

SentryKey Real Estate Mobile App for iOS

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SentriKey Real Estate Mobile App for iOS

General Information

This user guide describes how to install and use the SentriKey Real Estate Mobile App on an iOS device. With this app, you can access a lockbox using your iOS device. It works with all five previous lockbox versions: GEN¹ I, GEN II, NXT², NXT wireless, and BLE³.

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.



Matrix



¹ generation

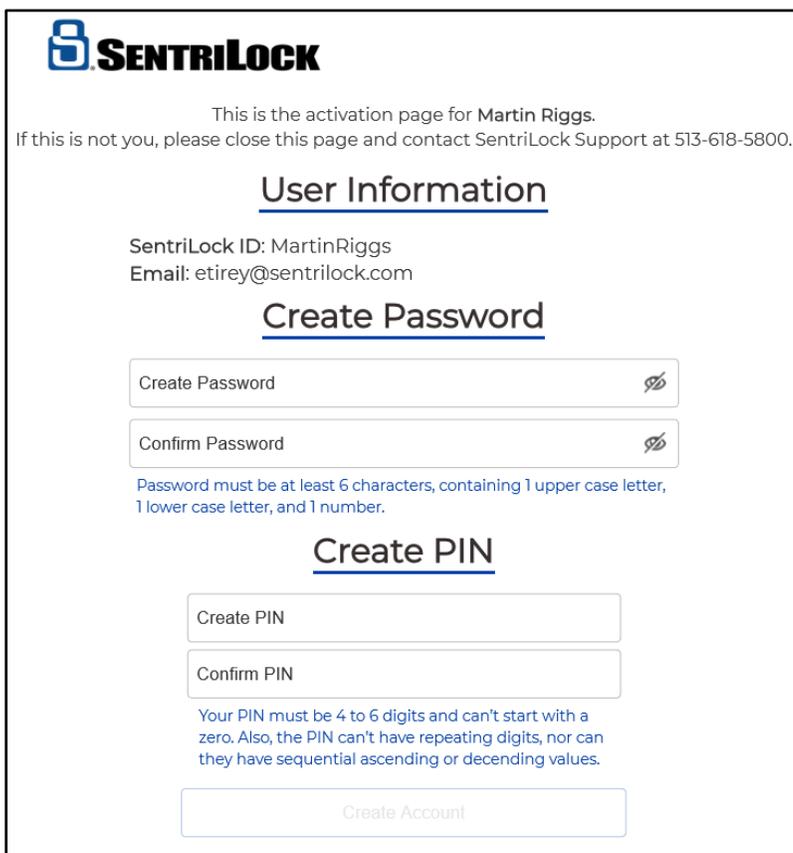
² next

³ Bluetooth low energy; Bluetooth enabled

SentryKey Real Estate Mobile App for iOS

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

As a SentryKey Real Estate user, you'll be given a SentryLock ID and email, which will include your SentryKey Real Estate ID. When you click the link in the email, you'll be prompted to create a Password and PIN.



 **SENTRILOCK**

This is the activation page for **Martin Riggs**.
If this is not you, please close this page and contact SentryLock Support at 513-618-5800.

User Information

SentryLock ID: MartinRiggs
Email: etirey@sentrilock.com

Create Password

Create Password 

Confirm Password 

Password must be at least 6 characters, containing 1 upper case letter, 1 lower case letter, and 1 number.

Create PIN

Create PIN

Confirm PIN

Your PIN must be 4 to 6 digits and can't start with a zero. Also, the PIN can't have repeating digits, nor can they have sequential ascending or descending values.

Create Account

Your iOS device must be enabled by your Association, and it must use version 7.0 or higher.

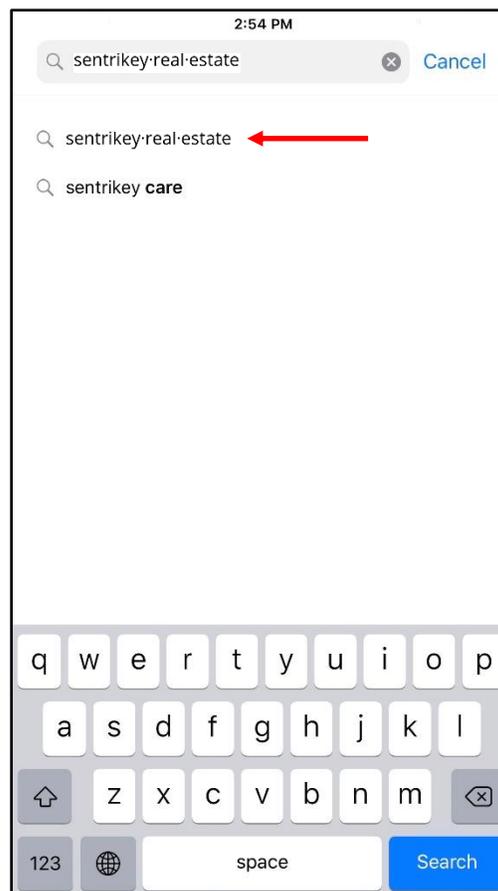
SentryKey Real Estate Mobile App for iOS

Install the SentryKey Real Estate App on Your iOS Device

To install the SentryKey Real Estate app on your iOS device, you must have an active SentryLock account. In addition, you'll need your App Store password. If you don't know it, open your web browser on your mobile device and go to <https://support.apple.com/en-us/HT204030>. Tap **Sign-in**. Tap **Need Help?** Then tap **Application** and follow the steps to reset your password.

