Sentinel safer smarter simpler

USER GUIDE (AUGUST 2016)

Using the Sentinel mobile app, PC client and MySentinel account

Call the 24/7 Sentinel Helpdesk if you have any questions: 0330 726 2222

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What is Sentinel?

Sentinel is one of the premier safety systems in use across the Rail Industry. We provide rail workers with a passport to work on the rail infrastructure across the United Kingdom by using the latest smart card technology. This allows workers' competence and fitness to work to be verified simply and effectively in near real time.

How is it used?

All competence information is stored electronically on the smartcard's electronic chip (within the card) and can be updated using a variety of methods. The card has a unique QR code printed on the front and when this is scanned, it automatically accesses part of the cardholder's record in the Sentinel database.

The smartcard is also compatible with some Near Field Communication (NFC) devices. NFC allows you to scan a card by holding it against the back of the phone rather than scanning the QR code.

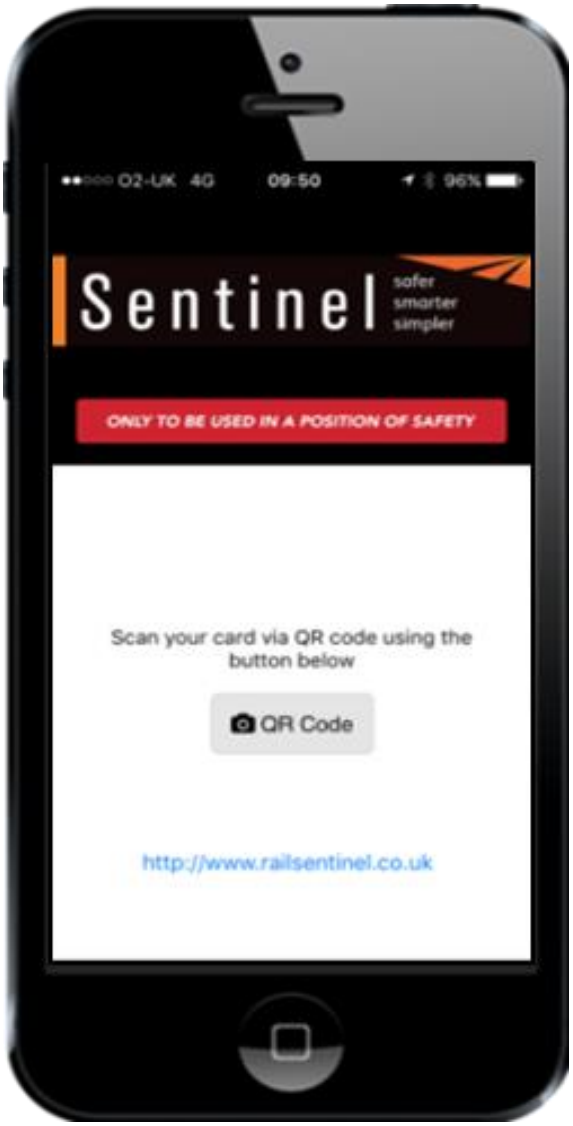
When a card is swiped its information is stored in the phone for 28 days (this is called caching). If you are in an area of no communications, this information can be retrieved and used to swipe in.

Who uses Sentinel?

Sentinel is growing. There are over 132,000 users on the system with an increase of more than 8,000 users as Transport for London has adopted the scheme. The technical capability has also been dramatically improved and now there is new functionality (Site Access) which will improve the management of workers' hours and reduce their exposure to the risks of fatigue.

The users consist of workers who work on the rail infrastructure; both Network Rail and External contractors, Training providers, Medical providers and Sponsors. They all use Sentinel in order to ensure that workers have quick and easy access to work, training to ensure that they are competent and medicals to make sure they are fit to work.

Chapter One - The Mobile app



How to download the app

The Sentinel app is available in four versions:

iPhone	Android QR	Android NFC	Windows
If you have an iPhone, download the Sentinel iPhone app from iTunes or the Network Rail app Catalogue	For Android phones, download the Sentinel QR app from Google Play	For Android phones with NFC, download the Sentinel NFC app from Google Play	For Windows phones (NFC/QR), download the Sentinel app from the Microsoft Store.

How to download the Sentinel app to an iPhone:

1. Select the app Store/app Catalogue on the iPhone.
2. Select search, then type Sentinel.
3. The Network Rail Sentinel app shows in the search results.
4. Select Get, then Select Install.
5. The app will appear on the iPhone.

How to download the Sentinel app to an Android smartphone:

1. Select Google Play on the Android smartphone.
2. In the search field, type Sentinel.
3. Select the Sentinel QR icon and select Install. However, if the Android supports NFC (Near Field Communication), select the Sentinel NFC icon and Select Install. Note: There may also be a need to select the Accept icon.

How to download the Sentinel app to a Windows smartphone:

1. Select the app store (Shopping bag icon).
2. Type in Sentinel in the store search bar.
3. Select Sentinel QR/NFC app.
4. Select install
5. app will appear in app list whilst downloading & will be greyed out.
6. Once downloaded app will appear in full colour, Sentinel logo.

Once downloaded, the Sentinel app is ready for use. The next section explains how to swipe a Sentinel card in using the mobile app.

Swiping in a Sentinel card using the Sentinel app

This section shows how a card checker uses the app to swipe themselves and their team in.

The new functionality in the Sentinel app requests the card checker to enter the following for each team member before swiping them in:

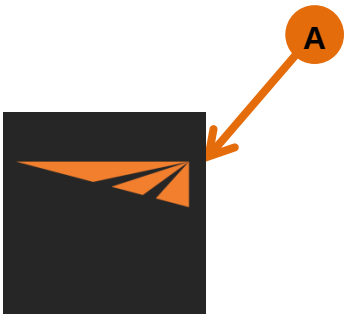
- Time left place of rest
- Planned shift duration
- Time to place of rest

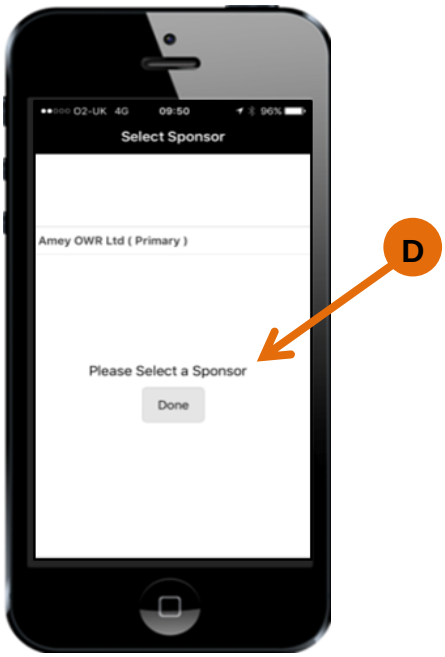
A. To open, select the Sentinel app on the mobile's home screen.

B. Then select the QR Code icon and the camera will open.

C. The card checker has to swipe in first by positioning their card with the QR code facing the camera.

D. The Select Sponsor screen appears - the Sentinel app shows both Primary and Sub Sponsors. Select the correct Sponsor and then press Done to continue.





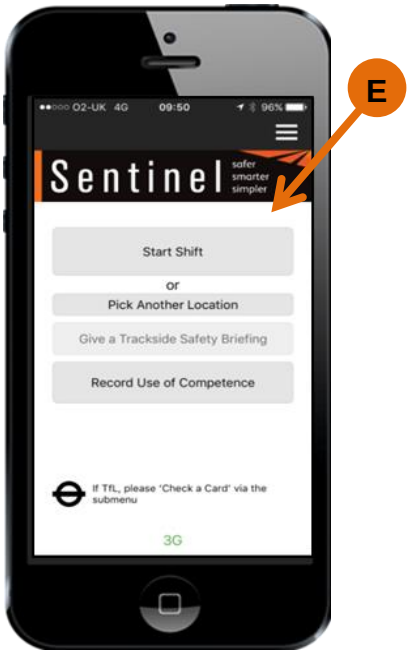
E. Select Start Shift.

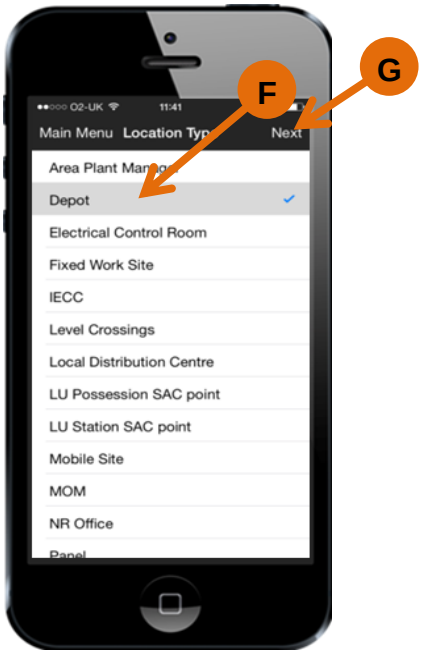
F. The Location Type lists the work area. Select the Location Type that matches or closely matches the relevant Location Type where you are.

