requirements for the SentiKey™ Real Estate App include:

- Apple iOS 9 or higher (except the iPhone 6 [no longer compatible as of March, 2021])
- Android 6.0.1 or higher
- Data plan
- Bluetooth 4.0

--- Neither Windows nor Blackberry devices are compatible ---

32. Q: Some Realcomp REALTORS® already own SentiLock™ electronic lockboxes (ELBs). Can these be activated and used with Realcomp's ELB system?

A: Yes. However, Realcomp has no way of distinguishing between ELBs purchased and owned by an agent and those owned by Realcomp once the boxes are activated in our system. Additionally, pre-owned boxes would not fall under Realcomp's warranty nor the no-cost batteries we supply. For these reasons, you may not want to activate them for use in Realcomp's system.

33. Q: Is Realcomp's SentiLock lockbox system integrated with ShowingTime?

A: Yes, the two (2) programs are integrated and allow ShowingDesk and Showing Appointment Center customers to generate SentiLock one-day codes through these specific ShowingTime services (per pre-authorization from the Designated REALTOR/Broker Owner). ShowingTime also communicates approved appointment information to SentiLock for listings that have been setup as "Access by Appointment (ABA)".

34. Q: Is Realcomp's SentiLock lockbox system integrated with RCO3®?

A: Yes, the two (2) programs are integrated and allow Realcomp REALTORS® to assign ELBs from their inventory to new listings they are being entered. This saves you time and effort from having to assign an ELB afterwards through the SentiLock website or app. Additionally, the assignment of ELBs to listings through RCO3® is the only way to automatically display the ELB Showing Instructions link (<http://bit.ly/how-to-show>) on your listings in RCO3®.

35. Q: Can a one (1) day code be extended to one (1) week?

A: No. One (1) day codes only work for the day they are generated. However, you can grant this type of extended access via the SentiConnect™ app. See below.

36. Q: How can an approved contractor be given access to a vacant property for multiple days?

A: This is what the SentiConnect™ app is for. SentiConnect™ is an app that non-REALTORS® can be authorized to use by the listing agent/broker. It works for a specific lockbox, for a specific period of time. The timeframe can be as short as 30-minutes or as long as two (2) weeks.

37. Q: What functions will Office Assistants be able to access in the Lockbox system?

A: Office assistants will be able to run reports, assign lockboxes to listings, and grant SentiConnect™ access (to contractors) or 1-Day Codes (to non-Realcomp REALTORS®) to authorized individuals.

38. Q: As an agent, can I purchase access to the lockbox system for my personal assistant?

A: Yes, lockbox access will be available through Realcomp at an additional monthly cost of \$5.00 for personal assistants.

39. Q: How long do the long-life lithium batteries in the ELBs last?

A: They are expected to last anywhere from four (4) to five (5) years or longer. When the battery begins to run low, the lockbox owner will receive a low battery notification approximately 60-days out. Replacement batteries will be available from Realcomp at no additional charge. You should plan to get the replacement batteries from us as opposed to

buying them yourself. Realcomp's supply will be commercial grade batteries and are expected to outlast those you would purchase from retail centers.

Usage:

40. Q: How are overlapping agent showings usually handled ... what is the best procedure for the box entry and key return to the box?

A: The original agent accessing the key from an ELB should never just hand the house key over to someone else. They should always return the key to the ELB at the end of the showing and ask the next agent to retrieve it under their credentials/app for the purposes of accurate logging and monitoring of access to the property.

41. Q: What is Realcomp's default access timeframe for the ELBs currently?

A: The default access timeframe is currently 8:00 a.m. to 9:00 p.m.

42. Q: Can a lockbox be activated for a non-Realcomp listing?

A: No. In order to activate a Realcomp issued ELB, the listing must be entered into Realcomp's MLS database, have a Realcomp MLS number, and be in the partial save, active, or pending status.

43. Q: Can sellers get notified when an ELB has been accessed (i.e. when the showing begins, when the showing ends) through the SentiLock™ system?

A: Yes. Please reference this [SentiLock tip sheet](#) for instructions on how to do this.

44. Q: If I am the showing agent. Do I need to have "location services" on my smart phone or device turned on in order for the listing agent to be notified that the showing is over?

A: Yes, the lockbox system needs to be able to access the geo-location of the showing agent's device in order to automatically detect an end of a showing under the following conditions: 1) when the physical location of the showing agent's device is ½ mile away from the subject property or 2) when the showing agent accesses another ELB after the appointment. Additionally, if the showing agent pushes the "stopwatch icon" to end the showing, this will also generate an end of showing notification. Note: Keep in mind, if the showing agent does not have their location services turned on or turns their phone off, notifications will not be generated.

45. Q: What are the showing codes in the SentiLock™ system and what do they mean?

A: They are as follows:

- a. **Do Not Disturb** – Do not disturb turns the box off for 90 minutes and then it automatically comes back on.
- b. **Contractor** –Realcomp does not use this feature because of being able to offer SentiConnect™ as a trackable option.

46. Q: How are SentiLock notifications sent to the Listing Agent?

A: Either through email or in-app messaging (which is different from “push notifications” that normally appear at the top of your device).

47. Q: What happens when an agent is deactivated with either their Board or Association or Realcomp? Can they still access ELBs?

A: No - they can no longer access the ELBs through the SentiKey™ Real Estate App.

Removing ELBs:

48. Q: Will the buyer agent (upon the sale of the property) be able to remove the shackle of the lockbox from the home?

A: If the listing agent for the box wants the buyer’s agent to do this, they can issue a shackle release code to her or him. Otherwise, the listing agent should remove the box themselves.

49. Q: What if I move from one broker/office to another? Will I be able to remove a lockbox from one of my (previous) listings after I am transferred to my new office?

A: You will not be able to remove the shackle from the lockbox of your previous listing once you are transferred to your new office. You may want to remove the ELB from the listing before the transfer takes place or make arrangements with your previous Broker to have the box removed. Otherwise, you will need to request through Realcomp that the box be transferred back to you (at your new office).