



A Quick Guide for Using SentiLock® Electronic Lockboxes



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1) About the SentiLock® System Apps

The **SentriKey®** app is the app Realcomp REALTORS® use to access lockboxes AFTER making showing appointments with the listing office/agent. This app also allows you to grant lockbox access to non-Realcomp REALTORS® (using the SentiConnect® app or a 1-Day Code), manage your account, and more.

The **SentiConnect®** app is the app non-Realcomp REALTORS® and contractors can use to access your lockboxes once you or your office grant(s) this permission. You can set this access up for a specific day and time or for multiple days (up to 2 weeks). You can also revoke this access.

The **SentiLock®** website (*accessible through the Realcomp dashboard*) is full featured for managing your lockbox account and lockboxes, running reports, and more.

The **SentriKey®** app and the **SentiLock®** website allow you to enable the Access by Appointment (ABA) feature on your listings, which restricts SentiKey® credentialed access to your listings to MLS Subscribers with approved showing appointments only.

***** Important:** Before traveling to any property, to either place a lockbox on a listing or show a property, be sure to **open the SentiKey® app while connected to your Internet provider. This action will update the app and VALIDATE your credentials, which is required for access to lockboxes. This should be done DAILY and will streamline your lockbox access.** Additionally, turning on geolocation services on your Smart phone or device also streamlines your access.

2) Getting Started with SentiLock® Electronic Lockboxes (ELBs)

- a) **Activate your SentiLock® account.** Once you have been activated in Realcomp as an MLS Subscriber, you should receive an email from SentiLock® regarding activating your SentiLock® account. This email will contain a personal activation link. Follow the instructions included in the message to get your SentiKey® ID and setup your pin and password. *Note: The pin is a 4-digit number you enter into SentiKey® to access lockboxes. The password is used to access the SentiLock® website and the SentiKey® app (but less frequently).*

If you no longer have this email from SentiLock® or didn't receive it, please call Realcomp at (866) 553-3430 or send us an email at support@realcomp.com. Request that the activation link be emailed to you again. We will need your Realcomp agent ID# and your email address for this request, so please be sure to include it in your request email.

- b) **Download and install the SentiKey® Real Estate App.** This is the app you will use on your Smart phone to access the ELBs and more. You can find the app in the Google Play Store (for Androids) or the Apple Store (for iOS devices). *This video shows how to do this (on iOS):* <https://www.youtube.com/watch?v=Q9jZwfMIBGY>.

c) **Login to the SentiKey® Real Estate App.**

1. Open the SentiKey® Real Estate App.
2. Enter your SentiKey® ID and password (established in step 2a) to login.
3. Agree with the User Agreement(s).
4. Configure Your Preferences.
5. Review the tutorial and tap it to dismiss.

d) **Navigate the SentiKey® Real Estate App.**

1. At the bottom of the app, you will see the home, message center, and profile icons. The home screen allows you to access SentiLock® lockboxes. The message center shows notifications and other important SentiLock® messages. The profile icon allows you to manage your account and information.
2. From the home screen, you can also access the main menu through the triple bar menu. This gives you access to your lockboxes, listings, access logs, settings, help, and more.

Note: If you forget your password or pin, contact Realcomp at (866) 553-3430 for further assistance.

3) **Obtaining an ELB**

Realcomp-issued ELBs are owned by Realcomp and loaned to MLS Subscribers for use on Realcomp listings. Eligibility for obtaining an ELB is based on the number of active or partially saved listings designated with Lockbox or Appointment/Lockbox access in the primary listing agent's MLS inventory, the number of unused ELBs already in the listing agent's possession, and the number of unused ELBs in the possession of other agents in your office.

- a) Since Realcomp has approximately 23,000 lockboxes in the field and most are unassigned due to low inventory, the quickest way to obtain an ELB is to ask one of your associates to transfer one to you. *Not sure who to ask about this?* We'll provide you with a list of agents in your office who currently have unassigned ELBs. Email your request to Realcomp (at lockboxes@realcomp.com). The transferring agent will need to complete our [Request to Transfer SentiLock® Electronic Lockboxes form](#), return it to Realcomp (at lockboxes@realcomp.com), and provide their ELB to you. We are encouraging all MLS Subscribers to follow these steps for obtaining an ELB when possible. This will allow Realcomp to steward the use of existing lockbox inventory in the best, most cost-effective way possible.
- b) If no ELBs are available through associates in your office, please complete our [SentiLock Electronic Lockbox \(ELB\) Order Request form](#) and return it to Realcomp (at lockboxes@realcomp.com).
- c) Some of Realcomp's Shareholder Boards & Associations have a small supply of ELBs at their locations for their members. You may contact your Board or Association to see if this is an option for you.

