

1 Day Codes, Assigning the Lockbox, Access Logs and Event Logs

Introduction

1 day codes allow anyone access to a lockbox key compartment without having to use a SentriCard®. It is helpful to assign your lockboxes to a listing address in order to better locate them when trying to generate a 1 day code in the **REALTOR® Lockbox Web Site**. Any time someone uses a SentriCard®, contractor codes or 1 day codes to access the key compartment of a lockbox, the lockbox and SentriCard® records certain access information. This information can be viewed in the Lockbox Access Log on the **REALTOR® Lockbox Web Site**. Any time a lockbox has had a function performed on it such as releasing the shackle or enabling a custom mode on the lockbox, this information is recorded in the Lockbox Event Log. This information can also be viewed in the **REALTOR® Lockbox Web Site**. This handout will discuss 1 day codes, assigning the lockbox to a listing address, Access Logs and Event Logs.

1 Day Codes and Assigning the Lockbox

1 day codes are similar to contractor codes but they change every day. Contractor codes are static, meaning someone can repeatedly use the same contractor code to access a lockbox for longer than 1 day. You can use 1 day codes to provide the security of giving time limited access to the lockbox key compartment without the hassle of having to visit your lockbox to change the access codes.

A 1 day code can be generated for a lockbox up to two weeks prior to when the code is actually needed. 1 day codes are valid for one day and they expire at midnight on the day they have been created for. You can select from nine different codes per day, per lockbox. Some Associations allow the use of generic 1 day codes. These codes will work on all of an Agent's lockboxes. Some Associations require 1 day codes to be specific to a particular lockbox, meaning the set of codes will only work on one of the Agent's lockboxes.

There are multiple different ways to create 1 day codes. You can generate 1 day codes using the following methods:

- Create 1 day codes using the **REALTOR® Lockbox Web Site**
- Create 1 day codes using **CARS**
- Create 1 day codes using the **REALTOR® Mobile Web Site**
- Obtain 1 day codes by calling SentriLock Support

The most common way that 1 day codes are generated is using the **REALTOR® Lockbox Web Site**. If the lockbox has been correctly assigned to a listing address, generating a 1 day code for the lockbox is a lot easier to do. It is much easier to locate a lockbox by the listing address it is tied to as opposed to looking it up by the lockbox serial number. Follow these steps to successfully assign a lockbox to a listing address from the **REALTOR® Lockbox Web Site**:

1. Login to the **REALTOR® Lockbox Web Site**, <http://www.sentrilock.com>.
2. Click the **My Lockboxes** or **Lockboxes** tab.
3. Click the serial number of the lockbox you want to assign to a listing address. You can use the **Search** bar to search for a specific lockbox.
4. From the **Edit Lockbox** window, click the **Select** button next to the **Listing** field.

5. Use the **Select Listing** window to select the listing address you would like to assign to the lockbox. You can use the **Search** bar to search for a specific listing address. After you select a listing, click the **Submit Changes** button.
6. Click the **Save Changes** button to save the listing assignment.

Follow these steps in order to generate a 1 day code using the **REALTOR® Lockbox Web Site**:

1. Login to the **REALTOR® Lockbox Web Site**, <http://www.sentrilock.com>.
2. After logging in, click the **Add 1 Day Codes** button on the left-hand side of the **Main Menu**.
3. If the **Agent** field appears on the **Add 1 Day Codes** window, click the **Select** button to open the **Select Agent** window. You can use the **Select Agent** window to select the lockbox owner's name. This will generate generic 1 day codes that will work on any of this Agent's lockboxes.
4. If your Association uses lockboxes with firmware version 2.03 or higher, the **Add 1 Day Codes** window may display the **Lockbox** field. If the text **You must select a lockbox** appears below the **Lockbox** field, the **Add 1 Day Codes** window will require you select a specific lockbox. This means the 1 day codes you create will only work with the specific lockbox you selected.
5. Select a date or date range from the **Date(s) Valid** calendar.
6. Click the **Generate Codes** button to create the 1 day codes.
7. After you click the **Generate Codes** button, the **SentriLock Server** displays the **Edit 1 Day Codes** window. The **Code** field displays the 1 day codes you created. Any of these codes will work on the lockbox shown in the **Lockbox** field on the date shown in the **Date Valid** field.

Access Logs

Any time someone uses their SentriCard®, contractor codes or 1 day codes to access the key compartment of a lockbox, the lockbox and SentriCard® records certain access information. This information can be viewed in the Lockbox Access Log.

If you are a Broker, Agent, Office Staff or Association Administrator, you can view a Lockbox Access Log in the **REALTOR® Lockbox Web Site**. Use the following instructions to successfully view the Lockbox Access Log:

1. Login to the **REALTOR® Lockbox Web Site**, <http://www.sentrilock.com>.
2. Click on the **Lockboxes** or **My Lockboxes** tab from the **Main Menu**.
3. From the **Lockboxes** window, click the **View Access Log** hyperlink, located beside the lockbox serial number you would like to view the Access Log for.
4. After you have chosen and submitted the dates you would like to view access for, the **SentriLock Server** will display the Lockbox Access Log.

Events Log

Any time someone uses their SentriCard® to perform an action other than opening the lockbox key compartment, the lockbox and SentriCard® records this information. This information can be viewed in the Lockbox Events Logs.

If you are a Broker, Agent, Office Staff or Association Administrator, you can view a Lockbox Events Log in the **REALTOR® Lockbox Web Site**. Use the following instructions to successfully view the Lockbox Events Log:

1. Login to the **REALTOR® Lockbox Web Site**, <http://www.sentrilock.com>.



2. Click on the **Lockboxes** or **My Lockboxes** tab from the **Main Menu**.
3. From the **Lockboxes** window, search for the lockbox serial number and click on it.
4. Click the **View Events Log** hyperlink.
5. After you have chosen and submitted the dates you would like to view events for in the **Lockbox Event Log Date Selection** window, the **Sentrilock Server** will display the Lockbox Events Log.

Summary

If you need more information about 1 day codes, assigning the lockbox to a listing address, viewing the Lockbox Access Log or viewing the Lockbox Events Log, contact Sentrilock Support for further assistance.

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