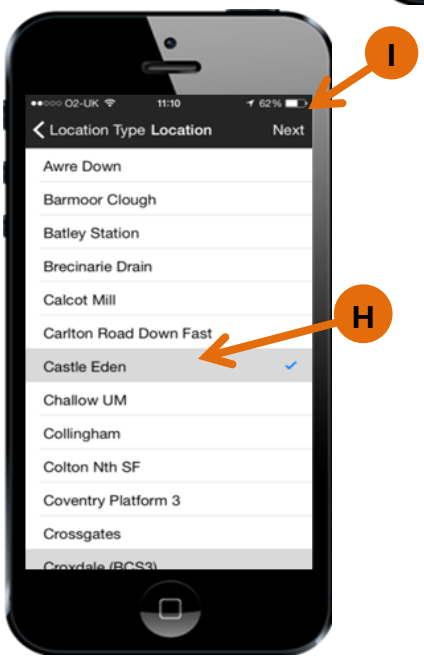
G. Then select Next.

H. The app will then display the Locations associated to the Location Type. Select the Location that matches or closely matches the relevant Location where you are.

I. Select Next. After choosing the Location you can swipe yourself in. You have to do this before you can swipe in your team.







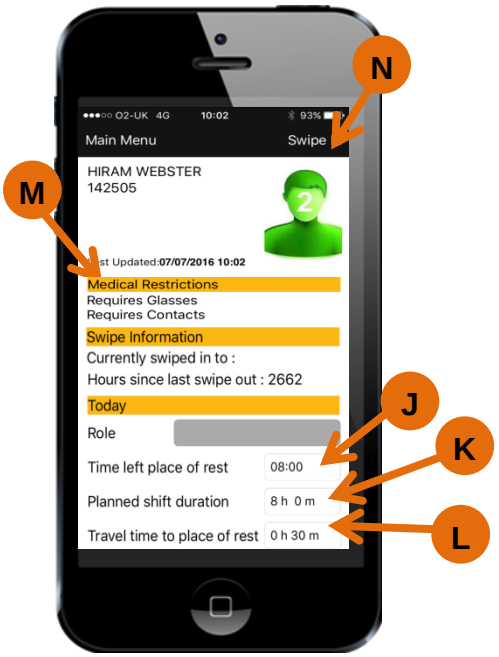
J. **Time left place of rest**, e.g. home or hotel.

K. **Planned shift duration** How long your shift is.

L. **Travel time to place of rest** e.g. home or hotel.

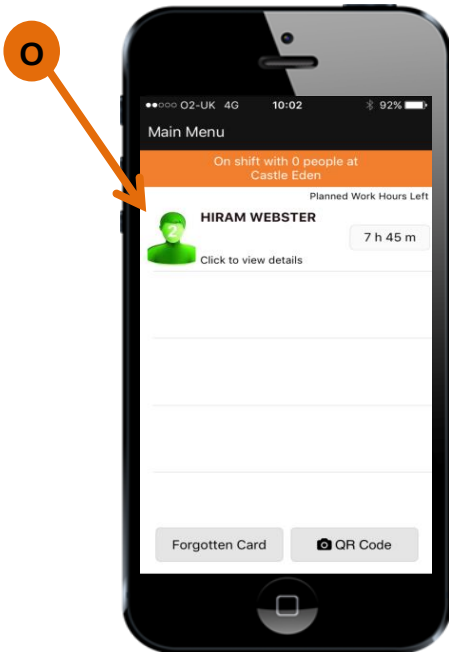
M. If the individual has any Medical Restrictions, they will be identified above the swipe information.

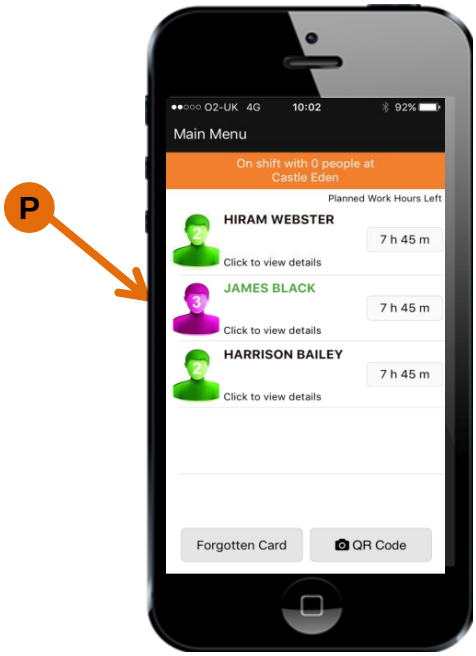
N. After this information has been entered, select the Swipe In icon.



O. The card checker is swiped in and a team screen has been created. This is where the team will be shown once people are swiped in. It also shows where you are on shift.

P. To swipe in the next person select QR Code and repeat the process. As each person is swiped in they will be listed under the card checker.





Acknowledging and recording a Safety Brief

The next section shows how to record a Safety Brief.

When a team goes trackside they are given a Safety Brief. With the new functionality this can now be recorded on the app.

The card checker will give the brief and then scan the team members' cards to record acceptance of the brief. This replaces the need for a wet signature on paper.

If an individual refuses to accept the Safety Brief, their card is not swiped and the individual will not be allowed trackside.

A. Select Main Menu on the top left hand corner of the screen.

B. Select the Give a Trackside Safety Briefing icon.

C. After the Safety Brief has been delivered, the card checker types the reference into this screen.

D. Select the Next button.

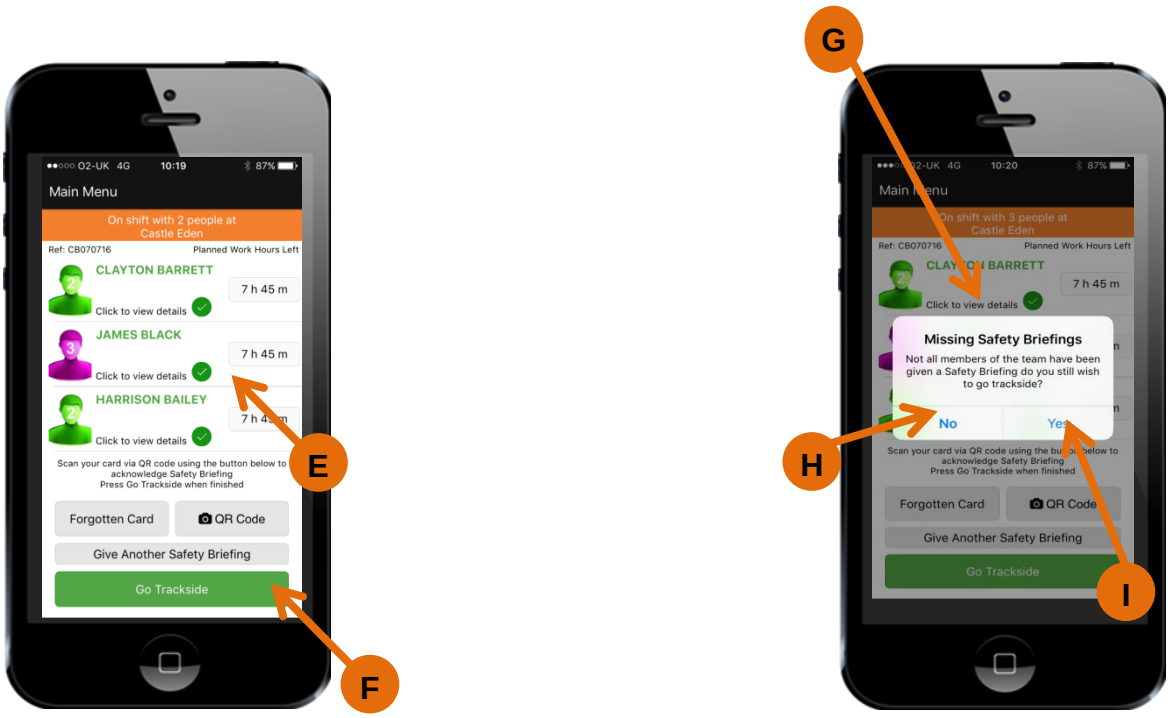
E. To accept the Safety Brief everyone has to have their card scanned again (if you have any Forgotten Card holders you will need to collect a Wet Signature from them). To do this click on the QR Code button and scan each team member's card. The green circles against a person's name indicate they have accepted the Safety Brief.

F. After this select the Go Trackside button.

G. A warning message appears if not all team members have accepted the Safety Brief.

H. If No is selected, scan the team member's card by selecting the QR Code button. After that, the Safety Brief is registered against the team member's name. Select the Go Trackside button again.

I. If Yes is selected, the system records the team as going trackside without one or more team members having the Safety Brief registered against their name.



Recording a Risk Assessment based on the 12 hour rest rule

This section shows how to record a Risk Assessment if an individual has not had the required 12 hours rest.

Following an individual being swiped out via Finish work for the day the12 hour rest rule will be initiated. This rest rule indicates that every individual must have 12 hours rest between shifts. If they try to swipe in having less than 12 hours rest, the app requires for them to undertake a Risk Assessment

If the Risk Assessment shows that the individual should not work, their access must be denied and recorded in the app.

