

SENTRÉ

Professional Onboarding Guide

Your step-by-step guide to completing the 8-step professional application.

Professionalism. Discretion. Peace of mind.

This guide walks you through each stage of the SENTRÉ Professional application so you know what to expect before you begin.

For prospective SENTRÉ Professionals

BEFORE YOU BEGIN

Get ready before starting

The application has eight steps. Having the following items ready will make the process smoother and reduce interruptions.

- ✓ Government-issued photo ID
- ✓ A professional profile photo
- ✓ Driver's license information
- ✓ Social Security information when requested
- ✓ Bank account information for payouts
- ✓ Applicable BSIS or healthcare credentials if applying for SENTRÉ Signature or SENTRÉ Health

Two important verification steps

Stripe: used in the app's identity-verification and payout setup flow.

Checkr: used for the required background-check flow.

Tip: Set aside uninterrupted time and complete the application on the same phone you plan to use with SENTRÉ.

STEP 1 OF 8

Basic Information

The screenshot shows a mobile app interface for 'Apply as Professional'. At the top, it says 'STEP 1 OF 8' and 'Apply as Professional'. Below this is the 'Basic Information' section with the instruction 'Start your Sentré Professional application.' The form has five fields: 'FIRST NAME' with 'Jane', 'LAST NAME' with 'Smith', 'DATE OF BIRTH' with a calendar icon and 'Select date of birth', 'EMAIL' with 'you@example.com', and 'PASSWORD' with 'Min. 8 characters' and an eye icon. A 'Continue' button is at the bottom.

4:14

STEP 1 OF 8

Apply as Professional

Basic Information

Start your Sentré Professional application.

FIRST NAME LAST NAME

Jane Smith

DATE OF BIRTH

Select date of birth

EMAIL

you@example.com

PASSWORD

Min. 8 characters

Continue

Create your SENTRY Professional account using your legal name, date of birth, email address, and a secure password.

What to do

- Use an email address you check regularly.
- Enter your information exactly as it appears on your identification.

STEP 2 OF 8

Profile & Bio

The screenshot shows a mobile app interface for setting up a profile. At the top, the status bar shows the time 4:15 and various icons. The app's header includes a back arrow, the text 'STEP 2 OF 8', and the title 'Profile & Bio'. The main section is titled 'Your Profile' and includes a message 'A profile photo is required.' Below this is a circular placeholder with a camera icon and the text 'Add photo'. Further down, there is a section titled 'SHORT BIO' with a text input field containing the placeholder text 'Tell clients about your professional background and the services you provide...'. At the bottom of the screen is a large, rounded 'Continue' button. The bottom of the screen shows the standard Android navigation bar.

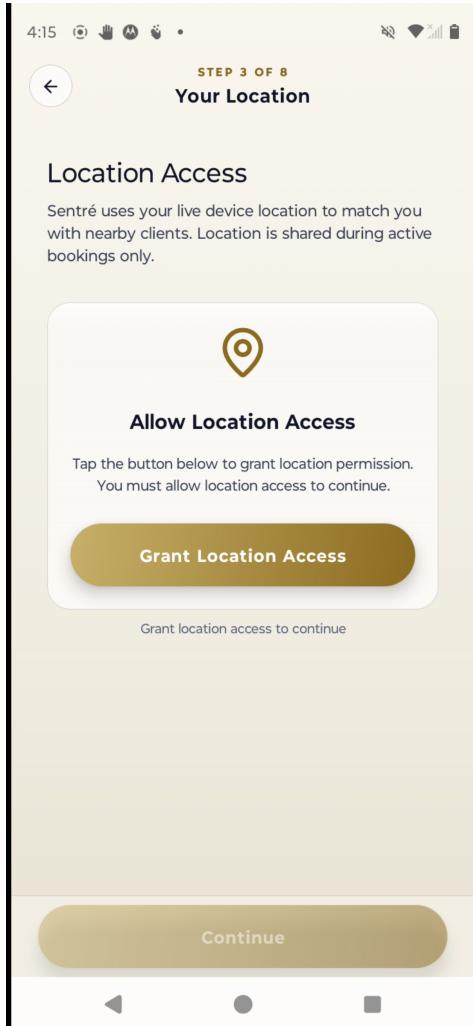
Add a clear professional photo and a short introduction so clients can understand your background and the services you provide.

