SENTRIKEY®
REAL ESTATE

STEP-BY-STEP GUIDE TO USING THE SENTRIKEY® REAL ESTATE APP

Setting Up the SentriKey® App

Download and Install

Download the **SentriKey® Real Estate** app from the **Apple App Store** or **Google Play Store**.

Log In

- Enter your **SentriKey® ID** and **password**.
- Review and agree to the **User Agreement**.
- Enable **Touch or Face ID** for a seamless experience.

Enable Location Services

Why it's important:

- Sends location to emergency contacts when Agent Safety is activated.
- Automatically marks showings complete when you leave the property.

Enable Bluetooth

Accept Bluetooth permissions to allow communication between your phone and lockboxes.

Enable Notifications

Allow **push notifications** to receive real-time updates about showings and listings.

Using the Agent Safety Feature

Agent Safety

When using SentriKey Real Estate to open a Lockbox, the Agent Safety Feature will launch. This feature will automatically alert your designated emergency contacts when you do not or cannot confirm you are safe.

Enable Agent Safety

Not Now

Enable Agent Safety

> Tap **Menu**
> **My Settings**
> **Enable Agent Safety**.

Tap the **blue plus sign** to add emergency contacts.

How It Works During a Showing

90 seconds after opening a key bin, a **pop-up** appears with three options:

- **Send Alert:** Notifies emergency contacts if you're in danger.
- **Ask Me Again in 2 Minutes:** If unsure, the app will check in again.
- **End Agent Safety Timer:** Stops further safety checks.

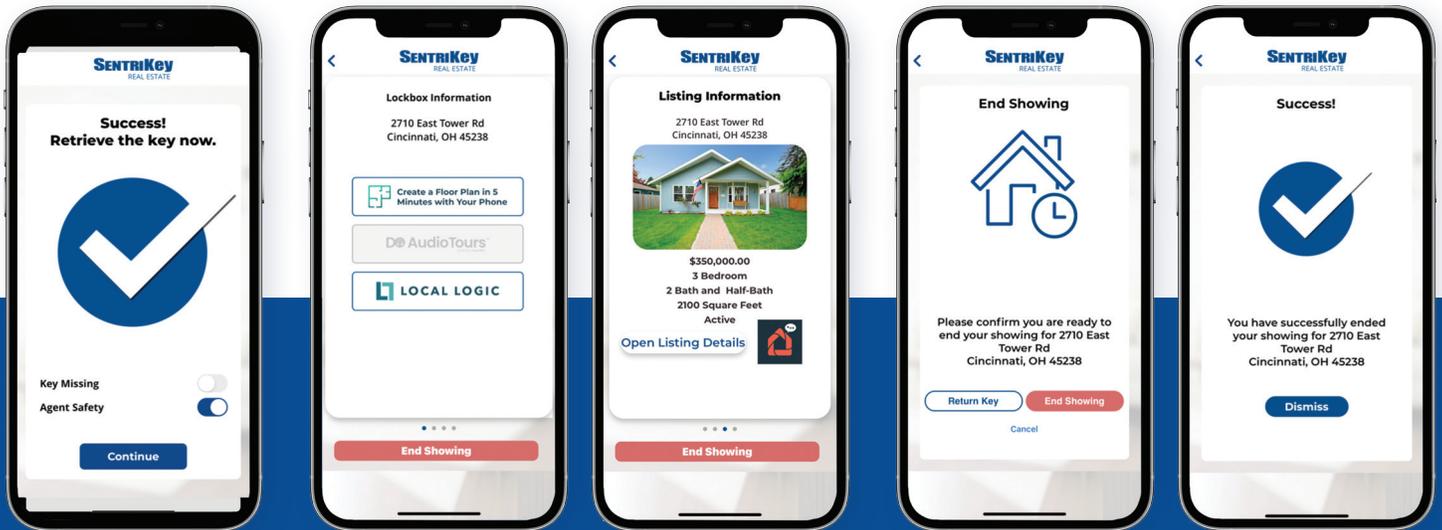If no response to the first notification, a second is sent after **60 seconds.**

If no response to the second notification, an **alert is automatically sent** to emergency contacts.

Opening a Lockbox via Bluetooth

Connect to the Lockbox

- Launch the **SentriKey® Real Estate app**.
- Press the **ENT button** on the physical lockbox.
- A **blue light** will blink for **5-7 seconds** indicating a Bluetooth connection attempt.
- Verify with your **PIN** or **biometrics** to open the key bin.

