SentriSmart™ User Guide for Android 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 Android mobile device will need to meet the following requirements:
    - **Android™ Device (Android 2.3 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 Android device for the first time:

1. Launch the **Google Play Store** on your device.
2. Use the magnifying glass at the top to search for **SentriLock** or **SentriSmart™**.
3. After the SentriSmart™ application appears; tap the button to install it.
4. Enter your Google password in order to successfully download the application.

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

1. Open your web browser and navigate to www.gmail.com.
2. Click the **Sign in** link.
3. Click the **Need Help?** link.
4. Select the applicable option and follow the steps to reset your password.

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 Android device:

1. Tap on the **Mobile Access** tab at the top 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 SentriSmart™ 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 SentriCard®.

It is important to keep your SentriCard® 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 SentriCard®.

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

Using SentriSmart™ to Generate a 1 Day Code

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

1. Tap on the **Lockbox Tools** tab at the top 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 SentriSmart™ to View a Lockbox Access Log

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

1. Tap on the **Lockbox Tools** tab at the top 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 SentriSmart™ to Remove a Lockbox from a Property

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

1. Tap on the **Lockbox Tools** tab at the top 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 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 Android device:

1. Tap on the **Lockbox Tools** tab at the top 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.
5. Choose an **Assignment Date**.
6. Tap the **Assign to Property** button.
   > *Note*: Tap on the **Can't find property?** link to assign the box to a listing that is not in the MLS yet.
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 Android device:

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

1. 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.
2. Tap on the **Lockbox Tools** at the top of the application.
3. Press the **ENT** button on the Bluetooth REALTOR® Lockbox and verify the lockbox is broadcasting (flashing blue light on the lockbox).
4. Tap on **Assign to No Owner**.
5. Enter your **PIN** into the application.
6. Tap **Assign Owner**.
7. Tap **OK**.
8. Tap **OK** again.

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

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

SentriSmart™ Settings

Tap on the **Settings** tab, in the top, right corner of the 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

To make changes to your default lockbox settings on an Android device, use the following steps:

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

1. Tap on the **Settings** button (three dots) in the top right corner of the application.
2. Tap on the **Edit** button beside **Default Lockbox Settings** in the **Account Settings** section. At this point, you will be able to make changes to the following default lockbox 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 locbox 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 your access times with SentriSmart™.

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 Android device, contact SentriLock Support for assistance. You can tap on the **Phone** icon in the SentriSmart™ application to be given a phone prompt to call SentriLock Support directly.

Last update to this topic: November 4, 2015.