



SentriLock FAQ's | Long Island Users

What will the annual fee be after June 2022?

The subscription fee for next year (July 1, 2022 – June 30, 2023) has not been set.

How will the subscription work? Are agents paying directly to Sentrilock, or through an app?

Each agent will receive multiple emails from OneKey® MLS with a link to subscribe. The URL to subscribe is <https://www.onekeymlsny.com/lockbox-shop> .

Realtors will need to sign in from that link using their Stratus credentials. This will bring them to a lockbox store to subscribe and pay OneKey® MLS for the service. For next year's subscription a bill will be automatically sent to all existing subscribers.

Are all Lockboxes eligible for the trade-in?

No, only non-Bluetooth boxes are eligible to be swapped. They may only be swapped by a current lockbox service subscriber. The last day this may be done is February 1, 2022.

I have an older box that is a Bluetooth enabled model, can I exchange it for the newer model?

No, the Bluetooth boxes are fully compatible so there is no swapping program in place for those. However, they can purchase a new SentriGuard Lockbox for \$110 when those boxes become available in February 2022.

If an agent does not want to subscribe to the service, but needs to show a property with a Lockbox, can they get a one day code.

No. One day codes are not allowed to be given out to other OneKey® MLS subscribers. (Note: All OneKey® MLS subscribers can subscribe to the service so they can access properties with lockboxes on them.)

Can the SentriCards still be used?

No, after January 1, 2022 the SentriCards will be phased out by SentriLock and access will only be through the SentriKey Real Estate app. There is a video and information on how to download the App on <https://www.onekeymlsny.com/lockbox-services/>



FAQ's Continued

What if the lockbox is in an area with spotty cell service?

The app uses Bluetooth technology rather than accessing via cell service. This makes it so lockboxes are able to be accessed regardless of the cell service.

Will the lockbox service be an extra cost?

Yes, this is not included in your MLS Subscriber fee, and is no longer a Member Benefit of the Association.

What are the fees associated with the Sentrilock box system?

\$70 for service for the 2021/2022 year, which is 12/1/21 – 6/30/22. Fees are prorated and will apply as follows:

- a. \$60 Fee – 1/1/22 – 3/31/22
- b. \$30 Fee – 4/1/22 – 6/30/22

When and where can I turn in my old Sentrilock box, for the new one?

Details about the process of how and where to swap your old non-bluetooth lockbox for a new lockbox will be forthcoming. Once determined, details will be communicated frequently on all OneKey MLS channels including Stratus.