

Five top tips for using the new Sentinel app

1. Not been swiped out from a previous shift?

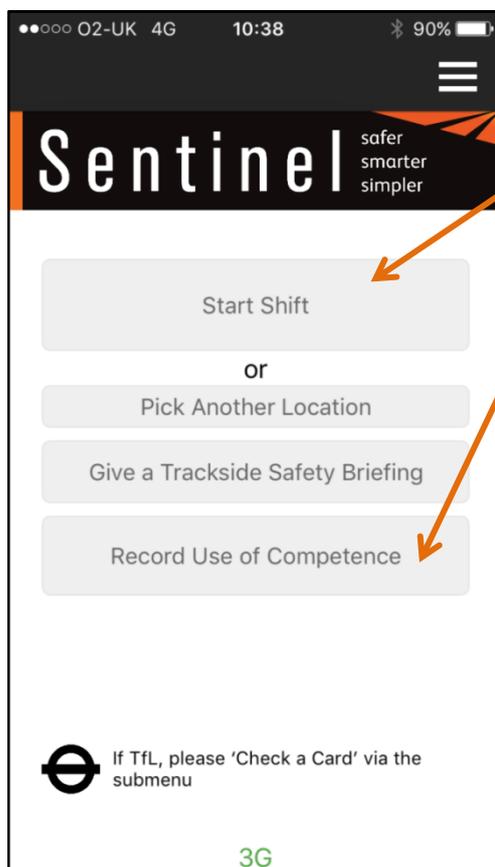
This does not mean they can't be swiped in again. A card checker can either swipe them in as normal and keep the 'old' data in the system for that day and then swipe them out as normal at the end of the shift OR they can swipe them in and then straight out and then swipe them in again and do a Risk Assessment.

2. Unable to swipe people in?

If someone scans their card and all they see is greyed out options then either they do not have permission to swipe people in or their profile has not been set up properly.

In order to use the new functionality of Site Access you need to have the relevant boxes ticked on your Sentinel profile. All COSSs, IWAs, Lone Workers and some Admin will have this functionality ticked but if you do fall under one of these categories, and when you swipe your card you get the below, please call the Sentinel helpdesk on 0330 726 2222 and they will update your profile.

Your swipe in page will look like this if the boxes are not ticked



The wording will be greyed out

3. When swiping out at the end of the shift **remember to swipe out using the 'Finish Work for the Day' option.** This will start the 12 hour rest rule.
4. **Sentinel will not, and does not, stop anyone from working.** If you are unsure on what you are doing just make sure you use the 'Check a card' function, which can be found in the sub menu, to ensure the person is competent to be out working that day.
5. **How can I add a location?**
Due to the amount of Access points etc. we have been unable to build them in to the locations because they slow the system down too much. Currently we are going with high level locations but if there are any you would like us to add please email the helpdesk Sentinel@mitie.com and let us know what the Location is called and under what location Type it should go.

For further information

- If you have any problem with the app please contact the Sentinel Helpdesk on 0330 726 2222 and they will assist or pass you problem on to be looked into. If you do not tell us there is something wrong we cannot fix it!
- Briefing material, handouts, presentations and e-learning can all be found on the Sentinel website under resources www.railsentinel.co.uk
- [FAQs documents](#)

Feedback is always welcome. We like to hear the good and the bad from all who use the app.