4) Assigning an ELB to Your Listing

a) Assigning an ELB to Your Listing through the System

1. In the SentiKey® app, tap the triple bar menu.
2. Tap My Lockboxes.
3. Tap Assign/Unassign Property.
4. From the list of lockboxes, select the desired lockbox. Or you can enter the serial number of the lockbox (which appears on the top of the ELB) into the search bar, search it, and then select it.
5. Select a property.
6. For On Listing Since, select the date.
7. Tap Assign to Property and then Confirm.
8. Tap More Settings to enter additional showing instructions, if desired. Then tap Next.
9. If the homeowner wants to be notified when a showing begins and ends, enter their name(s) and cell phone number(s). Then tap Next (or Skip if no notifications are desired).
10. For Access by Appointment, tap Turn On if you would like to restrict SentiKey® credentialed access to those REALTORS® with approved listing appointments only. Otherwise, tap Skip.
11. Tap Done.

b) Physically Placing the Assigned ELB on the Property

When at the property with the ELB:

1. In the SentiKey® app, tap the triple bar menu.
2. Tap My Lockboxes.
3. Tap Assign/Unassign Property.
4. Tap Release Shackle.
5. Press the ENT button on the ELB.
6. Enter your PIN and select Release Shackle. Tip: Hold onto the bottom of the lockbox so when the shackle releases, it doesn't fall on your toes!
7. Affix the ELB to the property by sliding the shackle around the doorknob and inserting it back into the ELB base. When inserted properly, you will hear it click into place.
8. Choose Leave on Property.
9. Tap OK.
10. Tap Done.

5) Activating Access by Appointment (ABA) on Your Listing

1. In the SentiKey® app, tap the triple bar menu.
2. Tap My Listings.
3. Tap the intended listing.
4. Tap Appointment Settings.
5. Tap the Access by Appointment slide button.

6) Granting Access to Your ELBs

a) Granting Realcomp REALTORS® Access through the SentiKey® App:

1. With ABA Being Applied to Your Listing: Realcomp REALTORS® using the SentiKey® App can access a Realcomp ELB during the appointment time of a showing that has been scheduled and approved through the ShowingTime™ software.
2. Without ABA Being Applied to Your Listing: Realcomp REALTORS® using the SentiKey® App can access a Realcomp ELB with the app. As a standard of practice, all REALTORS® should obtain permission from the listing agent or office before proceeding with showing a property. Entering a property without permission could be construed as breaking and entering, leading to serious unintended consequences. Entering a property without permission is also a violation of the NAR Code of Ethics.

b) Granting Non-Realcomp REALTORS® or Contractors SentiConnect® Access through the SentiKey® App:

1. In the SentiKey® app, tap the triple bar menu.
2. Tap My Lockboxes.
3. Then select Grant SentiConnect® Access.
4. Select the property you would like to grant access to.
5. Enter the SentiConnect® user's email address and enter the Start Date & Time and End Date & Time.
6. Tap Grant Access, enter your PIN or use Touch ID, and tap Grant Access.
7. Tap Done.

Note: You have granted access to the ELB. The SentiConnect® user will receive an email notification about this. If this is their first time accessing an ELB using this method, they will need to install the SentiConnect® app, create an account, setup a PIN, etc. They should follow the prompts on their device screen to complete these steps. They will then receive a text message that includes an activation link that allows them to complete their registration and setup. On the date & time of the showing appointment you just authorized, the SentiConnect® user will launch the app, press the ENT key on the ELB keypad, enter their PIN into the app, and tap Open Key Compartment. This will allow them to successfully access the ELB.

c) Granting One Day Code Access through the SentiKey® App:

1. In the SentiKey® app, tap the hamburger/triple bar menu.
2. Tap My Lockboxes.
3. Tap Get Access Code.
4. Select the property you would like to grant access to.
5. Enter the person's name, company, and a description regarding the access you are approving.
6. Enter the date you are granting access to occur on.
7. Tap Get One Day Code.
8. Enter your PIN or use Touch ID, and tap Get One Day Code.

9. Once you have noted the one day code, tap Done.

Note: Because of the drawbacks of one day code access (i.e., no notifications to the listing agent regarding access, no ability to revoke one day code access, etc.), some brokers have chosen not to issue these codes and to only issue SentiConnect® access to non-Realcomp REALTORS®. FYI

