

Agent Guide – Access by Appointment

Overview

Access by Appointment (ABA) requires REALTORS® to have an appointment in the SentriKey system to access a listing. ABA can be managed by using the SentriKey website or the SentriKey® Real Estate (SKRE) app.

When a listing is designated ABA, all access to that listing thereafter will require the listing agent to schedule an appointment for the access. When a listing is marked as ABA, only the listing agent can access the lockbox without an appointment. ABA is enabled on a listing basis not on a lockbox basis. Access to a listing with ABA enabled will only happen via the SentriKey Real Estate Mobile App. If a SentriLock user from a neighboring association has reciprocal access and would like to access your listing, they would simply use the SentriKey Real Estate mobile app.

For ABA to work efficiently, Call Before Showing (CBS) can no longer be used at the lockbox. ABA is a more robust way of controlling secured access to listings. It provides members the enhanced sense of security that CBS does, along with the added benefits of seeing who has been given access. Plus, it has the ability to restrict access to specific start and end times.

Note: ABA cannot be enabled until the listing is assigned a lockbox.

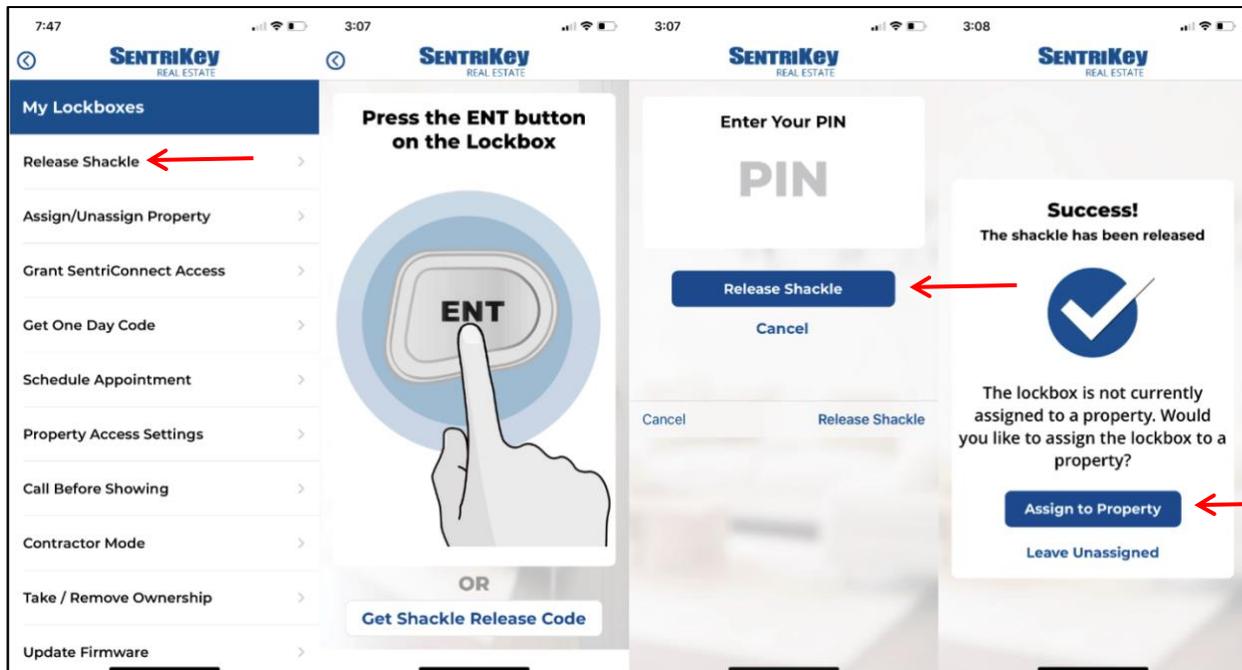
This document describes how to enable ABA and how to change SentriLock settings.

