

# Sentinel

safer  
smarter  
simpler

## Unable to be Swiped in?

Useful contact information for when you have been denied access.

Reason	Contact
Card Cancelled Check Core Competence Check D&A Check Medical No Primary Sponsor	24/7 Sentinel Helpdesk
Invalid TVP	Your TVP Issuer Out Of Hours—24/7 Sentinel Helpdesk

**24/7 Sentinel Helpdesk - 0330 7262 222 or**

**sentinel@mitie.com**

Other User Guides can be found on our website at  
<http://info.railsentinel.co.uk/help-support/quick-start-guides/>