SentriKey Real Estate Mobile App for Android

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General Information

This user guide describes how to install and use the SentriKey™ Real Estate App on an Android device. With this app, you can access a lockbox using your Android device. It works with all five lockbox versions: GEN[1] I, GEN II, NXT[2], NXT wireless, and BLE[3].

The app delivers a convenient method to instantly 'communicate' with the lockbox and has a lot of capability. It allows you to:

- Release the shackle

- Open the lockbox key compartment

- Take ownership of a lockbox

- Assign a lockbox to a property

- View lockbox access logs

- Generate One Day Codes for lockboxes

The app also provides agent safety features. Plus, the app can be integrated with property data tools, such as Homesnap, Realtors Property Resource®, Matrix, and Homespotter, so you can easily access all the detailed listing information you need as soon as the lockbox key compartment is opened.

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[1] generation
[2] next
[3] Bluetooth low energy; Bluetooth enabled

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The app works with Bluetooth® wireless technology, which exchanges data securely over short distances (perfect for use with lockboxes).

As a SentriKey Real Estate user, you'll be given a SentriLock ID and email, which will include your SentriKey Real Estate ID. When you click the link in the email, you'll be prompted to create a **Password** and **PIN**.
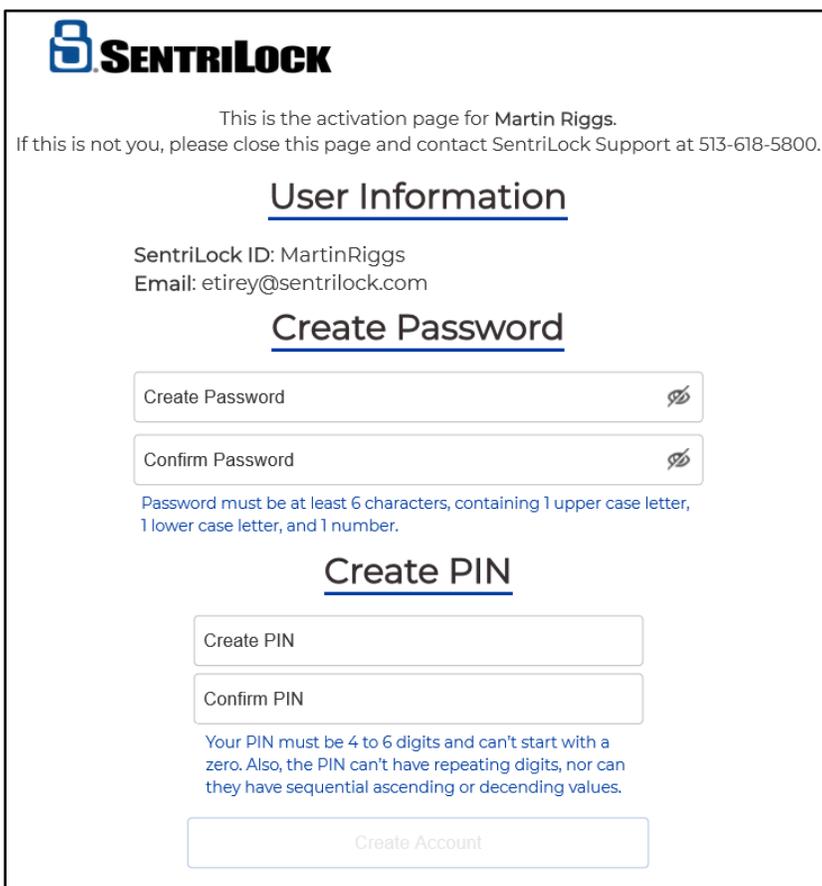
Your Android device must be enabled by your Association, and it must use version 6.0 or higher.

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Install the SentriKey Real Estate App on Your Android Device

To install the SentriKey Real Estate app on your Android device, you must have an active SentriLock account. In addition, you'll need your Google password. If you don't know it, open your web browser on your mobile device and go to https://www.google.com/gmail/about/#. Tap **Sign in**. Tap **Need Help?** Then tap **Application** and follow the steps to reset your password.

1. To install the app, launch the Google Play Store on your Android device.

2. Use the search field to search for **SentriKey Real Estate**.

3. Tap **SentriKey Real Estate** and enter your Android password to install the app.

4. When the installation is done, tap **Open**.
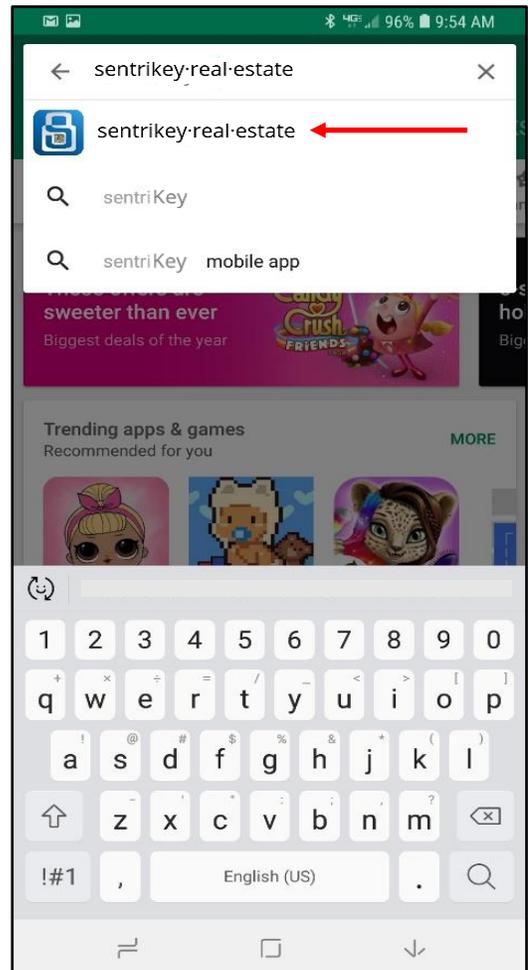
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Log In to the SentriKey Real Estate App

