

Missing Key

As a SentiSmart™ user, you will have the ability to report a key missing through the SentiSmart™ application.

Bluetooth® REALTOR® Lockbox

1. Open the SentiSmart™ application
2. Press the **ENT** button on the lockbox keypad to begin broadcasting a Bluetooth® signal
3. Tap on the lockbox serial number within the list of lockboxes in SentiSmart™
4. Enter your **PIN** and tap **OPEN**
5. If the key is missing tap **Key Missing** on the **Open Key Compartment Succeeded!** page
6. Then select **Notify Lockbox Owner** on the **Key Missing** page
7. The Listing Agent will receive a notification report of the missing key.

Non Bluetooth® REALTOR® Lockbox

1. Open the SentiSmart™ application
2. Press the **Mobile Access** tab on the SentiSmart™ menu.
3. After receiving your Mobile Access Code (see “Using SentiSmart™ to Open the Key Compartment on a non Bluetooth® REALTOR® Lockbox”) there be a **Key Missing** option on the **Access Code**
4. If the key is missing tap **Key Missing** on the **Access Code** page
5. Then select **Notify Lockbox Owner** on the **Key Missing** page
6. The Listing Agent will receive a notification report of the missing key.