What to do

- Use a recent, professional-looking photo.
- Keep your bio concise, relevant, and client-friendly.

STEP 3 OF 8

Location Access



Enable location access so SENTRY can match you with nearby clients. The app explains that location is shared during active bookings only.

What to do

- Tap "Grant Location Access."
- Location permission is required to continue onboarding.

Choose Your Service Tier

4:15

STEP 4 OF 8
Your Services

Choose your service tier

Select the tier that matches your qualifications.

Sentré Core
Everyday tasks: errands, shopping, transport, and appointment support
Driving licence number required

Sentré Signature
Licensed (BSIS) security professionals
Driving licence + BSIS certification required

Sentré Health
Non-emergency medical-appointment support (RN)
Driving licence + healthcare credential (RN or equivalent) required

Required Credential

DRIVING LICENCE NUMBER *

e.g. D1234567

LAST 4 DIGITS OF SSN *

Continue

Select the service tier that matches your qualifications: SENTRY Core, SENTRY Signature, or SENTRY Health.

What to do

- Core requires driving-license information.
- Signature requires applicable BSIS credentials.
- Health requires an applicable healthcare credential.

STEP 5 OF 8

Choose Your Activities

4:16

STEP 5 OF 8
Your Activities

What do you offer?

Select every activity you are able and willing to provide. Clients will book you based on these.

ON-SITE

Errands & Shopping

Appointment Support

GETTING AROUND

Transport & Rides

Walking Assistance

Fitness Support

Cycling Assistance

Select at least one activity to continue

Continue

Select every activity you are able and willing to provide. Clients will use these selections when booking professionals.

What to do

- Choose only activities you are comfortable providing.
- At least one activity must be selected to continue.

STEP 6 OF 8

Identity Verification & Payout Setup

4:16

STEP 6 OF 8
Verification

Identity & Payout Setup

Complete identity verification and connect your bank account to receive payments.

Identity Verification
Verify your identity with a government ID and selfie via Stripe.

Start Identity Verification

What to expect on the next screen

Email & name	Pre-filled for you — no need to re-enter.
Date of birth	Required by Stripe to verify your identity.
SSN	Only the last 4 digits are required — Stripe does not store your full SSN.
Bank account	Enter your routing number and account number to receive payouts.
Website	Optional. If a website is requested, enter a brief description of your service instead: "Professional Services".
Business type	Select "Individual" — you are not registering a business.

Continue to Submit

Complete identity verification and connect your payout information through Stripe so you can receive payments.

What to do

- Have a government-issued ID ready.
- Follow the Stripe flow for identity verification.
- Enter payout information carefully and review it before continuing.

Why this is required

Identity verification helps confirm who is applying, while payout setup enables professionals to receive payments through the platform.

STEP 6 OF 8



Identity & Payout Setup (Stripe)

Verify your identity and connect your bank account to receive payments.

SENTRÉ partners with Stripe to securely verify your identity and set up payouts. You will be redirected to a secure Stripe page to complete this step.

1 Select Your Industry

On the Stripe “Business details” page, choose **Other personal services** from the Industry dropdown menu.



Choose “Other personal services”

This is the correct industry for SENTRY professionals.

2 Add a Product Description

Since you don't have a website, enter a short description of the services you provide in the Product description field.



