

How to access a lockbox (BLE and Non – BLE) WITHOUT data/Wi-Fi:

Bluetooth Boxes:

- 1) Prior to going to the remote location (while still in cellular data), open your SKRE App. Opening the app will allow the phone to sync with our network and update listings/lockboxes/etc. Once you open your app, you may go ahead and exit the app (DO NOT FORCE CLOSE THE APP).
- 2) Once you have reached the remote location, put your phone in **airplane mode**. Putting the phone in airplane mode helps the phone function a little better in remote locations because it is not trying to search for connections.
- 3) Open the SKRE app and hit ENT on the lockbox. The connection between the lockbox and phone *only* uses BLE. This means that your phone does not need data to open the lockbox. Therefore, even without internet, the box will still open!
- 4) Once you enter back into cellular data, reopen the app. This will allow the app to sync with our network, update, and send showing notifications.

Non – Bluetooth Boxes:

- 1) Agents should schedule an appointment for the property, prior to going.
 - a. To schedule an appointment within the SKRE APP: If an agent would like to show a property that is NOT theirs, they would need to request that the listing agent schedules an appoint within the SKRE app, or if it is their own listing, they can schedule their appointment on the SKRE website or app.
 - b. To schedule an appointment in Showing Time: Schedule your appointment via Showing Time as you normally would. This appointment will populate in your SKRE App “My Schedule” 30 minutes prior to the start of your appointment.
- 2) Prior to going to the remote location (while still in cellular data), open your SKRE App. Opening the app will allow the phone to sync with our network and update listings/lockboxes/etc. Once you open your app, you may go ahead and exit the app (DO NOT FORCE CLOSE THE APP).
- 3) Once you have reached the remote location, put your phone in **airplane mode**. Putting the phone in airplane mode helps the phone function a little better in remote locations because it is not trying to search for connections.
- 4) Reopen the app. Without cellular data, the app will check “My Schedule” for any appointments that have been scheduled for that day and offers a mobile access code to access the key compartment. (I have included images below that you would see when trying to connect to lockbox without an appointment and with an appointment.)
- 5) Once you enter back into cellular data, reopen the app. This will allow the app to sync with our network, update, and send showing notifications.

MAC W/NO APPOINTMENT



We do not have a scheduled SentiKey appointment for you at your current location. Please contact SentiLock Support at 513-618-5800 for assistance.

OK

MAC W/APPOINTMENT



Are you attempting to access 11426 Owento'n Ct. Cincinnati, OH 45240 for your appointment at 1:56 PM - 2:26 PM?

Yes

No