

SentriSmart™ User Guide for Apple Products

What is SentriSmart™?

SentriSmart™ is a mobile application, allowing access to a lockbox key compartment with the use of a mobile access code instead of a SentriCard®. Other benefits of using the SentriSmart™ mobile application include:

- Automatic listing assignments
- Instant showing notifications
- Viewing the lockbox access log
- Generating 1 day codes
- SentriCard® renewal codes

Top 5 Things to Know About SentriSmart™

Listed below are the top 5 things to know about SentriSmart™:

1. In order to install the SentriSmart™ application onto your device, SentriSmart™ must be enabled by your Association, and the Apple mobile device will need to meet the following requirements:
 - **Apple iPhone™ or iPad™ (iOS 7 or higher)**
2. It is important to keep your SentriCard® with you to access lockboxes outside your mobile device's service area with the SentriSmart™ application.
3. Your mobile device's location services must be enabled in order to use the SentriSmart™ application.
4. You must know your PIN in order to use the SentriSmart™ application.
5. When using a mobile access code you received from the SentriSmart™ application, you do not need to insert your SentriCard® into the lockbox you are trying to access.

General Information

Listed below is some general information about SentriSmart™:

- Upon first use of the SentriSmart™ application, you will need to register your mobile device by entering your SentriLock ID and password. You will use the same ID and password you would use to login to the **REALTOR® Lockbox Web Site** or the **SentriCard® Utility**.
- SentriSmart™ users have the ability to use SentriSmart™ to: view their lockbox access logs, assign their lockboxes to a listing address, obtain a 1 day code for their lockboxes as well as get a mobile access code.
- SentriSmart™ users must agree to the license before the application can be used. Agreeing to this license means that you are taking responsibility for any mobile access codes generated from the application onto your mobile device. Mobile access codes are treated just like SentriCard® accesses and will be displayed in the lockbox access log this way.
- If your mobile device loses its connection and is out of service, the SentriSmart™ application will switch into the off-line mode. When your device is in this mode, you can obtain a mobile renewal code. You will need your SentriCard® to use this code at a lockbox.

Getting Started-Activation and Setup Information

SentriSmart™ must be installed on your mobile device before it can be used. The following information will help you install SentriSmart™ on your Apple device for the first time:

1. Launch the **Applications Store** on your device.
2. Use the **Search** bar across the top to search for **SentriLock** or **SentriSmart™**.
3. After the SentriSmart™ application appears; tap the button to install it.
4. Enter your Apple password in order to successfully download the application.

In order to install the SentriSmart™ application on an Apple device, you must know your Apple password. If you do not know this information, use these steps to reset it:

1. Open your web browser and navigate to www.apple.com.
2. In the **Search** field, type in “**iforgot.**”
3. Click on the **Reset Your Password** link.
4. Enter your Apple ID and follow the steps to reset your password.

Note: If you do not know your Apple ID, use the following steps:

1. Go to the **Applications Store** on your Apple device and tap **Featured**.
2. Scroll to the bottom of the page where you can find your Apple ID.

After you have installed SentriSmart™, use the following instructions to register your device and log into the application:

1. Tap on the **SentriSmart™** icon.
2. Log into the application. You will use the same ID and password you would use to login to the **REALTOR® Web Site** or the **SentriCard® Utility**.

Using SentriSmart™ to Obtain a Mobile Access Code

After you are logged into SentriSmart™, use the following steps to generate a mobile access code with SentriSmart™ on an Apple device:

1. Tap on the **Mobile Access** tab at the bottom of the application.
2. SentriSmart™ uses your current location to display properties listed for sale in your area. It is as simple as selecting the listing that you want access to from the list provided.

Note: It is important to make sure your device’s location services have been enabled. You must enable location services to use the **Properties** list feature.

In the **Properties** list, you will see an access indicator next to each listing. Tapping an access indicator next to a listing presents you with more detailed information about that listing. The following is a description of each access indicator:

- **Green**-SentriSmart™ will give you a mobile access code for this listing (the listing is assigned to a lockbox and you can access it)
- **Yellow**-SentriSmart™ may give you a mobile access code to this listing (the listing is either not assigned to a lockbox or the lockbox requires a call before showing code)
- **Red**-SentriSmart™ will not give you a mobile access code for this listing (the listing is assigned to a lockbox that is either customized for another region or inaccessible at this time)



3. After selecting a listing address, the application will prompt you to enter your PIN and any other required information. Then, tap the **Get Access Code** button.
Note: If a property is not displayed on the list, enter the lockbox serial number and tap the **Get Access Code** button.
4. Your mobile access code will be displayed along with instructions for use.