1. Tap the app's icon on your home screen. The **SentriKey** login screen will be displayed.

2. Enter your **Username** (ID) and **Password**. Then tap **Log In**.

3. The license agreement will be displayed. You must agree to this license before the SentriKey Real Estate app can be used.
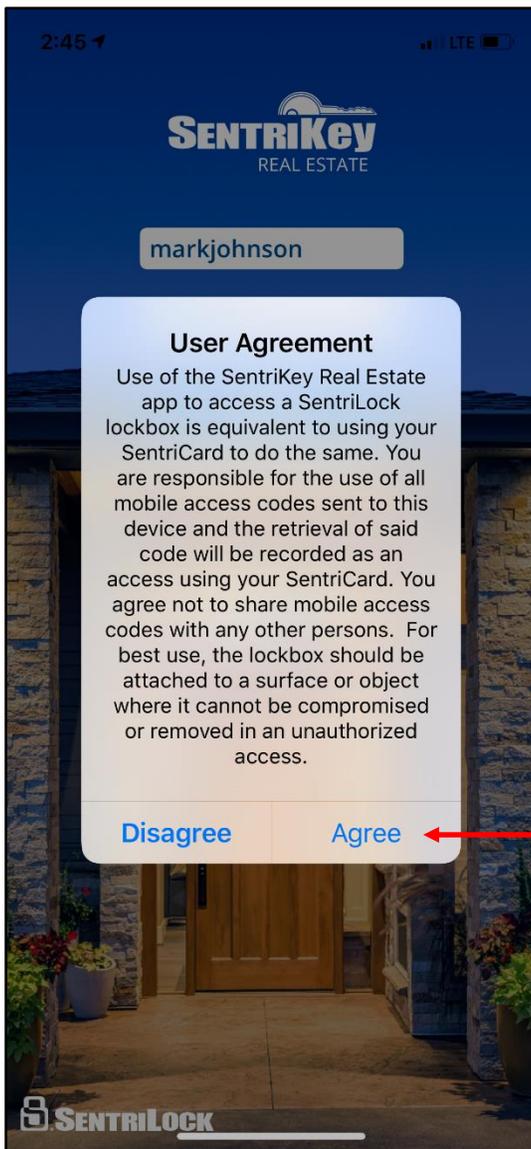
Agreeing to this license means you are taking responsibility for any access to the lockbox via the app on your device. Accesses are displayed in the lockbox Access Log.

4. Tap **Agree**. Then you'll be prompted to enable these capabilities: **Location Services**, **Touch ID / Face ID**, and **Agent Safety**.

Enable Location Services

1. The **Location Services** screen will be displayed.
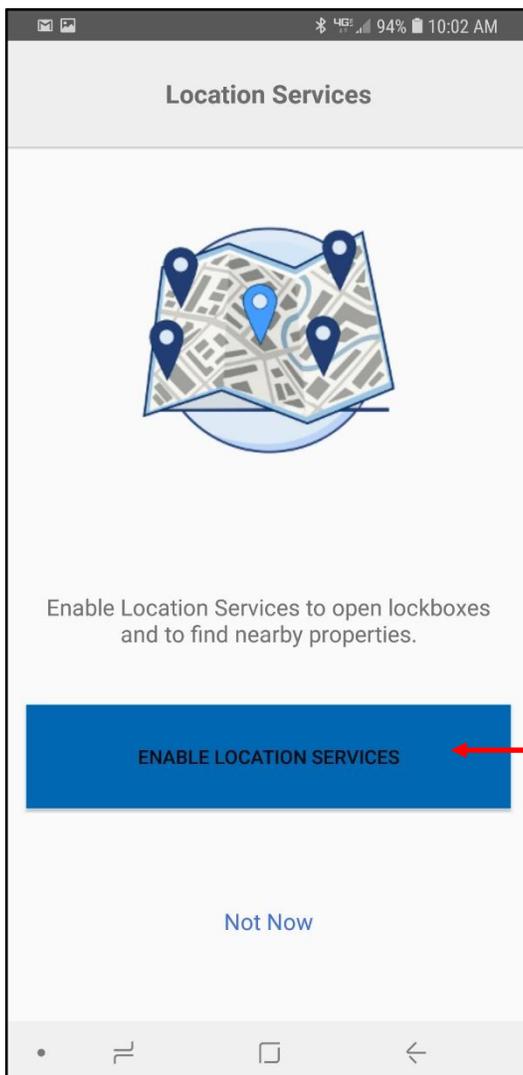
As an agent, you are required to use this capability. It allows the SentriKey Real Estate app to use your current location to display properties listed for showing in your area.

2. Tap **Enable Location Services**.

3. Tap **Allow.**
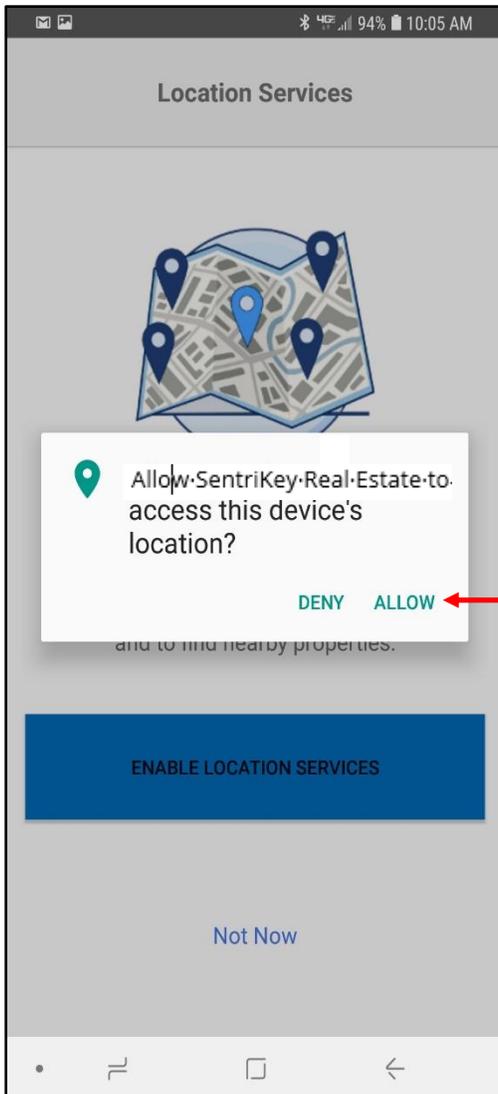
4. Then tap **Continue.**
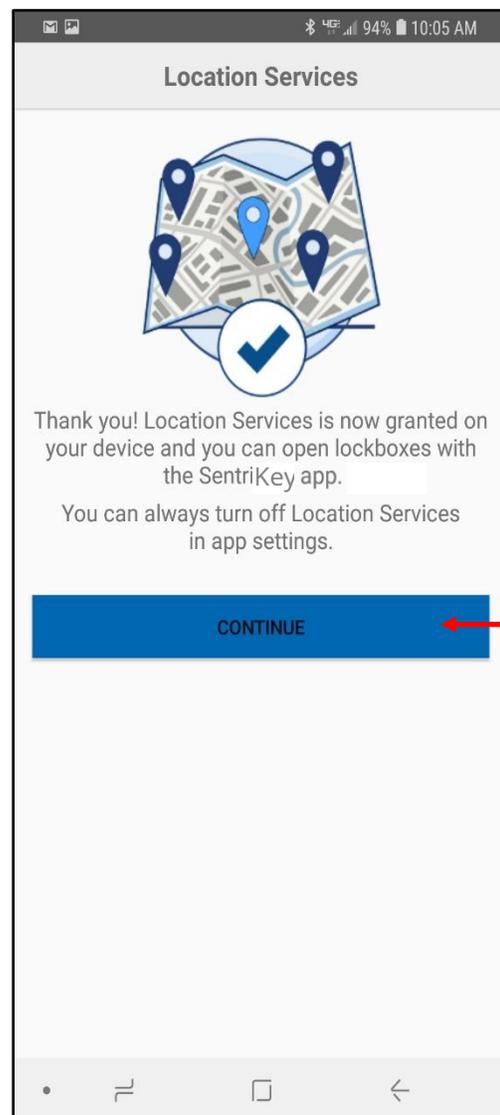
Enable Touch ID

