

SentriSmart™ Getting Started

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®. Benefits of using the SentriSmart™ mobile application include: automatic listing assignments, instant showing notifications and SentriCard® renewal codes for access with your SentriCard® in out-of-service areas.



Requirements

In order to install the SentriSmart™ application on your device, the device will need to meet ONE of the following requirements:

- **Apple iPhone™ or iPad™ (iOS 6 or higher)**
- **Android™ Device (Android 2.2 or higher)**

Getting Started

After you have installed SentriSmart™ on your device, use the following steps to generate a mobile access code with SentriSmart™ for the first time:

1. Upon first use of the application, you will need to register your device by entering your SentriLock ID and password. You will use the same ID and password you would use to login to the **SentriLock Web Site** or the **SentriCard® Utility**.
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.

Logging Out

Depending on what type of device you are using, there are different ways to log out of the SentiSmart™ application.

- Use the following steps to log out of SentiSmart™ with an Apple device:
 1. Tap on the **Settings** icon from your **Home** screen.
 2. Find **SentiSmart™** and tap on it.
 3. Slide **Reset** to the **On** position to log you out of SentiSmart™ the next time you launch the application.

- Use the following steps to log out of SentiSmart™ with an Android device:
 1. Tap **Menu** from the SentiSmart™ **Properties** list.
 2. Tap **Logout**.

Get Help

If you need further information in regard to using the SentiSmart™ application, contact SentriLock Support for assistance.

Last update to this topic: August 21, 2013.