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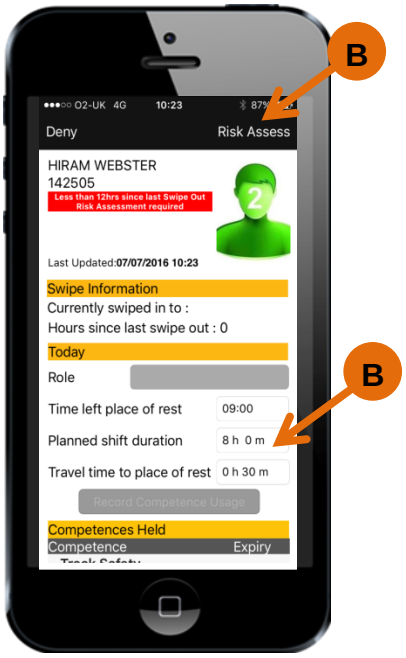
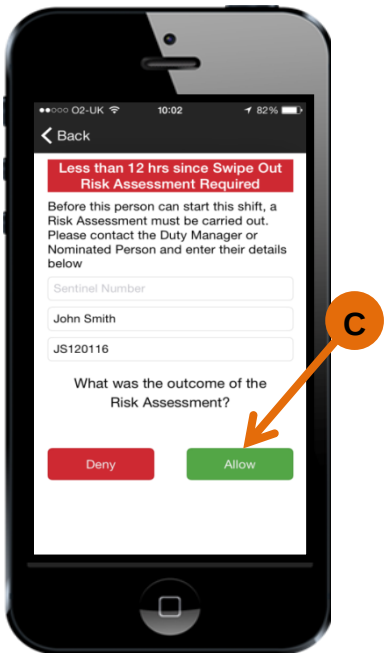
A. Using the QR code, scan an individual's Sentinel card as usual.

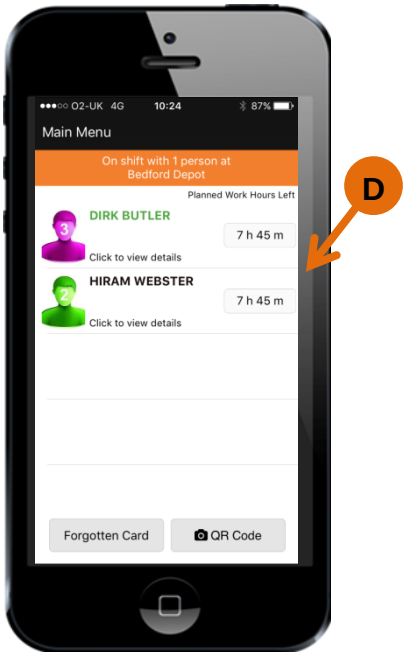
B. If the individual hasn't had enough rest (under 12 hours), the alert shows underneath their name and Sentinel number. Before selecting the Risk Assess icon, check the basic fatigue information has been populated and is correct. Then select the Risk Access icon.



C. A Risk Assessment needs to be performed by a Duty Manager or Nominated Person. Their name is then recorded in the app along with a specific reference number. Their Sentinel number can also be recorded if they have one. Depending on the result of the Risk Assessment, the card checker selects either Deny or Allow.

D. The individual is now Swiped In as shown in the team screen.





Dealing with instances of ‘Denied Access’

There are many reasons why someone should be denied access to work.

The system will automatically flag up if someone does not have a Sponsor, a Core Competence or a failed Medical or D&A.

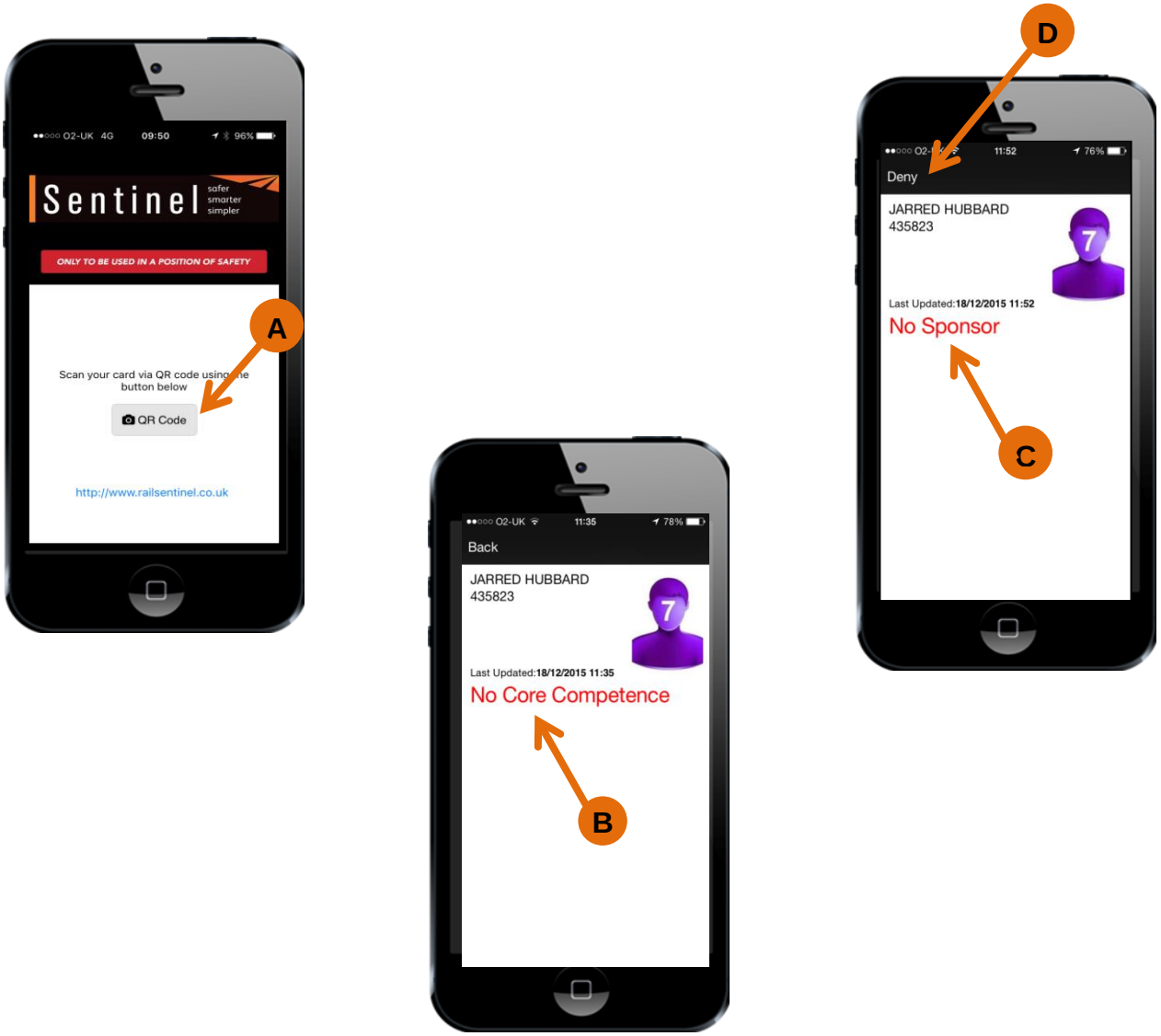
It will also allow you to manually deny someone access if, for example, they do not have the correct PPE or are behaving inappropriately.

A. Open the Sentinel app and Swipe the individual's card.

B. If an individual does not hold PTS/ICI the system will highlight this automatically.

C. The same happens if the individual does not have a valid Sponsor.

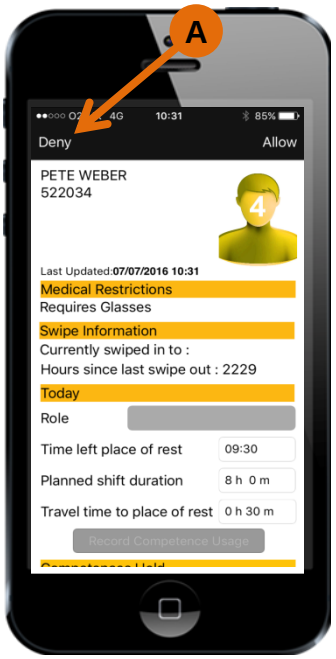
D. In both these instances the only option is to Deny them access.

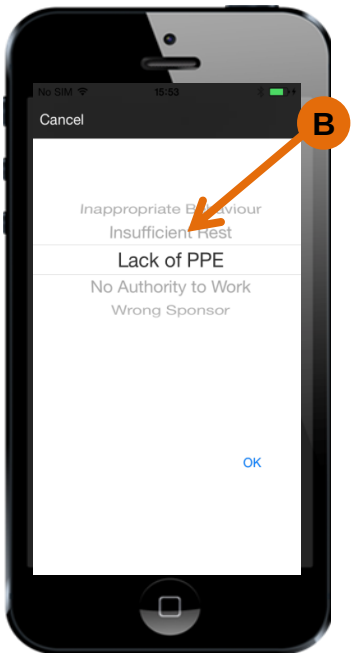


In some cases the card checker will need to deny access for other reasons, such as lack of PPE or if they do not hold the correct competence to do the job they have been assigned.