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Turning on ABA Using the SentriKey Real Estate App

Turning on ABA when placing a Lockbox on a Listing

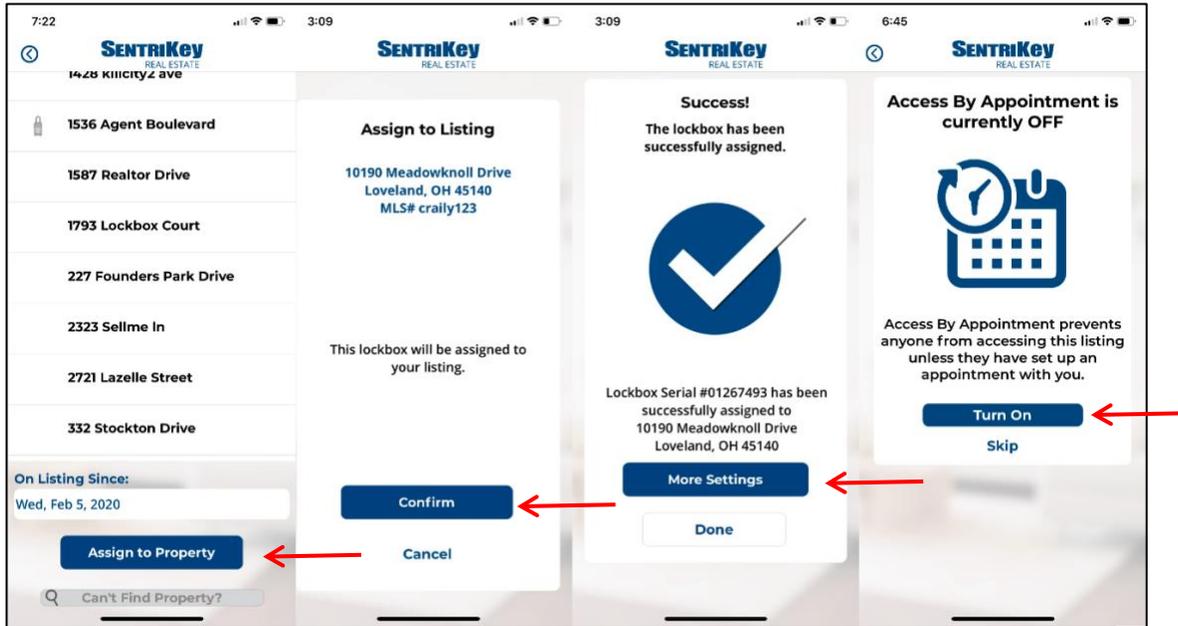
1. Log in to the app and tap the hamburger menu: 
2. Tap **Release Shackle**.
3. Press the **ENT** button on the lockbox.
4. Enter your **PIN** and press **Release Shackle**.
5. After the shackle releases, tap **Assign to Property**.



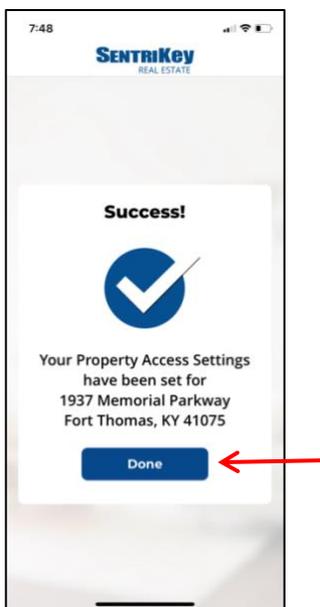
6. Select the listing and tap **Assign to Property**.
7. Tap **Confirm** on the listing assignment.

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8. On the **Success!** screen, tap **More Settings** and follow the prompts.
9. On the **Access by Appointment** screen, tap **Turn On**.



