

## How to Put a Lockbox on a Listing

### *Introduction*

Assigning your lockbox to a listing address makes your lockboxes easier to identify. When a lockbox is assigned to a listing address, you can search for the lockbox by looking up the MLS number or street address it is assigned to as opposed to looking it up by the lockbox serial number. If a lockbox has not been assigned to a listing address, the serial number of the lockbox is how it is identified. There are two ways you can assign a lockbox to a listing address:

1. You can use the **SentriCard® Utility** to assign a lockbox to a listing address.
2. You can use the keypad on the lockbox to assign a lockbox to a listing address.

This handout will provide you with the information you need in order to assign your lockbox to a listing address.

### *How to Assign a Lockbox to a Listing Address Using the SentriCard® Utility*

In order to assign your lockbox to a listing address using the **SentriCard® Utility**, use the following steps:

1. Use the **SentriCard® Utility** to log into the **REALTOR® Lockbox Web Site**. Insert your SentriCard® into the SentriCard® Reader attached to your computer.
2. The **SentriCard® Utility** will display the **Login** page. The **SentriCard® Utility** will detect your ID and fill in the **SentriLock ID** field automatically. Enter your password into the **Password** field.
3. Click **Login** to access the **Main Menu**.
4. Click on the **Lockboxes** or **My Lockboxes** tab.
5. Click the serial number of the lockbox you want to assign. You can use the **Search** field to search for a specific lockbox.
6. From the **Edit Lockbox** window, click the **Select** button next to the **Listing** field.
7. Use the **Select Listing** window to select the listing address you would like to assign to the lockbox. You can use the **Search** field to search for a specific listing address.
8. After you select a listing address, select the radio button beside it and click the **Submit Changes** button.
9. Click the **Save Changes** button at the bottom of the **Edit Lockbox** window.

## ***How to Assign a Lockbox to a Listing Address Using the Lockbox Keypad***

In order to assign your lockbox to a listing address using the lockbox keypad, use the following steps:

1. Release the lockbox shackle, making it ready to be placed on the listing.  
*Note:* You can leave the shackle out of the lockbox or hang the lockbox on the listing you are going to assign it to. Releasing the shackle will clear the lockbox's internal settings so it is important to do this before you assign it to a listing address.
2. Insert your SentriCard® into the lockbox card slot.
3. Press your **PIN + ENT**.
4. You can enter either one of the following commands to assign a listing address to a lockbox:
  - **FUNC + 2 + MLS Number + ENT**
  - **FUNC + 2 + Numeric Portion of the Listing Address + ENT**If you have a listing at 282 S. Main Street, you would press **FUNC + 2 +282 + ENT** to assign the lockbox.
5. When you finish, renew your SentriCard® at a SentriCard® Reader. This will update the **SentriLock Server** with the listing address and lockbox information.

*Note:* If you renew your SentriCard® and the **SentriLock Server** is unable to find the listing information, the **Location** column on the **Lockboxes** window will display *Pending Assignment to Location No.* followed by the number you entered into the lockbox keypad. You can click *Pending Assignment to Location No.* to open the **Edit Lockbox** window. You can use the **Listing** field on the **Edit Lockbox** window to assign the lockbox to a listing address. If the listing address is not on the **SentriLock Server**, SentriLock will import the listing from your MLS system and attempt to re-assign the lockbox to the listing address. SentriLock imports information from your MLS on a nightly basis. If several days have passed and the **SentriLock Server** has not imported a listing address that matches what you entered into the lockbox keypad and you have not used the **Edit Lockbox** window to assign the listing address to the lockbox, the **SentriLock Server** will send you an e-mail message. The e-mail message will let you know it was unable to assign the lockbox to the listing address.

### ***Summary***

If you need further information about assigning a lockbox to a listing address, contact SentriLock Support for assistance.

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