

# SentriConnect App for Android

## Overview

SentriConnect® is a mobile app that allows the user to temporarily access a listing agent’s lockbox. The user must be granted SentriConnect access by the listing agent.

SentriConnect must be enabled by the listing agent’s Association before it can be used. SentriConnect accesses to a lockbox are displayed in the listing agent’s access log. This allows secure tracking of lockbox activity.

SentriConnect works only with lockboxes with firmware version 50.44 or higher. Plus the lockbox must be assigned to a listing in order to grant SentriConnect access.

This document describes how to:

- Grant SentriConnect access if you’re the listing agent
- Install and use SentriConnect on an Android device

### For the Listing Agent:

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## For the Listing Agent: Use the SentriKey Real Estate Mobile App to Grant SentriConnect Access to Your Lockbox

If you're a listing agent or lockbox owner and have the SentriKey Real Estate mobile app on your Android device to grant temporary access to your lockbox via SentriConnect.

Your Association must have enabled SentriConnect. Then you can use it to grant lockbox access to, for example, a contractor.

1. In the SentriKey Real Estate app, tap the hamburger menu  .
2. Tap the **My Lockboxes** tab.
3. Tap **Grant SentriConnect Access**.
4. Search for and tap the listing address to which you'd like to grant access.
5. Enter the following information regarding the person to whom you are granting access:
  - Their email address
  - Lockbox access start time
  - Lockbox access end time
6. Enter your **PIN**.
7. Tap **Grant Access**.

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8. If you're granting access to a first-time SentriConnect user, you'll be prompted to tap **Send Invite** and then tap **OK**. The user will receive an email that provides guidance on downloading and using SentriConnect. Otherwise, you'll receive a confirmation message. Tap **OK**.
9. A confirmation message will be sent to the Message Center. By accessing this message, you may revoke the granted SentriConnect access at any time.

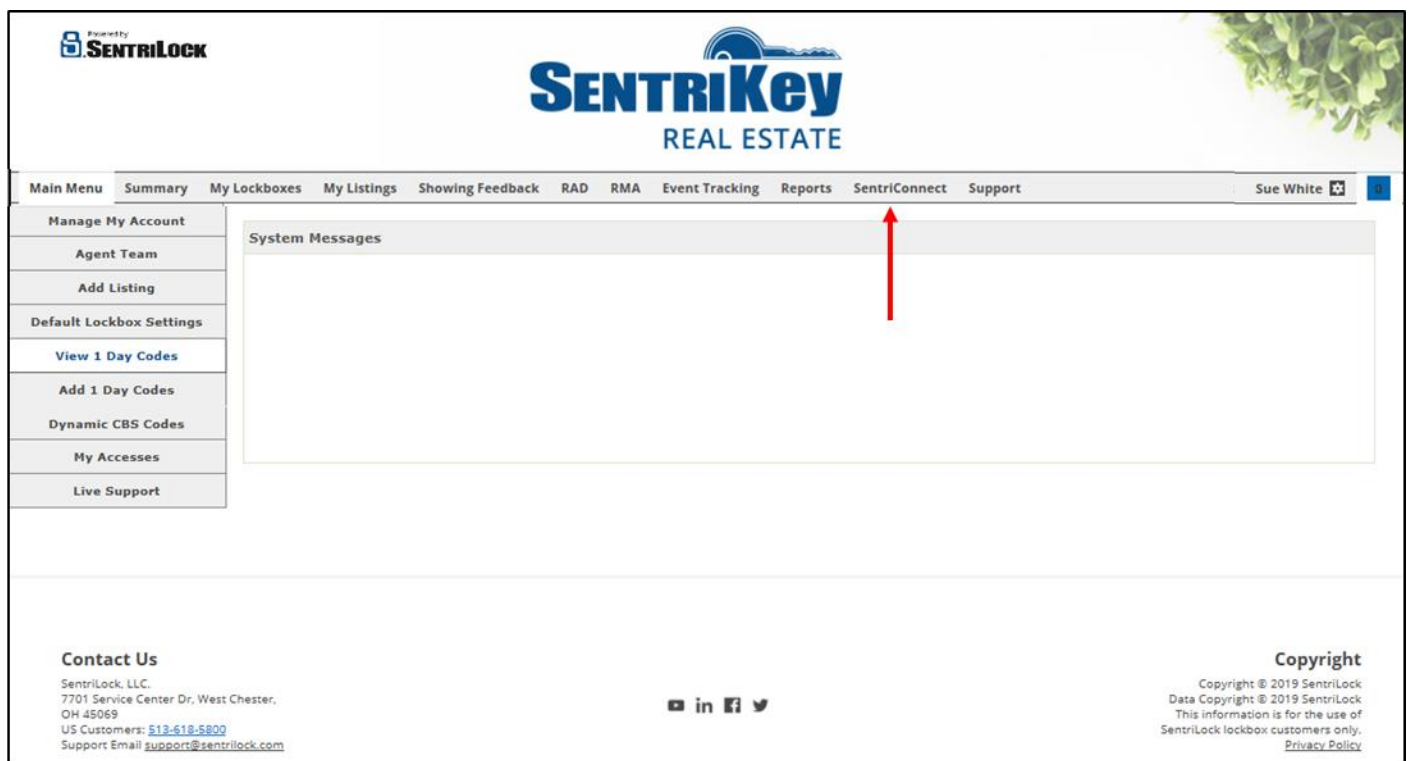
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## For the Listing Agent: Use the SentriKey Real Estate Website to Grant SentriConnect Access to Your Lockbox

