

# 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](mailto:support@sentrilock.com).

The screenshot shows a desktop version of the security update form. At the top, there is a blue triangle with a white exclamation mark and the word "Attention!". Below this is a message: "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 three sections: "CHOOSE YOUR SECURITY QUESTIONS" with two dropdown menus for "Question 1" and "Question 2", each followed by an "Answer" input field; "ENTER YOUR CELL PHONE NUMBER" with a "Cell Phone Number" input field and a "Re-enter Cell Phone Number" input field. At the bottom right, there are "Submit" and "Dismiss" buttons.

The screenshot shows a mobile version of the security update form. It features the same "Attention!" header and message as the desktop version. The "CHOOSE YOUR SECURITY QUESTIONS" section has two dropdown menus for "Question 1" and "Question 2", each with an "Answer" input field below it. The "ENTER YOUR CELL PHONE NUMBER" section has a "Cell Phone Number" input field and a "Re-enter Cell Phone Number" input field. At the bottom, there are "Submit" and "Dismiss" buttons.