



## **OneKey® MLS Selects SentiLock as the Lockbox System Provider for Entire OneKey® MLS Market**

### **FAQ's for Supra Users**

#### **How did this decision selecting SentiLock come about?**

When OneKey® MLS was formed; HGMLS had a lockbox contract with Supra while the MLSLI market was served by SentiLock, a wholly owned subsidiary of the National Association of REALTORS®, under their agreement with the Long Island Board of REALTORS®. This became problematic as more OneKey® MLS subscribers are taking listings and showing properties throughout the entire regional area and are coming across listings using a lockbox system they do not have easy access too. With both the Supra and SentiLock contracts expiring in the fall of 2021, a Task Force comprised of frequent users of both systems was formed. Task Force members watched presentations on both systems, asked pertinent questions, and analyzed the benefits and drawbacks of each. The SentiGuard® lockbox – SentiLock's next-generation electronic lockbox – is the most reliable, easy-to-use, and smartest lockbox on the planet. It is packed with industry-first technology so REALTORS® can securely and conveniently access homes while creating great showing experiences. The Task Force's recommendation, later approved, was to convert Supra users to SentiLock.

#### **How is it different from SentiLock's previous-generation lockbox?**

SentiGuard® is a major enhancement to SentiLock's lockbox solution, featuring more than 20 new innovative features. The SentiGuard® lockbox is designed to maximize productivity, ensure great client experiences, and provide the highest level of security innovation in the real estate industry.

#### **What to Expect During the Conversion Period**

Despite the complexity of converting to a unified lockbox system, we anticipate few customer and user issues due to SentiLock's reputation for smooth and efficient conversion.

Be on the lookout for the SentiLock Welcome Email (Email Subject line – Welcome to SentiLock! Please Activate your Account). When you receive this email take action and activate your account. SentiLock Welcome Emails are being sent in batches every Monday, Wednesday and Friday until you register. [View SentiLock Email Sample](#)



## FAQ's Continued

### What to Expect During the Conversion Period, Continued

All Office Broker/Managers must complete the SentiLock order form with the number of lockboxes being swapped out by Friday 11/19. Please reach out to your agents to ensure an accurate lockbox count. See Lockbox Swap email [View Lockbox Swap Email](#) and SentiLockbox Order Form [SentiLock Lockboxes Request Form](#)

Training and support will be available to all subscribers during the conversion period, and subsequently as well. All information will be communicated to our subscribers as it becomes available.

### I did not receive a SentiLock Welcome Email yet, when is it coming?

SentiLock is sending the Welcome emails in batches over the next couple of weeks every Monday, Wednesday and Friday until you're registered with SentiLock.

*\*Also, if you have been invoiced for Supra Access \$132, and have not yet paid, you **will not** receive a Welcome SentiLock Email until the invoice is paid.*

### How will the lockbox exchange work?

Office Brokers/Managers need to count the number of lockboxes you have within EACH office as well as on properties so that your office has a proper inventory. This includes lockboxes your agents may have purchased directly from OneKey MLS. We have been able to make this process easier from prior installations. Fill out the [SentiLock Lockbox Order Form](#) and send back to: Gary.Connolly@HGAR.com prior to November 19, 2021 and we will ship via FedEx the lockboxes to YOUR offices (the number of lockboxes you have requested).

Lockbox swap (office brings Supra Lockboxes) to: White Plains: January 24, 25 or 26, 2022 or Goshen: January 27 or 28, 2022.

All information will be posted on OneKey® MLS communication channels including Matrix and the HG Member Portal.



## FAQ's Continued

### **When will the conversion to SentiLock be completed?**

The Supra agreement expires on January 31, 2022 so the conversion needs to be completed before that date.

### **What about all of the Supra lockboxes purchased in the past?**

Former Supra users will receive a new SentiLock box for each Supra box returned as long as they have subscribed to SentiLock prior to January 1, 2022.

### **What happens when this year's Supra subscription ends on June 30, 2021?**

Supra subscribers are paid through June 30, 2021, and will continue using Supra for an additional 7 months ending on January 31, 2022. The Lockbox subscription fee (split between Supra and Senti) for July 2021 through June 2022 is \$132 (prorated per quarter)

### **What will the annual fee for SentiLock be?**

Beginning July 2022, future fees will be based on a 12-month period. Price to be determined.

### **What are the most significant benefits of the new SentiGuard box?**

*(moved further down from original posting)*

- Multiple lockbox access methods – use the SentiKey® Real Estate app with your PIN, fingerprint, or facial recognition – or, open with just a tap, using the “touch-n-show” feature.
- Provide secure non-member, time-specific access via the SentiConnect® mobile app or the new Flex-Codes.
- Provide time-specific access to OneKey members via the “Access by Appointment” feature.
- Utilize the industry's most durable and reliable electronic lockbox, with the longest battery life.

### **Rather than lockbox access being provided by member subscription, could this just be included as part of our annual OneKey® MLS subscriber fee?**

No. After checking with NAR, we've learned that New York is one of approximately 15 states where it has been ruled that including optional services such as lockbox access is not allowed.