



### **Best Practices from SentiLock**

SentiLock is working for **real estate professionals** every day of the week and keeping focused on your needs and enhancements for the future. Below is a great list of **Best Practices** that will help working REALTORS® maximize the ease of use and benefits from the SentiLock system. These practices will also help ensure that the lockbox will function properly and for its normal lifespan. Please consider the following tips, and visit the provided links for additional details on any of the items.

- **Always assign your REALTOR® lockbox to the listing.** There are many benefits to assigning your lockbox to a listing. With the box assigned, it will be much easier to locate the appropriate box on the website when looking at your list of lockboxes. This will also allow the lockbox access report to show the assigned listing address. [Click here](#) for a PDF with step-by-step instructions to assign your lockbox to a listing, or [click here](#) for our tutorial YouTube video.
- **Set up showing notifications.** You can get a text message or email notifying you that there has been a showing at your properties. And best of all you control when you receive them. Notifications can be received as they come available, or in a comprehensive daily email. [Click here](#) to view our instructional video to learn how to set up Showing Notifications for your account.
- **Renew your card after assigning a lockbox to a listing or making any customization changes.** Your card is a messenger between the lockbox and the website. To ensure that all information gets to the website, it is best to renew your card after taking any actions at a lockbox. Renewing the card several times a day, or before the expiration date, will not hurt the card.
- **Set up Card Expiration notifications.** When you enable this setting, you will receive a message the day before your SentiCard® expires. You can choose to receive the message as an email, a text message, or both! [Click Here](#) to view our instructional video on setting up this feature. Note: This feature is only available for customers who have a three day or longer renewal period.
- **Link your SentiCard® to your Mobile Phone.** You can link your SentiCard® and mobile phone by calling our support line at 1-877-736-8745. After linking your mobile phone number to your SentiCard® you won't be prompted to enter your SentiCard® serial number anymore when you call SentiLock's Customer Care Team. This allows for faster assistance when calling our automated line or live support. [Click here](#) to view our instructional video on how to link your SentiCard® to your mobile phone.

SentriLock, the official lockbox solution of NAR, delivers the industry's most advanced technology with member-requested features that save real estate professionals time and money, leading to faster sales. More than just a lockbox system, the SentriLock solution features the SentriCard® lockbox key, also used as a secure member photo ID, for CE credit tracking, online voting, open house attendance, showing feedback, and much more. Learn more at <http://www.sentrilock.com/>.