

Setting Up Broker Lockbox Sharing

Introduction

When a Broker is logged into the **REALTOR® Lockbox Web Site**, they have the ability to set up Broker lockbox sharing privileges. When Broker lockbox sharing is enabled, Agents working in a Broker's office can use their Broker's lockboxes with ownership permissions.

This handout will discuss setting up Broker lockbox sharing permissions.

Broker Lockbox Sharing

When an office uses Broker sharing, Agents may be able to use the **Lockboxes** window in the **REALTOR® Lockbox Web Site** to view all of the Broker's lockboxes. Brokers can determine if their Agents can view all or some of their lockboxes. If an Agent can view all of a Broker's lockboxes, the **Lockboxes** window will display all of the lockboxes owned by the Broker. Alternatively, Brokers may decide to allow Agents to view only those lockboxes that the Agents assigned to their listings. Brokers can use the radio buttons in the **Show All Lockboxes** field on the **Add/Edit Company Broker** window to determine if an Agent has access to all lockboxes or just the lockboxes they assigned to their listings.

If the Association uses Broker sharing, Agents may not be able to view the Lockbox Access Log or Access Report. The **Show All Lockboxes** field on the **Add/Edit Company Broker** window determines what information you can view. If a Broker selects the **Agents can see all lockboxes and current access logs** radio button, Agents working for that Broker can see all lockboxes and current access logs for their Broker's lockboxes. If a Broker selects the **Agents can only see lockboxes and access logs that are assigned to their own listings** radio button, Agents working for that Broker can view access log information for any of their Broker's lockboxes that are assigned to their listings. After an Agent assigns a lockbox to their listing address, the **Lockbox Access Log** and **Access Report** will display access information for the period of the time the lockbox is in use on that listing.

If an Agent plans to use their Broker's lockbox on their listing, here are a few things to keep in mind:

- The Agent may need to assign the lockbox to their listing. If the Broker checked the **Agents can only see lockboxes and access logs that are assigned to their own listings** radio button in the **REALTOR® Lockbox Web Site**, an Agent must assign the lockbox to their listing. If the Agent does not assign the lockbox to their listing, they cannot look up the lockbox by the listing address. They will have to know the lockbox serial number they are searching for when logged into the **REALTOR® Lockbox Web Site**.
- If your Association uses lockboxes with firmware version 2.03 or higher, the lockbox will use the



contractor codes, do not disturb codes and other settings from the Broker's **Agent Default Lockbox Settings** window. The Agent using the lockbox cannot make changes to the Broker's **Agent Default Lockbox Settings** window. However, the Agent can customize the Broker's lockbox. If your Association uses lockboxes with firmware version 2.03 or higher, an Agent can borrow their Broker's lockboxes. When an Agent borrows a lockbox, it uses the Agent's codes and settings.

Note: If a Broker has offices in more than one Association, and both Associations use the lockbox system, the Agents from each Association may be able to use any of the Broker's lockboxes. This means an Agent from Association A could use lockboxes from Association A or Association B. Sentrilock refers to this as Cross Association Broker Lockbox Sharing.

Summary

If you need more information about Broker lockbox sharing, contact Sentrilock Support for further assistance.

Last update to this topic: October 2, 2013.