Off Line Renewal Codes

If your mobile device loses its connection and is out of service, the SentiSmart™ application will switch into the off-line mode. When your device is in this mode, you can obtain a mobile renewal code that you can use to renew your SentiCard®.

It is important to keep your SentiCard® with you to access lockboxes outside your mobile device's service area.

When the connection has failed, you will receive a message saying "Connection Failed" or "Network Unavailable."

At this point, input your PIN and tap **Offline Mode** to receive a mobile renewal code for your SentiCard®.

Your mobile renewal code will be displayed along with instructions for use.

Using SentiSmart™ to Generate a 1 Day Code

After you are logged into SentiSmart™, use the following steps to generate a 1 day code on an Apple device:

1. Tap on the **Lockbox Tools** tab at the bottom of the application.
2. Tap on the lockbox SN/listing address you need a 1 day code for.
3. Tap on the **Get One Day Code** option.
Note: This feature cannot be used if your Association settings do not permit the use of 1 day codes.
4. Select the date you need the code for.
5. Enter a name of who the code is going to in the **Assigned To** field.
Note: If this field is required, you cannot obtain a 1 day code until you fill it in.
6. Enter your PIN.
7. Tap the **Get One Day Code** button.
8. Your 1 day code will be displayed along with instructions for use.
Note: If it is your first time using the application to get a 1 day code, you will be given a tutorial. This tutorial indicates that clicking the arrow in the top, right corner allows you to email or SMS message the 1 day code to someone.

Using SentiSmart™ to View a Lockbox Access Log

After you have logged into SentiSmart™, use the following steps to view a lockbox access log on an Apple device:

1. Tap on the **Lockbox Tools** tab at the bottom of the application.
2. Tap on the lockbox SN/listing address you want to view the access log for.
3. Tap on the **View Access Log** option.
4. The access log for that lockbox will be displayed.
Note: The access log displays the most recent accesses at the top of the list.

Using SentiSmart™ to Remove a Lockbox from a Property

After you have logged into SentiSmart™, use the following steps to remove a lockbox from a property on an Apple device:

1. Tap on the **Lockbox Tools** tab at the bottom of the application.
2. Tap on the listing address you want to remove the lockbox serial number from.
3. Tap on the **Remove from Property** option.
4. You will receive a message asking you if you are sure you want to remove the lockbox from the listing assignment. Choose **Yes**.
5. You will receive a message telling you the lockbox has been successfully removed from the listing address.

Using SentriSmart™ to Release the Shackle on a Non-Bluetooth® Lockbox

Using SentriSmart™ 2.5.0, you can obtain a Mobile Shackle Release Code for a non-Bluetooth® lockbox. This type of code can only be obtained for a non-Bluetooth® lockbox. Use the following steps to do this successfully:

1. Login to the SentriSmart™ application.
2. Go to the **Lockbox Tools** tab at the bottom of the application.
3. Tap on the non-Bluetooth® lockbox you would like to release the shackle on.
4. Tap on the **Release Shackle** button.
5. Enter your PIN and tap the **Get Shackle Code** button.
6. Your Mobile Shackle Release Code will be displayed along with steps on how to use it at the lockbox.

*Note: If the lockbox is customized, releasing the shackle this way will not clear the lockbox settings. In order to clear the custom settings, you can use the lockbox owner or the borrower's SentriCard® to release the shackle. You could also use the lockbox owner or borrower's SentriCard® to go through the **Func+6+5+ENT** process on the lockbox keypad.*

Using SentriSmart™ to Assign a Lockbox to a Listing

After you have logged into SentriSmart™, use the following steps to assign a lockbox to a listing with SentriSmart™ on an Apple device:

1. Tap on the **Lockbox Tools** tab at the bottom of the application.
2. Tap on the lockbox serial number you want to assign to a listing address.
3. Tap on the **Assign to Property** option.
4. Choose a property from the **Properties** list.
*Note: If you are trying to assign your lockbox to a listing that is not in the MLS yet, tap on the **Can't find property?** link.*
5. Choose an **Assignment Date**.
6. Tap the **Assign to Property** button.
7. You will receive a message telling you the lockbox has been successfully assigned to the listing address.

Using SentriSmart™ to Transfer a Lockbox to No Owner

After you have logged into SentriSmart™, use the following steps to assign a lockbox to no owner on an Apple device:

Note: You can only perform this action with SentriSmart™ and a Bluetooth™ REALTOR® Lockbox.

1. Tap on the **Lockbox Tools** tab at the bottom of the application.
2. Tap on the lockbox serial number that you want to transfer to no owner.
Note: If you do have ownership privileges to this lockbox, you will not be able to transfer it to no owner.
3. Tap on **Assign to No Owner**.
4. Press the **ENT** button on the Bluetooth REALTOR® Lockbox and verify the lockbox is broadcasting (flashing

- blue light on the lockbox).
5. Enter your **PIN** into the application.
 6. Tap **Assign Owner**.
 7. Tap **OK**.

