

Welcome to SentiLock Greater Northwoods MLS Lockbox System Orientation



It's Easy!

- Lights
- ENT = Enter
- FUNC = Function
- **Green** = GO / Ready
- **Red** = STOP / Wait



The Big 3

What do I need to know to use this system?

1. Accessing the property.
2. Putting the lockbox on a house.
3. Getting Help.

Opening the Key Compartment

Lockbox Live

Click below for a demonstration of some key features of the REALTOR® Lockbox NXT and interactive view

Shackle Release

Open Key Door

360° View



Accessing the Property

To open the key compartment:

1. Insert Card
2. The **CARD** then **CODE** light will illuminate
3. Enter your **PIN + ENT** (Training Card PIN = 1234)
4. Green **READY** light illuminates
5. Remove the SentiCard® and the Key Compartment will Open
 - Do NOT remove key bin
 - Make sure all keys fit inside the key bin. Do NOT lay keys on top of bin

Things you & your Sellers should know

- The REALTOR® NXT Lockbox is the ***most secure*** lockbox on the market today.
- Features:
 - Heat treated alloy steel enclosure
 - LatchGuard™ locking mechanism
 - Shackle cut resistance to 160 lbs. (24” bolt cutters)
 - Bank-strength data encryption
 - Access data stored in non-volatile memory

Releasing the Shackle

Lockbox Live

Click below for a demonstration of some key features of the REALTOR® Lockbox NXT and interactive view

Shackle Release



Open Key Door

360° View



Releasing the Shackle

1. Insert SentiCard. **CARD** then **CODE** will illuminate
2. Enter your **PIN + ENT** (Training Card PIN = 1234)
 - Do NOT remove your card
3. At the green **READY** light, press **FUNC + 1 + ENT**
 - Wait for green **READY** light; remove shackle
 - Do NOT replace shackle while red **DND** light is on (the motor is running)
 - OK to replace shackle when green **READY** light comes back on (or when motor stops running and lights turn off)

Placing a Lockbox on a Property

1. Release Shackle
 - Insert card, enter **PIN + ENT, READY**
 - Press **+ FUNC+ 1 + ENT**
 - Wait / Remove shackle (leave card in)
2. Assign the Lockbox to the Listing
 - Press **FUNC + 2 + MLS # or Address # + ENT**
3. Open Key Compartment
 - Press **FUNC + 3 + ENT**
 - Wait / Open Key Compartment



Best Practices

- The lockbox is water resistant, *not* waterproof. Do not attach to a downspout or water spigot. Hang as close to vertical as possible.
- Rotate lockboxes that you use to maximize the battery life.
- It's not necessary to lubricate the lockbox.
- Anything inserted into the lockbox must fit safely into the grey key bin.
- Removing the grey key bin may void your warranty.

Getting Help

- Website
- Support Center – 1-877-736-8745
 - Card Automated Renewal System (CARS)
 - Support Hours
- Pocket Reference Guide
- Back of SentiCard ®
- YouTube, Facebook, and Twitter

How to Renew your SentiCard®

- SentiCard® reader plugged into USB port
- SentiLock Card Utility program installed
- Active internet connection



How to Renew your SentiCard®

- Insert SentiCard® into card reader
- Your SentiLock ID auto-fills
- Enter your password
- Click the **Click to Login** button

LOGIN

SentiLock ID
Iukpabi-sentri

Password
|

[Valid](#)

[Click to Login](#)



[Get the latest Card Utility here](#)
[Forget your password?](#)