If you're a listing agent or lockbox owner, you can use the SentriKey Real Estate Website to grant temporary access to your lockbox via SentriConnect.

Your Association must have enabled SentriConnect; then you can use the SentriKey Real Estate website to grant lockbox access to, for example, a contractor.

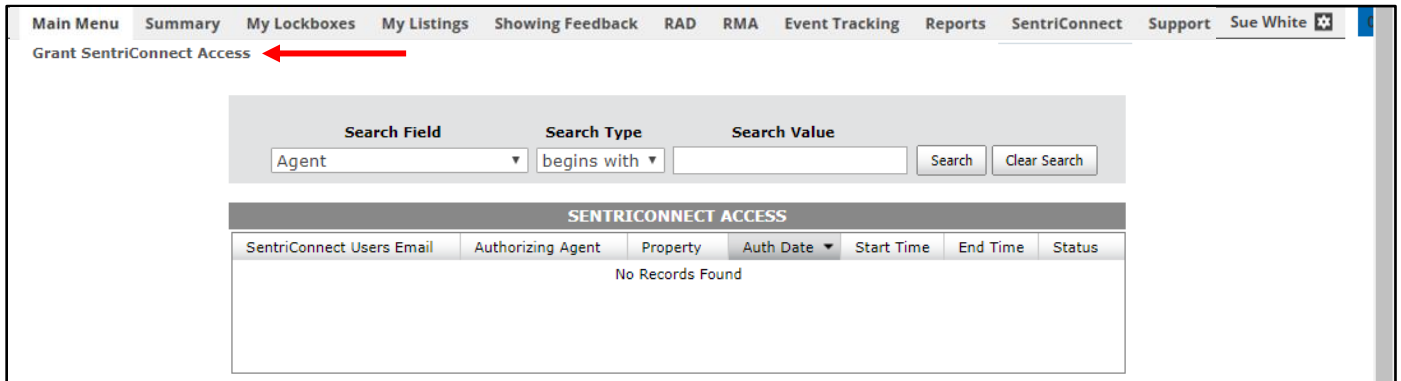
1. On the **Main Menu**, click **SentriConnect**:



The screenshot shows the SentriKey Real Estate website interface. At the top left, it says "Powered by SENTRILOCK". The main header features the "SENTRIKey REAL ESTATE" logo. Below the logo is a navigation menu with the following items: Main Menu, Summary, My Lockboxes, My Listings, Showing Feedback, RAD, RMA, Event Tracking, Reports, SentriConnect, and Support. A red arrow points to the "SentriConnect" link in this menu. On the right side of the menu, the user's name "Sue White" is displayed. On the left side, there is a sidebar menu with the following items: Manage My Account, Agent Team, Add Listing, Default Lockbox Settings, View 1 Day Codes, Add 1 Day Codes, Dynamic CBS Codes, My Accesses, and Live Support. The main content area is titled "System Messages" and is currently empty. At the bottom of the page, there is a "Contact Us" section with the following information: SentriLock, LLC, 7701 Service Center Dr, West Chester, OH 45069, US Customers: 513-618-5800, Support Email: support@sentrilock.com. There are also social media icons for YouTube, LinkedIn, Facebook, and Twitter. On the bottom right, there is a "Copyright" section with the following text: Copyright © 2019 SentriLock Data Copyright © 2019 SentriLock This information is for the use of SentriLock lockbox customers only. Privacy Policy