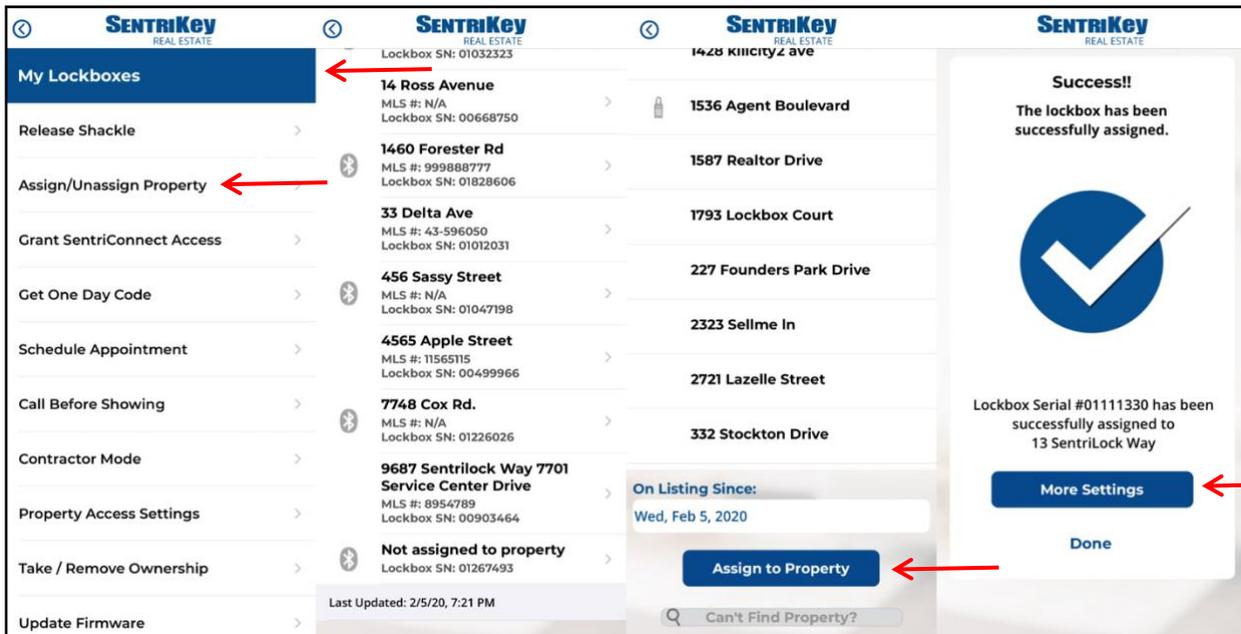
10. On the **Success!** screen, tap **Done**.



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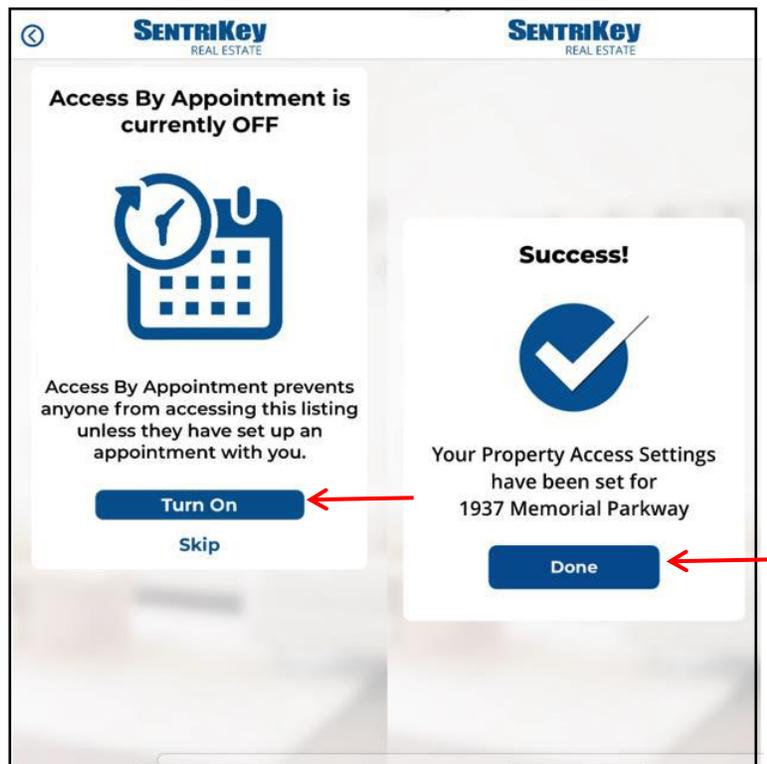
Turning on ABA when assigning a Lockbox to a Listing

