

The following pages provide instructions on how to unlock and use each of the three types of devices Altisource uses to secure properties.

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If you have trouble accessing the property,
contact Altisource at:

(866) 952-6514

Press "0" for the Main Menu
Press "1" for Access Issues

Business Hours:
8 a.m. to 9 p.m. Monday-Friday
10 a.m. to 7 p.m. Saturday & Sunday
Eastern Standard Time

VERIFICATION: It is recommended that the buyer's real estate agent contact Altisource. Please have all required information available prior to calling:

- Your Agency's Name and Real Estate License
- Property Address
- Buyer's Name

For the protection of the buyer, assistance with locks will only be provided once license information or vendor ID can be verified.

MECHANICAL LOCK

<https://youtu.be/Ngp-LA2aPMA>



Unlock Instructions

- 1) Press "C" to clear and reset (*press firmly*)
- 2) Enter the access code
- 3) Turn the knob fully (*turn to the left for a left-hand door or right for right-hand door*), then release
- 4) If the knob will not turn after entering the code, repeat steps 1-3



Lock Instructions

- 1) Close the door and hold in closed position
- 2) Turn the knob fully (*turn to the right for left-hand door and to the left for a right-hand door*)
- 3) Check the door to verify it is locked and secure

YouTube Video Instructions

- 1) Please use the link provided below:
<https://youtu.be/Ngp-LA2aPMA>

Unlock Instructions

- 1) Enter the digital lock access code
- 2) Pull the door toward you
- 3) Press the “Unlock” button
- 4) If the lock does not disengage, repeat steps 1-3



Lock Instructions

- 1) Pull the door toward you
- 2) While holding the door in place, press the lock button
- 3) Check the door to verify it is locked and secure

Unlock Instructions

- 1) Use the combination keys on the lock to enter the alpha-numeric access code
- 2) Open the lock box by sliding it open (*front may swing open, lift upward or slide to the side, depending on the type of lock box*)
- 3) Retrieve the door key from inside the lock box and unlock the door or deadbolt

Alpha numeric code

