SentriLock Tips

1. If the SentriKey App is spinning when trying to access a Lockbox, you can force close the App and reopen it.

   With an iPhone, double click the home button and swipe up to get out of the App.
   With an Android phone, in order to force close the App use the following instructions:

   - Click the lower left or right task manager button and then swipe up to force close the app.

2. If you are in an area with bad cell service, your phone may be spinning trying to find service. You can put your phone in airplane mode to make it stop searching, and make sure your Bluetooth is turned on. Then you can open the App and connect to the Lockbox. You do not need cell service to open up a Lockbox, just Bluetooth.

3. If you are going to a closing, you can have the buyers' agent bring the Lockbox to the closing (if they are doing a final walk through).

   - Go to the hamburger menu and select My Lockboxes.
   - Select Release Shackle.
   - Select Get Shackle Release Code at the bottom of the app.
   - Choose the appropriate Lockbox.
   - Select the date you want the Shackle Release Code to be effective.
   - Select Get Shackle Release Code.

   You can then text or email this code to the buyers' agent so they can release the shackle.

New Credentials and Lockboxes
Need to sign up for a time to pick up your credentials along with any lockboxes that you are eligible for? Visit GMAR.com, click on "SentriLock" in the blue bar at the top of our website and then select "SentriLock Training Sign Up." GMAR Staff will also go over instructions on how to use the system at that time.

Additional Lockboxes for Agents with Credentials
Have your credentials already, but need additional lockboxes? Stop by the GMAR Office located at 12300 W. Center Street, Wauwatosa, during business hours of Monday through Friday from 8:30 a.m. to 5:00 p.m. GMAR will not provide lockboxes for vacant land, rentals or commercial properties.

Note About Contractor Codes from SentriLock...
Beginning summer 2019, SentriLock no longer plans to support Contractor Codes for our Bluetooth® REALTOR® lockbox. While a convenient service in the past, the introduction of the One Day Code and more recently, SentriConnect® for non-agent access, Contractor Codes have fulfilled their usefulness and will be turned off for all Bluetooth® REALTOR® lockboxes.