Or, you can go to www.apple.com. In the search field, enter **I forgot**. Tap **Reset Your Password**. Enter your **Apple ID** and follow the steps to reset your password. If you don't know your Apple ID, go to the **App Store** on your device and tap **Featured**. Your Apple ID will be displayed at the bottom of the page.

1. To install the app, launch the App Store on your iOS device.
2. Use the search field to search for **SentryKey Real Estate**.
3. Tap **SentryKey Real Estate** and enter your iOS password to install the app.
4. When the installation is done, tap **Open**.



SentriKey Real Estate Mobile App for iOS

Log In to the SentriKey Real Estate App

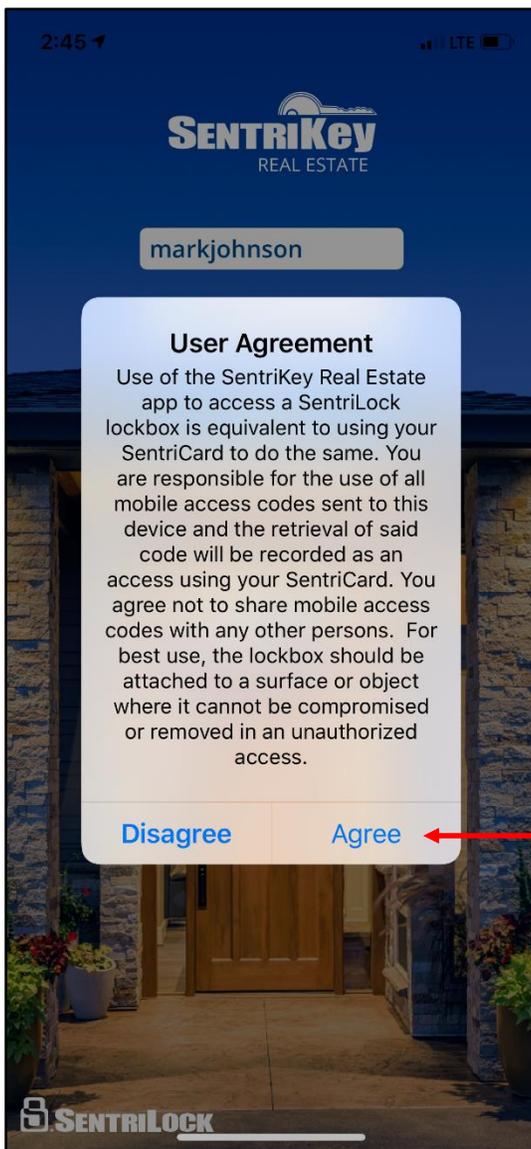
1. Tap the app's icon on your home screen. The SentriKey login screen will be displayed.



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

SentriKey Real Estate Mobile App for iOS

3. The license agreement will be displayed. You must agree to this license before the SentriKey Real Estate app can be used.



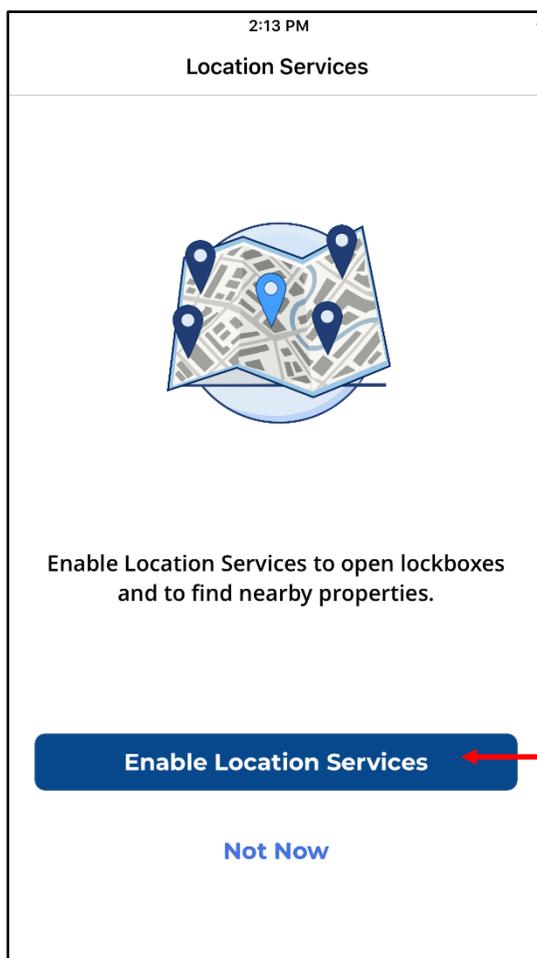
Agreeing to this license means you are taking responsibility for any access to the lockbox via the app on your device. Accesses are displayed in the lockbox access log.

