

How to Install the SentriCard® Utility and Renew your SentriCard® for Windows

What is the SentriCard® Utility?

You will use the **SentriCard® Utility** and your SentriCard® Reader to *renew* your SentriCard® and access the **REALTOR® Lockbox Web Site**. Your SentriCard® contains authorization data that allows you to access lockbox key compartments, and it moves important data between lockboxes and the **SentriLock Server**. By using the **SentriCard® Utility** and a SentriCard® Reader to renew your SentriCard®, your SentriCard® access information can always be kept up to date. Use the instructions below to download and install the **SentriCard® Utility** and your SentriCard® Reader on a Windows computer.

Note: Mac users, please visit <http://www.sentrilock.com/mac> to download the program and view installation instructions.

Windows System Requirements

To install the **SentriCard® Utility**, you must have the following minimum requirements:

- Internet Connection
- SentriCard® Reader
- Windows® XP SP3/Windows® Vista/Windows® 7/ Windows® 8
- Firefox 3.x or higher/Internet Explorer 8.0 or higher/Google Chrome

How to Install the SentriCard® Utility for Windows

Use the following steps to install the **SentriCard® Utility** on a Windows computer:

1. Browse to <http://www.sentrilock.com/files> and click on the image that matches your SentriCard® Reader.
2. Save the **SentriCardUtilityInstaller.exe** file to your **Desktop** or default location.
3. From your **Desktop** or default location, double-click **SentriCardUtilityInstaller.exe**.
4. Click **Next** on the **Setup-SentriCard Utility** window.
5. On the **License Agreement** window, review the agreement and choose the **I accept the agreement** radio button. Click **Next**.
6. On the **Setup-SentriCard® Utility** window, select additional tasks you would like Setup to perform while installing the **SentriCard® Utility**, then click **Next**.
7. Click **Install**.
8. On the **Device Driver Installation Wizard**, click **Next**.
9. When prompted, click **Finish** to complete the device driver installation.
10. Click **Finish** to complete the **SentriCard® Utility** installation.
11. Plug your SentriCard® Reader into a USB port on your computer and insert your SentriCard® into the SentriCard® Reader.
12. The **SentriCard® Utility** will launch your default web browser and the **Login** page will appear with your **SentriLock ID** automatically filled in. Enter your password and press **Click to Login** to log into the **SentriCard® Utility**.
13. Select a permission and click **Submit** (if prompted).
14. Click the **Renew SentriCard®** button on the left-hand side of the **Main Menu**. Make sure to leave your SentriCard® in the SentriCard® Reader during the renewal process. When the renewal is complete, you will receive a message in the **Status Bar** saying **Card Status: Connected**. Above the **Status Bar**, the web page displays the expiration date of your SentriCard®.

Get Help

If you have any difficulty installing the **SentriCard® Utility** on a Windows computer, please contact SentriLock Support for further assistance.

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