



DENVER METRO
ASSOCIATION OF REALTORS®

HOW TO ACCESS SENTRILOCK LOCKBOXES

Bluetooth Lockboxes (white/black boxes and dark gray/black boxes)

1. Enable Bluetooth on your phone.
2. Launch the SentiKey® Real Estate app and log in.
3. On the home screen, press the “ENT” button on the lockbox. The app will connect via Bluetooth.
4. Enter your PIN or use touch ID or facial recognition.
5. You'll hear a chime, and the door will unlock.

Note: In the new dark gray/black boxes, the key compartment drops down from the bottom. Use the tab to pull it down if needed.

Non-Bluetooth Boxes (dark blue/black boxes)

1. Press the “View Nearby Properties” button to access the lockbox.
2. Enter the serial number located on the lockbox (top or side) on the next screen and press “Search”.
3. Use your PIN, Touch ID, or Facial Recognition to proceed.
4. An access code will be provided.
5. Press the “ENT” button on the lockbox, enter the access code, and press “ENT” again.
6. You'll hear a chime, and the door will unlock.

If you need tech support, please call 877-736-8745 between 6:00 AM and 10:00 PM MT seven days a week. Note, on holidays, hours adjusted to 8:00 AM to 6:00 PM MT.

How to Use the SentiKey Showing Service® App

Download the [SentiKey® Real Estate App](#) to utilize your lockbox to its full potential. From there you can use a ton of features. If you need any help, browse through our [SentiKey® Showing Service Guide](#).

Other SentiGuard® Features

- The SentiGuard® lockbox has other amazing features. If you want to look at those, visit our [SentiGuard® page](#).
- Take a look at and download our [SentiKey® Real Estate App](#).
- Check out our [SentiLock support](#) page if you need any additional help or want to speak to a customer service representative.