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

SentriKey Real Estate Mobile App for iOS

Enable Location Services

1. The **Location Services** screen will be displayed.

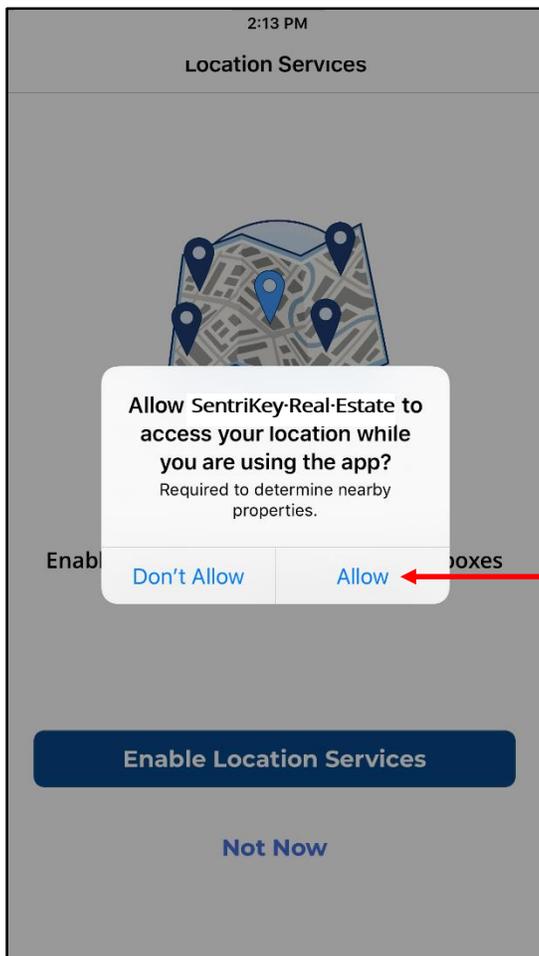


As an agent, you are required to use this capability. It allows the SentriKey Real Estate app to use your current location to display properties listed for showing in your area.

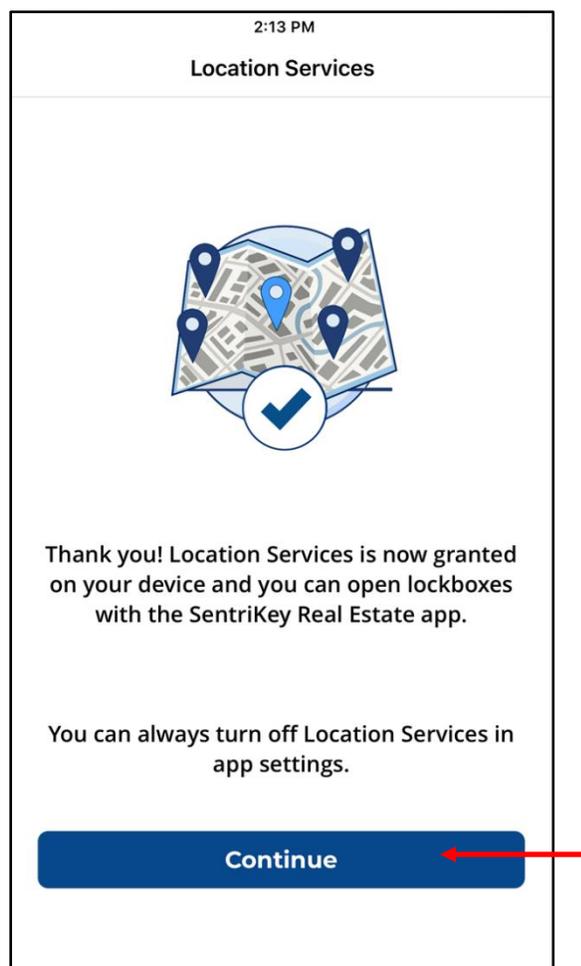
2. Tap **Enable Location Services**.

