



Important update to our SentiKey mobile app support policy that will take effect on August 4th, 2025.

This update is part of a quarterly process to ensure users are running the most secure and up-to-date version of the SentiKey® Real Estate app, supporting a more consistent and reliable experience across your organization.

What's Changing

We started a process on April 1st of this year and continuing each quarter we will:
Review adoption rates for all current mobile app versions.
Identify the newest version with 95% agent adoption or higher.
Set that version as the minimum required standard for continued app use.

For this cycle, the following versions meet the 95% threshold and will be the required minimum as of August 4, 2025: iOS – 5.90.0 & Android – 5.90.0

What to Expect

Impacted agents will receive an in-app notification sent by SentiLock, prompting them to update their app, prior to enforcing the change.

Beginning August 4, 2025, any users not on the required version will be forced to update the app before they can continue using it.

Please Note: This update does not require a device or operating system upgrade. Users will only need to update the app version, not their physical phone or OS.

Helpful Hint: Enable auto-updates on your smart phone. by following the steps below it will ensure all your apps and system updates are automatically downloaded and installed.

To enable auto updates on your phone, follow these steps based on your device type:

For iPhone:

Open the Settings app.

Tap on App Store.

Under Automatic Downloads, toggle App Updates to the On position.

For Android:

Open the Settings app.

Tap on Software Update.

Select Auto Download & Install.

Choose Wi-Fi only or Wi-Fi and Cellular to enable automatic updates.