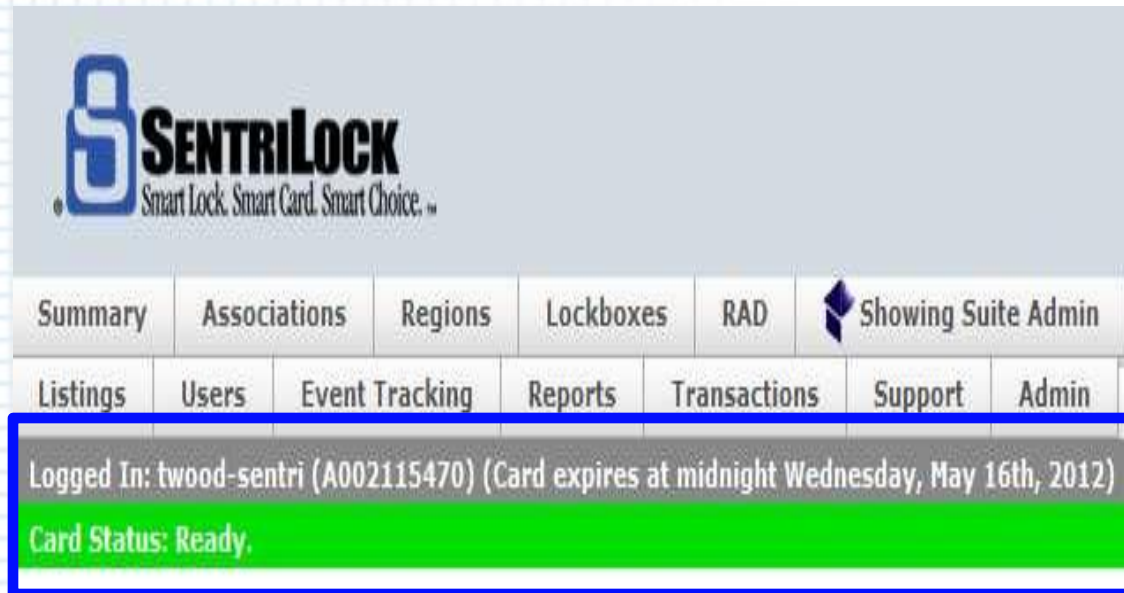
How to Renew your SentiCard®

- When the Green Status Bar Turns Red the SentiCard® is Being Updated

The screenshot displays the SentiLock web application interface. At the top, the SentiLock logo is visible with the tagline "Smart Lock. Smart Card. Smart Choice.™". Below the logo is a navigation menu with tabs: Summary, Associations, Regions, Lockboxes, RAD, Show, Listings, Users, Event Tracking, Reports, Transactions, and Sup. A red status bar is highlighted with a blue border, containing the text: "Logged In: twood-sentri (A002115470) (*CARD EXPIRED* Renewal required)" and "Card Status: Clearing authorized regions data (Do not remove card)". Below the status bar is a list of actions: Renew SentiCard, Change PIN, Auto Renewal Settings, Set Lockbox to No Owner, Set Lockbox Clock, and Customize Lockbox. To the right of these actions is a red-bordered box containing the text: "* There are items in your shop". At the bottom right, there is a section labeled "System Messages".

How to Renew your SentiCard®

- **DO NOT** remove your SentiCard® from the card reader until you see this message. Doing so will damage your SentiCard®.
- Less than a minute
- Displays next renewal date and new expiration date
- How often do I need to renew my card?



The screenshot displays the SentiLock web application interface. At the top, the SentiLock logo is visible with the tagline "Smart Lock. Smart Card. Smart Choice.™". Below the logo is a navigation menu with tabs: Summary, Associations, Regions, Lockboxes, RAD, and Showing Suite Admin. A secondary row of tabs includes Listings, Users, Event Tracking, Reports, Transactions, Support, and Admin. A blue-bordered box highlights a status message area. The first line of the message reads "Logged In: twood-sentri (A002115470) (Card expires at midnight Wednesday, May 16th, 2012)". The second line, which is highlighted in green, reads "Card Status: Ready."

How to Change your PIN

Just like renewing your SentiCard®, insert your SentiCard® into the card reader, enter your password and Click the **Click to Login Button**.

LOGIN

SentriLock ID
Iukpabi-sentri

Valid

Password
|

[Click to Login](#)



[Get the latest Card Utility here](#)
[Forget your password?](#)



How to Change your PIN

Click the **Change PIN** button on the **Main Menu** window



How to Change your PIN

Enter your new PIN in both fields and click **Save Changes**.

CHANGE PIN	
PIN Rules	
PIN must be a number between 1000 and 999999 PIN cannot begin with a zero PIN cannot contain repeating values PIN cannot contain sequential ascending or descending values	
Agent	
Agent	Todd Wood
Serial Number	C 600 194 567
New PIN	<input type="text"/>
Confirm new PIN	<input type="text"/>
<input type="button" value="Save Changes"/> <input type="button" value="Cancel"/>	

How to Change your PIN

When the Red Status Bar Turns Green the PIN was Successfully Changed



Mac version of Card Utility

Mac version of the Card Utility available on the SentiLock Web site:

www.sentrilock.com/mac

Public Mac Beta for the SentiLock Card Utility



If you have an older version of OS X (10.4 Tiger or 10.5 Leopard), [Click Here](#).