1. Log in to the app and tap the hamburger menu: 
2. Tap **My Lockboxes**.
3. Tap **Assign/Unassign Property**.
4. Select the desired lockbox.
5. Select the property.
6. Tap **Assign to Property**.
7. On the **Success!** screen, tap **More Settings** and follow the prompts.



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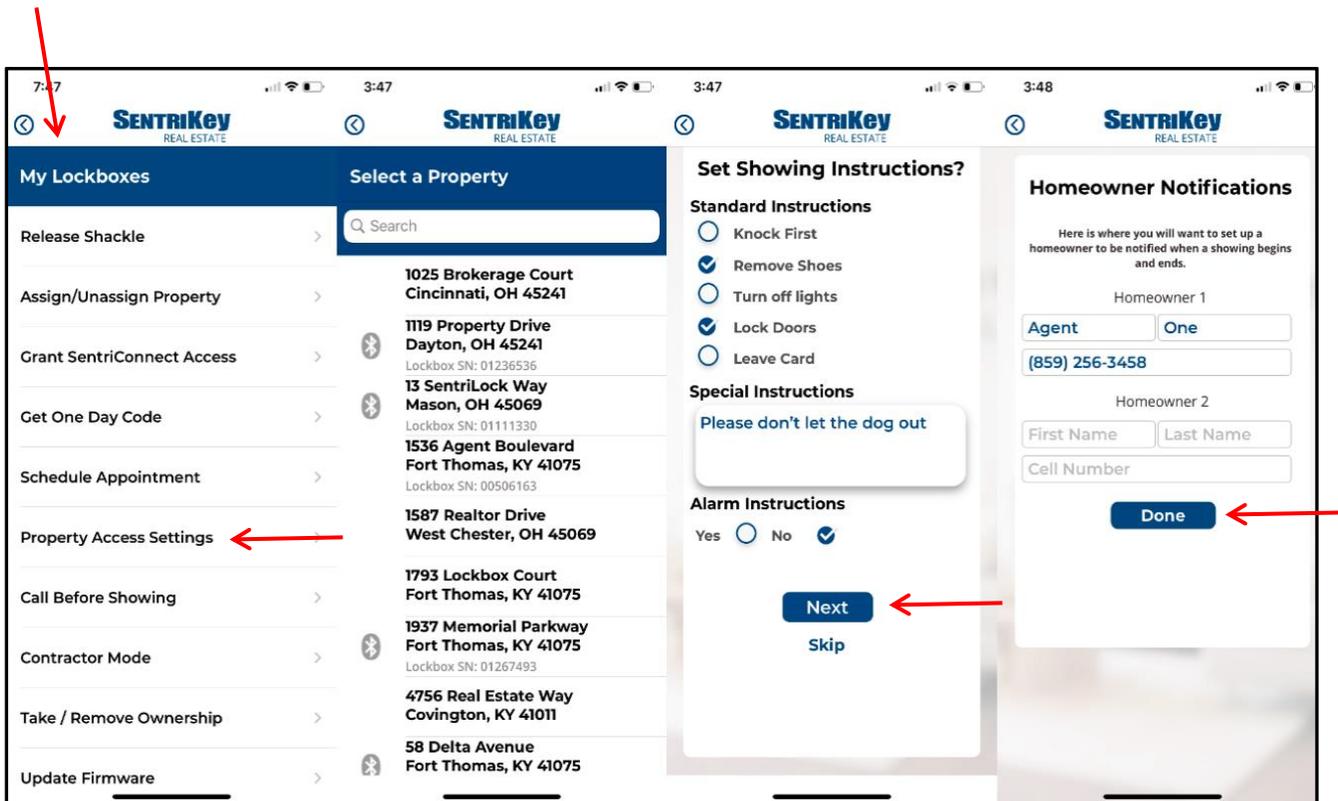
8. On the **Access by Appointment** screen, tap **Turn On**.
9. On the **Success!** screen, tap **Done**.



