START HERE!
Resource Information Sheet

Top 10 Things to Remember from Today

1. **Download the SentriSmart™ app** from your mobile marketplace. See the *SentriSmart™ Users Guide* at http://www.sentrilock.com/sentrismart/ for details.
   If you forgot your username and/or password to the App Store® or to Google Play™:
   iPhone® Users
   Open a web browser and navigate to https://iforgot.apple.com and follow the appropriate prompts.
   Android™ Users
   Open a web browser and navigate to www.gmail.com. Click **Sign in** then **Need help?** and follow the appropriate prompts.

2. **Opening the Key Compartment in SentriSmart™.**
   - Navigate to the **Mobile Access** tab in SentriSmart™.
   - Press the **ENT** key on the lockbox.
   - Select the property from the list and enter your PIN.

3. **Placing a Lockbox On a Listing in SentriSmart™.**
   - Press the **ENT** key on the lockbox.
   - Navigate to the **Lockbox Tools** tab in SentriSmart™.
   - Select the lockbox using the serial number.
   - Tap **Release Shackle**.
   - Enter your PIN and press **Release**.
   - Once the shackle has released, you will be prompted to assign the lockbox to a listing.
   - Tap on the **Assign to Property** option.
   - Choose a property from the **Properties** list.
   - Choose an **Assignment Date.**
   - Tap the **Assign to Property** button.

4. **Add Your Cell Phone Number** by logging in to www.sentrilock.com and you will be taken to the **EDIT PREFERENCES** page. Here you can add your cell phone number and make choices about showing notifications.

5. **Agent Teams** – If you share listings and lockboxes with another Agent, you may want to set up an Agent Team. To do this, log in to www.sentrilock.com and navigate to **Agent Team | Add Team Member** and select the user that you wish to add on to your team. Make sure your Team member adds you to their team as well so you can have ownership privileges to their lockboxes and listings.

6. **Change Your PIN** in SentriSmart™ by navigating to **Settings | Change PIN.**

7. **Key Missing** – After you have successfully opened the key compartment using SentriSmart™, you can notify the listing agent if the key is missing directly in the app.

8. **Agent Safety** is of great importance, and SentriSmart™ can help. Once you have set up an emergency contact and enabled this feature by navigating to **Settings | Agent Safety**, every time you access the key compartment on a lockbox you will be prompted to check in at regular intervals to indicate that you are safe. If you fail to check in or you indicate that you are in distress, a notification will automatically be sent along with information regarding the listing where you were last to your emergency contact.

9. **Additional Features in SentriSmart™** include the ability to generate One Day Codes for your lockboxes, view access logs, assign/remove lockboxes to/from listings, customize lockbox settings and provide listing agents with showing notifications, including end of showing notifications.

10. **The SentriCard®** is a great way to utilize the SentriLock system and can be used to open key compartments, release the shackle, and assign lockboxes to listings.
    Why do I need a SentriCard®: If you use SentriSmart™, your SentriCard® will act as a backup, so make sure to carry it with you regularly.
    How to use my SentriCard®: Follow the steps outlined in the Pocket Reference Guide included in the envelope containing your Card Carrier Sheet.
    Why renew my SentriCard®: If you are primarily a SentriCard® user, you'll want to renew your SentriCard® at the beginning and end of each day you use it in a lockbox. Renewing your SentriCard® keeps it updated and sends information stored on the card to the SentriLock website. You can renew your SentriCard® using the SentriCard® Reader and **SentriCard® Utility**. Once your SentriCard® is renewed it will be valid until midnight of that day. If you are a SentriSmart™ user, you will not need to renew your SentriCard®.
    Secure Key Access: As a security feature of the SentriLock system, users will only be able to use either SentriSmart™ or their SentriCard® at any given time to open lockbox key compartments.

Support Resources
- **SentriLock Help:** www.sentrilock.com/help
- **Videos:** www.youtube.com/help
  www.sentrilock.com/StartHerewithSentriSmart
- **SentriLock Support Department**
  - **US Customers:** 513-618-5800
  - **Canada and Toll Free:** 1-877-736-8745
  - 7 days a week, 8AM – 12AM, EST

SENTRILOCK
Smart Lock. Smart App. Smart Card. Smart Choice.