

SENTRILOCK POST-CONVERSION FAQs

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

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

2. What is the SentriLock billing cycle?

SentriLock 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. Please note SentriLock does not keep your credit card/payment information so you will receive an annual bill.

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

You can pre-order your lockboxes at lockbox@cvrms.com for quicker pickup.

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. When do I need to remove a lockbox from a listing?

Lockboxes shall be removed within 48 hours of listing expiration, termination or settlement. Failure to remove a lockbox within this time period may constitute a finable violation under these rules in accordance with Section 12.2.14.

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 SentriConnect access?

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

[Click to see how to grant SentriConnect 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?

Bring your lockbox into our office.

If you have any questions, contact further questions contact email address should be lockbox@CVRMLS.com.