System requirements:

- Snow Leopard (10.6) or higher with all updates installed
- An Intel based processor
- SentiLock SmartCard USB Reader, supplied by Association/Board, and available powered USB port

Features:

- SentiCard Renewal
- Forgot Password
- Change PIN
- Auto Renewal
- Remote Card Edit

Installation Instructions:

*(*If an older version for the Mac Card Utility is installed, please drag it to your trash can and empty it)*

1. Click on the download button for Card Utility 3.1 for Mac at the top of the page.
2. After the download is complete, the Card Utility image should appear. *If it does not, go to the location where you download files to your Mac and double click on the CardUtility-3.1 file.*
3. Next, drag the SentiLock Card Utility to your Applications folder.
4. Connect the SentiLock SmartCard Reader to your Mac.
5. Start the SentiLock Card Utility from the Applications folder.

Mac, Apple, OSX, Intel, Java, PowerPC are trademarks and belong to their respective owners.

Access Logs

Go to www.sentrilock.com. Click **Login**



Access Logs

Enter your SentiLock ID and Password. Click **Click to Login**

SentiLock ID

Password

☐

Keep me signed in for today.

Don't check this box if you're at a public or shared computer.

Click to Login

Access Logs

From the **Main Menu**, click **My Lockboxes**



Access Logs

Enter the serial number of the lockbox and click **Search**

Search Field	Search Type	Search Value		
Serial Number	begins with	243171	Search	Clear Search

Lockboxes								
Company	Lockbox Owner	Serial Number	Last Battery Replacement	Firmware Version	Warranty Expiration	Location	Access Log	Retirement Date
Down Home Realty (123)	Cummins, Zach (zcummins-sentri)	00243171	11/20/2006	10.13	Undetermined	1985 August Ave. Cincinnati, OH 45241 Listed By: Agent, Tom Region Customization: Test Central	View	

Access Logs

Select the date range you wish to view.

LOCKBOX ACCESS LOG DATE SELECTION	
Date Range	<p><input checked="" type="radio"/> Show accesses since last listing assignment</p> <p><input type="radio"/> Show all accesses</p> <p><input type="radio"/> Show past <input type="text" value="30"/> days</p> <p><input type="radio"/> Show accesses from <input type="text" value="1/1/2009"/>  to <input type="text" value="3/7/2011"/> </p>
Display Options	<p><input checked="" type="radio"/> View <input type="radio"/> Download PDF</p>

Access Logs

The **Access Log** displays information on who accessed the lockbox

Lockbox Access Log - Serial Number: 00243171 1985 August Ave. Cincinnati OH 45241	
Lockbox Access Log	
<div><div></div> Owner accesses shown in this color</div> <div><div></div> Non-owner accesses shown in this color</div> <div><div></div> Generated 1 day codes shown in this color</div>	
Accessed On	Accessed By
2009-09-14 15:50	Zach Cummings - Down Home Realty 877-736-8745 zcummings@sentrilock.com
2009-09-14 15:49	Karly Morgan - Down Home Realty 877-736-8745 kmorgan@sentrilock.com
2009-09-14 15:48	Anthony Alfrey - Down Home Realty 877-736-8745 aalfrey@sentrilock.com
2009-09-14 15:47	Rael Tworek - Down Home Realty 877-736-8745 rtworek@sentrilock.com
2009-09-14 15:46	Ian Davies - Down Home Realty idavies@sentrilock.com
2009-09-14 15:46	Justin Hubbard - Down Home Realty jhubbard@sentrilock.com
2009-09-14 15:45	Mai Misquez - Down Home Realty mmisquez@sentrilock.com

My Account

Go to www.sentrilock.com. Click **Login**



My Account

Enter your SentiLock ID and Password. Click **Click to Login**

SentiLock ID

Password

☐

Keep me signed in for today.

Don't check this box if you're at a public or shared computer.

