

Sentinel

safer
smarter
simpler

Data Protection Act 2018: Important information on changes to visibility access for Sentinel Administrators

In May 2018, the Data Protection Act 2018, will come into force. As a result, the number of people with and types of access to personal data in Sentinel will be reduced.

To protect the personal information retained within Sentinel and ensure that it is utilised in compliance with the Act, a new level of access will be launched soon. This level of access is being created to ensure Line Managers and Rostering Administrators continue to have the visibility of competence and medical validity. Sponsor Administrators who are required to retain their level of access in line with aspects of their role, will stay the same.

Anyone else who previously had Sponsor Administrator access, will no longer be able to have visibility. Any activities that this now prevents will need to be registered, with the Sentinel helpdesk via [email](#), a log of these requests will be reviewed, retained and audited, as and when necessary.

Who do I contact? Is it the Sentinel helpdesk?

To improve customer service, the remit of the Sentinel Helpdesk, is being refined. As such, you may have already received information from the helpdesk advising you to re-direct your query, by an alternative route; for instance, if the query relates to Medicals or D & A, this should be sent through to the [Health and Wellness team](#).

The ticketing system provides us with improved data, to help us to identify the query trends and what can be done, to reduce these, as well provide more intuitive information for our customers.

The system has a customer feedback facility, which requests a response, every time a query has been closed. More information on where to direct your 'non' Sentinel queries will appear soon on the Sentinel website.



Sentinel Team work with Wales route

Photocard rejection update

With your help, the number of cards rejected has fallen slightly in the last period to 667, but still remains high. **We need your continued support to bring the volume down and be able to provide the compliant card images, first time.** [Read our guide: How to get your Sentinel card photograph approved first time.](#)

When a Sentinel card is rejected, the charges are still payable for both the cancelled and the replacement Sentinel card. Therefore all new or replacement Sentinel card orders that do not meet the photograph criteria not only doubles the cost, it could also result in a delay in delivery potentially preventing the card holder from working.



Need help to get started with the Sentinel app or a quick refresher of how to use it? Look no further than our handy guide. If you and your team would like printed copies, we have some pocket sized versions you can take out with you each shift. Contact [Sentinel Comms](#) to request your copy.

Why not raise a close call if you are not swiped out by a COSS or a

To increase usage of the Sentinel app since its launch in October 2016, across the industry, the team ran a pilot project with the Wales route, supported by the maintenance teams. They have provided insight into how the app is currently being used successfully and where there are challenges or barriers which should be addressed. We are already seeing increases in usage in some places since our briefings. In the coming months we'll be rolling the project out across the routes and looking at what upgrades we can make to the system to make it more user friendly.

If you have any suggestions to improve the App or think your team would benefit from a briefing let us know via [Sentinel Communications](#).

Kind regards
The Sentinel Team

trainer?

Remember to call the 24/7 Sentinel Helpdesk with any of your Sentinel related issues and report any technical issues you: 0330 726 2222.



Know somebody else who would be interested in this?
[Forward this email](#)

Please contact the Sentinel hotline if you have any Sentinel queries
0330 726 2222