SentriKey Real Estate Mobile App for iOS

3. Tap Allow.



4. Then tap Continue.

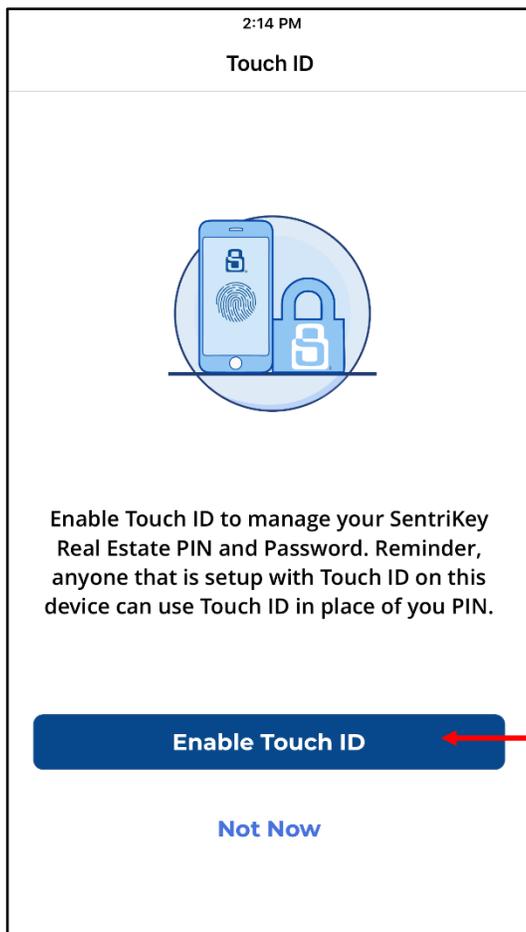


SentriKey Real Estate Mobile App for iOS

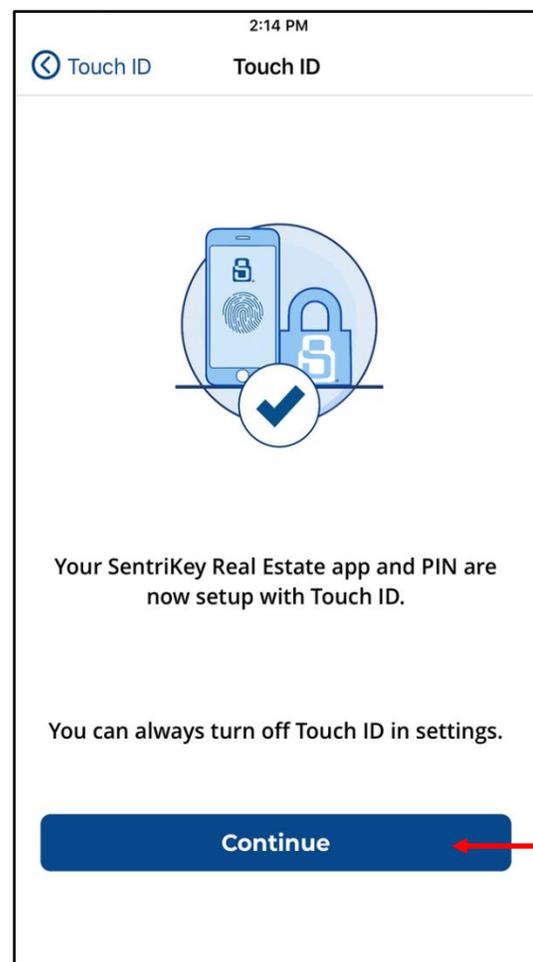
Enable Touch ID

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

1. If you want to use Touch ID, you can turn it on now. Tap **Enable Touch ID**.



2. Then tap **Continue**.

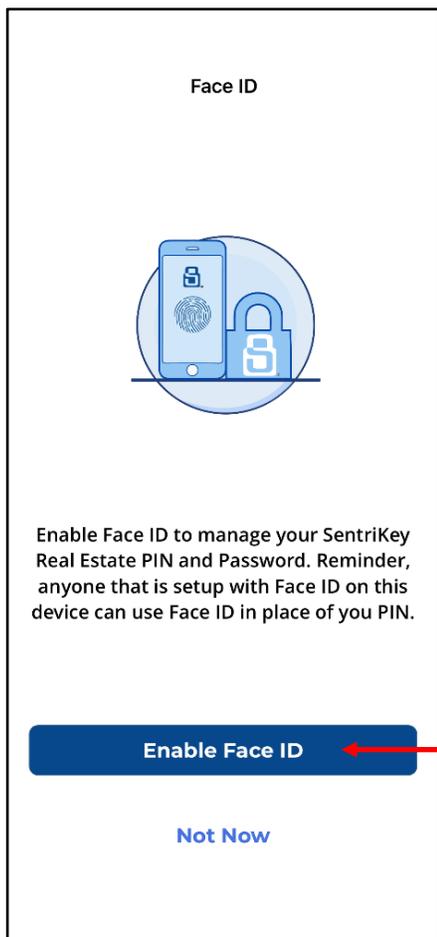


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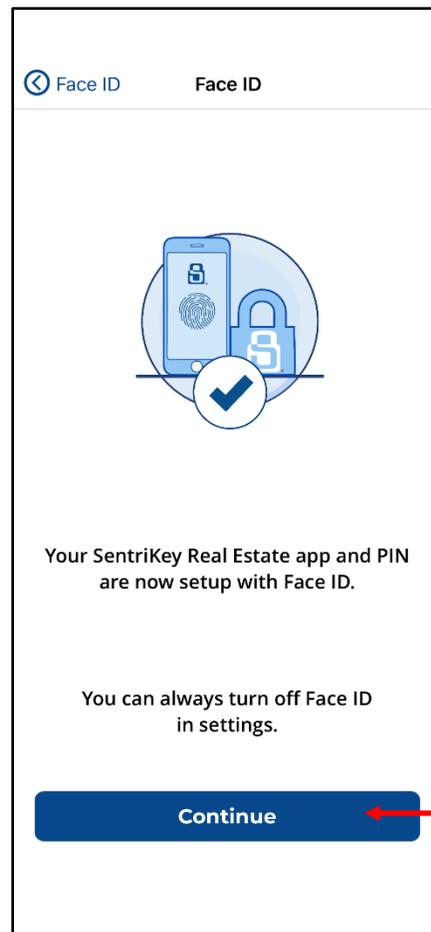
Enable Face ID

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**.