A. Select the Deny icon.

B. Then select on the most appropriate reason to deny access and select OK.





Using the Sentinel app with NFC (Near Field Communication)

Some Android and Windows phones have the ability to read cards by using NFC functionality. To do this the correct app needs to be on the phone and NFC needs to be turned on.

The process for swiping people in/out/safety briefs and inductions is the same apart from with NFC you hold the card to the back of the phone for it to be read rather than scanning it with the QR Code.

What is Near Field Communication?

NFC is a way for your phone to interact with something in close proximity. It provides a wireless connection between your device and another (this could be another phone, smartcard or tag). It allows for two-way communication, with both devices involved being able to send and receive information.

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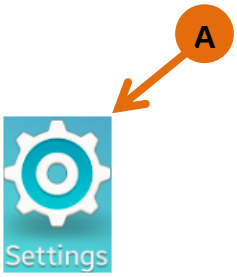
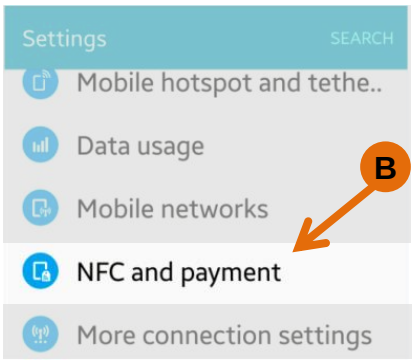
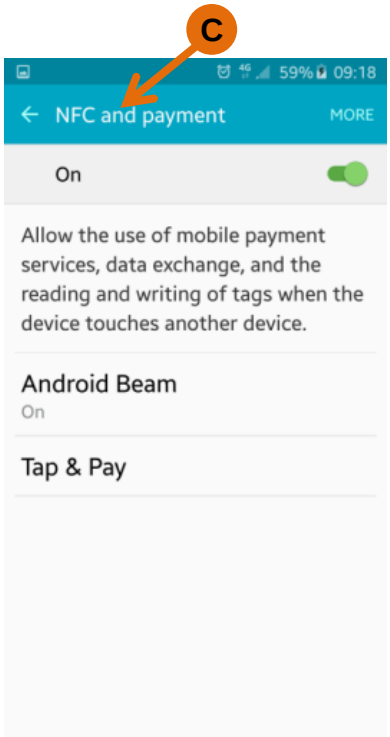
A. To turn NFC on in an Android or Windows phone, go to the Settings icon.

B. Select the NFC option (Note: some Android and Windows phones may not look the same as this).

C. Turn NFC on.



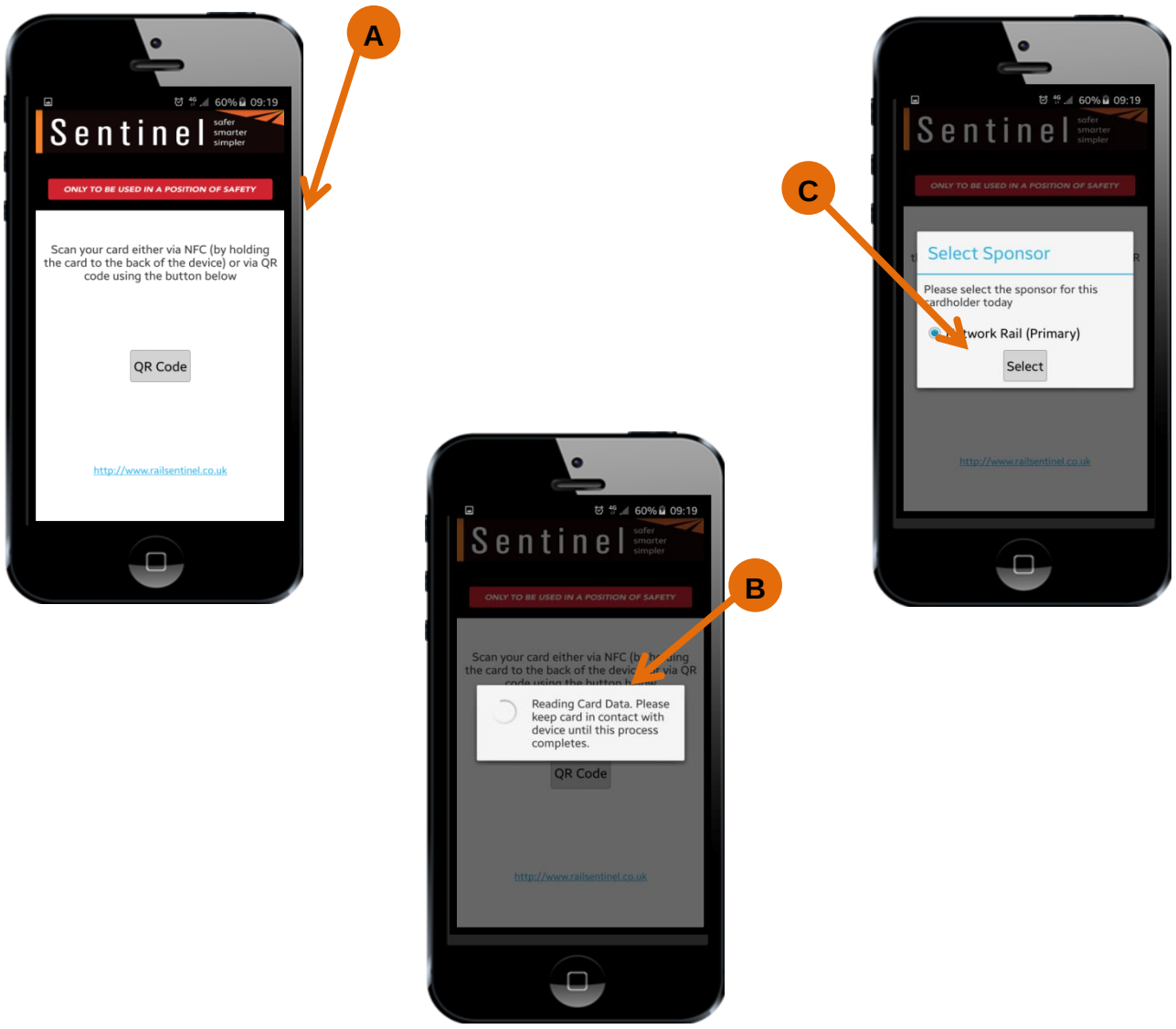




A. Having made sure NFC is switched on, open the Sentinel app and hold the Sentinel card to the back of the device.

B. Make sure the card stays at the back of the device in order for the app to read the card information.

C. Select the correct Sponsor and then continue to use the Sentinel app as already shown in the previous sections; the only difference is NFC functionality is used rather than QR code reader to record swipes.



Swiping in an individual who has forgotten their Sentinel card

As with the process now, if someone forgets their Sentinel card the card checker can use the Forgotten Card functionality to swipe that person in.

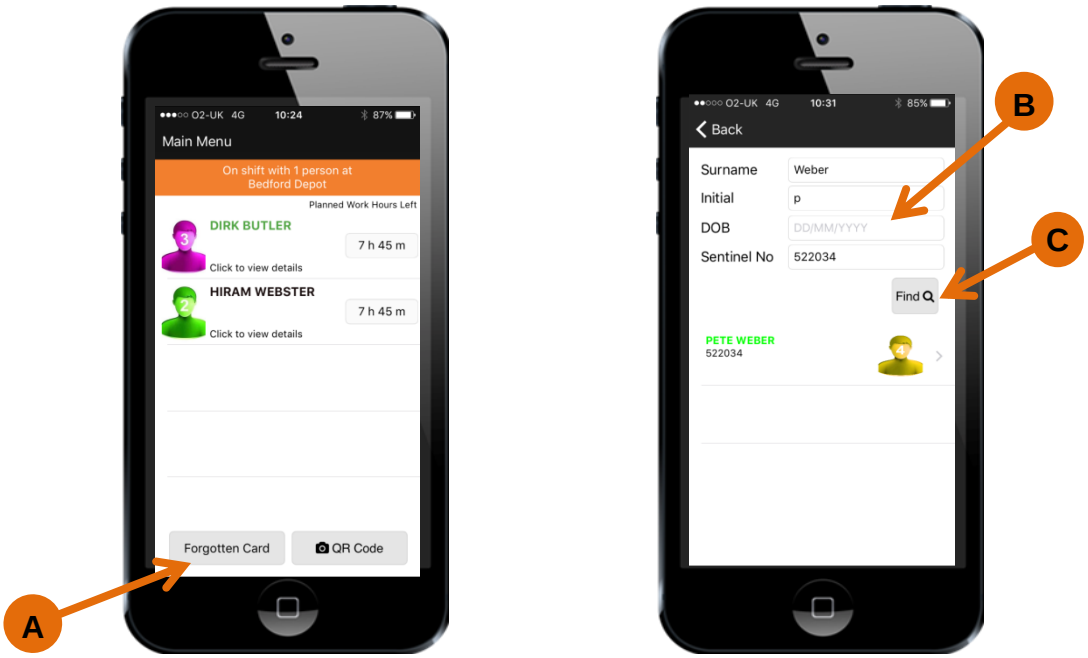
In line with the Sentinel Scheme Rules, anyone who forgets their card more than 3 times in a 12 month period will not be allowed to access the infrastructure.