Click to Login

My Account

From the **Main Menu**, click **My Account**

SENTRILOCK
Smart Lock. Smart Card. Smart Choice.™

Summary My Lockboxes My SentiCards **My Account**

Logged In: zcumings-sentri

Manage My Account

Agent Team

Add Listing

Default Lockbox Settings

View 1 Day Codes

Add 1 Day Codes

Dynamic CBS Codes

System Messages

Language Line S

My Account

Click the Change Password Button

Personal Information			
Cell Phone Number The cell phone number is used for text messaging and caller identification.	<input type="text" value="8599070174"/> SentryLock uses the cell phone number to identify the caller and determine authorization for system access. The cell phone number must be entered to enable these features.		
First Name	<input type="text" value="Ikechukwu"/>	Last Name	<input type="text" value="Ukpabi"/>
External Import ID	396138861801736		
SentryLock ID	Iukpabi-sentri		
Password	<input type="button" value="Change Password"/>		
NRDS Number	<input type="text"/>		
Contact Number	<input type="text" value="877-736-8745"/>	Email Address	<input type="text" value="Iukpabi@sentrylock.com"/>
Association	SentryLock	Company	SentryLock

My Account

Click the Preferences Button

Summary	My Lockboxes	My Showings	RMA	My SentiCards	My Account	My Listings	Event Tracking	Reports	Support
Logged In: Iukpabi-sentri									
Print	View System Agreement	Preferences	Gen Renewal Code	Agent Team	Default Lockbox Settings	Event Attendance			

EDIT PEOPLE			
Personal Information			
Cell Phone Number <small>The cell phone number is used for text messaging and caller identification.</small>	<input type="text" value="8599070174"/> <small>SentriLock uses the cell phone number to identify the caller and determine authorization for system access. The cell phone number must be entered to enable these features.</small>		
First Name	<input type="text" value="Ikechukwu"/>	Last Name	<input type="text" value="Ukpabi"/>

My Account

Showing Notifications are sent as soon as they are available.

Showing Notifications			
Showing Notifications	<input type="radio"/> Do not send showing notifications	Delivery Method	<input checked="" type="radio"/> Deliver showing notifications as email messages
	<input checked="" type="radio"/> Send notifications as soon as they are available		<input type="radio"/> Deliver showing notifications as text messages to my phone
	<input type="radio"/> Send all notifications daily at this time: <div>12 AM ▼</div>		<input type="radio"/> Deliver as both, email messages and text messages

My Account

You can add e-mail addresses in the **Copy Showing Notifications** group

- ☐ Copy All Showing Notifications to the following email addresses
Please enter 1 email address per line

Copy Showing Notifications

Agent Team

From the **Main Menu**, click **Agent Team**

The screenshot displays the SentiLock web application interface. At the top, the SentiLock logo is visible with the tagline "Smart Lock. Smart Card. Smart Choice.™". Below the logo, there is a navigation bar with tabs: "Summary", "My Lockboxes", "My SentiCards", and "My Account". A status bar indicates the user is logged in as "zcummings-sentri". On the left side, a vertical menu contains several options: "Manage My Account", "Agent Team" (highlighted with a blue border), "Add Listing", "Default Lockbox Settings", "View 1 Day Codes", "Add 1 Day Codes", and "Dynamic CBS Codes". To the right of the menu, there is a large empty rectangular area outlined in red. Below this area, there is a section titled "System Messages" and a partially visible link "Language Line Se".

Agent Team

Team members can share lockboxes. Team members can use lockboxes just as if they are the lockbox owner. Click **Add Team Member** to add additional team members

Add Team Member

Search Field	Search Type	Search Value		
Region	begins with		Search	Clear Search

Agent Team					
Region	Agent External ID	Agent	Team Member ExternalID	Team Member	Status
Test Region 1	zcummings-sentri	Cummings,Zach	mdever-sentri	Dever,Megan	04/28/09
Test Region 1	zcummings-sentri	Cummings,Zach	lmiller-sentri	Miller,Laurie	03/18/09
Test Region 1	zcummings-sentri	Cummings,Zach	kscott-sentri	Scott,Kayla	03/09/09
Test Region 1	zcummings-sentri	Cummings,Zach	djames-sentri	James,Domonik	09/10/09
Test Region 1	zcummings-sentri	Cummings,Zach	jhubbard-sentri	Hubbard,Justin	08/05/09
Test Region 1	zcummings-sentri	Cummings,Zach	sgrubb-sentri	Grubb,Stacey	07/29/09
Test Region 1	zcummings-sentri	Cummings,Zach	jratcliff-sentri	Ratcliff,Joe	07/08/09
Test Region 1	zcummings-sentri	Cummings,Zach	bjones-sentri	Jones,Brett	06/10/09