Using SentriSmart™ to Take Ownership of a Lockbox

After you have logged into SentriSmart™, use the following steps to take ownership of a lockbox on an Apple device:

Note: You can only perform this action with SentriSmart™ and a Bluetooth™ REALTOR® Lockbox.

1. Tap on the **Lockbox Tools** tab at the bottom of the application.
2. Tap on the lockbox serial number that you want to take ownership of.
3. Tap on **Take Ownership**.
4. Press the **ENT** button on the Bluetooth REALTOR® Lockbox and verify the lockbox is broadcasting (flashing blue light on the lockbox).
5. Enter your **PIN** into the application.
6. Tap **OK**.
7. Tap **OK** again.

SentriSmart™ Settings

Tap on the **Settings** tab in the SentriSmart™ application to do any of the following:

- View Your User Information
- Logout of the Application
- Make Changes to your Default Lockbox Settings
- View your Application Information

Default Lockbox Settings/Customizing your Lockbox

Tap on the **Lockbox Tools** tab (in the bottom) of the SentriSmart™ application to make changes to your default lockbox settings on an Apple device. After going to the **Lockbox Settings** tab, use the following steps:

Note: A connection between the application and the lockbox that is being customized must occur in order for any changes to successfully work on the lockbox.

1. Press the **ENT** button on the lockbox keypad.
2. Select the lockbox serial number from the **Lockbox** list.
3. Tap on **Lockbox Settings**.
4. Tap on **Edit** to make changes to the following settings:
 - a. Listing Assignment
 - b. Lockbox region
 - c. Borrowing settings
 - d. Showing notification recipient settings
 - e. Enable/disable anyone can download your audit log
 - f. Enable/disable team ownership privileges
 - g. Enable/disable loan lockbox on FUNC + 2
 - h. Time limited 1 day code settings

- i. Call before showing (CBS) settings
- j. Homeowner Do Not Disturb (DND) settings
- k. Contractor code settings
- l. Shackle release settings
- m. Lockbox access times

Note: This is the only setting displayed that you are only able to view. You are not able to change these times with SentriSmart™.

Disabling/Enabling Contractor and CBS Mode

SentriSmart™ now has ability to enable/disable Contractor and CBS Mode. As long as these permissions as allowed within your Association, you can go to the **Lockbox Tools** tab, select a lockbox serial number and you will see the ability to Enable/Disable Contractor Mode and CBS Mode.

Using SentriSmart™ to Reset your Lockbox Settings to Defaults:

As a SentriSmart™ user, you have the ability to reset your lockbox to the current owner's default lockbox settings within the application. Use the following steps to do this on an Apple device:

Note: Doing this with SentriSmart™ will be the same as using the **FUNC+6+5+ENT** buttons on the lockbox keypad. You must have a connection in order to perform this function with SentriSmart™.

1. Log into SentriSmart™ and go to the **Lockbox Tools** tab.
2. Select the lockbox serial number and tap on it.
3. Tap **Reset Settings to Defaults**.
4. Enter your PIN and press **Reset to Defaults**.
5. You will receive a message saying the lockbox settings have been updated with the lockbox owner's settings. Tap **OK**.

Change your PIN with SentriSmart™

Now, SentriSmart™ users can change their PIN. After logging into SentriSmart™, use the following steps to change your PIN on an Apple device:

1. Go to the **Settings** tab.
2. Tap on the **Change PIN** button.
3. Enter your current PIN.
4. Type in your new PIN and confirm it by typing it in a second time.
5. Tap **Save PIN** when you are finished.
6. After saving your new PIN, you will receive a messaging saying "Your new PIN was saved. Warning-Your old PIN will remain in effect on your SentriCard® until it is renewed in a reader."

Single Key

Single Key was created to deter the sharing of keys. It limits the access of unauthorized users to access lockboxes at the same time. Single Key is an additional security feature in which Agents are only allowed to use either a SentriCard® or the SentriSmart™ application to open the key compartment.

Important things to remember about Single Key are:

- Once you register SentriSmart™, it becomes your "valid key."
- When a SentriCard® has been renewed, it will prohibit the SentriSmart® application from being used to open the key compartment that entire day until midnight.

- It is important to always keep your SentriCard® with you for backup.
- Once your key is successfully renewed (up to date), it becomes your “valid key.”

Get Help

If you need further information in regard to using the SentriSmart™ application on an Apple device, contact SentriLock Support for assistance. You can tap on the **Support** tab in the SentriSmart™ application to be given a phone prompt to call SentriLock Support directly.

Last update to this topic: February 26, 2016.