Touch ID allows you to use your fingerprint, instead of your PIN, for logging in. You can turn it on/off on the **Settings** screen.

1. If you want to use Touch ID, you can turn it on now. Tap **Enable Touch ID**.
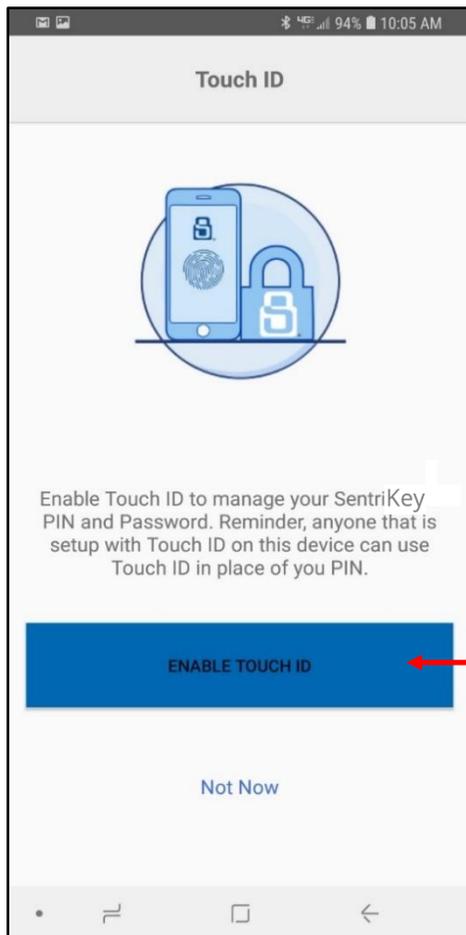
2. Then tap **Continue**.
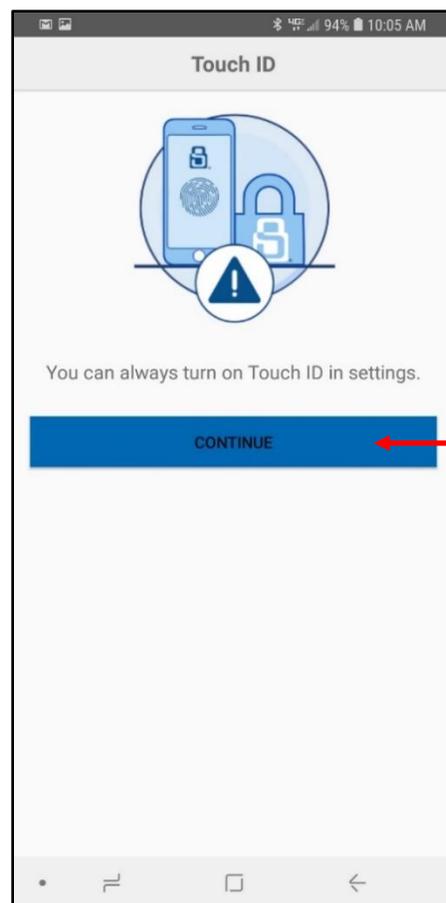
Enable Face ID

Face ID allows you to use your face, instead of your PIN, for logging in. You can turn it on/off on the **Settings** page.