Agent Team

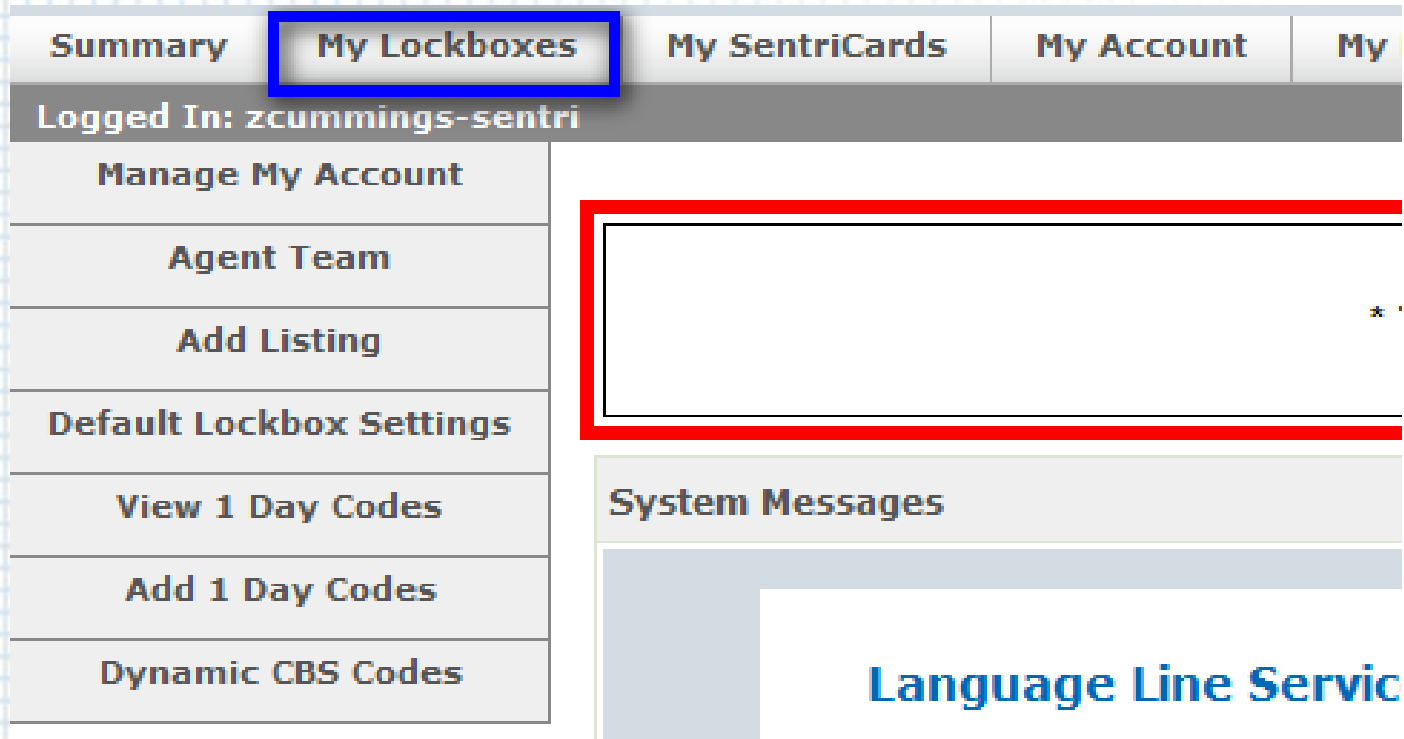
Click **Select** to search for your new team member. Click **Save Changes**. Your new team member will want to repeat these steps to add you as a team member to their team

ADD AGENT TEAM MEMBER			
Agent			
Agent	Zach Cummings		
Agent Team Member			
Team Member	Zapf,Tom	Select...	
Nominate for Card Team	<input checked="" type="checkbox"/>	Card Team Member	N/A

