SentriSmart™ User Guide for Android Products

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: obtaining 1 day codes, automatic listing assignments, instant showing notifications, viewing the lockbox access log, generating 1 day codes and SentriCard® renewal codes for access with your SentriCard® in out-of-service areas.

Top 5 Things to Know About SentriSmart™

Listed below are the top 5 things to know about SentriSmart™:

1. In order to install the SentriSmart™ application onto your device, SentriSmart™ must be enabled by your Association, and the Android mobile device will need to meet the following requirements:
   - **Android™ Device (Android 2.3 or higher)**
2. It is important to keep your SentriCard® with you to access lockboxes outside your mobile device's service area with the SentriSmart™ application.
3. Your mobile device's location services must be enabled in order to use the SentriSmart™ application.
4. You must know your PIN in order to use the SentriSmart™ application.
5. When using a mobile access code you received from the SentriSmart™ application, you do not need to insert your SentriCard® into the lockbox you are trying to access.

General Information

Listed below is some general information about SentriSmart™:

- Upon first use of the SentriSmart™ application, you will need to register your mobile device by entering your SentriLock ID and password. You will use the same ID and password you would use to login to the **REALTOR® Lockbox Web Site** or the **SentriCard® Utility**.
- SentriSmart™ users have the ability to use SentriSmart™ to: view their lockbox access logs, assign their lockboxes to a listing address, obtain a 1 day code for their lockboxes as well as get a mobile access code.
- SentriSmart™ users must agree to the license before the application can be used. Agreeing to this license means that you are taking responsibility for any mobile access codes generated from the application onto your mobile device. Mobile access codes are treated just like SentriCard® accesses and will be displayed in the lockbox access log this way.
- If your mobile device loses its connection and is out of service, the SentriSmart™ application will switch into the off-line mode. When your device is in this mode, you can obtain a mobile renewal code. You will need your SentriCard® to use this code at a lockbox.

Getting Started-Activation and Setup Information

SentriSmart™ must be installed on your mobile device before it can be used. The following information will help you install SentriSmart™ on your Android device for the first time:

1. Launch the **Google Play Store** on your device.
2. Use the magnifying glass at the top to search for **SentriLock** or **SentriSmart™**.
3. After the SentriSmart™ application appears; tap the button to install it.
4. Wait for the program to successfully finish installing.

After you have installed SentriSmart™, use the following instructions to register your device and log into the application:

1. Tap on the SentriSmart™ icon.
2. Log into the application. You will use the same ID and password you would use to login to the **REALTOR® Web Site** or the **SentriCard® Utility**.

Using SentriSmart to obtain a Mobile Access Code

After you are logged into SentriSmart™, use the following steps to generate a mobile access code with SentriSmart™ on an Android device:

1. Tap on the **Mobile Access** tab at the top of the application.
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 SentriSmart™ 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 SentriCard®.

It is important to keep your SentriCard® 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 SentriCard®.

Your mobile renewal code will be displayed along with instructions for use.

Using SentriSmart™ to View a Lockbox Access Log

After you have logged into SentriSmart™, use the following steps to view a lockbox access log on an Android device:

1. Tap on the **Lockbox Tools** tab at the top of the application.
2. Tap on the lockbox SN/listing address you want to view the access log for.
3. Tap on the **View Access Log** option.
4. The access log for that lockbox will be displayed.
   Note: The access log displays the most recent accesses at the top of the list.

Using SentriSmart™ to Remove a Lockbox from a Property

After you have logged into SentriSmart™, use the following steps to remove a lockbox from a property on an Android device:

1. Tap on the **Lockbox Tools** tab at the top of the application.
2. Tap on the listing address you want to remove the lockbox serial number from.
3. Tap on the **Remove from Property** option.
4. You will receive a message asking you if you are sure you want to remove the lockbox from the listing assignment. Choose **Yes**.
5. You will receive a message telling you the lockbox has been successfully removed from the listing address.

Using SentriSmart™ to Assign a Lockbox to a Listing

After you have logged into SentriSmart™, use the following steps to assign a lockbox to a listing with SentriSmart™ on an Android device:

1. Tap on the **Lockbox Tools** tab at the top of the application.
2. Tap on the lockbox serial number you want to assign to a listing address.
3. Tap on the **Assign to Property** option.
4. Choose a property from the **Properties** list.
5. Choose an **Assignment Date**.
6. Tap the **Assign to Property** button.

7. You will receive a message telling you the lockbox has been successfully assigned to the listing address.

SentriSmart™ Settings

Tap on the **Settings** tab, in the top, right corner of the application to do any of the following:

- View Your User Information
- Logout of the Application
- View your Application Information

Get Help

If you need further information in regard to using the SentriSmart™ application on an Android device, contact SentriLock Support for assistance. You can tap on the **Phone** icon in the SentriSmart™ application to be given a phone prompt to call SentriLock Support directly.

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