

SentriLock Spotlight: One Day and Contractor Codes

Over the next few months we'll be discussing some important topics on the blog about SentriLock, the new lockbox system at RMLS™. One of these topics is the difference between time-limited one hour codes and contractor codes. In this article I will talk about the **benefits of each** of these types of codes and **in what situations they should be used**.

Remember: your firm should have (or be developing) policies about using these codes—check in with your principal broker. You may be liable for anything that occurs when you give out a code!

Time-Limited One Day Codes

Time-limited one day codes are a feature that we didn't have with our previous lockbox system. A time-limited one day code is a six digit code that you can generate from the SentriLock website that will allow a non-SentriCard® holder access to your lockbox for a specific amount of time. By default this time is for one hour. You can change this on a per lockbox basis to be up to four hours.

You are not required to use one day codes, even if you are asked for one by another RMLS™ subscriber. If you choose not to use them, you don't need to do anything to disable the feature. You will just choose not to generate any codes for your lockboxes.

How to Generate a Time-Limited One Day Code

1. Log in to the SentriLock website.
2. After logging in, click the "Add 1 Day Codes" button on the left side of the main menu.
3. Click the "Select" button next to Lockbox to open a search window and choose the lockbox for which you wish to generate a

code.

4. If you select the checkbox labeled "Create lockbox-specific codes for all lockboxes belonging to the selected lockbox's owner," you will receive separate codes for each lockbox, not a single code that works on all boxes. "Create codes only for lockboxes assigned to listings" skips generating codes for unassigned lockboxes.

5. Select a date or date range from the "Date(s) Valid" calendar. Selecting a date range will generate one code per day for the selected lockbox(es).

6. Click the "Generate Codes" button to create the one day codes.

7. After you click the "Generate Codes" button, the Sentrilock server displays the "Edit 1 Day Codes" window.

– If a single lockbox and day were selected, the code field will display "Assigned to Required." Enter the name of the person being provided with the one day code and click "Assign." The code will be displayed next to the name you entered, and a new code field will be presented, allowing you to generate multiple one day codes for the same lockbox and date all at once.

– If multiple lockboxes and/or dates were selected, the list of one day codes you created will be displayed. These codes will work on the lockbox listed in the Lockbox field on the date shown in the "Date(s) Valid" field.

If you want to modify how long a time-limited one day code works for, you need to change that for each lockbox. To make this change, go to the "My Listings" section of the SentiLock website, click on the lockbox serial number, and then click on the "default lockbox settings" link. On this page you will see a field to set the number of minutes that a time-limited one day code will work for. You can change that number to anything up to 240 minutes (four hours).

Contractor Codes

Contractor codes are a more permanent code than time-limited

one day codes. SentiLock lockboxes have three contractor codes for each lockbox. You can modify these contractor codes, so you can have the same codes for all of your lockboxes. Once again, you can do this under the “default lockbox settings” section for each lockbox in the “My Lockboxes” page on the SentiLock website. Contractor codes must be physical enabled on each lockbox you want to be able to use them on. Contractor codes are permanent, meaning that once you give out a contractor code, it will always work for that lockbox, until you go in and change it.

How to Turn On Contractor Mode

1. Insert your SentiCard® into the lockbox. Wait until the CODE light displays, then enter your PIN and press ENT.
2. After the lockbox displays the READY light, enter FUNC + 6 + 1 + ENT.

(Note: if you would like to turn contractor mode *off*, you can enter FUNC + 6 + 0 + ENT.)

Due to the permanence of contractor codes, they should be reserved only for users that you trust implicitly, as they will have access to the property at any time during regular lockbox access hours. Check with your principal broker for your firm’s policy on their use.

Don’t Forget the Lockbox Access Log

Remember, anytime someone uses a SentiCard®, contractor code, or time-limited one day codes to access the key compartment of a lockbox, the lockbox and SentiCard® record access information. This information can be viewed in the Lockbox Access Log on the SentiLock website.

Need to know more? SentiLock is the best resource for questions for these or any other lockbox features. They can be reached at (877) 736-8745.