# NEW SENTRILOCK SUPPORT POLICY

Effective **August 4, 2025**, SentriLock will update its support policy to ensure users are running the most secure and up-to-date version of the SentriKey Real Estate app, supporting a more consistent and reliable experience.

On April 1, SentriLock began reviewing the adoption rates of all current mobile app versions to determine which version has been adopted by at least 95% of agents. That version will be set as the new minimum required version for all users.

**For this cycle:**

- Version **5.90.0** for both Android and iOS will be required.

- SentriKey subscribers not using the required version will receive an in-app notification prompting them to update their app to version 5.90.0.

- Beginning 8/4/25, any subscribers not on version 5.90.0 will be required to update to continue using the app.

**To check which version of the SentriKey app is currently installed:**

- Touch the menu (three horizontal bars in the upper left).

- Choose 'My Settings'.

- Open 'Application Information'.

| Application Information | |
| --- | --- |
| Version | 5.90.0 |
| Server | https://lb.sentrilock.com/ |
| Acknowledgements | ❯ |
| Privacy Policy | ❯ |
| Terms of Use | ❯ |
| Upload Debug Log | ❯ |