

Lockbox Woes, Listing Load Refresh: Ask Technical Terry



[Ask Technical Terry](#) is a series RMLS™ aims to offer once a month. RMLS™ subscribers will drive the content—submit any question about RMLS™ to Technical Terry in the comments or by emailing communications@rmls.com. Don't be shy—we won't identify you by name.

Dear TT:

I'm curious why RMLS™ is changing its lockboxes. I have had great success with the current lockbox and can't imagine the newer version has enough new features that it's worth the hassle of a conversion. Can you convince me it's worth all the trouble?

Frustrated in Fairview

Dear FF:

I totally understand the short-term disruption presented by changing out your lockboxes. While the lockbox companies are quite skilled in organizing their events to minimize disruption it is still a hassle for you, and for that I apologize.

The RMLS™ Board of Directors thought long and hard when the opportunity to upgrade became an option with the release of the SentiLock Bluetooth lockboxes. The decision is difficult in general terms because most of the board members actively sell real estate—just like you. They fully realize the disruption conversion events create. That taken into account, they agreed that the benefits of the Bluetooth lockbox were significant enough to embark on the conversion.

Here are just a few of the benefits the new Bluetooth lockbox provides to subscribers:

SentiSmart™ will have more capabilities! Here are the benefits RMLS™ is excited to bring subscribers:

- Open the key compartment directly from the app. Currently, users must enter a mobile access code AND have cellular coverage—no cell coverage is required with the new Bluetooth lockbox!
- Release the lockbox shackle using the app.
- Take ownership of a lockbox through SentiSmart™.
- Dual-licensed REALTORS® can change their lockbox region for use in Oregon or Washington right from within SentiSmart™!
- Virtually all lockbox settings that currently require a time-consuming process of updating your SentiCard® and using it to transfer changes to the lockbox will be able to be taken care of through the SentiSmart™ app.

SentiConnect is a new app available with the RMLS™ upgrade to Bluetooth lockboxes. SentiConnect controls lockbox access by non-SentiLock users at a much higher level than previously:

- Listing agents may temporarily grant lockbox access for contractors, appraisers, out-of-area REALTORS®, or locked-out homeowners.
- Greater flexibility to define the time window for this access.
- Immediate notifications of access code use—since the access is provided via an app the notifications are much faster.

That's just a fraction of the benefits the RMLS™ Board of Directors saw when they determined the upgrade to Bluetooth was worth the short-term disruption. If the above improvements aren't enough to convince you, consider that you'll be swapping out an older piece of technology with a brand new lockbox...for free.

One more thing—have you ever had to check out the “power paddle” from your local RMLS™ office, in an attempt to restore power to a dead lockbox? This process was not super easy and didn't always work. SentiLock Bluetooth lockboxes feature a port on the outside of the lockbox that can receive a jump from a battery jumper pack (available for \$15 at any RMLS™ office). The jump will open the lockbox, then the batteries inside can be used to switch out with the dead ones inside! Then just replace the batteries in the jumper pack and you'll be ready to go whenever you have a dead lockbox again.

TT

Hello Technical Terry:

It certainly came as a surprise when I navigated to RMLSweb in August and found the [login screen and desktop page with a completely different look](#). At a recent office meeting I heard that RMLS™ is working on giving Listing Load a treatment next. What can you tell me about that?

Curious in Clatskanie

Hello Curious:

It's true! RMLS™ does have a refreshed version of Listing Load in the works. Don't get too antsy though—RMLS™ is taking the time to get plenty of input from different stakeholders and users to make sure details can be worked out before it goes live. We did a similar process in advance of the login screen/desktop page refresh, but we've got an additional resource this time around.

What additional resource is that? It's our new RMLS™ Product Manager Beth Raimer! Beth has been studying subscriber comments, talking with RMLS™ subscribers, and holding focus groups around the RMLS™ region. If you'd like to participate in one of Beth's focus groups in the upcoming weeks, [contact her via email](#). Multiple listing services are all about cooperation between participating REALTORS®, so your input will be most welcome as we seek to make the RMLSweb of the future the best it can be for our very diverse subscribership.