

SentriKey Tips for Smooth Access

Do you have the SentriKey app? If not, visit your phone's App Store and update to the new SentriKey App.



- Make sure you open your SentriKey app daily to refresh your credentials
- Multiple Bluetooth devices can cause the app not to work at the door. Make sure another Bluetooth device is not interfering with SentriKey and the Lockbox.
- Passwords must be at least 6 characters long with one upper case and one numeral. Passwords should not include the + symbol.

CVR MLS Lockbox access is programmed for 6AM - 9PM daily. If you are outside this window, you may not be able to access the lockbox and should confirm access hours with the listing agent.

You may send an email to support@SentriLock.com at any hour to get your ticket started. It is highly recommended that you report any issue you experience, and this is the quickest way if a call to the support line is not convenient.

SentriLock Support may be reached at **877.433.6998** between the hours of 8AM - 12AM, seven days a week.

[SentriLock Support Chat](#) is also available from 8AM - 8PM.