




HOW TO CHANGE YOUR SENTRICARD® PIN

You'll use your PIN with your SentriCard and SentriKey app to operate lockboxes in your Association. For security purposes, you should keep your pin private and NEVER write in on your SentriCard.

Use the following instructions to change your PIN:

1. Use the **SentriLock Card Utility** to login to the **REALTOR® Lockbox Web Site**. Insert your SentriCard® into the card reader attached to your PC or your Broker's office PC. The **SentriLock Card Utility** will display the **Login** window. If the SentriLock Card Utility does not display the **Login** window, click **Start | Programs | SentriLock Card Utility | SentriLock Card Utility**. The SentriLock Card Utility will detect your ID and fill in the **SentriLock ID** field automatically. Enter your password in the **Password** field. Click **Login** to access the **Main Menu** window.
2. In the **Card Functions** pane, click **Change SentriCard® PIN**.
3. On the **Change PIN** window enter your new PIN in the **New PIN** and **Confirm New PIN** fields.
4. Click **Save Changes**.
5. Remove your SentriCard® from the card reader and insert it into a lockbox.
6. After the lockbox displays the **CODE** light, enter your new PIN and press **ENT**. If the lockbox displays the **READY** light, your new PIN is working. If the lockbox alternates the **CODE** and **ERROR** lights, you entered an incorrect PIN.

SentriKey App:

1. Log into the SentriKey app on your smartphone
2. Select the  icon
3. When the digital member ID screen appears, select the pencil icon
4. Select **Change PIN**
5. Enter current PIN, new PIN, and confirm new PIN
6. Select **Save**