SentriKey Real Estate Mobile App for iOS

Enable Agent Safety

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

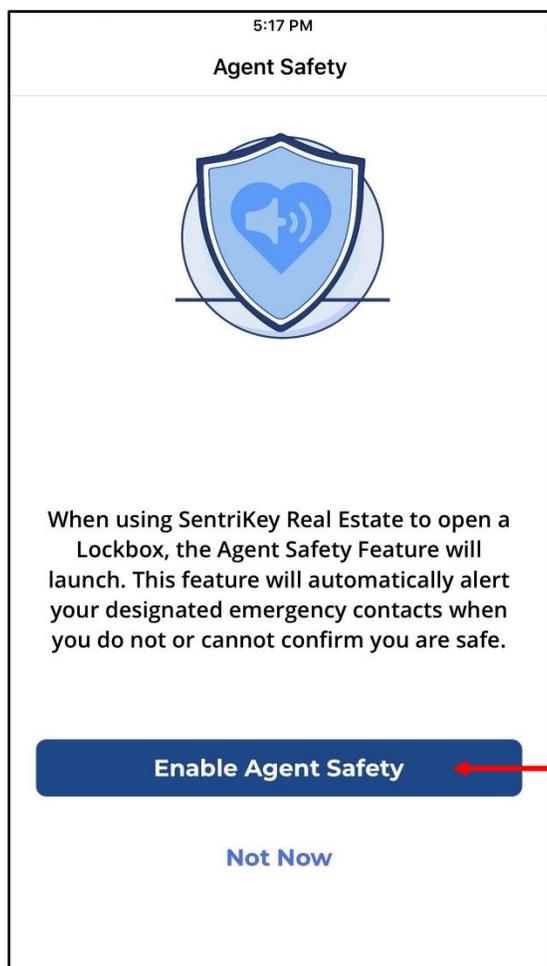
The Enable Agent Safety feature is an automatic safety check for you as an Agent. Your designated emergency contact will be alerted if you don't respond within a designated period of time after your lockbox's key compartment has been opened. You can have more than one safety contact. In addition, discuss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

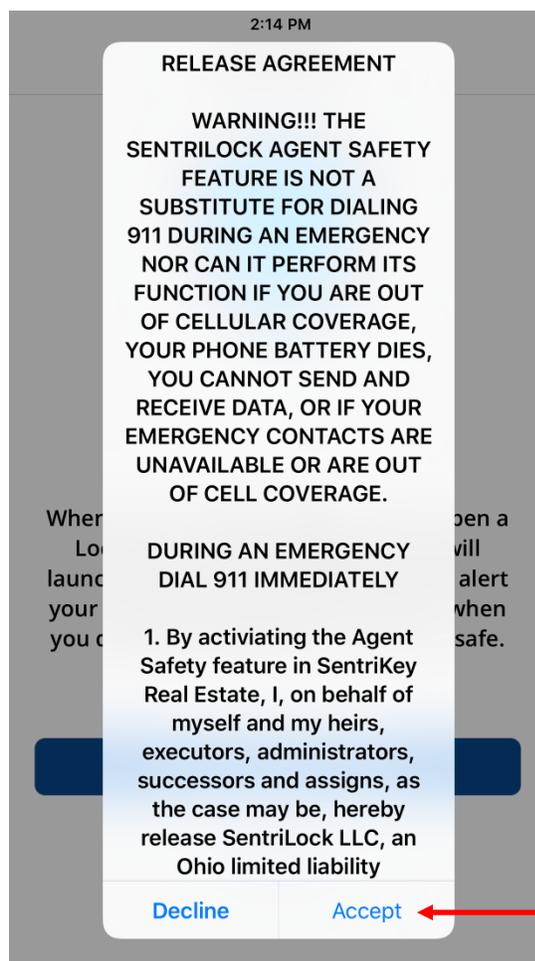
Emergency contacts should use their best judgment when responding.

