

Association Guide – Access by Appointment

Overview

Access by Appointment (ABA) is a function that allows SentriLock listing agents to restrict access to their listings, via their SentriLock lockboxes, to a specific SentriLock user and for a specific scheduled timeframe. ABA can be managed using the SentriKey website or the SentriKey®Real Estate (SKRE) app.

When a listing is designated as 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 happen only via the SentriKey Real Estate mobile app.

Setting up ABA

Your Customer Relationship Manager (CRM) will guide you through the ABA process. Following are some things to consider before ABA is enabled.

For the association to offer ABA to its members, the association must be app-exclusive. This means that association members do not have SentriCards® and are not able to use SentriCards to access SentriLock lockboxes. In addition, the association must have only Bluetooth® REALTOR® lockboxes.

For the ABA feature to work effectively, there are association settings that must be changed. This will impact membership and reciprocal regions. If the association would like to enable ABA, it should contact its CRM to discuss these changes.

Card reciprocity will be disabled for reciprocal regions. This means that SentriLock users outside of the association must use the SKRE app to access any lockboxes within the association.

Association Guide – Access by Appointment

The Call Before Showing feature will be disabled for all lockboxes within the association and members will no longer have the ability to enable this feature. ABA is a more robust way of controlling secured accesses to listing. It provides members the same sense of security as Call Before Showing, but has the added benefit of seeing who has been granted access and restricting that access to a specific scheduled time.

Designating a Listing as ABA


Once your CRM determines that you, the association, meet all the requirements to activate ABA for your members, and that all necessary steps have been followed by the CRM to turn on ABA, ABA will be available for members to use for any listing under the association within the SentriKey system.

Following are steps are for turning on ABA for a listing using the SentriKey website and the SKRE app, and for turning on ABA when assigning a lockbox to a listing.

Note: ABA will not work until the listing is assigned to a lockbox.

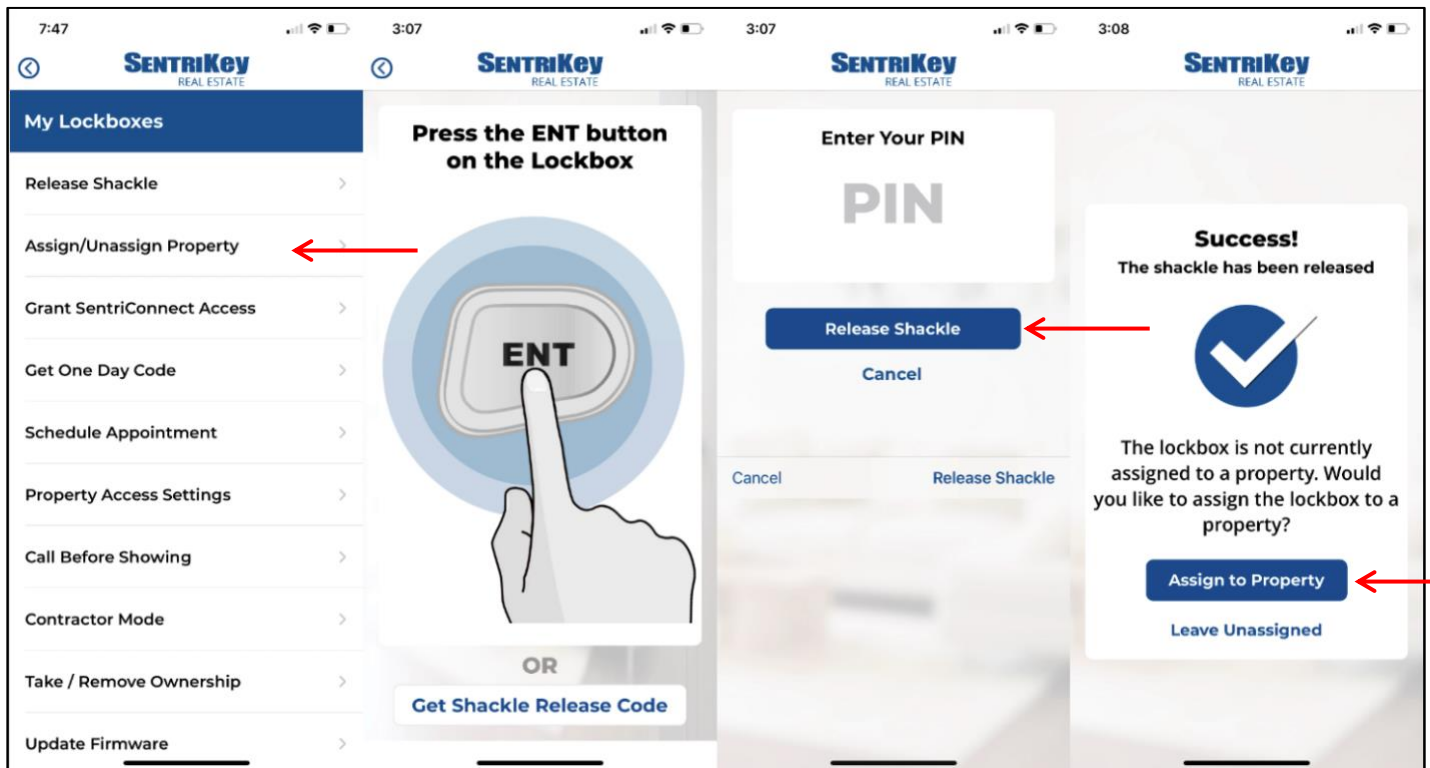
Turning on ABA Using the SentriKey Real Estate App