A card checker has the right to refuse to use the Forgotten Card functionality.

A. Select the Forgotten Card icon.

B. Enter the information required: Surname and Initial plus either the Date of Birth (DOB) or the Sentinel number and click Find.

C. When the person has been found select their name to bring up their details.

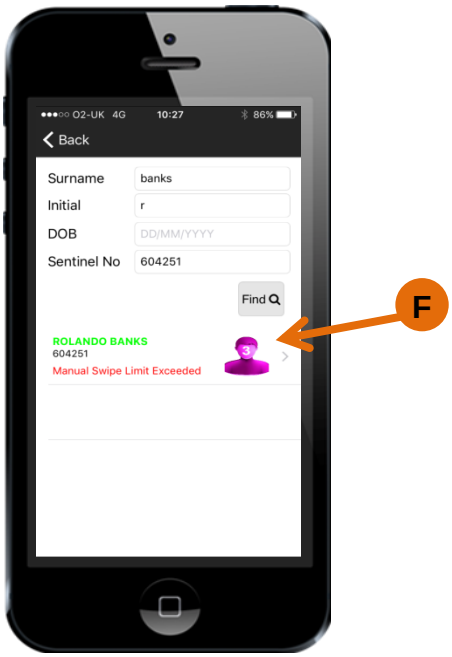


D. Check the individual's
   a. Time left place of rest
   b. Planned shift duration
   c. Travel time to place of rest

   Then select Allow.

E. The complete team can be viewed in the team screen.

F. If an individual has forgotten their Sentinel card more than 3 times in a 12 month period, they will be denied access to work.



Swiping in using a Track Visitors Permit (TVP)

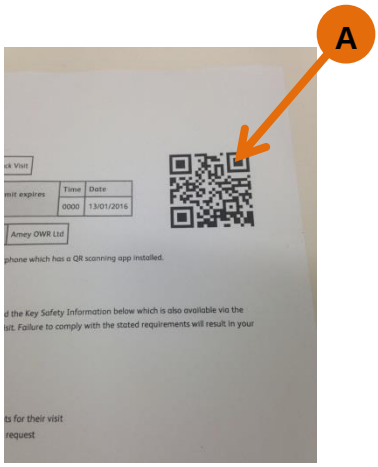
Individuals who don't hold a Sentinel card may occasional need to access the infrastructure. The Sentinel system allows for this by allowing a card checker to swipe someone in who holds a TVP.

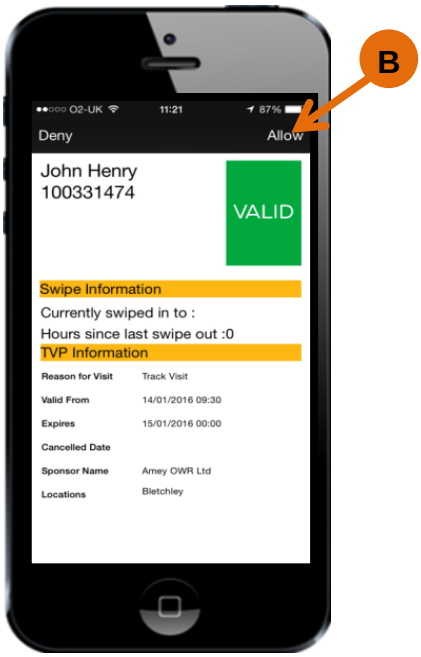
Individuals may apply for up to 12 Track Visitors Permit (TVP) in a 12 month period.

A. From the team screen, select the QR Code button, then scan the QR code on the TVP.

B. Before continuing, check the details on the TVP are correct and then select the Allow icon.

C. Notice the TVP holder's name is now included in the team screen.





Recording Use of Competence

This section shows how to record the Use of Competence in Sentinel using the Sentinel app.

The app enables the recording of the Use of Competence by a card checker. This can be performed at any time during or after a shift.

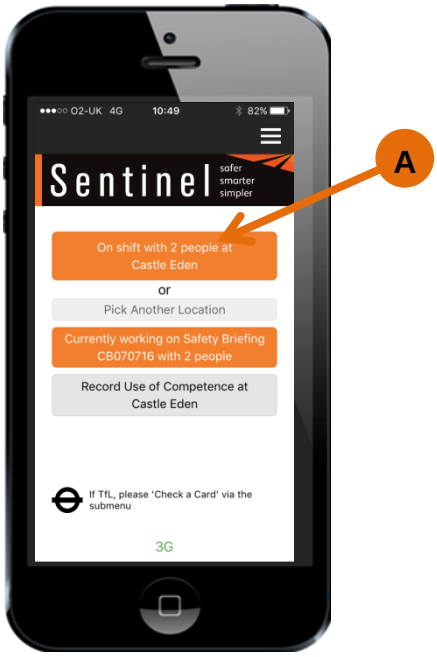
This allows a record of competence usage to be built up within your mySentinel account and could replace the need to maintain a manual record.

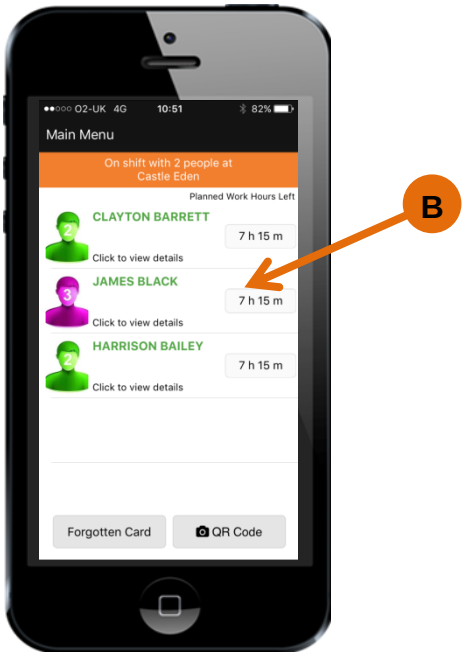
Recording a competence at the end of a shift

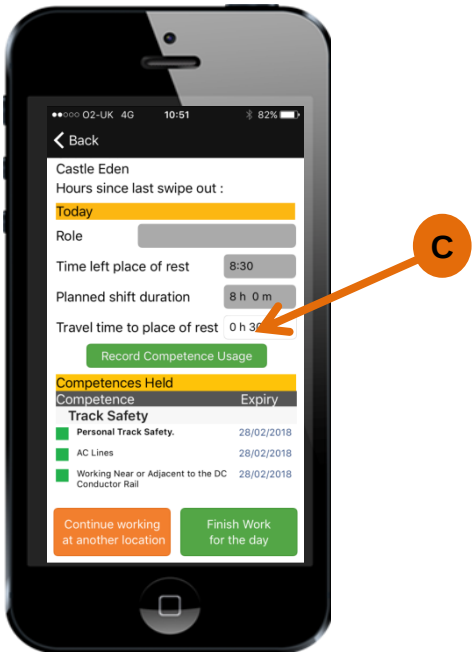
A. From the main menu, select the On shift with… icon.

B. Select an individual's name from the team screen.

C. Select the Record Competence Usage icon.





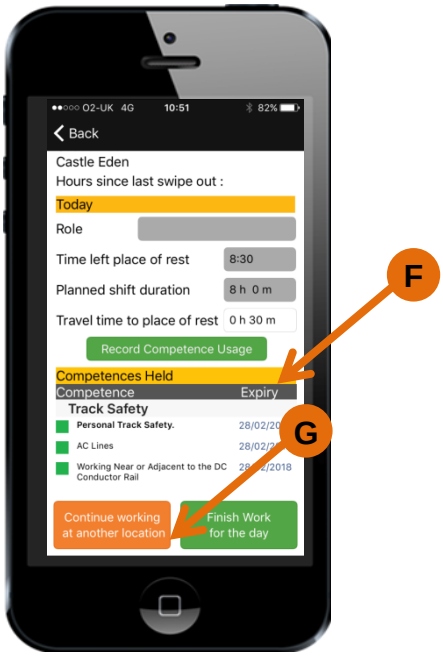


D. Select the competence which has been used by sliding the button to the right. When recording Use of Competence a note may be added, however, this is not mandatory.

E. Select the Record icon on the top right hand side of the screen.

F. The competence has been recorded as being used. The dates are not shown in the app but are uploaded to the Sentinel database.