7) Opening the Key Compartment of an ELB Using the SentiKey® App

1. To open the key compartment of an ELB on a property you are showing:

- a) Before traveling to the listing, on the day of the appointment, **BE SURE TO OPEN the SentiKey® app**. This way, the app has communicated with the SentiLock® servers and verified your credentials. This will allow you to avoid any communication issues when you arrive (i.e., low cell signal in the area, etc.).
- b) Once at the property in front of the SentiLock® ELB, launch the SentiKey® app again. Login with your SentiKey® ID and password (if prompted). Hint: Your ID may begin with the letters “RC”.
- c) On the lockbox keypad, press the ENT button to wake up the device.
- d) Enter your PIN (or complete your fingerprint or facial recognition security entries, if enabled).
- e) Tap Open Lockbox. You should hear the ELB motor/gears turn and then see the ELB door open slightly.
- f) Once it has finished, pull the key compartment door open and retrieve the key.
- g) Close the empty key compartment on the ELB.
- h) Tap Continue to view showing instructions, listing details, etc. on the app.
- i) Unlock the door to the home and show the property.
- j) Once you have completed the showing, lock and close the door to the property.
- k) End the showing through the app by tapping the small stopwatch icon in the upper right hand corner of the screen.
- l) Tap End Showing. This will notify the listing agent and homeowner that the showing is over.
- m) Tap Return the Key and follow the instructions. This will allow you to re-open the key compartment on the ELB and return the key to its proper place.
- n) If above step was Skipped, tap Done.

8) Showing Notifications

Typical Notifications: The listing agent will receive a notification in their SentiKey® message center notifying them when a showing has begun. Depending on their settings, they may also receive an email. If the showing agent uses the stopwatch feature, when they finish the showing the listing agent will receive a notification letting them know the showing has ended.

Reasons for Lack of Notifications:

- Low cell service
- One day code used (a drawback of issuing one day code access over SentiConnect® access)
- When showing agents open the lockbox and immediately close their app, which cuts off the connection with the SentiLock® servers and doesn't allow enough time to communicate that a

showing has begun.

9) Removing an ELB from Your Listing

a) Unassigning a Lockbox from a Property through the System

1. In the SentiKey® app, tap the triple bar menu.
2. Tap My Lockboxes.
3. Tap Assign/Unassign Property.
4. From the list of properties with lockboxes, select the desired one. Or you can enter the serial number of the lockbox (which appears on the top of the ELB) into the search bar, search it, and then select it.
5. Tap Unassign.
6. Tap Done.

b) Physically Removing a Lockbox from a Property

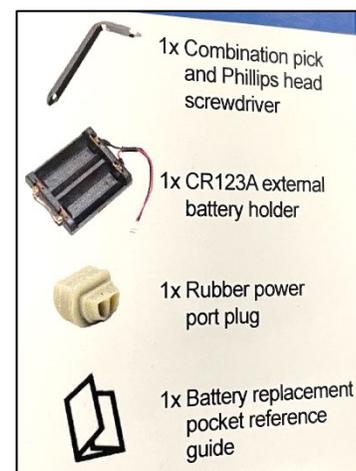
1. In the SentiKey® app, tap the triple bar menu.
2. Tap My Lockboxes.
3. Tap Release Shackle.
4. Press the Ent key on the face of the ELB, enter your PIN in the app, and tap Release Shackle.
5. Hold onto the bottom of the lockbox as it will release from the shackle.
6. Tap OK.
7. Tap Leave Unassigned or Assign to Property (if wanting to reassign the ELB to another listing).

10) Changing the Battery in Your ELB

Contact Realcomp for an ELB battery replacement pack. Each pack includes: 1) a combination pick and Phillips head screwdriver, 2) a CR123A external battery holder (with 2 slots), 3) 2 CR123A replacement batteries, 4) a new rubber stopper to replace the current rubber stopper that covers the emergency power port, and 5) a small trifold of installation instructions.

The instructions detail the following steps:

1. Remove the existing rubber power port plug with the pick tool.
2. Place the CR123A batteries into the external battery holder provided from the pack, following the polarity symbols correctly. Use only SentiLock® support batteries.



3. Insert the battery holder plug into the exposed connector on your lockbox.
4. Open your lockbox by using your mobile device.
5. Remove both Phillips screws that hold the battery cover in place.
6. Remove both batteries from the external battery holder and use them to replace both failing CR123A batteries in your lockbox, following the polarity symbols correctly.

Warning: Inserting batteries with the wrong polarity will permanently damage the lockbox! Do not allow the lockbox to close with the batteries removed.

7. Replace the battery cover and tighten the screws.
8. Replace the rubber power port plug with the provided replacement.
9. Warning: The lockbox may become damaged by the weather if the rubber plug is damaged, improperly installed or not present.



11) Getting Support for Your ELB

Please contact Realcomp by phone at (866) 553-3430 or email at support@realcomp.com as your first line of support on ELBs. Our support hours are M-F 8am-9pm, Sat 8am-7pm, and Sun 11am-6pm. Additionally, SentiLock's support is available to you as a backup resource. They can be reached by phone at 513-618-5800 or email at support@sentrilock.com. Their support hours are 8am to midnight.

12) Returning Your ELB to Realcomp's Inventory

The SentiLock® ELBs issued by Realcomp and our Shareholders are owned by Realcomp and on loan to MLS Subscribers. Upon leaving Realcomp or the real estate business, these ELBs need to be returned to Realcomp, the Realcomp Shareholder Board/Association of REALTORS® that issued the device, or your Broker to avoid being assessed an ELB replacement fee per box.