Save Changes **Reset** **Cancel**

Assign a Lockbox from the Web

From the **Main Menu**, click **My Lockboxes**



The screenshot displays the SentiLock web application interface. At the top, a horizontal navigation bar contains five menu items: 'Summary', 'My Lockboxes', 'My SentiCards', 'My Account', and 'My'. The 'My Lockboxes' item is highlighted with a blue border. Below this bar, a grey banner indicates the user is 'Logged In: zcumings-sentri'. On the left side, a vertical sidebar lists several options: 'Manage My Account', 'Agent Team', 'Add Listing', 'Default Lockbox Settings', 'View 1 Day Codes', 'Add 1 Day Codes', and 'Dynamic CBS Codes'. The main content area on the right is currently empty, with a red rectangular box overlaid on it. At the bottom right of the main content area, there is a section titled 'System Messages' and a button labeled 'Language Line Service'.

Assign a Lockbox from the Web


Enter serial number of the lockbox and click **Search**. Click on the lockbox **Serial Number**

Search Field	Search Type	Search Value		
Serial Number ▼	begins with ▼	404276	Search	Clear Search

LOCKBOXES								
Company	Lockbox Owner	Serial Number ▲	Last Battery Replacement	Firmware Version	Warranty Expiration	Location	Access Log	Retirement Date
Down Home Realty (123)	Miller, Laurie (lmiller-sentri)	00404276	12/10/2007	10.13	Undetermined	Unassigned	View	

Assign a Lockbox from the Web

Click **Select** to display your listings. Choose the date you placed the lockbox on the listing from the **On Listing Since** field. Click **Save Changes**

EDIT LOCKBOX	
Lockbox	
Serial Number	00404276
Listing	<div><div>489 Astro</div><div>Select...</div><div>On Listing Since 2/1/2012</div><div></div><div>Remove from listing</div></div>

Showing Feedback

- **SentriLock** and **Showing Suite** have integrated which allows sharing information regarding lockboxes, accesses and feedback requests.
- The **SentriLite** version is free to SentriLock users.
 - Powered by Homefeedback.com
 - Configure account one time to set preferences.
 - Automatic feedback request sent to showing agent.
 - Works best if lockbox is assigned to listing.
 - Customizable Feedback Requests including listing photo and email signature.
- <http://www.sentrilock.com/sentriliteintroduction>
- Upgrade available for additional features.


Let's Review

What do I need to know to use this System?

1. Accessing the property.
2. Putting the lockbox on a property.
 - Access Logs, Renewing My SentiCard®, My Account, and Agent Teams.
3. Getting Help.



1 Day Codes

From the **Main Menu**, click **Add 1 Day Codes**

Summary	My Lockboxes	My SentiCards	My Account
Logged In: zcumings-sentri			
Manage My Account			
Agent Team			
Add Listing			
Default Lockbox Settings			
View 1 Day Codes		<div>System Messages</div> <div>Language Line Se</div>	
Add 1 Day Codes			
Dynamic CBS Codes			

1 Day Codes

Select the serial number of the lockbox. Select a date range for the 1 Day Codes. Click **Generate Codes**.

ADD 1 DAY CODES	
1 Day Codes	
Lockbox	<div><div>Unassigned</div><div>Select...</div></div> <div><input type="checkbox"/> Create lockbox-specific codes for all lockboxes belonging to the selected lockbox's owner <input type="checkbox"/> Create codes only for lockboxes assigned to listings</div> <div>You must specify a lockbox to create a lockbox-specific code for or check the 'Create lockbox-specific codes for all...' checkbox.</div>
Date Valid	<div><div>9/15/2010</div><div></div></div> <div>To</div> <div><div>9/15/2010</div><div></div></div>
<div><div>Generate Codes</div><div>Reset</div><div>Cancel</div></div> <div><input type="checkbox"/> Signifies required fields</div>	

1 Day Codes

You have 9, 1 day codes for the day(s) you selected. Enter the name and company of the person using the 1 day code. This information will appear on the **Access Log**. Click **Save**.

