

SentriLock Security Enhancement

SentriLock has added an additional layer of security to the SentriKey Real Estate website and mobile app by modifying the process when the PIN needs to be changed.

Keyholders who had biometrics enabled for the SentriKey app will need to reenable them:

1. Select the three-bar menu in the app.
2. Select "My Settings".
3. Change Touch ID to ON.
4. Enter PIN.

To change PIN via the app:

1. In the top right corner, tap the person icon.
2. Once the ID screen has loaded, tap the pencil in the top right corner.
3. Choose "Change PIN".
4. Enter the current PIN and the new PIN, then confirm the new PIN.

If you do not see these changes, you will need to update your app.

To change PIN via the website:

1. In the top right section of the webpage, select the person icon.
2. Select "My Settings" from the dropdown menu.
3. Choose "Account Settings" on the left menu.
4. Click "Change PIN".
5. Enter the current PIN and the new PIN, then confirm the new PIN.

Forgot your PIN? Click "I don't know my PIN". A temporary code will be sent via text to use as your current PIN. *Note: If you set up security questions in 2021, you will see those in your app.*

For assistance updating biometrics:

- [Enabling Face ID on iPhone](#)
- [Enabling Touch ID on iPhone](#)
- [Enabling Biometrics on Android](#)

**If you need assistance, contact SentriLock at 513-618-5800
or support@sentrilock.com.**

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TUESDAY TIP
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