



# **SENTRILOCK** **LOCKBOXES**

Protecting our member's data is extremely important to us. That's why, effective Tuesday, October 18, 2022, SentriLock is implementing an extra layer of security to the SentriKey® Real Estate website and mobile app. Users will be asked to establish security questions and verify their cell phones. SentriLock will be emailing your members on October 13, 2022 notifying them of this security update.

Security questions will offer a secure validation of their account in addition to their PIN. Users will select from 10 predetermined questions and enter their personalized answers. Once those answers are saved, a cell phone verification prompt will be activated.

Customer Support will use these questions to validate the user's identity if they cannot remember their PIN or password. This will provide them with a faster, more efficient experience and eliminate the need for a PIN/Password reset email.

Users will have a 14-day grace period to establish their security questions. After the 14-days, users must initiate the security questions, or they will not be able to access the SentriKey® Real Estate® website or app. A reminder email will be sent to your members to add the security questions to the SentriKey Real Estate website or app so they do not lose access.

[Click Here For Step-by-Step Instructions](#)