G. You can now select Finish work for the day or Continue working at another location.



Recording a competence at any time

A. From the main menu select the Record Use of Competence icon.

B. Choose the location where the competence and the date it was used. Add a Safety Briefing reference if it is relevant.

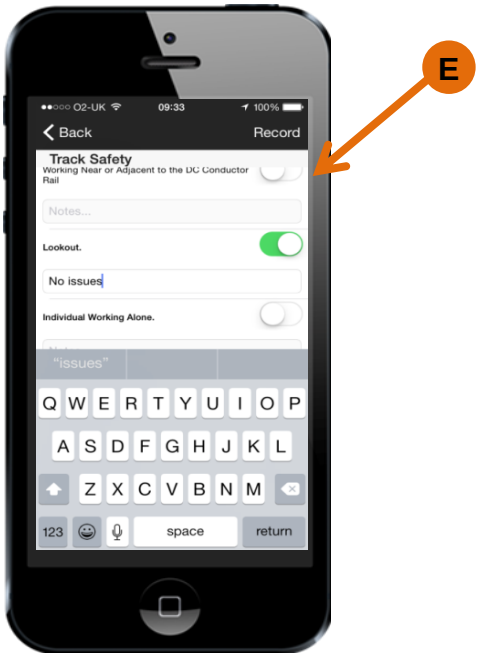
Note: If adding a Safety Brief reference, PTS will not be recorded as this will have been recorded automatically at the time the shift took place.

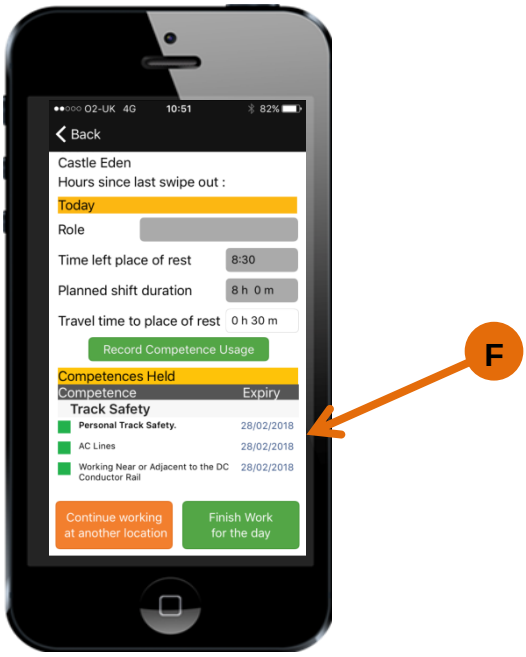
C. Select the QR code button and scan the card.

D. Select the Record Competence Usage icon.

E. Select the competence to be recorded then select Record.

F. The usage dates are not shown in the app but are uploaded to the Sentinel database.





Dealing with changes during the working day

There are many things that can change in a day. Members of the team may have to leave and go somewhere else or the card checker may have to change half way through a shift.

All these are possible with the app and in this section we show you how to complete these processes.

Individual leaving the team to work somewhere else

A. From the main Sentinel menu, select the On Shift with… icon.

B. Select on the individual who is leaving the team.

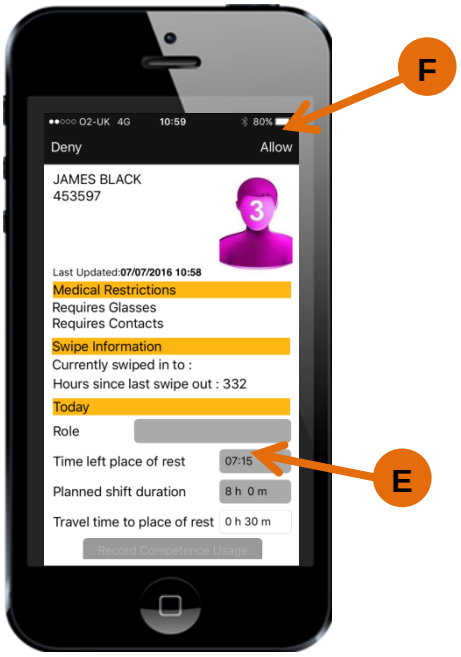
C. Select Continue working at another location button.

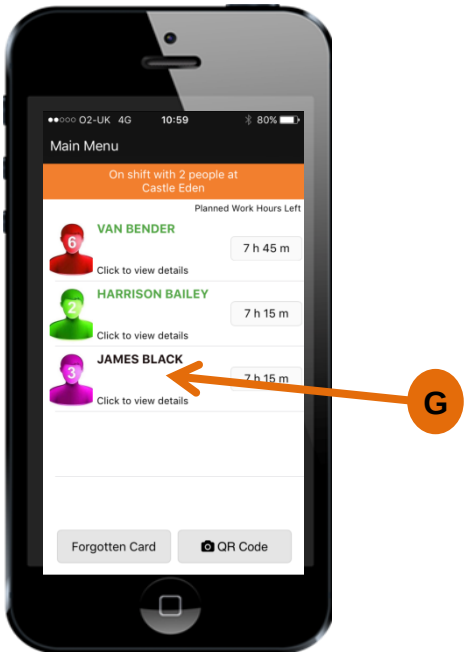
D. This removes them from the card checkers team screen and enables them to be Swiped In by the next card checker.

E. The next card checker needs to carry out the swipe in process and check competences. If necessary, the card checker will amend the Travel time to place of rest. The Time left place of rest and Planned shift duration cannot be amended.

F. The card checker selects the Allow button.

G. The individual has now joined the team.



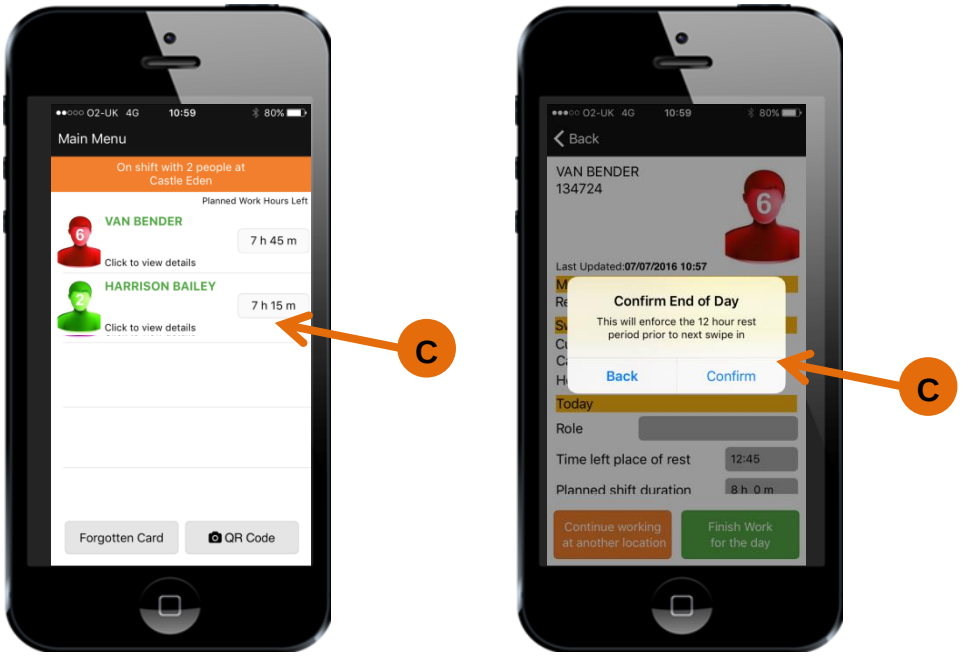


Change of card checker

A. From the main Sentinel menu, select the On Shift with… icon.

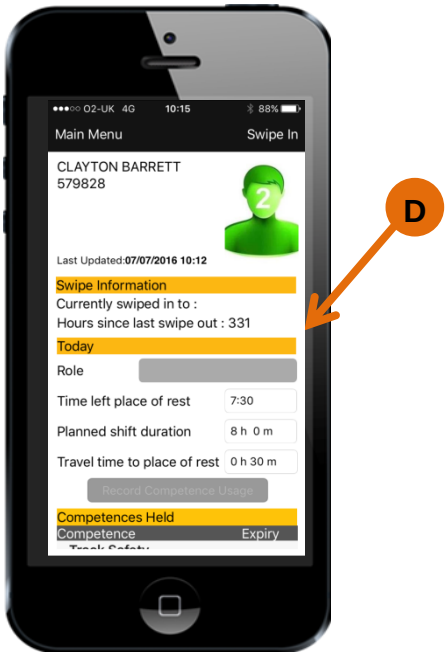
B. Select a member of the team and choose Continue working at another location

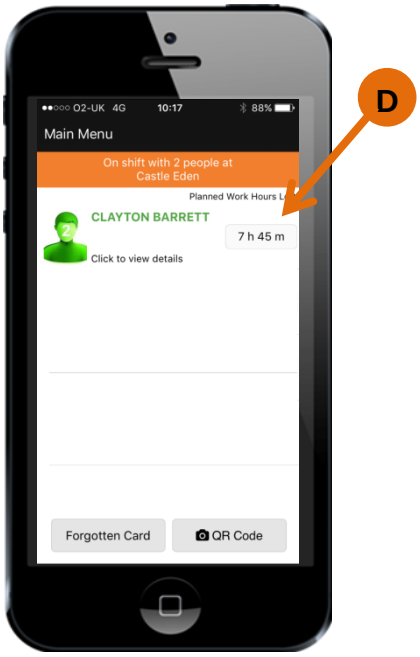
C. That individual has now left the team and you can repeat the process for everyone else including yourself. If you are finishing for the day choose that option or if you are moving to another location choose Continue working at another location.

