

Frequently Asked Questions (FAQs)

1. What is Site Access?

Site Access is an update to Sentinel safety system and does not change existing processes, it simply creates a smart digital record and introduces new functionality such as:

- Swipe in and out
- Record a site induction
- Select a location
- Record competence usage
- Input basic fatigue information
- Record a risk assessment
- Record a safety briefing

2. Does Site Access track an individual's every move and whereabouts?

Sentinel doesn't use GPS technology to track and / or trace an individual's location. The location information we ask you to select is used to quickly help find people who have knowledge of an area, in times of short notice work or a major / minor incident.

3. Is Site Access linked to pay and performance?

No, it's not linked to any other system. It does not affect salary / wages / bonus or terms & conditions.

4. What should I do if I cannot swipe in via the mobile app?

If you are someone who needs to swipe in a team of people (i.e. you are a Controller of Site Safety) but when you scan your Sentinel card the 'Start Shift' option is not highlighted, then your profile is not set up properly and you will need to contact the Sentinel Helpdesk: 0330 726 222.

5. Why is it now necessary to swipe out at the end of a shift?

By swiping out this will activate the 12-hour rest rule to deter double shifting.

6. How can I check a card?

If you are using the mobile app and would like to check a card then go to the menu on the home screen where you will see options to show own card, check a card etc.

7. What if I cannot find the correct location I am working at?

If there was a problem when installing the mobile app you will receive a prompt to download it again. If no locations show then please shut down the app and re-open it. If however you have a list of locations, but still require additional locations to be added, then contact the Sentinel Helpdesk who will support this request.

8. Why is travel time information being collected if the 12-hour clock doesn't include travel time?

This is to collect basic fatigue information.

9. I am being asked for a Risk Assessment, what should I do?

If you have any questions please call the 24/7 Sentinel Helpdesk: 0330 726 2222

If you are trying to swipe in but you have not had a 12-hour break between shifts then there will be a prompt for a risk assessment to be carried out. The Sentinel cardholder will need to contact their responsible manager, as per current process, and provide the name and a reference number of the risk assessment to the card checker to allow them to swipe in.

10. What if I need to change sites or if my card checker changes part way through a shift?

Use the 'Continue working at another location' and your new card checker will scan your card to check your details and competences.

11. What if I am an office worker who later goes trackside?

If you are an office worker, and do not hold a Sentinel card, will need a TVP (Track Visitor Permit) to go trackside. TVP's are issued by your Primary Sponsor and you are limited to 12 per year. If you hold a Sentinel card then please follow existing processes to go trackside.

12. At the end of the day who do I swipe out with?

It is important that the Controller of Site Safety (COSS) or Safe Work Leader (SWL) that you have been working with swipe you out at the end of the shift. If you have entered through a Site Access Cabin (SAC), they will need to swipe you out too, but the time used for starting the 12-hour clock will be when you swiped out with the COSS.

13. What if I forget to swipe out?

The next time you swipe in the card holder the basic fatigue data will be inaccurate and cannot be amended. To reset the system, there are two options:

1. Swipe in the card holder, immediately swipe them out and then swipe in again. This will trigger a risk assessment (complete as normal and note reason for risk assessment)
2. Swipe in only and ensure Swipe out at the end of the shift

Please remember to swipe out at the end of your shift. It is the responsibility of the card checker to swipe everyone out at the end of the shift (including themselves). A cardholder should remind them if not done.

3. What if my phone cannot connect or I am in an area with poor signal?

Swiping in to Sentinel should be carried out in an area of communications. If you have worked with the individuals before then data can be cached into your phone memory and will be stored for 28 days (caching). If the device fails then please call the IVR line 0330 726 2222 (option 1) or [login to Sentinel](#) and conduct a web check. If you are trying to record a safety brief and the app doesn't work then revert to paperwork.

4. Can recording use of competence in the Sentinel mobile app replace the paper logbook?

Competences can be recorded by the card checker, via the app, but it is not mandatory to be done this way. When a card checker records use of competence in the mobile app then it is stored as an electronic copy in the individual's [MySentinel account](#), which can be used as an alternative to their paper logbook. Please note the mobile app can only record Sentinel competences and it does not replace any other sections of the paper logbook.