

MYTHS BUSTED

Electronic Lockbox Misconceptions/Myths Busted!

Revised: 9/3/19

1. **Misconception #1 – The SentiLock Electronic Lockboxes (ELBs) located in rural areas may not open for the showing agent based on their cell phone plan & coverage.**

Truth: This is True. But, not for the reason you may think! Your phone will talk to the ELB regardless of your Internet coverage because that communication takes place through Bluetooth™ communications. However, it's important that your phone/SentriKey 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 SentriKey app before traveling to any showing appointment--especially those outside your Internet coverage area.

If communications via the Bluetooth™ technology fail, a mobile access code will be generated by the app which should then be entered into the ELB via the keypad on the box.

2. **Misconception #2 – When the blue circle icon in the SentriKey Real Estate App spins, the device must be trying to connect to the ELB via the showing agent's cell service.**

Truth: This is False. When the blue circle icon in the app spins, the showing agent's Smart device & app are communicating with the ELB via Bluetooth™ technology. If the blue circle icon continues to spin without establishing a connection (and opening the box), the showing agent should turn their Smart device off and back on in order to reset the device.

If Bluetooth™ communications still fail, a one-time back-up code will be generated by the app which should be entered into the ELB via the keypad on the box. You may also want to check the versions of software that your Smart Device is using.

These should be:

- Apple iOS 7 or higher
- Android 6 or higher

- You do need a data plan. However, this requirement is for ELB access information to be relayed back to the SentiLock system once cell phone communications have been re-established.
- BlueTooth™ 4.0

3. Misconception #3 – Realcomp REALTORS® need to enter a “lockbox code” into the SentiKey Real Estate App to open the ELB.

Truth: This is False. However, Realcomp REALTORS do need to enter their PIN or their fingerprint imprint (if setup this way) into the app to open an ELB.

4. Misconception #4 – The SentiLock ELBs will not open when temperatures are below freezing.

Truth: This is False. The ELBs work in extreme temperatures (cold and hot) across North America. However, they are water resistant, NOT WATERPROOF. They are, as the name implies, electronic and should not be submerged in water, placed under water spigots, etc.

5. Misconception #5 – Non-Realcomp REALTORS® are NOT ABLE to access the Realcomp ELBs.

Truth: This is False. Realcomp REALTORS® can grant SentiConnect access or 1-Day Code access to non-Realcomp/non-SentiLock users for accessing their ELBs – whichever option is preferred. However, access via 1-Day Codes cannot be extended beyond a day, cannot be revoked, and do not generate notifications. Therefore, SentiConnect access is recommended over 1-Day Code access.

6. Misconception #6 – Realcomp REALTORS® MUST issue 1-Day Codes to non-subscribers.

Truth: This is False. Realcomp REALTORS® must provide showing agents with access to listings. This can be done by granting the showing agent SentiConnect access, providing a 1-Day Code to the showing agent, by providing a key to the showing agent, or some other suitable solution.

7. Misconception #7 – Realcomp REALTORS® SHOULD receive notifications from their ELBs every time and anytime they are accessed.

Truth: This is False. There are **generally 6 reasons** listing agents/homeowners will not receive notifications of showings on their listings. They are:

- **A 1-Day Code was used to open the lockbox.**
- **The showing agent does not have his/her cell # entered into the website/app**
- **The showing agent’s geo-location services are turned off causing the “90 minute unconfirmed” notification to be sent instead.**
- **The showing agent is outside of cellular coverage for 2 or more hours after the showing.**
- **The Showing Notifications are disabled for the listing agent.**

8. Misconception #8 – Realcomp REALTORS® WILL receive notifications when they issue 1-day access codes.

Truth: This is False. Notifications are not issued when 1-Day Codes are used for access. However, the listing agent can view the access log associated with their ELB to see the time(s) a 1-Day Code was used to access an ELB. Additionally, expect a delay in accessing this data, as it's transmitted back to the SentiLock system the next time the ELB is opened by another SentiKey Real Estate App user.

9. Misconception #9 – Realcomp REALTORS® can't provide contractors with ELB access since Realcomp is not using Contractor Codes.

Truth: This is False. Realcomp REALTORS® can grant SentiConnect access or 1-Day Codes to contractors. See #5 for additional information.

10. Misconception #10 – Realcomp REALTORS® don't need to do anything other than include the "bit.ly//how-to-show" link in the instructions or agent remarks of their listing to provide access to non-Realcomp REALTORS.

Truth: This is False. Realcomp REALTORS® DO NEED to GRANT SentiConnect access to any non-Realcomp REALTOR who is showing the property, or a 1-Day Code. Realcomp REALTORS® SHOULD be able to access any SentiLock ELB with their SentiKey Real Estate App, unless a CBS (Call Before Showing) code is being required by the listing agent.

11. Misconception #11 – The SentiLock ELBs are required for usage by Realcomp REALTORS®.

Truth: This is False. Usage of the ELBs is optional by Realcomp and its Shareholder Boards and Associations. However, you should check with your Broker to see if she/he has any special requirements for her/his agents.