1. If you want to use Face ID, you can turn it on now. Tap **Enable Face ID**.
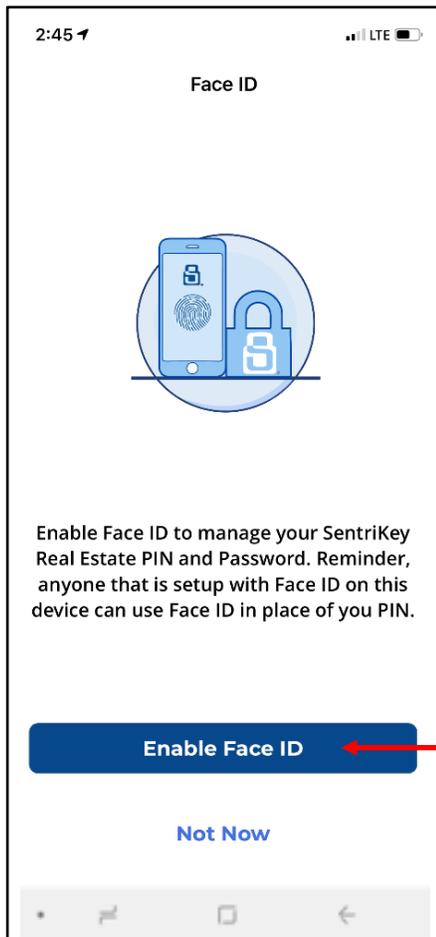
2. Then tap **Continue**.
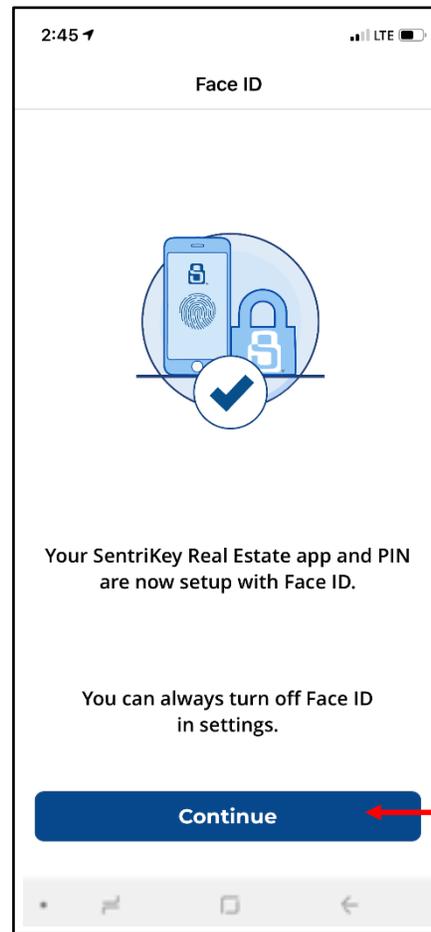
Enable Agent Safety

SentriLock takes agent safety very seriously and supports best practices to keep agents safe on the job.

The Enable Agent Safety feature is an automatic safety check for you as an agent. Your designated emergency contact will be alerted if you don't respond within a designated period of time after your lockbox's key compartment has been opened. You can have more than one safety contact. In addition, discuss this feature and the safety protocol with your emergency contacts.

Your designated emergency contact will receive an Agent Safety Notification email or text. The SentriKey Real Estate lockbox security feature generates this automated notification, which includes your name as the agent, the lockbox listing location, and the time of the access. This notification email will explain that you, the agent, have not responded to attempts to confirm your safety—this is why your emergency contact is being notified. Your phone number will be indicated in the notification, as well as a link to the location map of the property.

Emergency contacts should use their best judgment when responding.

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1. Tap **Enable Agent Safety**.
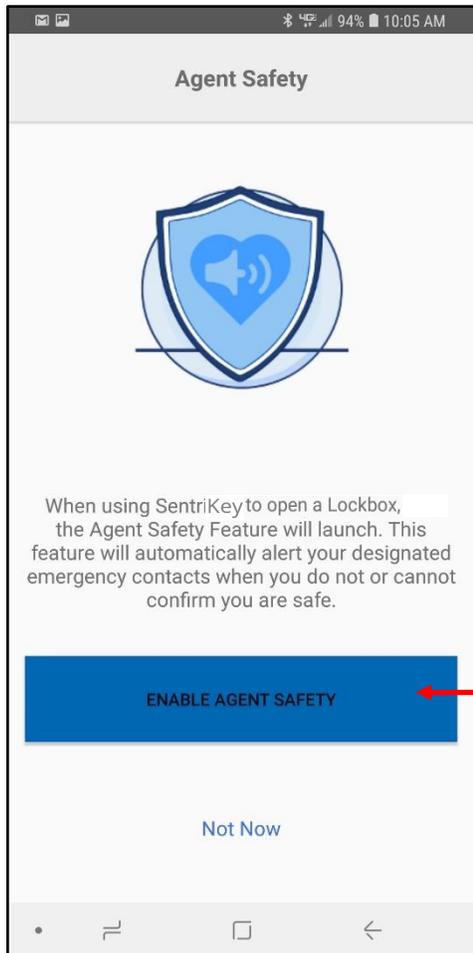