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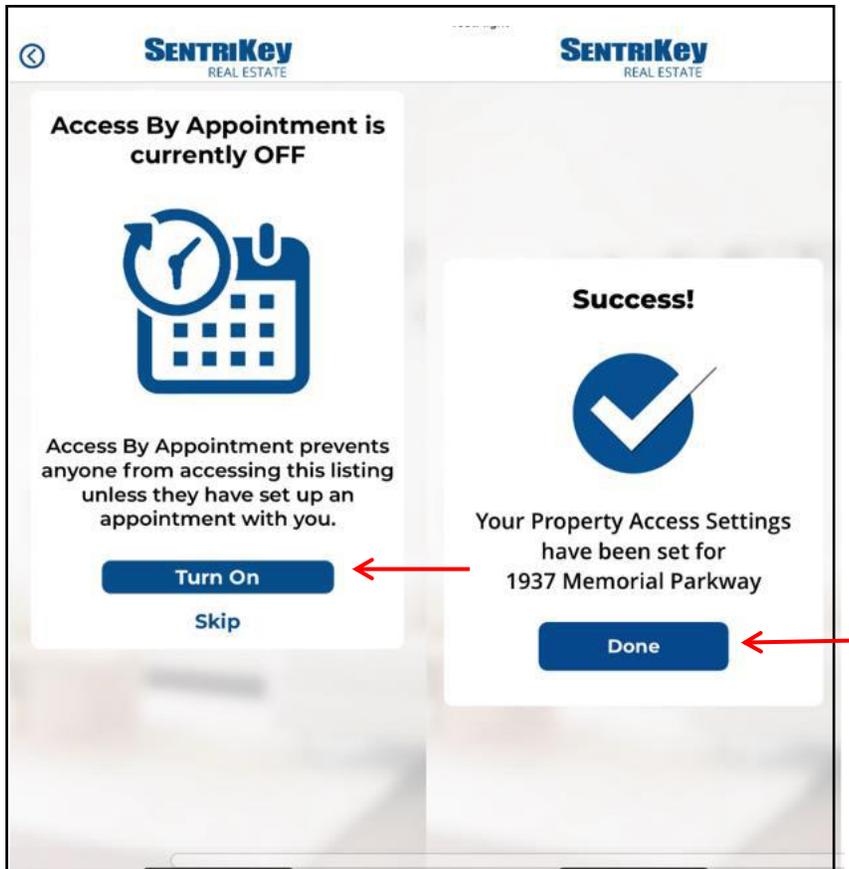
Modifying ABA in Property Access Settings

1. Log in to the app and tap the hamburger menu: 
2. Tap **My Lockboxes**.
3. Tap **Property Access Settings**.
4. Tap the desired listing.
5. Follow the **Property Access Settings** prompts.



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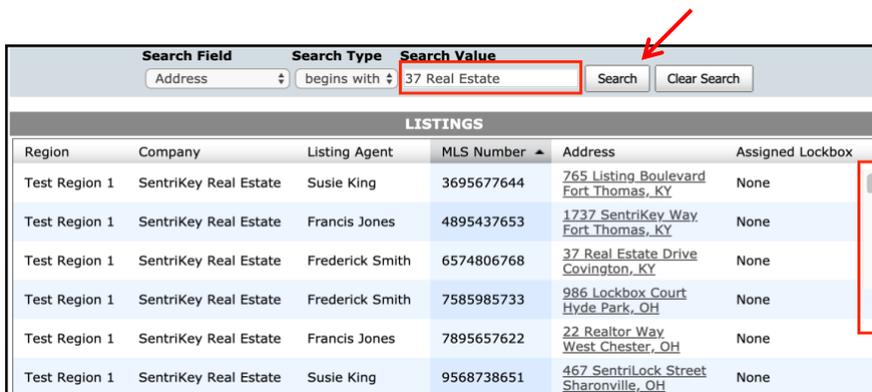
6. On the **Access by Appointment** screen, tap **Turn On**. If you want to turn off Access by Appointment, tap **Turn Off**.
7. On the **Success!** screen, tap **Done**.