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2. The SentriConnect Access screen will be displayed:



3. At the top-left, click **Grant SentriConnect Access**.

4. The **SentriConnect Access** screen will be displayed: ssmith@sentrilock.com

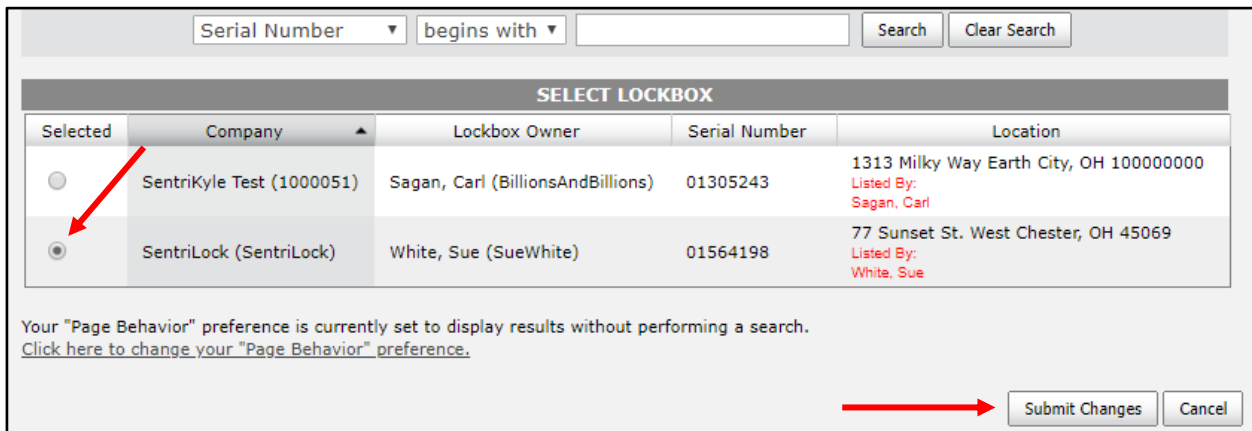
SentriConnect Access					
SentriConnect Users Email	<input type="text" value="ssmith@sentrilock.com"/>				
Lockbox	<input type="text"/>	<input type="button" value="Select..."/>			
Start Time	<input type="text" value="12/3/2018"/>	<input type="button" value="Calendar"/>	<input type="text" value="1"/>	<input type="text" value="00"/>	<input type="text" value="PM"/>
End Time	<input type="text" value="12/3/2018"/>	<input type="button" value="Calendar"/>	<input type="text" value="2"/>	<input type="text" value="00"/>	<input type="text" value="PM"/>
<input type="button" value="Grant Access"/> <input type="button" value="Cancel"/>					

5. In the **SentriConnect Users Email** text box, enter the user's email address.

6. For the **Lockbox**, click **Select**.

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7. The **Select Lockbox** screen will be displayed:




Selected	Company	Lockbox Owner	Serial Number	Location
<input type="radio"/>	SentriKyle Test (1000051)	Sagan, Carl (BillionsAndBillions)	01305243	1313 Milky Way Earth City, OH 10000000 Listed By: Sagan, Carl
<input checked="" type="radio"/>	SentriLock (SentriLock)	White, Sue (SueWhite)	01564198	77 Sunset St. West Chester, OH 45069 Listed By: White, Sue

Your "Page Behavior" preference is currently set to display results without performing a search.  
[Click here to change your "Page Behavior" preference.](#)

8. Click the button next to the desired lockbox and then click **Submit Changes**.

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9. The **SentriConnect Access** screen will be displayed again, showing the selected lockbox serial number:

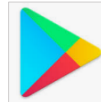
SentriConnect Access					
SentriConnect Users Email	<input type="text" value="ssmith@sentrilock.com"/>				
Lockbox	<input type="text" value="1564198"/>	<input type="button" value="Select..."/>			
Start Time	<input type="text" value="12/6/2018"/> 	<input type="text" value="8"/> ▾	<input type="text" value="30"/> ▾	<input type="text" value="AM"/> ▾	
End Time	<input type="text" value="12/6/2018"/> 	<input type="text" value="9"/> ▾	<input type="text" value="30"/> ▾	<input type="text" value="AM"/> ▾	
<input type="button" value="Grant Access"/> <input type="button" value="Cancel"/>					

10. To designate the **Start Time** and **End Time** that access will be available, click each of the two calendars to select the start and end dates. Then use the drop-down menus to designate the start and end times that access will be available.
11. Click **Grant Access**. The user will receive an invitation to join SentriConnect. If the user has already joined SentriConnect, they will receive a Message Center notification in SentriConnect that they have been granted access.