2. The **Release Agreement** will be displayed. Tap **Accept**.
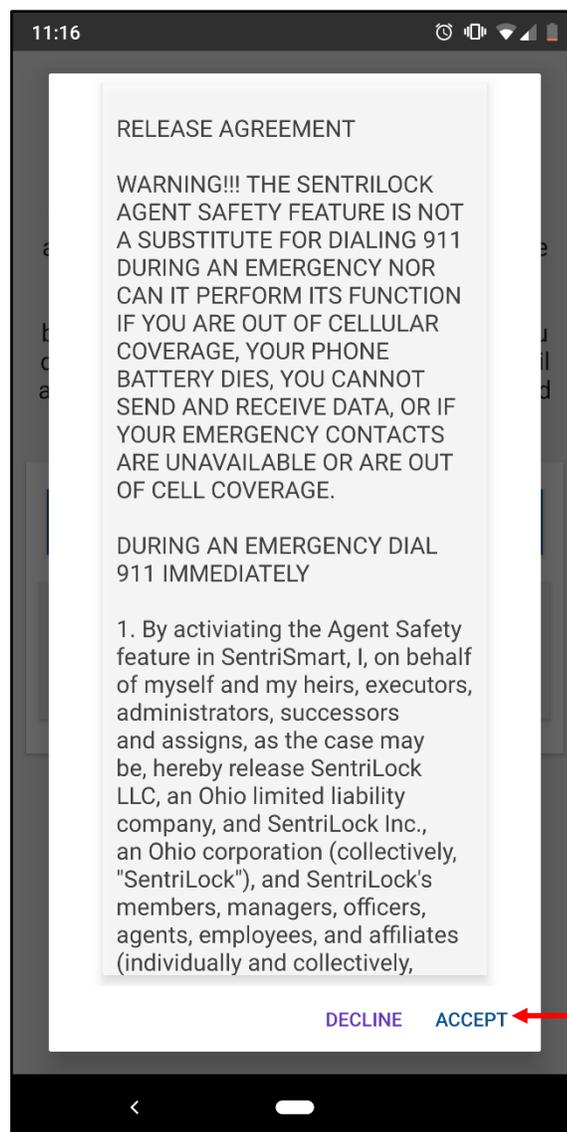
3. The **Select an Agent Safety Contact** screen will be displayed.
   To make your selection, tap **Safety Notification Contacts**.
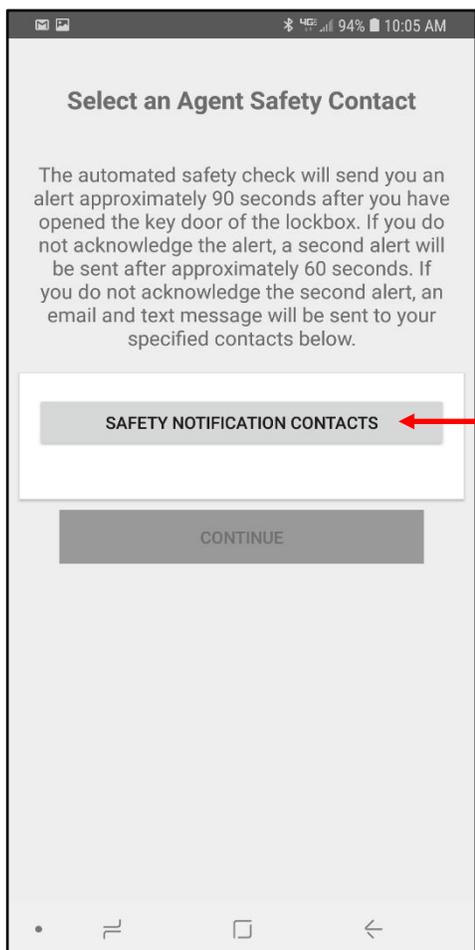
4. The list of your **Contacts** will be displayed. Tap the contact who will be your safety contact.
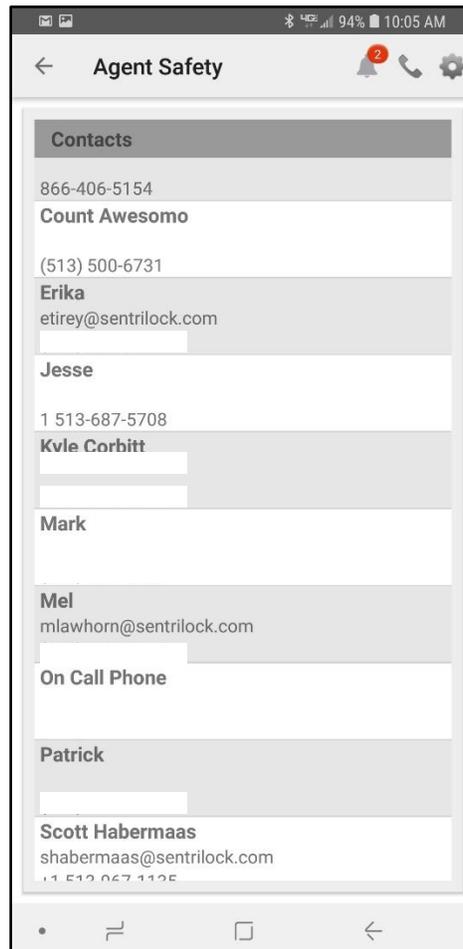
5. The name you selected will be displayed as your **Safety Notification Contact**.
   Tap **Continue**.
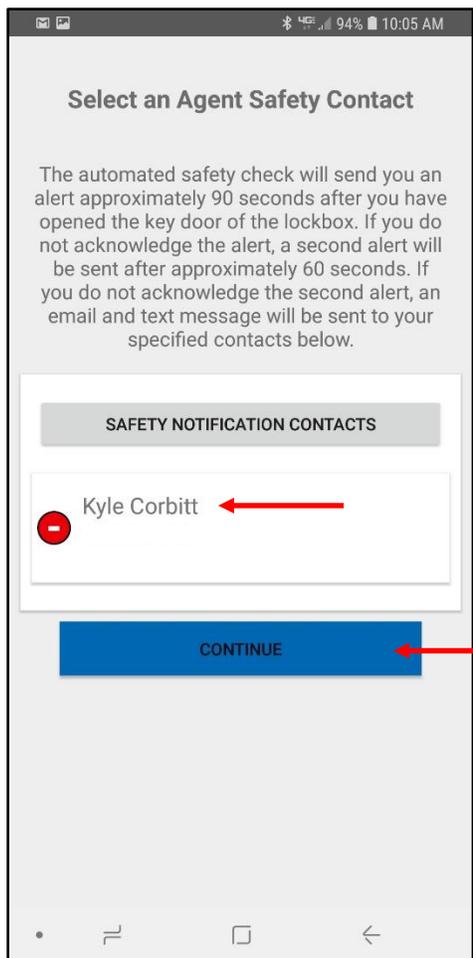
6. The Agent Safety confirmation screen will be displayed. Tap **Continue**.
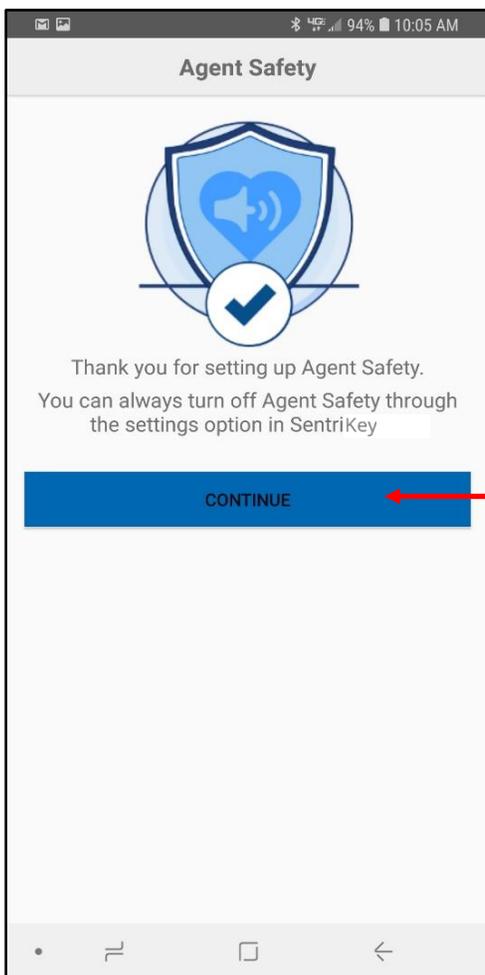
7. The SentriKey Real Estate screen will be displayed and your login is complete.
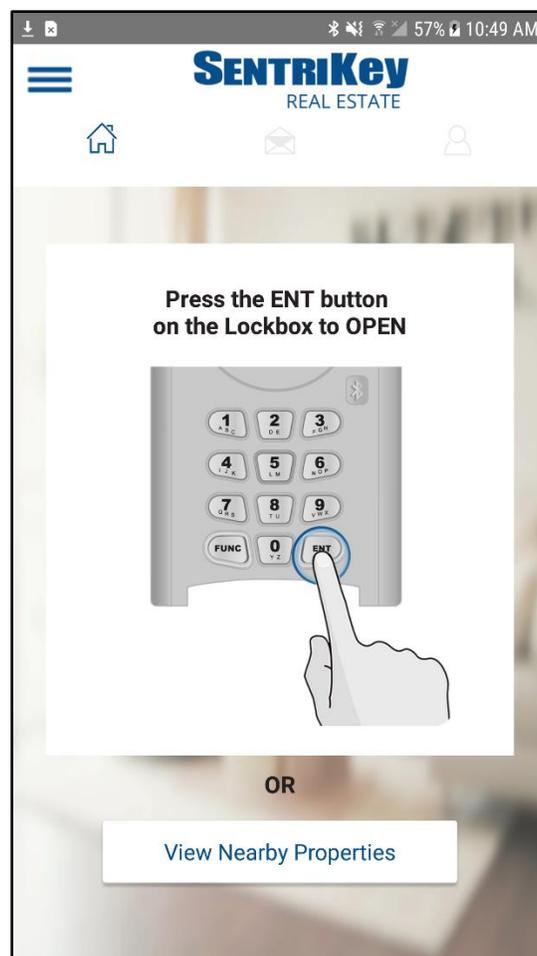
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Forgot Password?