SentryKey Real Estate Mobile App for iOS

1. Tap Enable Agent Safety.

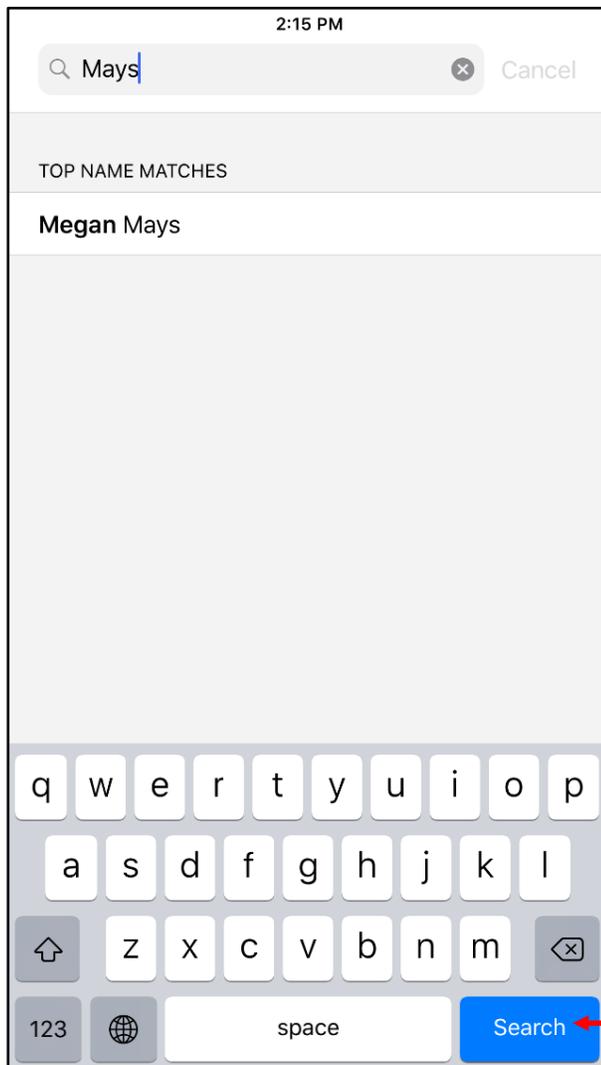


2. The Release Agreement will be displayed. Tap Accept.

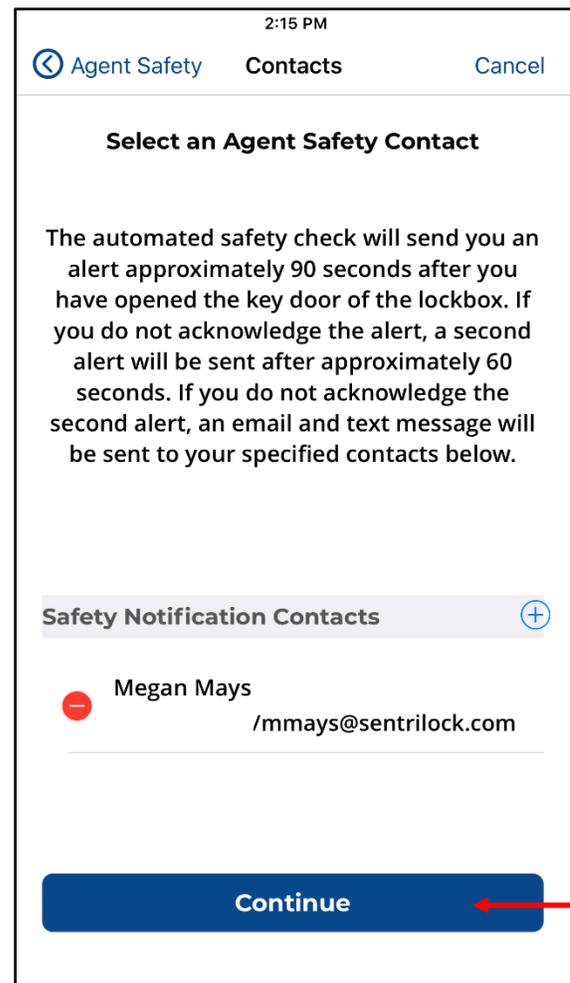


SentryKey Real Estate Mobile App for iOS

3. Enter the name of your Safety Contact and tap **Search**.

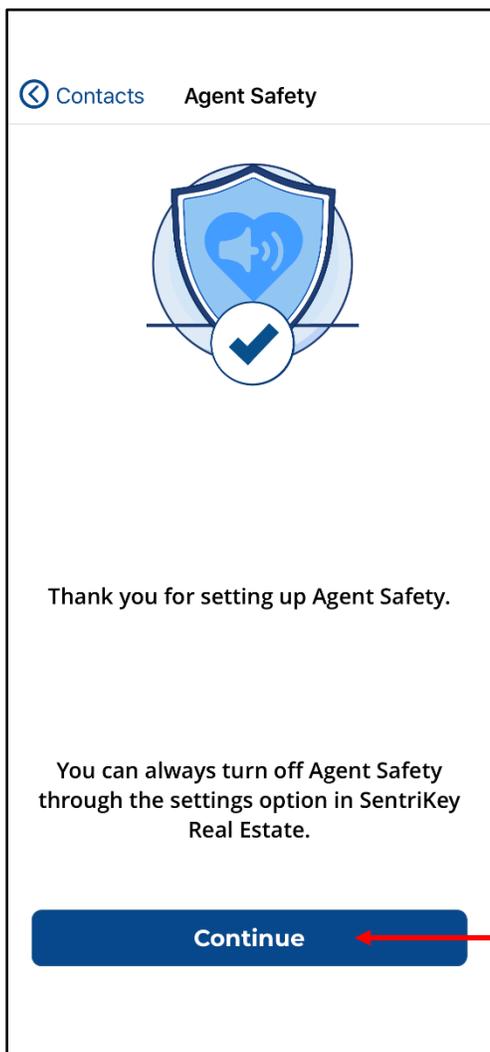


4. The **Select an Agent Safety Contact** screen will be displayed, showing your contact's name. Tap **Continue**.



SentriKey Real Estate Mobile App for iOS

5. The **Agent Safety** confirmation screen will be displayed. Tap **Continue**.



6. The home screen will be displayed and your login is complete.



SentriKey Real Estate Mobile App for iOS

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.