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Turning on ABA Using the SentriKey Website

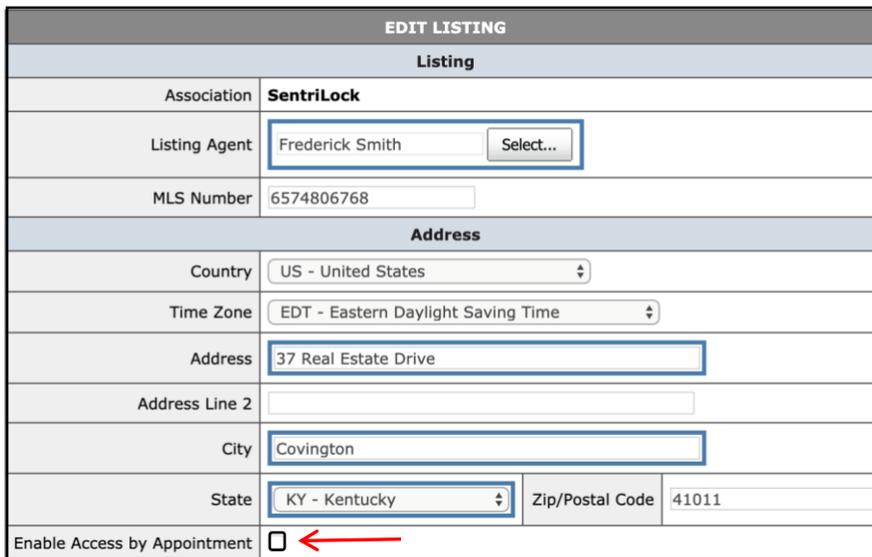
1. Log in to the SentriKey website at www.sentrilock.com.
2. Click the **My Listings** tab.
3. In the **Search Value** field, enter the listing address and click **Search**. Or, use the scroll bar to find the listing and then click it.



Search Field	Search Type	Search Value	Search	Clear Search
Address	begins with	37 Real Estate	Search	Clear Search

LISTINGS					
Region	Company	Listing Agent	MLS Number	Address	Assigned Lockbox
Test Region 1	SentriKey Real Estate	Susie King	3695677644	765 Listing Boulevard Fort Thomas, KY	None
Test Region 1	SentriKey Real Estate	Francis Jones	4895437653	1737 SentriKey Way Fort Thomas, KY	None
Test Region 1	SentriKey Real Estate	Frederick Smith	6574806768	37 Real Estate Drive Covington, KY	None
Test Region 1	SentriKey Real Estate	Frederick Smith	7585985733	986 Lockbox Court Hyde Park, OH	None
Test Region 1	SentriKey Real Estate	Francis Jones	7895657622	22 Realtor Way West Chester, OH	None
Test Region 1	SentriKey Real Estate	Susie King	9568738651	467 SentriLock Street Sharonville, OH	None

4. The **Edit Listing** screen will be displayed:



EDIT LISTING	
Listing	
Association	SentriLock
Listing Agent	Frederick Smith <input type="button" value="Select.."/>
MLS Number	6574806768
Address	
Country	US - United States
Time Zone	EDT - Eastern Daylight Saving Time
Address	37 Real Estate Drive
Address Line 2	
City	Covington
State	KY - Kentucky
Zip/Postal Code	41011
Enable Access by Appointment	<input type="checkbox"/> ←

5. Check the **Enable Access by Appointment** checkbox.
6. Click **Save Changes**. This will enable ABA for this listing.