EDIT 1 DAY CODES			
1 Day Codes			
Lockbox	00580932		
Date Valid	9/15/2010		
Codes			
Code 1	1246317	Assigned To	<input type="text" value="Tom Agent"/> <input type="button" value="Assign"/>
Code 2	2263839	Assigned To	<input type="text" value="Bob Inspector"/> <input type="button" value="Assign"/>
Code 3	3400905	Assigned To	<input type="text"/> <input type="button" value="Assign"/>
Code 4	4188525	Assigned To	<input type="text"/>

Using a 1 Day Code

- Press and hold the **ENT** key until the keypad illuminates or the lockbox emits a beep
- Release the **ENT** key and enter the **1 DAY CODE**
- Press **ENT**
- The key compartment opens
- No computer? Get a code from the CARS system or web enabled cell phone

Goin' Mobile

Any browser compatible phone with Internet access can reach our mobile site: m.sentrilock.com.

What can you do from our mobile site?

- Access Logs
- Generate a 1 Day Code
- Card Renewal Code
- Change Password
- Access Help

Optional / Advanced Features

- The system is as feature rich or simple as you make it
- Advanced Options
 - CBS Mode
 - Homeowner Shackle Release
 - Privacy Mode
 - Customizing a Lockbox
 - Change Access times

Homeowner Advantage

- Include in your listing presentation for an added value
- Covers features and benefits from Seller's perspective
- Available for download from Support | Documentation

Homeowner Advantage

FREQUENTLY ASKED QUESTIONS





Why do I use the SentryLock electronic lockbox system?

As your real estate agent, my goal is to get the maximum number of qualified potential buyers to view your home. By making it convenient for all real estate agents in your area to show your property to prospective buyers, SentryLock's REALTOR® Lockbox helps maximize the number of showings while maintaining a detailed audit of everyone who has used the key stored in your lockbox.

In addition, I receive an e-mail following each showing, allowing me to solicit valuable and timely feedback. I can also prepare detailed showing access reports for you.



What does the SentryLock System do to speed the sales process and help get the highest price for my house that the market can bring?

Industry studies show that homes with an electronic key lockbox can sell 30% faster than those without. Typically, homes get the highest market offers early in the marketing process, so our goal is to get as many qualified buyers to see your home right away. The SentryLock system is the perfect tool to generate showing activity quickly.



What additional features does the SentryLock Homeowner Advantage offer for my benefit?

Using the industry exclusive keypad, The SentryLock REALTOR® Lockbox provides a number of very convenient and valuable features including: Call Before Showing (CBS) codes, Contractor codes, Homeowner Do No: Disturb and shackle removal codes, and more. These convenient features contribute to make the home selling process a smoother and more efficient experience for everyone involved.

Brought to you by:

Your Name:

Company Name & Contact Info:



Your Card Carrier Sheet

1. Your Lockbox Codes

2. Your PIN

3. Your Username and Password

Lockbox Codes		Lockbox Codes	Lockbox Codes
Shackle	15989	Shackle	Shackle
CBS	29927	CBS	CBS
Contractor 1	060585	Contractor 1	Contractor 1
Contractor 2	050750	Contractor 2	Contractor 2
Contractor 3	081848	Contractor 3	Contractor 3
Do Not Disturb	33758	Do Not Disturb	Do Not Disturb
DO NOT WRITE YOUR PIN ON THIS CARD		DO NOT WRITE YOUR PIN ON THIS CARD	DO NOT WRITE YOUR PIN ON THIS CARD

9692

A 002 005 339

SentriLock ID: **aalfrey.sentri** Password: **XXXXXXXXXX**

<http://www.sentrilock.com> 877-736-8745

Renew Your Card On or Before:

Wed September 09, 2009

Your card will expire at 11:59PM on the date above

Retain this document! You will need this information to renew your SentriCard and to access the SentriLock web site.

Resource Information Sheet

Resource Information Sheet

Top 5 things to remember from today:

1. The Big 3: (After inserting your SentiCard® - Enter your PIN - Press ENT)
 - FUNC + 1 + ENT to release the shackle.
 - FUNC + 2 + Address or MLS# + ENT to assign a lockbox to a listing.
 - FUN + 3 + ENT to open the key compartment.
2. Renew my SentiCard® at a card reader. This allows me to continue to use my SentiCard® and also updates the website with important information, like access information.
3. I can download the Homeowner Advantage flyer to use in my sales presentation with potential clients. This flyer can be found here: <http://tinyurl.com/HomeownerAdvantage>
4. Always fill in the "Assign To" field when giving out 1 Day Codes.
5. I can customize my lockbox settings using the SentiLock Card Utility Software. We recommend you contact our Support Department the first time you do this so we can walk you through the process.