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** key on the lockbox.
4. Enter your **PIN** and press **Release Shackle**.

Association Guide – Access by Appointment

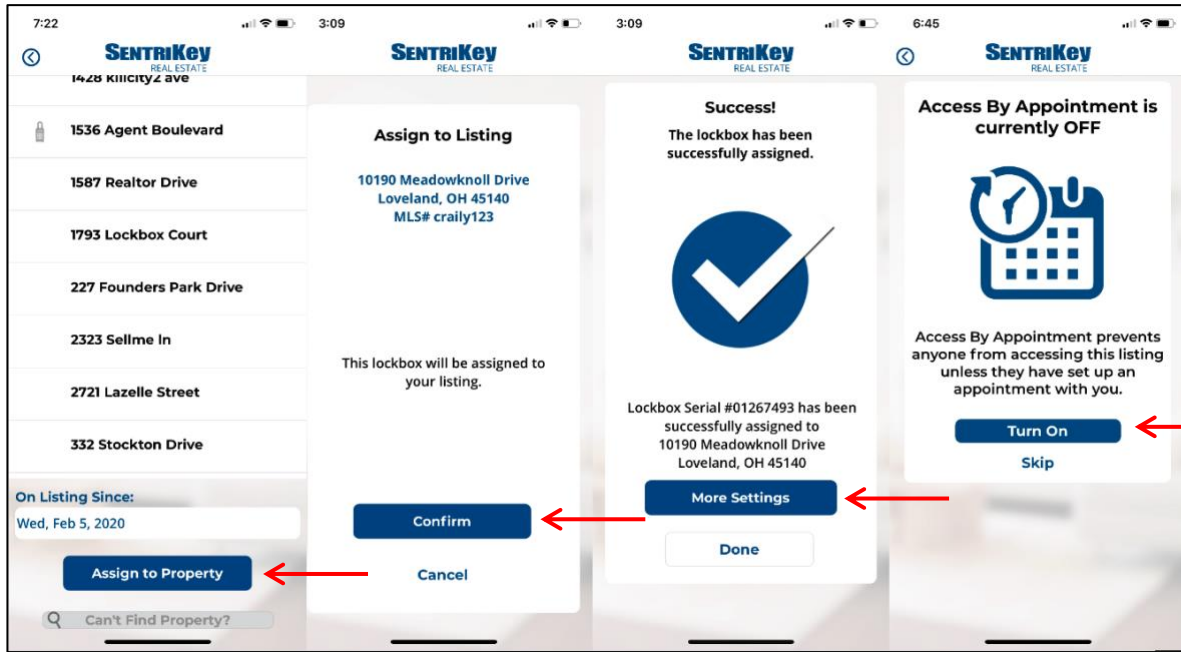
5. After the shackle releases, tap **Assign to Property**.