Important Features

Key Missing Toggle:
Alerts the listing agent if the key is missing.

Agent Safety Toggle:
Remains active if previously enabled.

Showing Carousel:
View lockbox integrations, instructions, alarm codes, listing details, and listing agent information.

End Showing:
Press the **red button** at the end of the showing, this will send a notification to the listing agents notifying them that you're showing has ended.

Return Keys Prompt:
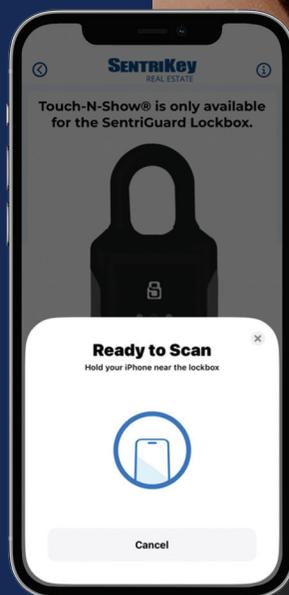Confirms key return before completing the process.

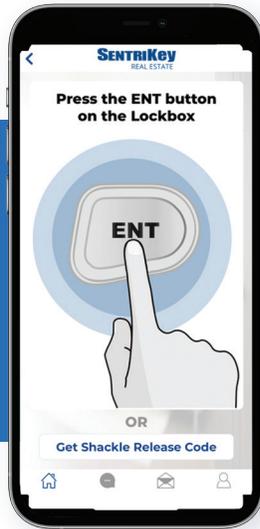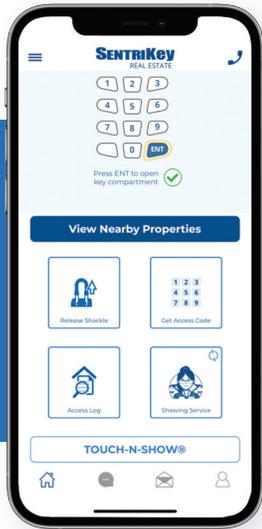# Opening a Lockbox via NFC (Touch-N-Show®)

Using Touch-N-Show®

Tap **Touch-N-Show® button** in the **SentriKey® Real Estate** app.

Hold your phone near the lockbox for a few seconds.

Follow the app's prompts to retrieve or insert the key.

Placing a Lockbox on a Listing

Releasing the Shackle

Tap **Release Shackle button** in the **SentriKey® Real Estate app**
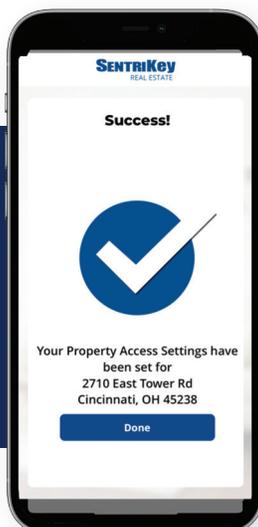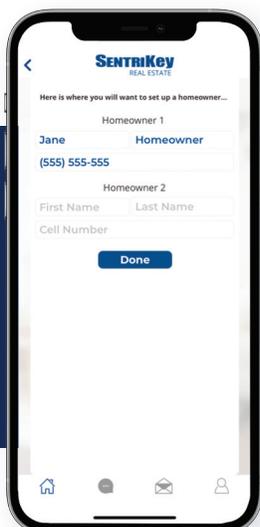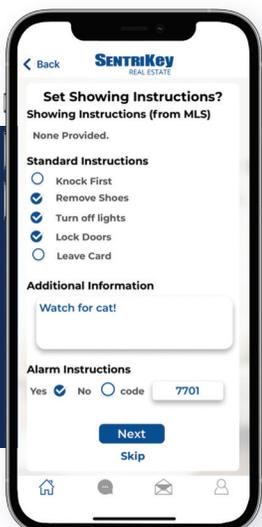
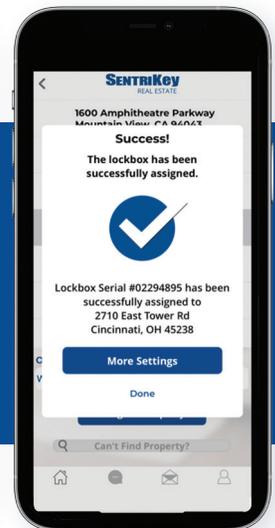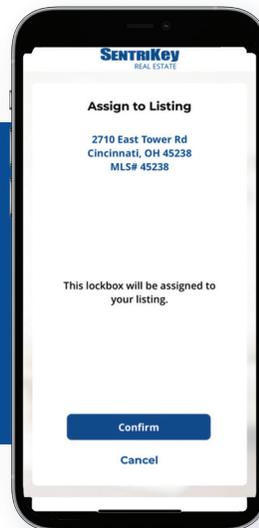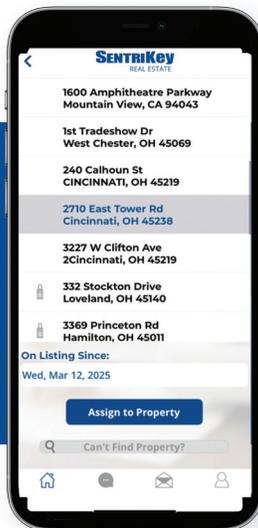Press the **ENT key** on the lockbox.