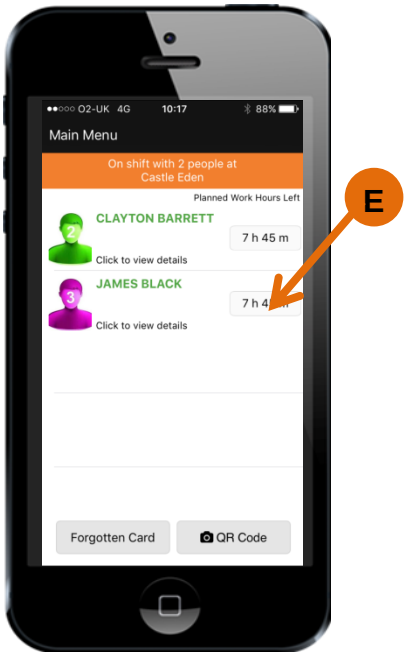


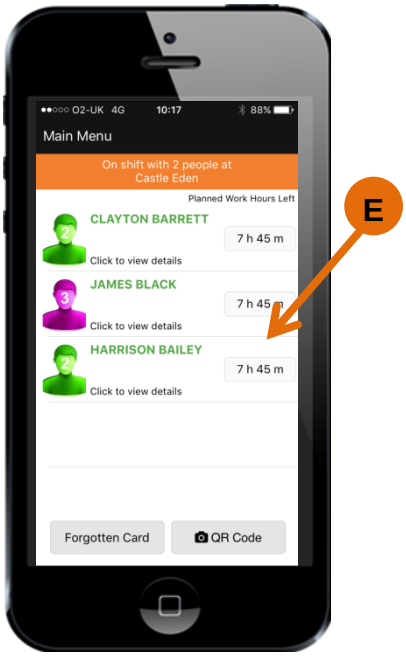
D. This removes everyone from the team screen enabling the replacement card checker to swipe themselves in.

E. As before the card checker would then swipe in the team.









Recording a completed Site Induction

This section shows how to record a completed Site Induction.

Before going out on track a Site Induction should be carried out. This can be done on the day or weeks beforehand.

A. From the Main Menu, Select the sub menu button. This could be on the top or bottom of the screen, depending on your phone.

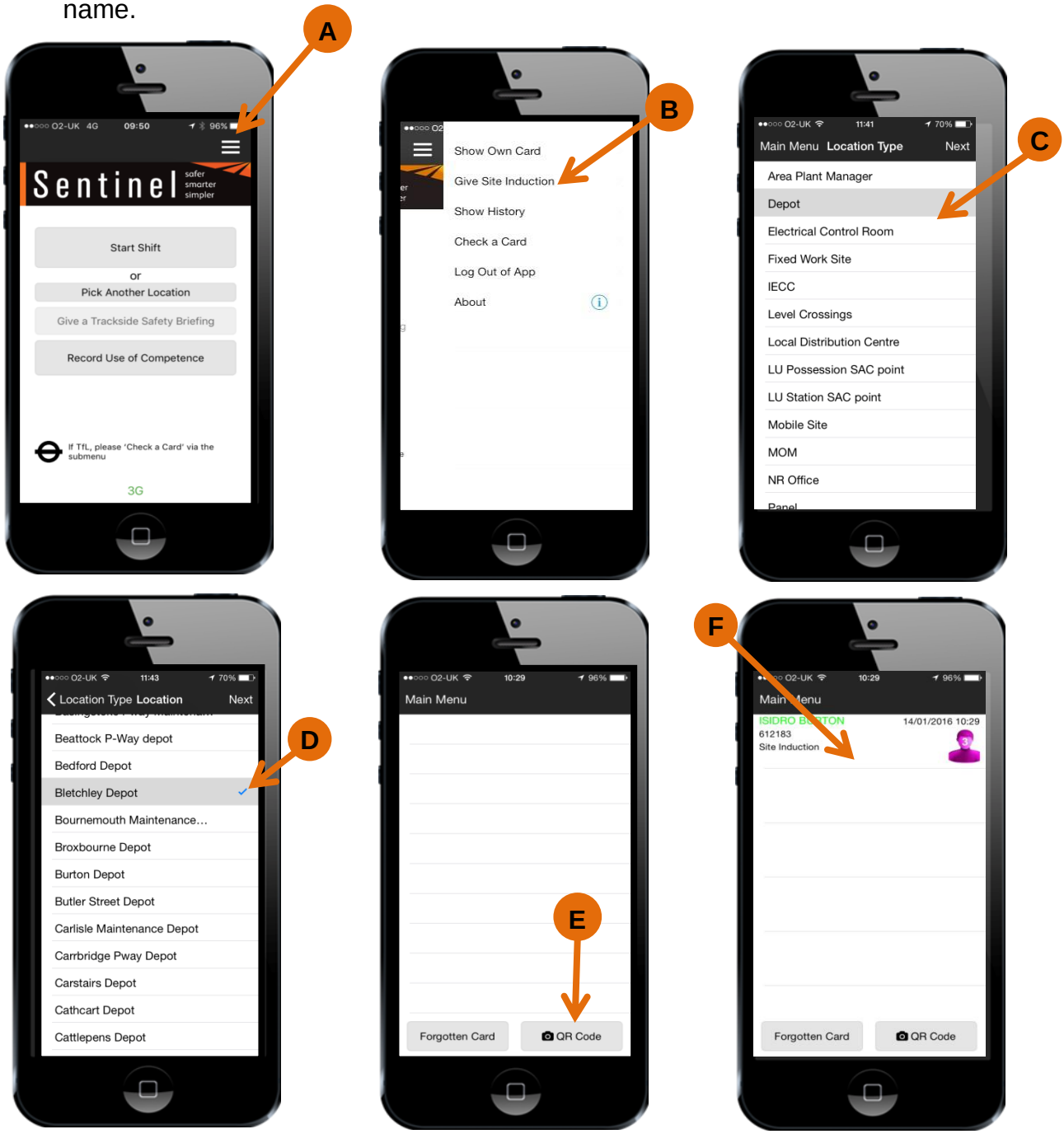
B. Select Give Site Induction

C. Choose the Location Type

D. Choose the Location.

E. Select the QR code icon and scan the Sentinel card.

F. Now the team member has been recorded, their details can be seen. Repeat this for all team members until everyone has had the Site Induction recorded against their name.



Swiping out at the end of the shift

This section shows how to Swipe Out of Sentinel using the Sentinel app.

The last thing that must be done at the end of a shift, or a working day, is to swipe out of Sentinel. This is performed by the card checker who will swipe out their team or by a Lone Worker who swipes themselves out.

The act of Swiping out and choosing to finish work for the day records the time that individuals finish work. This also starts the 12 hour rest clock.

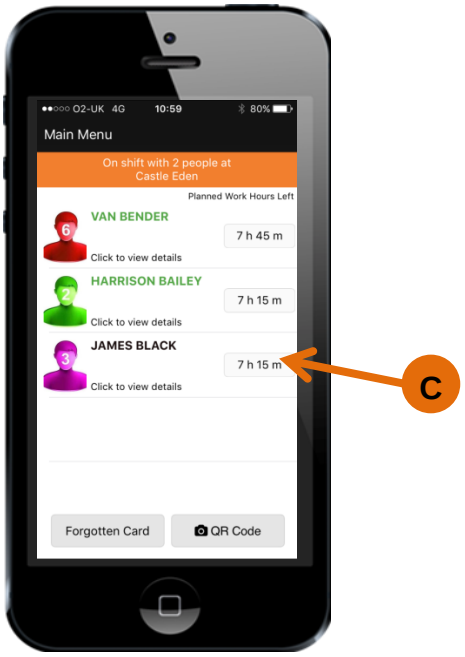
This means the next time that individual starts work and is swiped In the system is able to calculate if the individual has had 12 hours rest and if a risk assessment will be required.

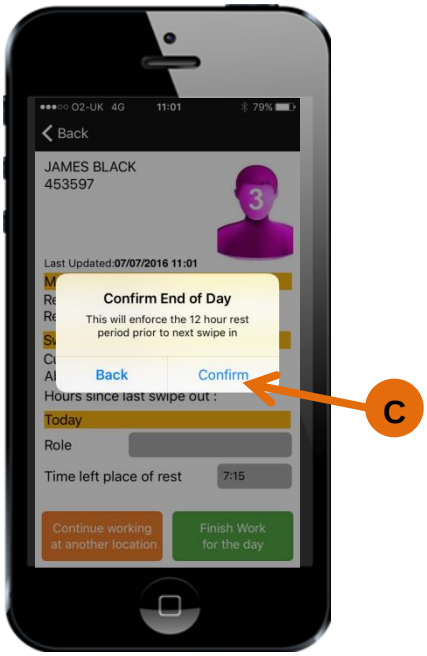
This is an important process which enables the management of individual's fatigue risk.