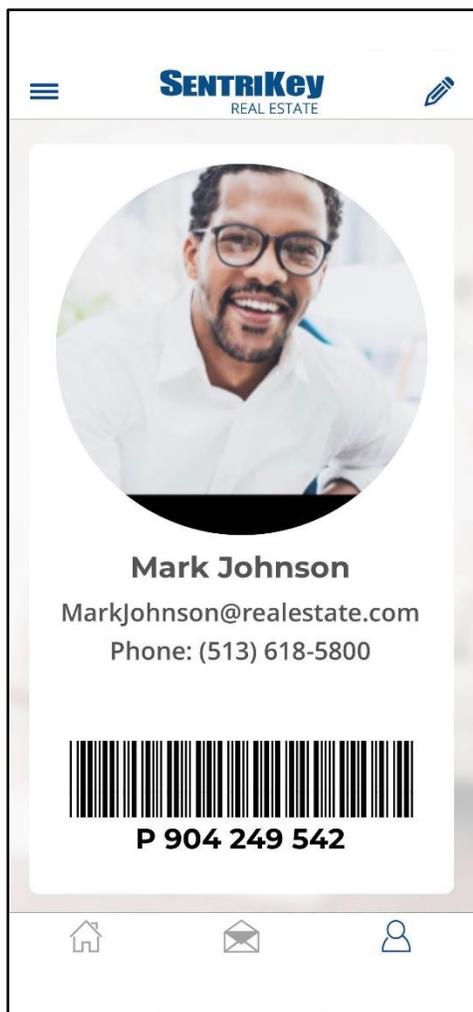
1. In the app, begin the login process. When you're prompted to enter a user ID and password, tap **Forgot Password?**
2. Enter your username. Tap **Send Email**.
3. You'll receive a confirmation message telling you that a link to change your password has been sent to your email address.
4. Tap the link 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.



SentryKey Real Estate Mobile App for iOS

Change Password

1. In the app at the bottom-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.

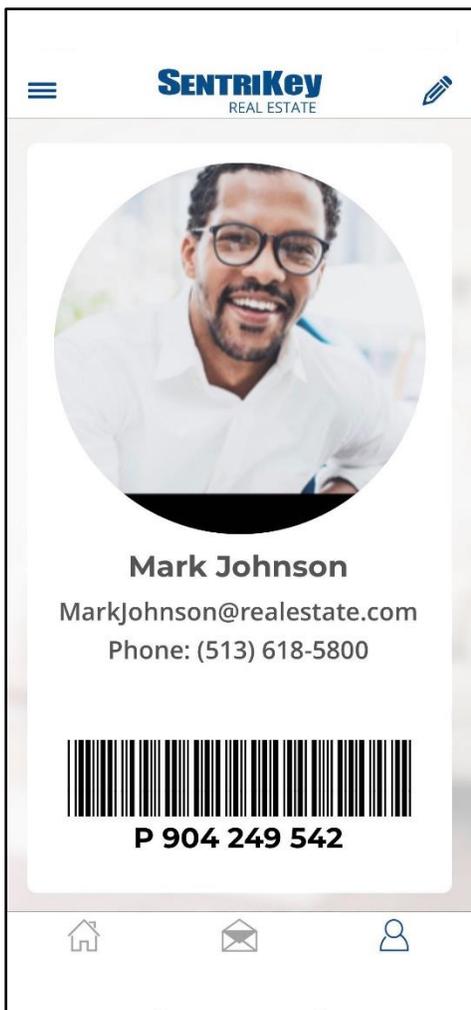
6. Tap **Save**.

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

SentriKey Real Estate Mobile App for iOS

Change PIN

1. In the app at the bottom-right, tap  .



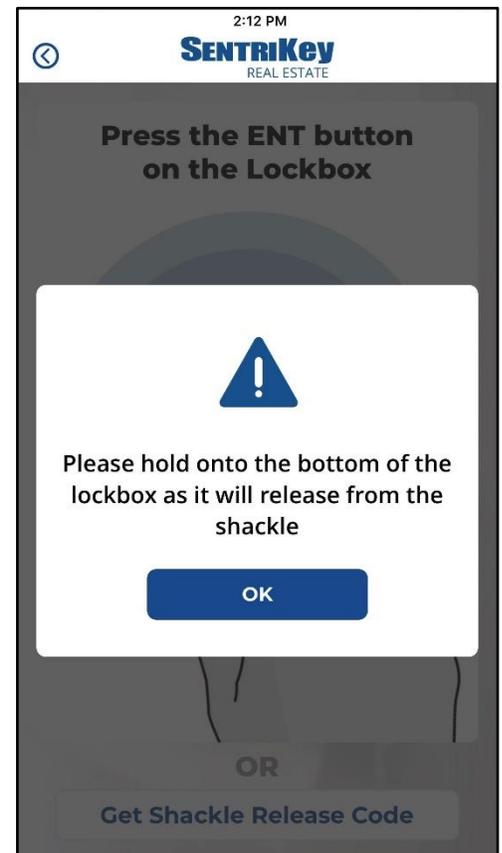
2. When your user digital member ID screen is displayed, tap the **Pencil** icon.
3. Then tap **Change PIN**
4. Enter your current **PIN**.
5. Enter a new **PIN**. Then enter your new **PIN** again to confirm it.
6. Tap **Save**.
7. You'll receive an automated email notification confirming the change.

SentryKey Real Estate Mobile App for iOS

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.

