

SentriKey Real Estate Website and App Security Update



Current users will be prompted to create security questions and verify contact information upon logging in:

1. Login to SentriKey Real Estate® Website or app
2. You will receive a pop-up asking you to select two predetermined security questions
3. Answer create answers to the two questions
4. Receive a prompt to verify your cell phone number
 - a. If your account has a verified cell phone, this step is omitted and you will see a green check mark next to the field.
 - i. To verify, input cell phone number
 - ii. Click verify
 - iii. Input and submit verification code
5. Click Submit
6. You will receive a cell phone verification prompt.
 - a. If your cell phone is already verified you will not see this field.

New users will be prompted to create security questions and verify contact information upon account activation.

1. Complete account activation
2. Select two predetermined security questions
3. Answer create answers to the two questions
4. Receive a prompt to verify your cell phone number
 - a. If your account has a verified cell phone, this step is omitted and you will see a green check mark next to the field.
 - i. To verify, input cell phone number
 - ii. Click verify
 - iii. Input and submit verification code
5. Click Submit
6. You will receive a cell phone verification prompt once you successfully active your account.

If you have any questions, call our Customer Support team at 513-618-5800 or email the team at support@sentrilock.com.

A desktop browser view of the security update form. At the top, there is a blue triangle with a white exclamation mark and the word "Attention!". Below this, a message states: "We're adding an extra layer of security to your authentication process. Please take a few minutes to update your account. Your phone number will not be shared." The form is divided into two main sections. The first section, "CHOOSE YOUR SECURITY QUESTIONS", contains two dropdown menus for "Question 1" and "Question 2", each followed by an "Answer" input field. The second section, "ENTER YOUR CELL PHONE NUMBER", contains two input fields: "Cell Phone Number" and "Re-enter Cell Phone Number". At the bottom right, there are two buttons: a blue "Submit" button and a grey "Dismiss" button.A mobile phone view of the security update form. The layout is similar to the desktop version but optimized for a smaller screen. It features the same "Attention!" header with a warning icon and the same explanatory message. The "CHOOSE YOUR SECURITY QUESTIONS" section has two dropdown menus for "Question 1" and "Question 2", each with an "Answer" field below it. The "ENTER YOUR CELL PHONE NUMBER" section has two input fields: "Cell Phone Number" and "Re-enter Cell Phone Number". At the bottom, there is a blue "Submit" button and a grey "Dismiss" button.