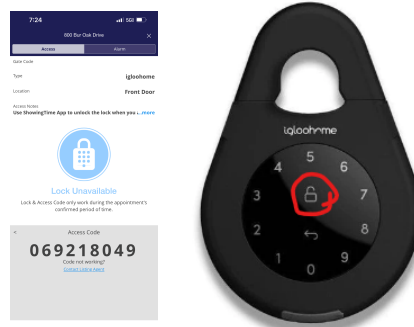


Thank you for scheduling a showing on our listing. We use Igloohome Lockboxes to secure our listings. We would like to identify some common problems with Igloohome to make your showing experience positive. If you have any questions, please let us know. You can call us at 1-800-583-2914.

To use the Igloohome Lockbox:

- 1.) You can unlock the box directly from Showingtime or by entering the code assigned to you in the ShowingTime App.
- 2.) Before you begin, you should wake up the IglooHome Box. To wake up the Igloohome box, hold your entire palm over the keypad on the lockbox and slightly touch it with the palm of your hand until the lights on the keypad light up.
- 3.) Once the keypad lights up, you can hit the unlock button on your ShowingTime app (make sure your Bluetooth is turned on)
- 4.) Or, if using the code, enter the code generated in ShowingTime then press the unlock button.
- 5.) If you are unable to shut the box back, it means the box has locked back in the open position. Enter your code again to unlock the box before closing it.
- 6.) If you enter the incorrect code 5 times, the box will lock down for 5 minutes.
- 7.) The code will only work during your scheduled showing window. If you are going to be late or remain at the property past your scheduled time, please reschedule your appointment in ShowingTime to generate a new code.
- 8.) The main concerns we experience with IglooHome are:
 - a.) You may be hitting a button to wake up the box which is counting as your first number. You can hit the back arrow to reset the box to reenter the code.
 - b.) You may not be pressing the unlock button after entering the code. The box will not unlock until you press the unlock button.



We have created the following video to demonstrate how to use the box: https://youtu.be/0_tNYA0kR80