



How Does Information Get to SentriLock?

Introduction

Only SentriCards® provides the Association or Board with the industry's most advanced smart card technology. Your SentriCard® must be renewed in order to effectively upload any card files to the **SentriLock Server**. Every time your SentriCard® is renewed using a SentriCard® Reader, all access files and showing information from the SentriCard® are uploaded to the **REALTOR® Lockbox Web Site**. This handout will explain how information gets into the SentriLock database. This handout will also discuss how listing information gets uploaded to the SentriLock database through the import process.

SentriCard® Renewals

The SentriCard® chip stores encrypted, secure data which cannot be modified or erased. In order for the most up to date information to display on the **REALTOR® Lockbox Web Site**, SentriCard® holders must renew their SentriCard® within their Association's renewal period.

Any time a SentriCard® is expired, it will need to be renewed before it will work for lockbox access again. An expired SentriCard® does not require a reactivation fee. Any time your SentriCard® is expired, you need to renew it at a SentriCard® Reader. Once the SentriCard® is valid, it will allow lockbox access again.

If you renew your SentriCard® using a CARS Renewal Code, this is only a temporary renewal. Renewing your SentriCard® in a lockbox, with a CARS Renewal Code does not allow the **SentriLock Server** to upload any access information from the SentriCard®. In order for access information to be uploaded into the **REALTOR® Lockbox Web Site**, the SentriCard® must be renewed using a SentriCard® Reader.

Imports

SentriLock uses the term "data import" to refer to the import of Office, Agent and Listing Agent information from a client's data vendor to the SentriLock database. With data imports, clients only have to manage one system while multiple systems are being synchronized through the import.

The **Import Utility** program processes the data it receives on a regular basis (determined by the Association) in order to keep the SentriLock system in sync with the MLS and/or Membership System.

Summary

If you need more information about how information gets to SentriLock, contact SentriLock Support for further information.

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