

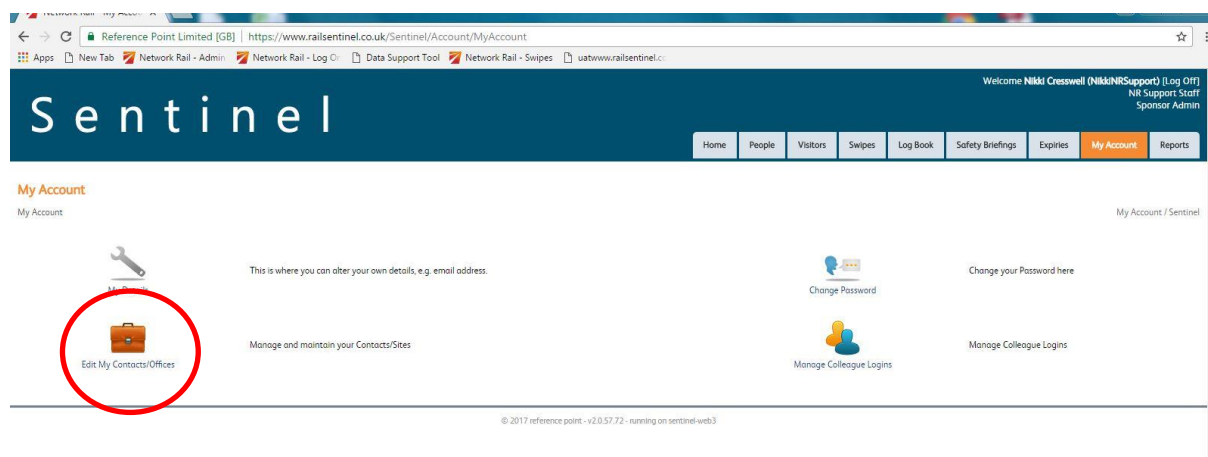
Make sure your Office details are correct to avoid card delays

As outlined in the Sentinel Scheme rules, the contact information for your sponsor including all local Office address details must be kept up-to-date.

Incorrect details can lead to a delay in the delivery of Sentinel cards. This could result in the loss of shifts and the potential of your organisation not receiving important emails from the Sentinel Team or other associated updates.

Here are the steps you can follow in your Sponsor Administration login to check and amend your organisation's address and contact information.

1. Choose the 'My Account' tab and click the Edit My Contacts/Offices icon



2. Under the 'Details' tab, check your organisations email address – this is the main email address we will use to send out updates or contact you regarding other Sentinel issues.

- Use the 'Office' tab to include the details of the main office and also any local office addresses. Select add to include an additional address or click to highlight an existing office name and then click edit to amend the postal address for this location – this is the address that cards ordered against that office will be posted to so be sure to include a contact name / FAO details and make sure the address is correct.



Edit Sponsor

Edit Sponsor's details using the form/tabs below

Name	Site Code	City	Is Billing Address	Date Created
Network Rail	54945	Milton Keynes	✓	17 December 2013
Nikki Cresswell	55430	Milton Keynes	✓	16 January 2015

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Edit Site

Name: Network Rail

Address Line 1: Sentinel

Address Line 2: 1st Floor, Furzton

Address Line 3: The Quadrant:MK

Address Line 4: Elder Gate

City: Milton Keynes

Postcode: MK9 1EN

Country: United Kingdom

Phone: 07515 619908

Fax:

Site Code: 54945

Is Billing Address: ☒

☒ Save

Created On 17/12/2013 13:47:19 by RPL Admin
Last Modified On 26/05/2016 12:04:38 by Paul Brady

4. Finally, use the 'Contacts' tab to check, add or amend your office contact telephone number.
Select add to include an additional office contact or click to highlight an existing office contact and then click edit to amend.

The screenshot shows the 'Edit Sponsor' page in the Sentinel system. The 'Contacts' tab is selected and highlighted with a red circle. The table below shows the current contacts:

First Name	Surname	Phone	Is Primary Contact	Is Active
Paul	Brady		✓	✓
Nikki	Cresswell		✗	✓

Navigation controls at the bottom of the table include a dropdown menu set to 25, navigation arrows, 'Page 1 of 1', and a 'Displaying 1 to 2 of 2 items' message.

This screenshot shows the 'Edit Contact' modal window open over the 'Contacts' tab. The 'Add', 'Edit', and 'Delete' buttons in the modal's header are circled in red. The 'Save' button at the bottom of the modal is also circled in red. The modal contains the following fields:

- Firstname: Nikki
- Surname: Cresswell
- Phone: (empty)
- Mobile: 07891012345
- Is Primary Contact: ☐
- Is Active: ☒

At the bottom of the modal, it states: 'Created On 07/03/2016 12:54:45 by Paul Brady' and 'Last Modified On 07/03/2016 12:55:34 by Paul Brady'.