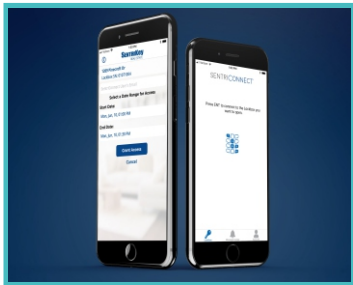# SENTRILOCK

What to expect on April 1, 2024

Existing access codes will not be revoked. This means if a code is generated on Saturday, March 30, 2024 for an appointment on Tuesday, that code will still be valid on Tuesday. Therefore, no additional work is required on the Listing Agent's part if a code has already been generated.

Showing Time will no longer generate Access Codes for SentriLock lockboxes.

Showing Time will continue to schedule appointments for listings in the SentriLock system. No changes are being made to the way Showing Time delivers appointment notifications (to the best of my knowledge).

- Agents and affiliates who are SentriKey Real Estate (SKRE) subscribers (with proper reciprocity, if applicable) should use the SKRE app to access SentriLock lockboxes during scheduled appointments.
- Non-Sentrilock subscribers such as out of area agents and affiliates will contact the Listing Agent for either an Access Code or SentriConnect Access.
- Some Listing Agents have concerns about low data connectivity at some listings and provide Access Codes as a backup. To enhance the security of this method of access, we advise those who create the codes to include the name and contact information of the recipient.
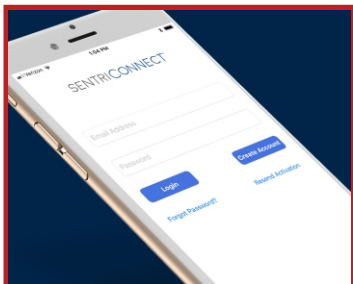
SentriLock is not discontinuing One Day Codes and Flex codes. Lockbox owners, their office staff, assistants, and team members can still create and send these codes to Showing Agents as needed. However, third-party vendors will no longer be able to generate these codes.

What is SentriConnect and why should we encourage Non-SentriKey Real Estate users to use it?

SentriConnect is an app developed by SentriLock which provides another, more secure way of granting access to non-SentriKey users.

- It's easier to use than a code, provides more secure access and time-controlled entry.
- Listing Agents receive instant notifications when the lockbox has been accessed by SentriConnect.
- Schedule access up to 14 days ahead. You can also revoke access before the showing starts.

Do I have to pay for SentriConnect?

SentriConnect is free.

Do I have to download SentriConnect to grant access to it?

No, you do not have to download SentriConnect to grant access to it. SentriConnect access can be granted through the SentriKey Real Estate Website or App.
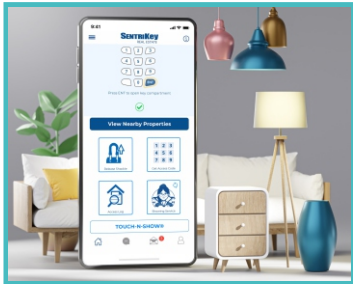
Can someone on my team, assistant or office staff grant SentriConnect Access and generate access codes for my listings?
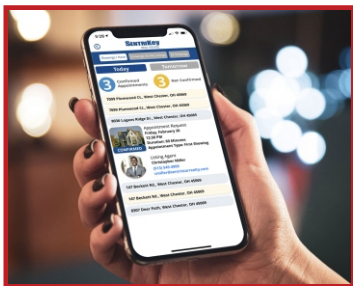
Yes, using a SentriLock account, individuals can grant SentriConnect Access to your listings.

Those with Office Staff permission can manage lockbox access (generate Access codes and grant SentriConnect Access) for all the agents, listings, lockboxes and SentriKey accounts within their office.

Users with Assistant permissions need to be added to an agent's team which can be found in 'My Settings' section in the User's Profile on the SentriKey Real Estate Website.

What do I need to do to set-up a SentriKey Real Estate account for office staff or assistants?

Contact the SMDRA Office - 303-797-3700, to set up accounts for Office Staff and Assistants.

Are access codes going away? Will I still be able to create codes?

SentriLock is not discontinuing One Day Codes and Flex codes. Lockbox owners, their office staff, assistants and team members can still create and send these codes to Showing Agents as needed. However, third-party vendors will no longer be able to generate these codes.
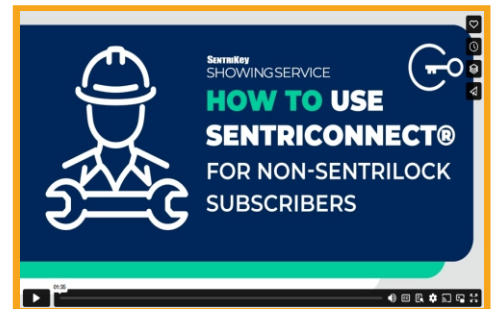
HELPFUL SENTRICONNECT VIDEO RESOURCES

SentriConnect Application Overview

https://vimeo.com/430722653?share=copy

How to Grant SentriConnect Access with the SentriKey Real Estate App

https://vimeo.com/436135951?share=copy

How to Use SentriConnect (For Non-SentriLock Subscribers)

https://vimeo.com/593425974?share=copy

FOR QUESTIONS & FURTHER ASSISTANCE

Provided for you by South Metro Denver REALTOR® Association

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SMDRA SOUTH METRO DENVER REALTOR® ASSOCIATION