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## For the User: Install the SentriConnect App on Your Android Device

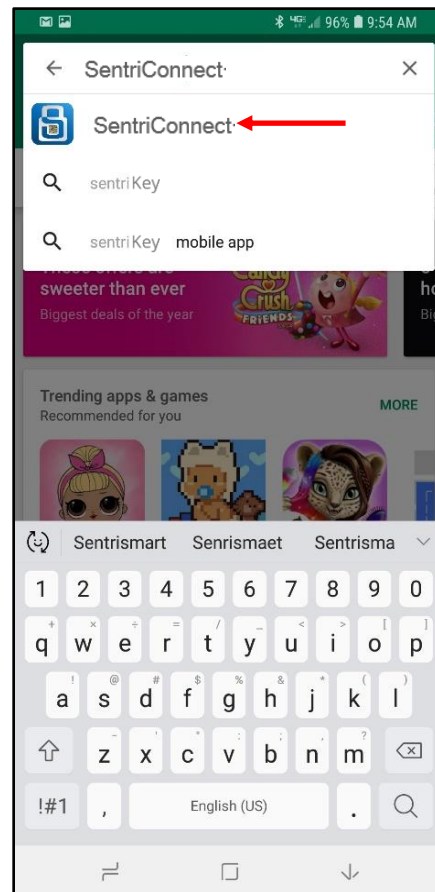
1. Launch the Google Play Store on your device.



2. Use the search field to search for **SentriConnect**.

3. Tap **SentriConnect**.

4. Enter your Google password to successfully download SentriConnect.





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## For the User: Create a SentriConnect Account and Register

1. On your Android device, tap **SentriConnect**.
2. Tap **Create Account**.
3. Enter the following information:
  - First name
  - Last name
  - Email address
4. Create a password. Enter it again to confirm it.
5. Create a **PIN**. Enter it again to confirm it.
6. Enter your **cell phone number**.
7. Tap **Send Activation**. You'll receive a **Registration** text message.
8. In the Registration text message, click the link to confirm your SentriConnect Registration in order to log in to SentriConnect.

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## For the User: Open the Lockbox Key Compartment

1. Launch the SentriConnect mobile app.
2. On the lockbox keypad, press **ENT** to wake up the lockbox. This will establish a connection with the app, and you'll see a flashing blue light on the lockbox.
3. In the app, enter your **PIN** and tap **Open Lockbox**.
4. The lockbox will open and you'll receive a message saying your access has been recorded.
5. Tap **OK**.

## For the User: Message Center

The SentriConnect Message Center will show lockbox access times and the property locations. It will also show canceled access times and the listing agents name, email address, and phone number.

## For the User: View Settings

In the app, tap the **Account** tab to view this information:

- App version
- Bluetooth enabled
- Data connection enabled
- Supported device type
- Terms of use
- Build version
- Privacy Policy

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## For the User: Change Password

1. In the app, tap the **Account** tab.
2. Tap **User Information**.
3. Tap **Change Password**.
4. Enter your current password.
5. Create a new password. Enter it again to confirm it.

Note: If SentriLock receives a request from you changed your password, you'll receive an automated **Forgot Password Confirmation** email from SentriLock. This notification will include the date and time of your last SentriConnect password change.

## For the User: Forgot Password

If SentriLock receives a request from you to reset your SentriConnect password, you'll receive an automated **SentriConnect Forgot Password Notification** email. Use the link in the notification to reset your password. If you did not request a password reset, disregard this notification.

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## For the User: Change PIN

1. In the app, tap the **Account** tab.
2. Tap **User Information**.
3. Tap **Change PIN**.
4. Enter your current **PIN** . If you've forgotten your current PIN, enter your current **password**.
5. Enter your new **PIN**. Enter it again to confirm it.
6. Tap **Save PIN**.