

SentriLock/Paragon Integration

On Friday, April 12th at 8:00am integration between Paragon and SentriLock will be turned on. With this integration, comes a change in how you log-in to your SentriSmart App (the SentriLock phone app).

All users need to **1. Log-out of the app** **2. Force stop app to close** and **3. Log-in**

1. LOG-OUT of SentriSmart:

1. Open the SentriSmart app on your phone
2. Click Settings (the gear at the top right)
3. Under User Information, click Logout
4. It will pop-up to confirm, click Logout

2. Force Stop/Close the App:

Android Force Stop

1. Open the Settings app.
2. Choose Apps.
3. Touch the Running tab to view only active or running apps.
4. Choose the SentriSmart app
5. Touch the Stop or Force Stop button.

iPhone Force Close

1. On an iPhone X or later or an iPad with iOS 12, from the Home screen, swipe up from the bottom of the screen and pause slightly in the middle of the screen. On an iPhone 8 or earlier, double-click the Home button to show your most recently used apps
2. Swipe right or left to find the SentriSmart app
3. Swipe up on the app's preview to close

3. Log In:

Once the force-stop is completed, you can log-in again with your **NEW SentriLock ID** and OLD password. The new log-in credentials will be the same, but with an **'L'** in front of the user name.

Example:

OLD User ID: 1111

NEW User ID: **L**1111

Password will NOT change, use the same one.

FORGOT PASSWORD? (different than the 4 digit pin to access a lockbox)

Start with SentriLock - <https://lb.sentrilock.com/lbs/index/> - and click – ***FORGOT PASSWORD?***

Please remember, the user name it asks for will be the NEW one with an 'L' in front.