

SENTRILOCK Post-CONVERSION FAQs

SentriLock Support: 877.433.6998

1. If you have not finished the activation process, here's how you activate your SentriKey account.

Contact lockbox@rarealtors.com for an account activation walkthrough.

2. What is the SentriLock billing cycle?

Your SentriLock bill will show up on your statement as Realtor Assoc/MLS. Users will be billed for twelve months of service annually. On an annual basis, the fee will increase by 1% for inflation, plus applicable taxes. There is no cost for lockboxes with SentriLock service.

3. I need extra boxes, what do I do?

Come to CVR MLS office locations at RAR and SVAR; the Member Services staff will accommodate your request. We understand that agents want to keep lockboxes on hand, and we are dedicated to minimizing your inconvenience. We will provide them based on your needs as to not hinder your business.

Richmond Association of REALTORS®
8975 Three Chopt Road
Richmond, Virginia 23229

Southside Virginia Association of REALTORS®
114 Maple Grove Avenue
Colonial Heights, VA 23834

4. What is SentriKey? What happened to SentriSmart?

SentriSmart is now SentriKey. If you don't have auto-updates on, SentriLock will push an update to your phone in July. Once you have the new SentriKey App, reference the [SentriKey overview](#) or contact SentriLock Support with any questions.

5. Who should use SentriConnect?

Active, licensed, real estate agents that are not members of CVR MLS or an Association or MLS providing reciprocity (like a CBRAR agent) or any other person with written seller permission in accordance with [Section 12.2.6](#) of the Lockbox rules may be allowed access to the Lockbox through the SentriConnect app for showing of the property in accordance with [Section 12.2.3](#) of these rules.

6. How can listing agents grant SentiConnect access?

[Click to see how to use SentiConnect](#)

[Click to see how to grant SentiConnect access](#)

7. How do I access the SentiLock team function?

The Agent Team function allows you to search for other agents within your Association by region, ID, team, and status. This function also allows you to add someone to your team. You can find step by step instructions here:
<https://www.sentrilock.com/help-topic-skre-website/>

8. How do I release the shackle?

[Release the Shackle on a Bluetooth Lockbox](#)

9. What to do if you have a defective lockbox?

- 1) Contact SentiLock support
- 2) Ask for a Return Merchandise Order (RMA) number
- 3) Bring your lockbox and RMA number into our office

If you have any questions, contact SentiLock Support at Support@SentiLock.com or call 877.433.6998. You can reach SentiLock Support for live support daily between the hours of 8AM-12AM. Chat support is available from 8AM-8PM daily.

If you have any further questions, please contact lockbox@RARealtors.com or call 804.422.5000.