Example description

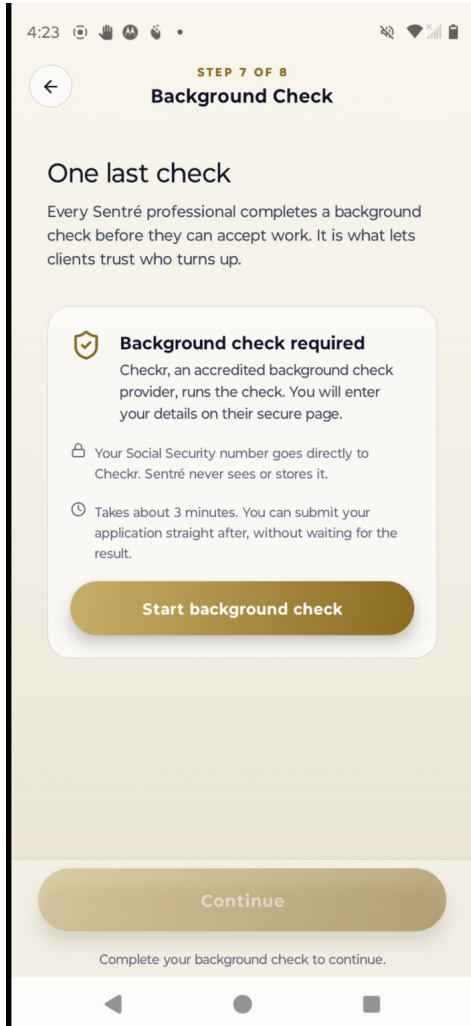
You can enter “Professional Presence” or a similar short description, such as: “On-demand professional support services.”



Keep it simple and accurate

You don't need a website. Just select “Other personal services” and provide a short description of the services you offer through SENTRY.

Background Check



Every SENTRY Professional completes a background check before accepting work. The screening flow is handled through Checkr.

What to do

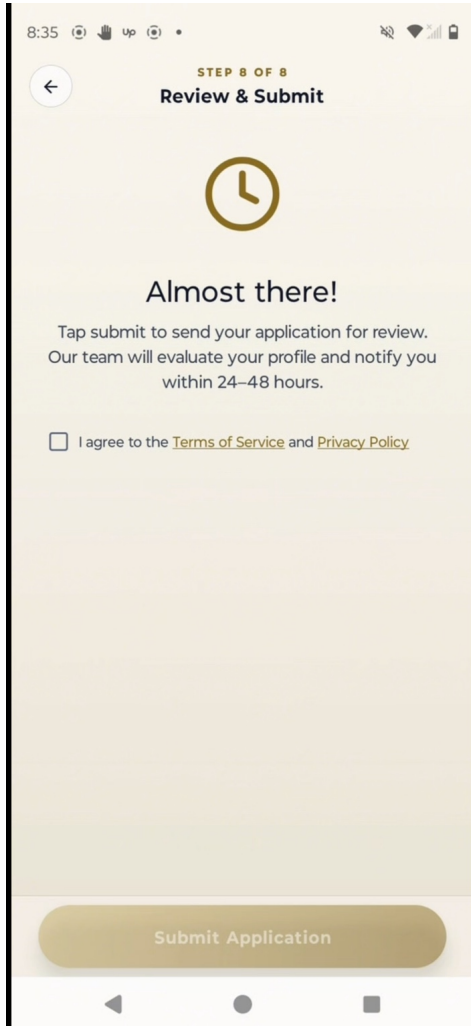
- Tap “Start background check.”
- Enter requested information on Checkr’s secure flow.
- You can continue the application after completing the required background-check submission.

Why this is required

SENTRY requires professionals to complete a background screening before they can accept work. The app states that the screening is run through Checkr.

STEP 8 OF 8

Review & Submit



Review the final application screen, agree to the Terms of Service and Privacy Policy, and submit your application for review.

What to do

- Read the Terms of Service and Privacy Policy before agreeing.
- After submission, watch your email and app notifications for updates.

AFTER STEP 8

What happens next?

Once you submit your application, SENTRÉ reviews the information provided. The current application screen states that applicants will be notified within 24–48 hours.

1	Submit	Complete all required onboarding steps and submit your application.
2	Review	Your profile and application move into SENTRÉ's review process.
3	Watch for updates	Check your email and app notifications for the outcome or any requested follow-up.
4	Get ready	If approved, keep your profile, availability, and professional information current.

Welcome to the SENTRÉ Professional application process.

Keep this guide available while completing your application.