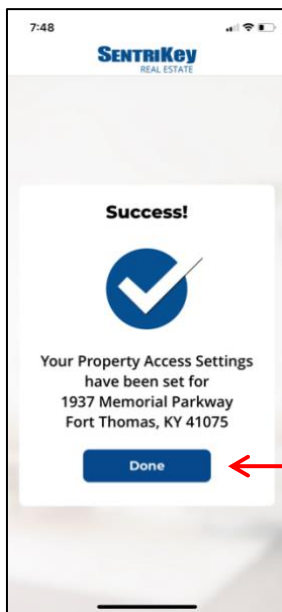
6. Select the listing and tap **Assign to Property**.
7. Tap **Confirm** on the listing assignment.
8. On the **Success!** screen, tap **More Settings** and follow the prompts.

Association Guide – Access by Appointment

9. On the **Access by Appointment** screen, tap **Turn On**.



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



Association Guide – Access by Appointment

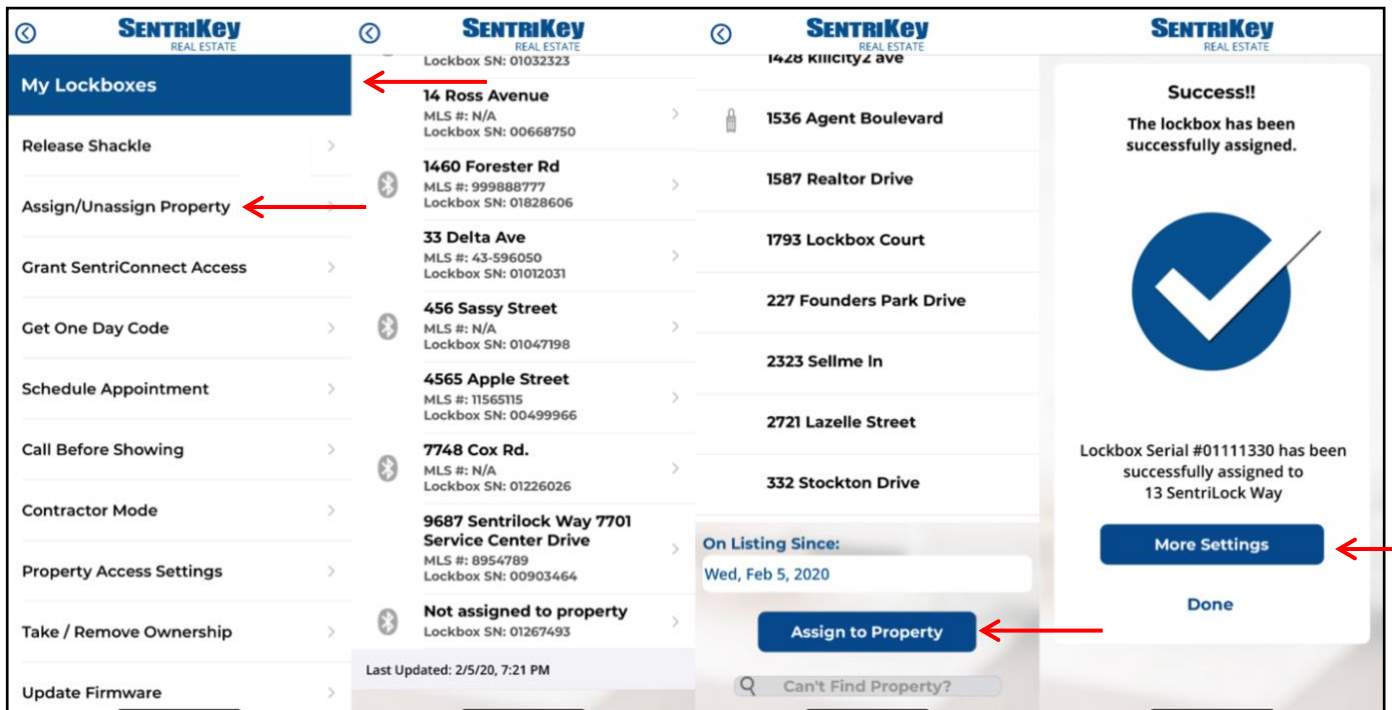
Turning on ABA when assigning a Lockbox to a Listing