If you have forgotten your password, you can change it and still log in. In other words, you don't need to know your current password to log in.

1. In the app, begin the login process. When you're prompted to enter a user ID and password, tap **Forgot Password?**

2. Enter your username. Tap **Send Email**.

3. You'll receive a confirmation message telling you that a link to change your password has been sent to your email address.

4. Tap the link in the email and you'll be taken to the **Change Password** page.

5. Enter a new password and confirm it by entering it a second time.

6. Tap **Submit Changes**.

7. You'll receive an automated email notification confirming the change.
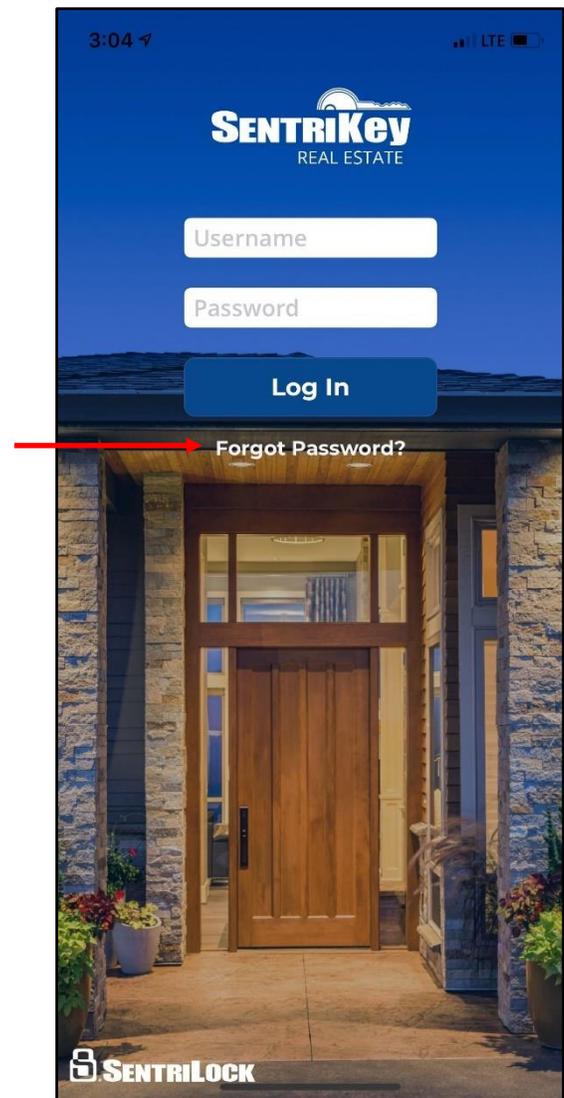
SentriKey Real Estate Mobile App for Android

Change Password

1. In the app at the top-right, tap 👤 .
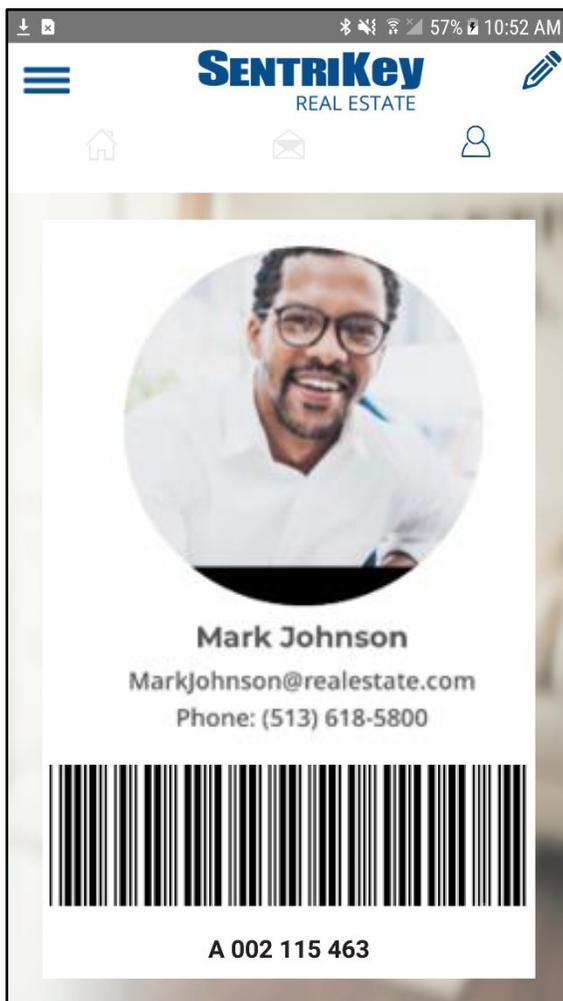
2. When your digital member ID screen is displayed, tap the **Pencil** icon at the top-right.