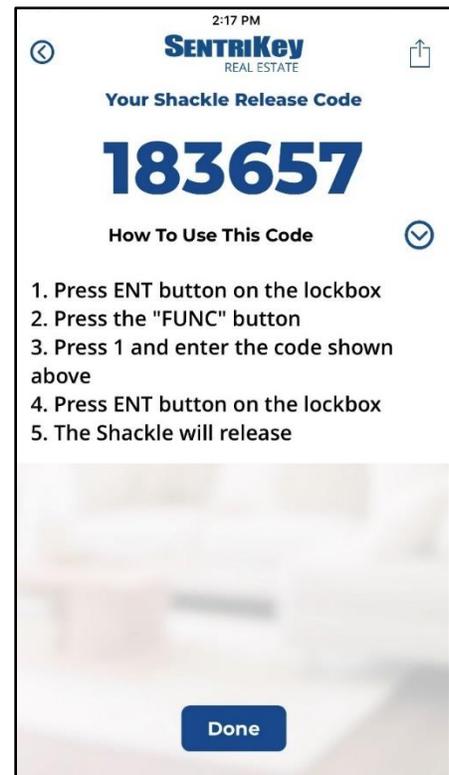


SentriKey Real Estate Mobile App for iOS

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 the 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. Then tap **Done**.

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



SentryKey Real Estate Mobile App for iOS

Open the Key Compartment on a Bluetooth Lockbox

1. Launch the app on your iOS 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**.

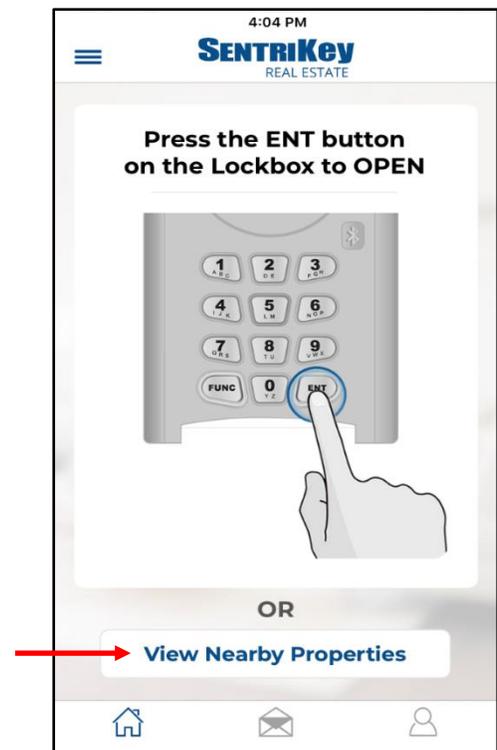
Note: If the key is missing, tap **Yes** for **Key Missing**. This will notify the listing agent.

5. On the **Listing Detail** screen, tap **Done**.

SentriKey Real Estate Mobile App for iOS

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**.
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**.



SentriKey Real Estate Mobile App for iOS

Take Ownership of a Bluetooth Lockbox

Taking ownership of a lockbox means you're placing the lockbox in your inventory. This action 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 Ownership**.
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. In the app on the popup screen, tap **OK** to complete the process.

SentriKey Real Estate Mobile App for iOS

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 **Assign/Unassign Ownership**.
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 **Done**, or use **Touch ID / Face ID**.

SentryKey Real Estate Mobile App for iOS

Assign a Lockbox to a Property

1. In the app, tap the hamburger menu .
2. Tap **My Lockboxes**.
3. Tap **Assign Property**.
4. On the list of lockboxes, tap the desired lockbox.
5. Tap the property to which the lockbox should be assigned. If the property isn't listed, tap **Can't Find Property** and enter the numeric portion of the property address. The address will be assigned to the MLS and the lockbox will automatically assign itself to the property.
6. Tap **Done**.
7. Tap **Done** again.

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**.

SentryKey Real Estate Mobile App for iOS

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.
3. To view details, tap the desired item on the list.

SentriKey Real Estate Mobile App for iOS

Grant SentriConnect® Access

SentriConnect is a mobile app that enables someone to access the key compartment of your lockbox with their iOS device, but without having the SentriKey Real Estate app on their iOS 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 them.

The iOS operating system must be version 6.0 or higher in order to install SentriConnect. Plus, it works only on Bluetooth lockboxes.

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 authorize someone to access 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.

SentryKey Real Estate Mobile App for iOS

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 out-of-area Agents, homeowners, and contractors who need access to a property but are not SentiLock members.

One Day Codes are generated by you (the lockbox owner) in the SentryKey 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 in the list.
5. Select the date the code will be active.
6. Tap **Get One Day Code**.
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. Then tap **Done**.

SentriKey Real Estate Mobile App for iOS

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.

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 the hamburger menu .
2. Tap **My Lockboxes**.
3. Tap **Call Before Showing**.
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 **OK**, or use **Touch ID / Face ID**.
6. You'll see **Success**. Tap **Done**.

SentryKey Real Estate Mobile App for iOS

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 the **Home** icon in the lower-left.
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, 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 **Done** to complete the process.

SentriKey Real Estate Mobile App for iOS

Message Center

As a SentriKey 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, a Showing Survey is completed).

Notification Messages – These messages are removed after they are viewed.

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

Showing Surveys

Agent Fee Bills

Association Messages

Low Battery Notifications

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