

## NCCBOR SentriLock Switchover FAQ

### **How much does a SentriLock monthly access membership cost?**

The monthly fee is approximately \$17.

### **Will I still be able to use Supra?**

NCCBOR will no longer be offering access to Supra products as part of our membership benefits. The Board will offer SentriLock products exclusively.

### **Do I need to be present at the lockbox exchange event?**

Only Brokers of Record or lockbox proxies need to attend this event to exchange lockboxes. If you only need ekey access, you do not need to attend this event.

### **When will I start using SentriLock instead of Supra?**

You will have access to SentriLock immediately upon activating your account, and you will be able to access NCCBOR lockboxes in the SentriLock app beginning October 18, 2022. Supra will be inactivated on November 1, 2022.

### **Will SentriLock trainings be available?**

SentriLock will offer live Zoom trainings. More information will come directly from SentriLock.

### **Can I activate the SentriLock app remotely?**

Yes! You do not need to meet in person or go to the lockbox exchange event in order to set up your SentriLock app. This will be done remotely.

### **Do I need to cancel my Supra account?**

After November 1, your Supra account will no longer be active, and you will not be charged for Supra. You do not need to take any action to cancel your Supra.

### **What if I don't need lockbox or key access until after the switchover date?**

If you wish to cancel Supra before the switchover, please contact Ashley, NCCBOR's Director of Member Services, at 302-762-4800 x114 or [ashley@nccbor.com](mailto:ashley@nccbor.com)

### **Will we have reciprocity with surrounding counties?**

NCCBOR members will have reciprocity with Kent County Association and Cecil County Board of REALTORS®. You will need to contact any other board or association directly to determine your best path forward on access to their lockbox systems.

### **Will I have separate SentriLock accounts for different Association memberships?**

All your SentriLock accounts will be linked in the app; you will be able to toggle between Association memberships within the app.

**Will I have to pay separate fees for separate Association memberships within SentiLock?**

Members should get their SentiLock services through their primary board. If the board has reciprocal access with other regions, members will be able to use their primary key to access lockboxes in those other regions and vice versa. Therefore, a separate key is not needed when reciprocity is in place.

**If I already use SentiLock with another Board, when should I register my NCCBOR account with SentiLock?**

Please register your NCCBOR account as soon as possible. You should have already received an email with an activation link. If you have not, SentiLock will send you a reminder email.

**I registered my NCCBOR account with SentiLock but it deleted my other Association membership in the app – what do I do now?**

Login to the SentiLock app, scroll down to where you see the person icon on the right. Click the icon, then click Add Account and login to your other account. The app should then refresh with both memberships included. When preparing for a showing appointment, login to the app and choose the appropriate county in which the property is located.