Verify identity with **biometrics.**

Assign the Lockbox to a Property

After releasing the Shackle, select **Assign to Property**, if this lockbox has not yet been assigned.
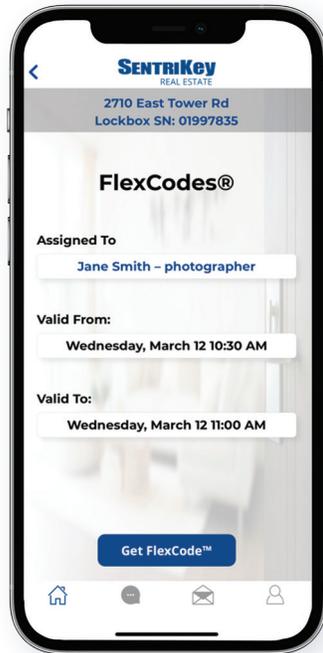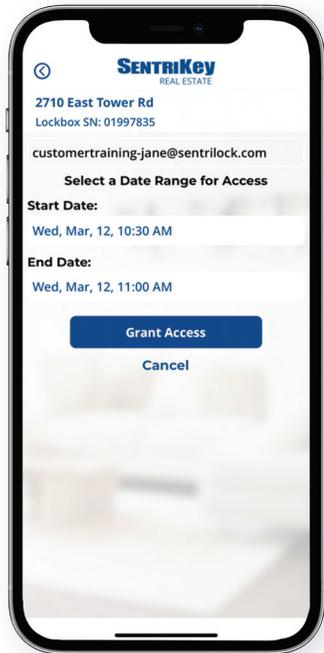
Select the property from the list.

Confirm the selected property.

Property Access Settings

After assigning the Lockbox to a Property, set-up the Property Access Settings for this lockbox by tapping **More Settings** to add:

- Showing instructions.
- Alarm details.
- Homeowner notifications.

Granting Third Party Access

Granting SentriConnect® Access

> Tap **Menu**
> **My Lockboxes**
> **Grant SentriConnect® Access**

• Select a **lockbox**.

• Enter the **email address** of the person.

• Set the **start date and time** for access.

  • SentriConnect® access can be granted for a minimum of 30 minutes and a maximum of 14 days.

• Tap **Grant Access**.

  • If the person doesn't have SentriConnect®, they will receive an email with setup instructions.

Generating a FlexCode®

• Tap **Get Access Code** on the home screen.

• Select a **lockbox**.

• Enter the **recipient's name**.

• Set the **start date and time**.

  • FlexCodes® can be granted for a minimum of 30 minutes and a maximum of 31 days.

• Tap **Get FlexCode®**.

  • Share the code via text, email, or any preferred method.

SENTRIKEY — 2710 East Tower Rd — Lockbox SN: 01997835

customertraining-jane@sentrilock.com

Select a Date Range for Access

Start Date:
Wed, Mar, 12, 10:30 AM

End Date:
Wed, Mar, 12, 11:00 AM

Grant Access

Cancel

SENTRIKEY — 2710 East Tower Rd — Lockbox SN: 01997835

FlexCodes®

Assigned To
Jane Smith – photographer

Valid From:
Wednesday, March 12 10:30 AM

Valid To:
Wednesday, March 12 11:00 AM

Get FlexCode™

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