

MLS of Greater Cincinnati and Dayton REALTORS® Sentrilock Reciprocity FAQs

May 29, 2024

1. What is a reciprocity agreement?

A Sentrilock Reciprocity agreement is between specific Associations or MLSs (hereafter referred to as "Organization") permitting Sentrilock to enable the SentiKey access rights of the other Organization for all subscribers. In simple terms, this means your SentiKey app will work with any keybox owned/leased by either Cincinnati or Dayton MLS.

2. If I am a user of both MLSs, which organization should I get my Sentrilock services from?

Sentrilock subscribers should obtain their SentiKey from their PRIMARY Organization, which will be responsible for collecting the fees owed for the service.

3. If there is a violation of the electronic keybox rules or access, who should I report it to?

All Sentrilock subscribers must abide by the Electronic Key System and Property Access Rules and Regulations *of the Organization that owns or leases the keybox used to gain access regardless of the property's location (Governing Organization)*. The Governing Organization will process reported violations and establish fines and sanctions for their respective organization.

[Cincinnati Keybox Rules and Regulations](#)

[Dayton Keybox Rules and Regulations](#)

4. Do I have to join both MLSs to be eligible for Sentrilock Reciprocity?

No. You only need to be a subscriber in one of the two organizations and have a paid Sentrilock subscription to gain access to Sentrilock keyboxes in both markets.

5. What changes will I see in my app after the implementation?

The only visible change will be when an agent assigns a Lockbox to a listing. They will see the ability to select the Dayton Region or Cincinnati Region. Just select the appropriate organization.

6. Will I need to toggle/sign out or in to use the SentiKey between organizations?

Reciprocal access only affects access to the key compartment, so you will not need to toggle accounts to access keys. If you need ownership rights or the ability to remove a shackle from a Lockbox in Dayton or Cincinnati or to manage a Lockbox on a listing, you will need to toggle to the account that provides you with ownership rights to that Lockbox.

7. Will we still be able to use Flex/One-Day codes?

If you are a Cincinnati or Dayton Sentrilock subscriber, you should **NOT** use Flex/One-Day codes. After the implementation, you will only need to use your SentiKey app. In addition, it is encouraged that the Flex/One-Day codes are not provided to subscribers that request one. The SentiKey app needs to be used.

The Flex/One-Day codes are available for anyone that is not a Cincinnati or Dayton Sentrilock Subscriber.

8. If I have issues with my access, who should I contact?

You should contact Sentrilock directly at 1-513-618-5800 or support@sentrilock.com. You may also contact your local Association/MLS Sentrilock support for assistance.

9. How will I know if it is a Cincinnati or Dayton lockbox?

After the implementation, it will not matter which box it is since you will have access to either with your SentiKey app. However, the two organizations have different versions of the lockboxes. Here are photos of the boxes so you can easily determine which organization is the owner of the lockbox:

Cincinnati Sentriguard Box

Key container opens on the bottom



Dayton Sentrilock Box

Key container opens on the front



10. I have been paying for Sentrilock in both Dayton and Cincinnati. Will the charges be removed going forward?

The secondary Organization will not charge additional fees for the SentiKey app subscription; however, fees already paid will not be reimbursed.

11. I let my subscription lapse in my primary MLS and my Sentikey quit working in my secondary market. Why?

To participate in the reciprocity agreement, each SentiLock subscriber must remain in good standing with the other Organization. If a subscriber loses standing in their primary Organization, access will automatically be revoked in the secondary Organization.

12. Do I have to get a background check to enable the secondary organization's Sentikey access?

Any new subscriber who has not completed a background check as part of a state licensure requirement must complete a background check with satisfactory results before obtaining SentiKey access. This includes but is not limited to, Affiliates and Unlicensed Administrators or Assistants. All existing subscribers are grandfathered as of the effective date listed above. You only need one background check between the two organizations if you are not a licensee. Licensees do not need an additional background check outside the required background check to obtain their license.