3. Then tap **Change Password**.

4. Enter your current password.

5. Enter your new password. Then enter your new password again to confirm it.

6. Tap **Save**.

7. You'll receive an automated email notification confirming the change.

SentriKey Real Estate Mobile App for Android

Change PIN

1. In the app at the top-right, tap 👤 .

2. When your digital member ID screen is displayed, tap the **Pencil** icon at the top-right.

3. Then tap **Change PIN**

4. Enter your current **PIN**.

5. Enter a new **PIN**. Then enter your new **PIN** again to confirm it.

6. Tap **Save**.

7. You'll receive an automated email notification confirming the change.

Release the Shackle on a Bluetooth Lockbox

1. In the app, tap the hamburger menu ≡.

2. Tap **My Lockboxes**.

3. Tap **Release Shackle.**

4. On the lockbox keypad, press **ENT** to wake up the lockbox. This will establish a connection with the app. You'll see a flashing blue light on the lockbox.

5. In the app, enter your **PIN** and tap **Release Shackle**, or use **Touch ID / Face ID**.

6. Tap **OK**. The shackle will release.

Note: Hold on to the lockbox because the shackle will come completely out of the lockbox.

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Release the Shackle on a Non-Bluetooth Lockbox

1. In the app, tap the hamburger menu ☰.

2. Tap **My Lockboxes**.

3. Tap **Release Shackle**.

4. Tap **Get Shackle Release Code**. You'll be asked to select a lockbox for which you want a shackle release code.

5. Enter your **PIN** and tap **Get Shackle Release Code**, or use **Touch ID / Face ID**.

6. The code will be displayed with instructions. Tap **OK**.

> Note: Hold on to the lockbox because the shackle will come completely out of the lockbox.
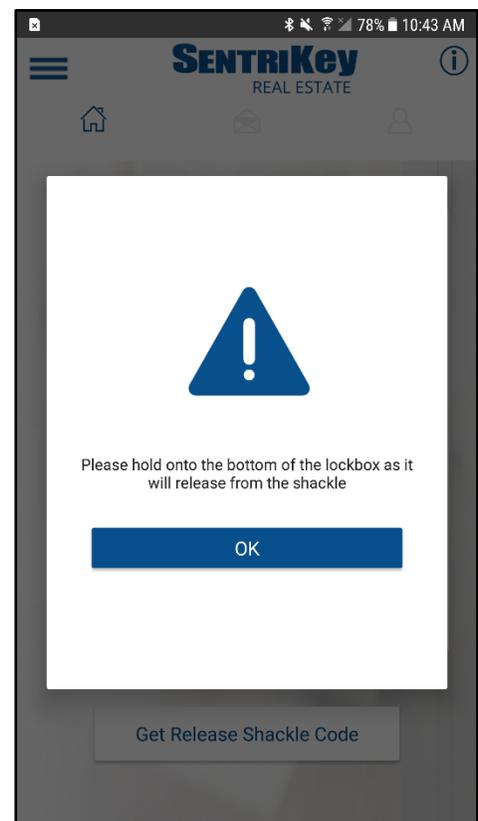
SentriKey Real Estate Mobile App for Android

Open the Key Compartment on a Bluetooth Lockbox

1. Launch the app on your Android device.

2. On the lockbox keypad, press **ENT**.

3. In the app, enter your **PIN** and tap **OK**, or use **Touch ID / Face ID**. The lockbox motor will begin turning and the lockbox key compartment will open.

4. On the popup screen, tap **Continue**.

    Note: If the key is missing, tap **Yes** for **Key Missing**. This will notify the listing agent.

5. On the **Listing Detail** screen, tap **Done**.
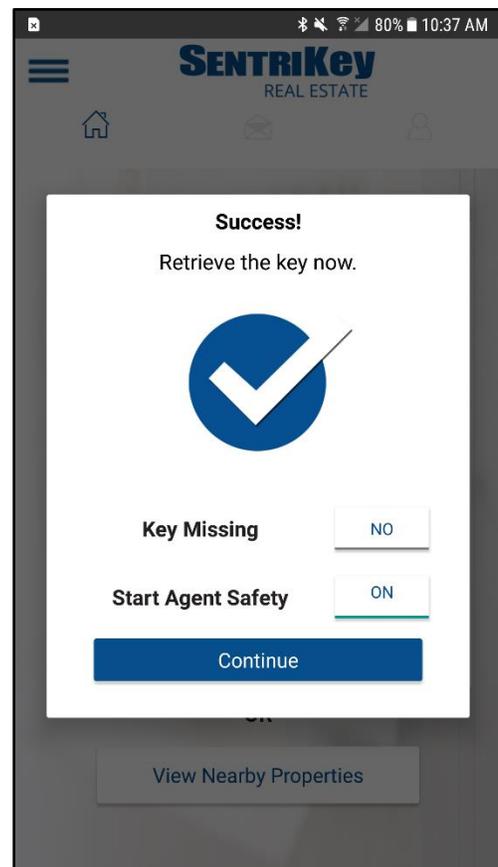
SentriKey Real Estate Mobile App for Android

Open the Key Compartment on a Non-Bluetooth Lockbox

1. In the app, tap **View Nearby Properties**.

2. The **Property List** will be displayed. Tap the desired property.

3. Enter your **PIN** or use **Touch ID / Face ID**. You'll be prompted to enter the lockbox serial number.

4. You'll be given a code to enter on the lockbox keypad. This will open the lockbox.

5. In the app on the **Listing Detail** screen, tap **Done**.

Take Ownership of a Bluetooth Lockbox

Taking ownership of a lockbox means you are placing the lockbox in your inventory. Conversely, you can unassign ownership of the lockbox which removes it from your inventory. These actions can be performed only with the SentriKey Real Estate app and a Bluetooth lockbox.

1. In the app, tap the hamburger menu ☰.

2. Tap **My Lockboxes**.

3. Tap **Assign / Unassign Lockboxes**.

4. On the lockbox keypad, press **ENT** to wake up the lockbox. This will establish a connection with the app. You'll see a flashing blue light on the lockbox.

5. In the app, enter your **PIN** and tap **Take Ownership**, or use **Touch ID / Face ID**.

6. The lockbox will inherit your settings and your showing notification preferences and will be in your inventory. On the popup screen, tap **OK** to complete the process.