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 a property.

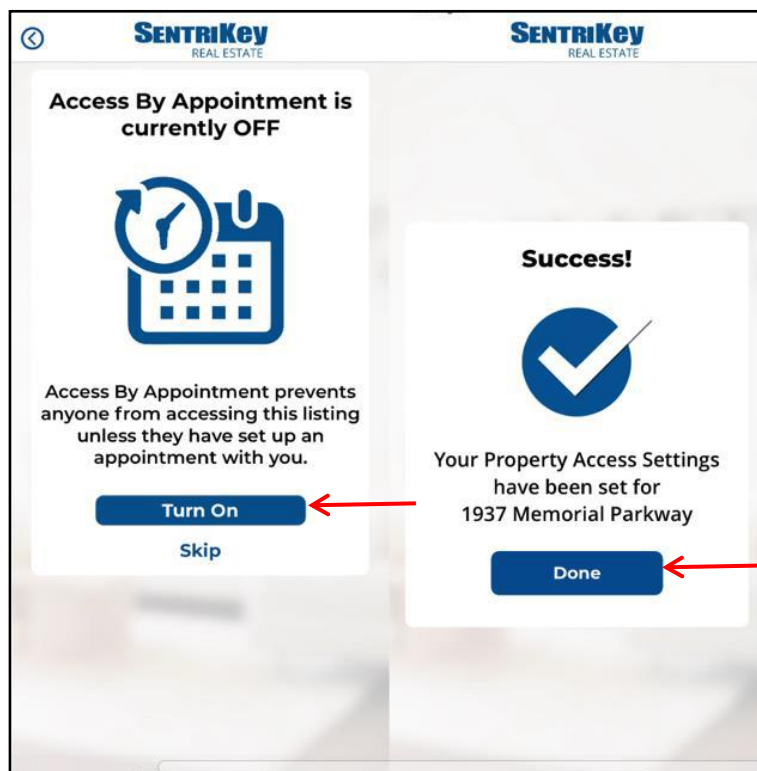
6. Tap **Assign to Property**.

