Customizing the Region of a Lockbox

Introduction

If you are going to place your lockbox on a listing outside of your primary Association's region or area, you may need to customize the lockbox's region. When you customize a lockbox's region, you ensure that SentriCard® holders outside of your Association can use their SentriCard® to access the lockbox. Without customizing the region, SentriCard® holders outside of your Association may be unable to access your lockbox. If you are placing your lockbox in an Association that services a region or area that is in another state, you will most likely need to customize the region of your lockbox.

> *Note:* If your primary Association has full reciprocity with the Association that services the region or area you are placing your lockbox in, you do not need to customize the lockbox. If you have questions about reciprocity, contact SentriLock Support at 1-877-736-8745.

How to Assign a Lockbox to another Region/Association:

Please follow these steps in order to assign a single lockbox to another region/Association:

1. Remove the shackle from the lockbox.
2. Insert your SentriCard® into the SentriCard® reader. Type in your password and click **Login**.
3. Click **Customize a Lockbox** in the left-hand, **Card Functions** menu.
4. From the **Select Lockbox** window, select the lockbox you want to assign to another Region/Association. Click the serial number of the lockbox.
5. On the **Customize a Lockbox** window, a **Region** drop-down list will appear. Click the drop-down list and select the region/Association you want to assign to the lockbox.
6. Click **Select**.
7. On the **Custom Lockbox Settings** window, click **Finish**.
8. The **SentriLock Card Utility** will update your SentriCard®. When finished, remove your SentriCard® from the SentriCard® reader.
9. Insert your SentriCard® into the lockbox. The lockbox will make a series of beeps indicating the customization has taken place.
10. Insert the shackle into the lockbox at the listing.

> *Note:* Do not insert the shackle into the lockbox until the lockbox is placed on the listing. Releasing the shackle after customizing the lockbox could cause the lockbox to lose its custom settings. If you need assistance, contact SentriLock support at 1-877-736-8745.

How to Permanently Set Region Customization

Please follow these directions to keep the lockbox customized for any selected region. This will ensure the lockbox stays customized for the selected region, even after the shackle is released. This would be ideal for lockboxes that will always be placed in the same region.

1. Remove the shackle from the lockbox.
2. Insert your SentriCard® into the SentriCard® reader. Type in your password and click **Login**.
3. Click **Customize a Lockbox**.
4. From the **Select Lockbox** window, select the lockbox you want to assign to another region/Association. Click the serial number of the lockbox.
5. On the **Customize a Lockbox** window, a **Region** drop-down list will appear. Click the drop-down list and select the region/Association you want to assign to the lockbox.
6. Click **Select**.
7. On the **Custom Lockbox Settings** window, scroll to the bottom of the page and remove the check mark from the **Auto-Reset to Defaults on Shackle Release** checkbox.
8. Click **Finish**.
9. The **SentriCard® Utility** will update your SentriCard®. When finished, remove your SentriCard® from the SentriCard® reader.
10. Insert your SentriCard® into the lockbox. The lockbox will make a series of beeps indicating the customization has taken place.
11. Insert the shackle into the lockbox at the listing.

Summary

If the lockbox is still not compatible with SentriCards® from another region/Association after following these customization steps, you should contact SentriLock Support for further assistance 1-877-736-8745.

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