

Setting up My Account, My Preferences and Showing Notifications

Introduction

After you obtain a SentriLock account, you can set up your account preferences in the **REALTOR® Lockbox Web Site**. This handout will discuss your account settings, your account preferences and how to set up your showing notifications.

My Account

After logging into the **REALTOR® Lockbox Web Site**, you can click on the **Manage My Account** button in order to edit your user information. In the **Edit User** window, you will find all of your personal information; such as your cell phone number, first and last name, contact phone number, email address, etc. If you are trying to make changes to any fields in this window and you are unable to successfully do so, your Association must make the changes for you. Some of the information found in this window is imported from the MLS and cannot be altered from the **REALTOR® Lockbox Web Site**. It is important to have a valid cell phone number listed in the **Edit User** page because SentriLock uses the cell phone number to identify callers and determine authorization for system access. The cell phone number is also used for text messaging purposes in the case that you have set up showing notifications to be texted to you.

Account Preferences

After logging into the **REALTOR® Lockbox Web Site**, you can click on the **Manage My Account** button, and then click on the **Preferences** button. From the **Edit Preferences** window, you will find all of your display settings; such as rows per page, page behavior settings, showing notification settings, card expiration settings, photos, etc. If you are trying to make changes to any information in this window and you are unable to successfully do so, your Association must make these changes for you. Some of the information found in this window is imported from the MLS and cannot be altered from the **REALTOR® Lockbox Web Site**. It is important to set your page behavior preferences to make viewing your lockbox information easiest for you. Displaying the first page of data when you open a page means that you will see all of your lockbox data automatically when you are logged into the **REALTOR® Lockbox Web Site**. Only showing data that matches your search means you will only see lockbox data for lockbox serial numbers you specifically search for. This is usually a better option if you own multiple lockboxes.

If you would like to receive card expiration notifications, you can choose your method of notification in this tab. Card expiration notifications are beneficial to have for SentriCard® holders that have a longer renewal period; such as 31 days.

Showing Notifications

The **Showing Notification** field appears in the **Preferences** group on the **Edit Association** window in the **REALTOR® Lockbox Web Site's My Account** tab.

You can use the radio buttons in the **Showing Notifications** group to tell the **Sentrilock Server** when to send you information about who accessed your lockboxes. You can also turn off showing notifications. If you choose to receive showing notifications, the **Sentrilock Server** will send you an e-mail message with the Showing Agent's name, contact information and the date and time they accessed your lockbox.

Note: The **Sentrilock Server** collects the showing information when you renew your SentiCard®. If an Agent accessed your lockbox today and renewed their card four days later, you will not receive showing information until after the Agent renews their card.

You can use the radio buttons in the **Showing Notifications** field to tell the **Sentrilock Server** when to send you showing notifications. This field displays the following radio buttons:

•**Do not send showing notifications**

- The **Sentrilock Server** will not e-mail you showing information.

•**Send notifications as soon as they are available**

- The **Sentrilock Server** will send you an e-mail message after it receives and processes the showing information.

•**Send all notifications daily at this time:**

- The **Sentrilock Server** will send you an e-mail message after it receives and processes the showing information. (12am is noon, 12pm is midnight)

If you check the **Send all notifications daily at this time** radio button, you must select a specific time you would like to receive your showing notifications. The **Sentrilock Server** will send you an e-mail message with your showing notifications at the time you select. For example; if you want to receive your showing notification at 10pm daily, click the **Send all notifications daily at this time** radio button and select 10pm from the down-down box.

You may also have the showing notifications copied to another email address. To do this, check the **Copy all showing notifications to the following email addresses** checkbox, and type each additional email address in the box provided. Please enter 1 email address per line.

When you are finished making changes, click the **Save Changes** button.

Summary

If you need more information about your account settings, your preferences or showing notifications, contact Sentrilock Support for further assistance.



Last update to this topic: October 2, 2013.