



Access lockboxes anywhere – even without cell service

Bluetooth credentialing lets you open SentiLock lockboxes, even when your phone has no signal.

What are Bluetooth credentials?

Bluetooth credentials are secure access permissions stored in your SentiKey Real Estate® app that allow you to open SentiGuard® lockboxes using Bluetooth.

Instead of relying on a cellular connection at a property, your credentials are downloaded to your phone in advance.

This allows you to access lockboxes, even in areas with poor or no reception.

That means you can show properties quickly and confidently, wherever your business takes you.

Why Bluetooth credentialing matters

Access Properties in Low-Signal Areas

Your credentials are stored directly in the app, so you can open lockboxes, even when your phone has little or no signal.

Faster Showings

You don't need to wait for your phone to connect at the property. Your credentials are already ready to go.

Secure and Reliable

Credentials automatically refresh to maintain secure access while giving you the flexibility you need in the field.

No Cost

Bluetooth credentialing is included with your SentiLock service at no additional cost.

Please see the reverse side for details on how to refresh your credentials and check your credential status.

How credential refresh works

Your Bluetooth credentials remain active for a set period of time and refresh automatically when you open the SentiKey Real Estate app while connected to the internet.

Your association determines the credential duration for its members. Associations can choose among different credential time frames, such as:

- ▶ 24 hours
- ▶ 10 days
- ▶ 20 days

The selected time frame is applied to all members within the association.

How to check your credential status

You can check your credential status anytime within the SentiKey app.

Tap the green checkmark indicator to view your credential status and expiration date.

Green checkmark

Your credentials are active and you're ready to access lockboxes.

Red X

Your credentials need to be refreshed. Try force-closing the SentiKey app, then reopen it while connected to the internet. If needed, you can also toggle your **cellular data off and back on** or turn **Wi-Fi off** if you are connected to a network without internet access.

If your association uses a credential time frame longer than **24 hours**, you will receive a **notification the day before your credentials are set to expire**. This notification can be disabled via the web application in the profile settings under the **"Notifications"** tab.

To refresh them in just seconds, simply do the following:

1. Ensure you have an internet connection
2. Open the SentiKey Real Estate app
3. Your credentials will automatically refresh

Press **ENT** on the **Lockbox** to open key compartment