Assign a Lockbox to No Owner

Assigning a lockbox to **no owner** means you're taking the lockbox out of your inventory, but you still have access to it if needed. This action can be performed only with the SentriKey Real Estate app and a Bluetooth lockbox. In addition, if you don't have ownership privileges to this lockbox, you won't be able to assign it to **no owner**.

1. In the app, tap the hamburger menu ☰.

2. Tap **My Lockboxes**.

3. Tap **Lockbox Tools**.

4. On the lockbox keypad, press **ENT** to wake up the lockbox. This will establish a connection with the app. You'll see a flashing blue light on the lockbox.

5. In the app, go to the list of lockboxes and tap the serial number of the lockbox you want to transfer to **no owner**.

6. Enter your **PIN** and tap **Assign to No Owner**, or use **Touch ID / Face ID**.

7. Tap **OK.**

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Assign a Lockbox to a Property

1. In the app, tap the hamburger menu ≡ .

2. Tap **My Lockboxes**.

3. On the list of lockboxes, select the desired lockbox.

4. Tap **Assign / Unassign Property**.

5. For **On Listing Since**, select the date.

6. For **Assign to Property**, select **Confirm**.

7. If the listing can't be found, tap **Can't find property**.

8. Enter the street address and tap **Assign to Property**. Then tap **Done**.

Unassign a Lockbox From a Property

1. In the app, tap the hamburger menu ≡ .

2. Tap **My Lockboxes**.

3. Tap **Assign / Unassign Property**.

4. On the list of properties, select the desired property.

5. Tap **Remove**.

6. Tap **Done**.

Lockbox Access Logs

1. In the app, tap the hamburger menu ☰ .

2. Tap **Access Logs**. The Access logs will be displayed, showing the most recent accesses at the top of the list. Tap the desired property access log.

3. To view accesses of a specific property or lockbox, tap the search field and enter the listing address or lockbox serial number.

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Grant SentriConnect® Access

SentriConnect is a mobile app that enables someone to access the key compartment of your lockbox with their Android device, but without having the SentriKey Real Estate app on their Android device. However, you, the listing agent, must grant permission for someone to use SentriConnect to access your lockbox. If you're inviting a user who is not a registered SentriConnect user, they'll receive an invitation to register.

The Android operating system must be version 6.0 or higher in order to install SentriConnect.

SentriConnect accesses to a lockbox's key compartment are displayed in the listing agent's lockbox access log. This allows secure tracking of lockbox activity.

To grant SentriConnect access to your lockbox, follow these steps:

1. In the app, tap the hamburger menu ☰ .

2. Tap **My Lockboxes**.

3. Tap **Grant SentriConnect Access**.

4. Tap the lockbox to which you are granting access.

5. Enter the following information for the user:
    - Email address
    - Start time
    - End time

6. Tap **Grant Access**. Then tap **Done**. A confirmation message will appear in your Message Center. This message can also be used to revoke access when needed.

Generate a One Day Code

A One Day Code allows access to the key compartment of one of your lockboxes for a limited period of time, after which the code is no longer valid. This code is ideal for use by other agents, homeowners, and contractors who need access to a property but are not SentriLock members.

One Day Codes are generated by you (the lockbox owner) on the SentriKey Real Estate app and assigned by you to a lockbox. When you create a One Day Code, it is active for the rest of that day only. Or, you can make the code active for a full day up to two weeks in advance.

This feature cannot be used if your Association settings do not permit the use of One Day codes.

To generate a One Day Code, follow these steps:

1. In the app, tap the hamburger menu ☰ .

2. Tap **My Lockboxes**.

3. Tap **Get One Day Code**.

4. Tap the desired lockbox.

5. Select the date that the code will be active.

6. Tap **One Day Code**. Your Association may require you to assign a One Day Code to a user.

7. Enter your **PIN** and tap **One Day Code**, or use **Touch ID / Face ID**.

8. The One Day Code will be displayed along with steps to use it and share it. Tap **Done**.

Call Before Showing

The CBS Code is an additional code that may be required to access a lockbox key compartment. It is used when the listing agent wants to be notified about a showing prior to the actual showing date and time.

Not all lockboxes are capable of using a CBS Code.

> Note: A dynamic CBS Code may be generated. Dynamic CBS Codes are good for a single day. They provide the security of giving time-limited access to the key compartment without the hassle of having to visit your lockbox to change codes.

As the listing agent, you can use the SentriKey Real Estate app to enable/disable CBS mode. You can use this feature as long as you have permission from your Association.

To enable CBS mode, follow these steps:

1. In the app, tap **Lockbox Tools** at the top.

2. Tap **Enable CBS Mode.**

3. On the lockbox keypad, press **ENT** to wake up the lockbox. This will establish a connection with the app. You'll see a flashing blue light on the lockbox.

4. In the app on the list of lockboxes, tap the desired lockbox serial number.

5. Enter your **PIN** and tap **OK,** or use **Touch ID / Face ID**.

6. On the popup screen, tap **OK** to complete the process.

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If you're not the listing agent, you can access a lockbox using a CBS code provided by the listing agent. Follow these steps:

1. In the app, tap **Access**.

2. On the lockbox keypad, press **ENT** to wake up the lockbox. This will establish a connection with the app. You'll see a flashing blue light on the lockbox.

3. In the app on the list of lockboxes, tap the desired lockbox serial number. Then enter your **PIN** and tap **Open Key Compartment**, or use **Touch ID / Face ID**.

4. You'll be prompted to enter the CBS Code. Enter the **CBS code** and tap **Enter**. The lockbox's key compartment will open.

5. Tap **OK** to complete the process.

Message Center

As a SentriKey Real Estate app user, you can view your notifications using the Message Center. The Message Center contains two types of messages:

> System Notices – These notices remain in the Message Center until an action is taken (for example, when a Showing Survey is completed).

> Notification Messages – These messages are removed after they are viewed (for example, Showing Notifications).

In the app at the top of the home screen, tap the **Message Center bell**. You'll see these options:

> Showing Notifications

> Showing Surveys

> Agent Fee Bills

> Association Messages

> Low Battery Notifications

> One Day Codes (These codes are generated through the SentriKey Real Estate System.)