



Upcoming Changes to SentiLock One Day Codes

Hello,

We want to let you know about a change SentiLock is making to the lockbox access process.

What's happening?

SentiLock is discontinuing their support for one day code generation for third-party vendors, including ShowingTime, beginning March 31. This means all real estate professionals who have historically booked appointments through ShowingTime and received a one day code should expect to use SentiLock applications to receive lockbox access instead.

Protecting customers' data is extremely important to ShowingTime. SentiLock's proposed integration to replace one day codes for third-party vendors would require ShowingTime to share additional information about our customers and their showings that is **not required** for SentiLock lockbox access.

Changes for ShowingTime customers using SentiLock:

- Users will see in both the ShowingTime app and in email notifications that the home is using a SentiLock lockbox.
- Buyer's agents will either need to download and use a SentiLock application or obtain a code from the listing agent directly.
- Listing agents may need to manually grant access or generate a code from the SentiLock system for all appointments.
- For additional information, please contact SentiLock's customer support line at 1-513-618-5800 or email them at support@sentrilock.com.

ShowingTime continues to collaborate with lockbox providers to ensure a seamless showing experience for ShowingTime clients. They have informed us that they remain open to working with SentiLock to find another integration solution to replace one day codes that supports your workflow.

If you have questions or concerns regarding this change, please contact ShowingTime at support@showingtime.com.

Thank you.