7. On the **Success!** screen, tap **More Settings** and follow the prompts.

8. On the **Access by Appointment** screen, tap **Turn On**.


Association Guide – Access by Appointment

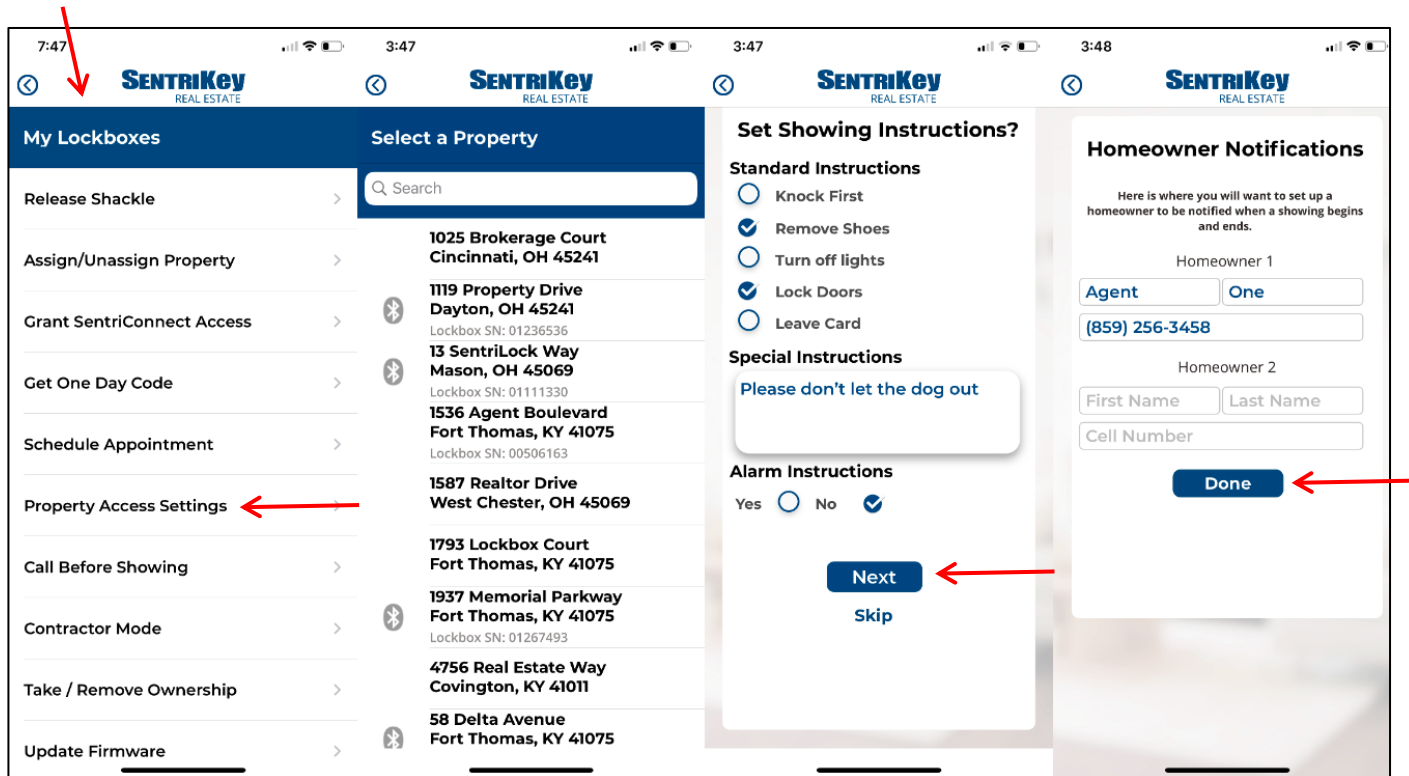
9. On the **Success!** screen, tap **Done**.



Association Guide – Access by Appointment

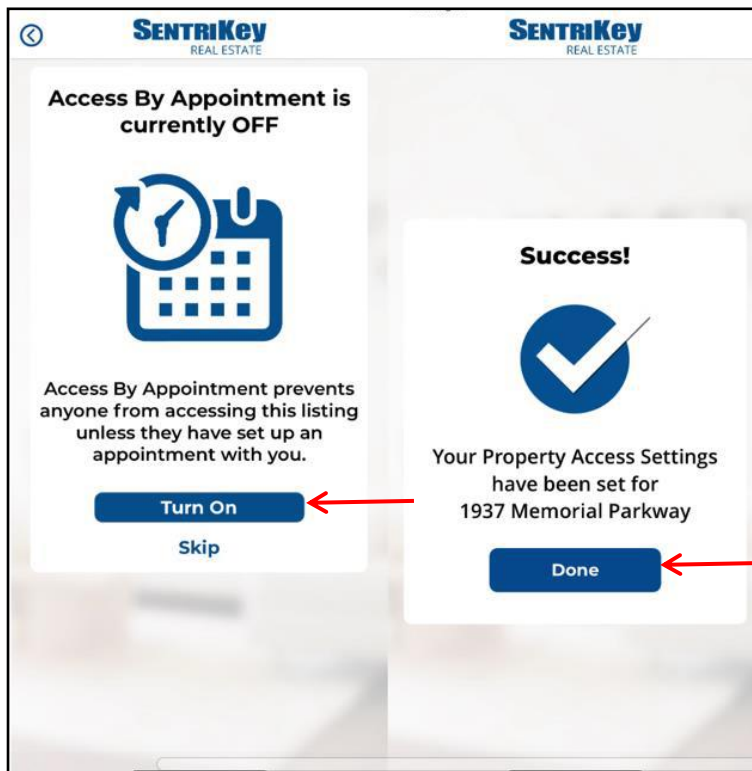
Modifying ABA in Property Access Settings