Lockbox Commands for added Customer Service

Turn On Privacy Mode - When a homeowner enables privacy mode you cannot use a SentiCard®, or 1 day code to access the key compartment of the lockbox, the lockbox will display the DND light. This feature is for an indefinite amount of time and requires the Privacy Mode to be turned off before access to the key compartment is allowed again. To turn on FUNC + 5 + 1 + 4-7 Digit Privacy Code + ENT. To turn off FUNC + 5 + 0 + 4-7 Digit Privacy Code + ENT

Homeowner Shackle Release - A homeowner can use this command to release the shackle from a lockbox. This is helpful when the homeowner is away for an extended period of time and does not want to allow access to the home or if the homeowner is holding an event at the house and would like to remove the lockbox during the event. FUNC + 5 + 6 + 4 Digit Homeowner Shackle Release Code + ENT

Turn On Call Before Showing Mode - When you turn on call before showing mode, a lockbox will require a showing Agent to enter a call before showing code (CBS code) before they can access the key compartment. This is helpful with high profile listings that need an added level of security. FUNC + 6 + 9 + ENT

Download Audit / Access Log - You can use FUNC + 7 + ENT to download the access log from a lockbox to your SentiCard®. Use this information to provide reports to your customers!

Renew your SentiCard® from a Lockbox - You can use FUNC + 0 + a Renewal Code + ENT to temporarily renew your SentiCard® from any lockbox. To obtain a renewal code, contact your Association, SentiLock Support or use the Card Authorization Renewal System (CARS).

How can I learn more about the information I received today and what if I need assistance?

- <http://www.sentrilock.com>
- <http://m.sentrilock.com> (mobile site)
- <http://www.Sentrilock.com/partners/Association>*
- <http://www.sentrilock.com/lblive>
- <http://www.youtube.com/SentriLock1>
- 1-877-SENTRILOCK
- Pocket Reference Guide
- Instructions on your SentiCard®
- Replace "Association" with link information found on the sticker of your Card Carrier Sheet

Follow us on:



www.sentrilock.com • 1-866-736-2322
2710 East Kemper Road • Cincinnati OH 45241



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North America's **#1**
Lockbox System

THANK YOU GNMLS AGENTS!

We'd love your feedback!

Take our online survey at

<http://www.sentrilock.com/survey>

The survey will be active for 1 week.

url: <http://www.sentrilock.com/partners/gnmls/>

pass: gnmls2710



Managing the System

- Logging into the REALTOR® Lockbox Website as 'Broker' or 'Office Staff' will show you *all* records for the office
 - Lockboxes
 - Listings
 - Access Logs (SentriCard® & Lockbox)

Managing the System

- Lockboxes display as borrowed / assigned to Agent
- Support: See all tickets generated from your office
- Reports
 - Makes tracking easy / automated
 - Several reports available for online viewing or as downloadable file (CSV – Comma Separated Value)

Sharing your Lockboxes

Lockboxes								
Company	Lockbox Owner	Serial Number	Last Battery Replacement	Firmware Version	Warranty Expiration	Location	Access Log	Retirement Date
Open Realty (bborel)	Smith, Mark Borrowed By: Jones, David	00165024	2/6/2006	2.04	Undetermined	123 Apple Street Cincinnati, IL 45246 Listed By: Jones, David	View	

- Must use FUNC + 2 to borrow lockbox.
- If an Agent assigns lockbox from the lockbox website or their MLS system, borrowing does not occur.
- When an Agent borrows a lockbox, the lockbox uses the Agent's codes and settings instead of the Broker's codes.
- Only the borrowing Agent or the Broker can release the shackle from a lockbox while it's borrowed.
- Everyone in your office will be able to view lockboxes. If you do not like this option, it can be changed.

Best Practices from Brokers Around the Country

- Card Reader on public workstation
- Rotate Lockboxes into operation
- Record battery replacement date
- Assign lockboxes to listings
 - Agent assigns lockbox with their SentiCard®(recommended)
 - Office Manager assigns online
 - Agent assigns online

THANK YOU GREATER NORTHWOODS MLS



We'd love your feedback!

Take our online survey at

<http://www.sentrilock.com/survey>

The survey will be active for 1 week.

url: <http://www.sentrilock.com/partners/gnmls/>

pass: gnmls2710