



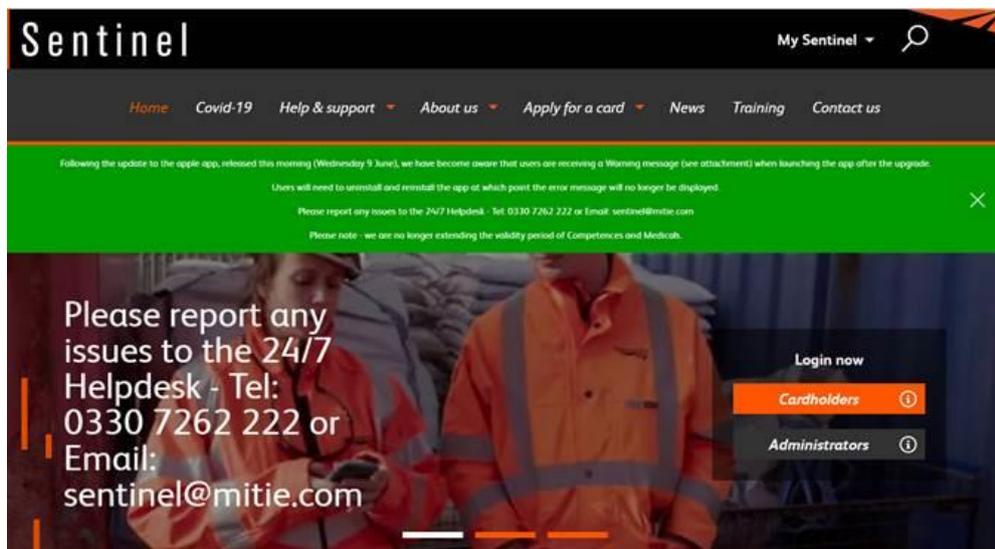
Process for ordering a Sentinel card

The card ordering process has been improved recently. Your card can now be ordered before you attend your PTS course and can be sent to your home address. This can only be done, if you have your photo and your home address loaded in Sentinel, ready for the card order to be placed.

Step 1 – Photo for your Sentinel card

- Before attending your PTS course, if you have a Sentinel administrator or a CDS, they can take a picture of you and upload this to your Sentinel profile, following the photo guidelines available on the Sentinel website. info.railsentinel.co.uk/apply/photo-requirements/

info.railsentinel.co.uk/



- You can add your home address into the Sentinel website, using the MySentinel login and setting yourself up with your own view of your Sentinel profile.
- The Helpdesk are there to support and assist you with this, if you're not sure how to set this up sentinel@mitie.com mysentinel.me/Account/LogOn/





Step 2 – Order the card

The ordering of Sentinel cards is not automatic.

If you HAVE a CDS or Sentinel administrator available to you They can raise the card order in the Sentinel system against your profile, confirming the required delivery address. (During these times of less people working in offices, it's quicker to get your card sent to your home address).

If you DO NOT have a CDS or Sentinel administrator available to you, the Sentinel Helpdesk will be able to raise the card order for you, subject to you providing a correct photo and the delivery address by emailing this to: sentinel@mitie.com

When the card is received, this should be confirmed in the database by the Sentinel administrator or CDS. However, the card will work without the receipt being confirmed.

If you have any queries with the card ordering process, please e-mail the Sentinel Helpdesk Team on sentinel@mitie.com