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



Association Guide – Access by Appointment

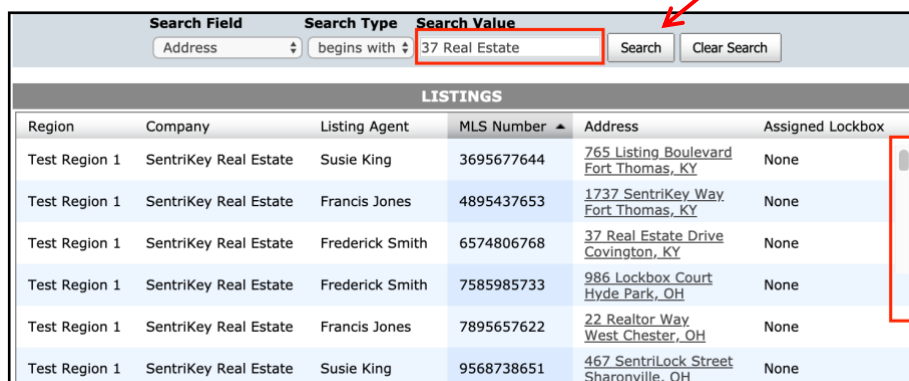
5. On the **Access by Appointment** screen, tap **Turn On**. If you want to turn off **Access by Appointment**, tap **Turn Off**.
6. On the **Success!** screen, tap **Done**.



Association Guide – Access by Appointment

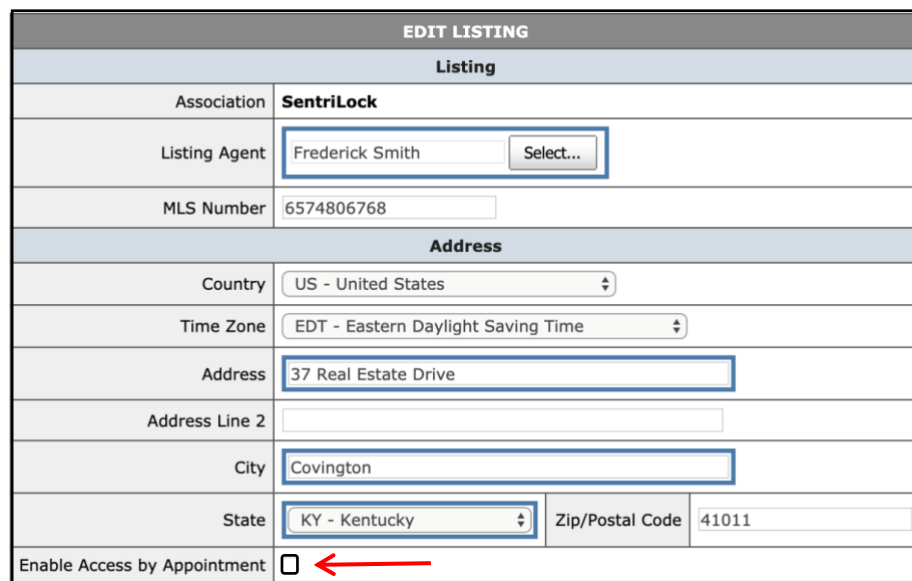
Turning on ABA Using the SentriKey Website

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			
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.