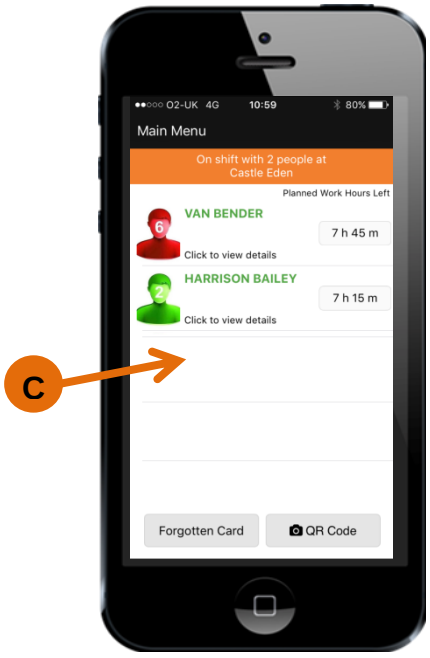
A. Go to the team screen then select the first individual to be swiped out.

B. Select Finish Work for the Day, (a popup screen will appear informing you that this will start the 12 hour rest rule) then select Confirm.

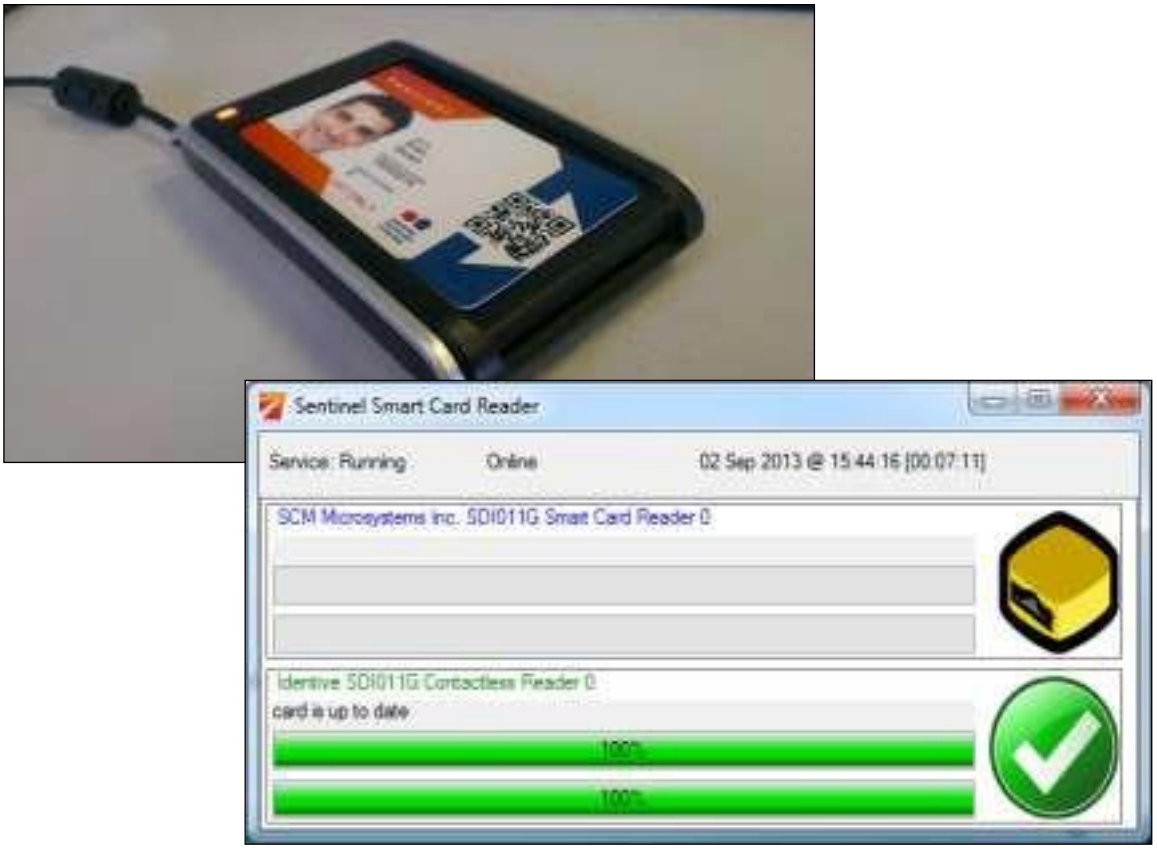
C. Back at the team screen, notice the individual has been swiped out (their name is no longer shown). Repeat the process for everyone in the team, swiping out the card checker last.





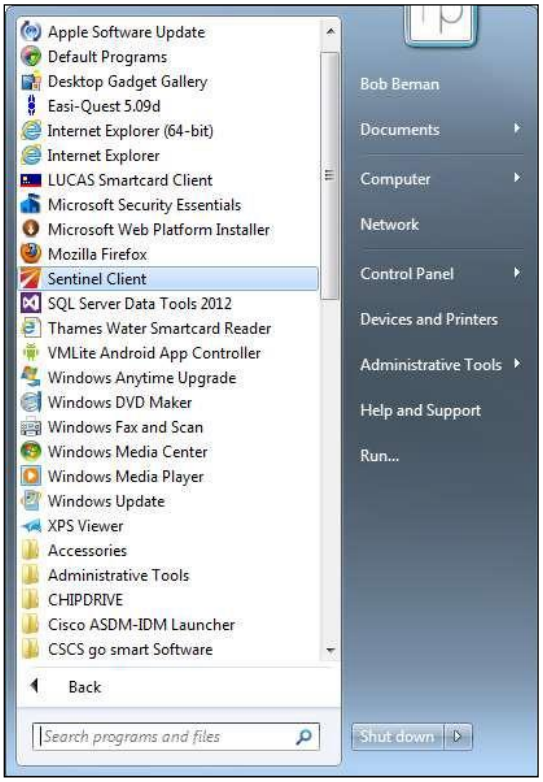


Chapter Two - PC Client



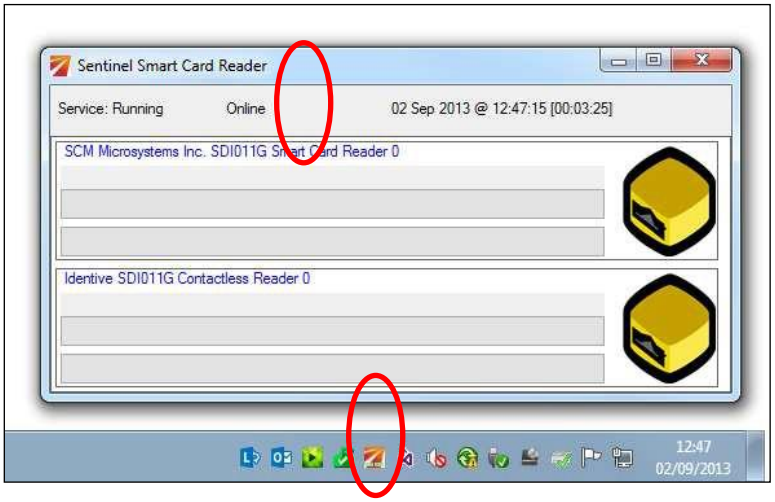
Starting and Logging into the Sentinel Client

Before starting the Sentinel Client, ensure you have the Card Reader connected to your PC.



A shortcut to the Sentinel Client may be on your desktop, or you may find it in the start menu. Launch the Sentinel Client by clicking either of these.

Once started, you will see the Sentinel Smart Card Reader window listing the connected smartcard readers that the application has successfully detected. Also, the Sentinel Client icon may be displayed in the system tray.



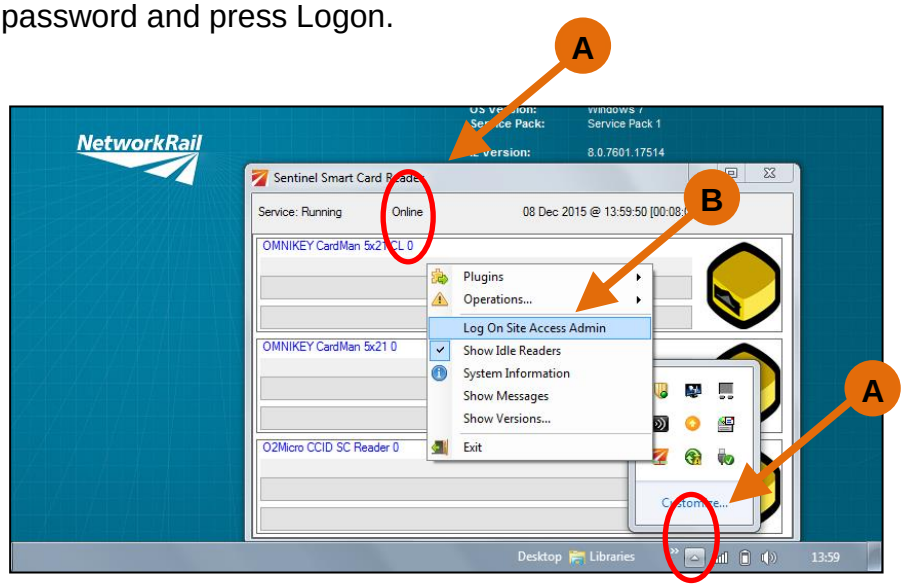
Swiping in using a Site Access Administrator Log on

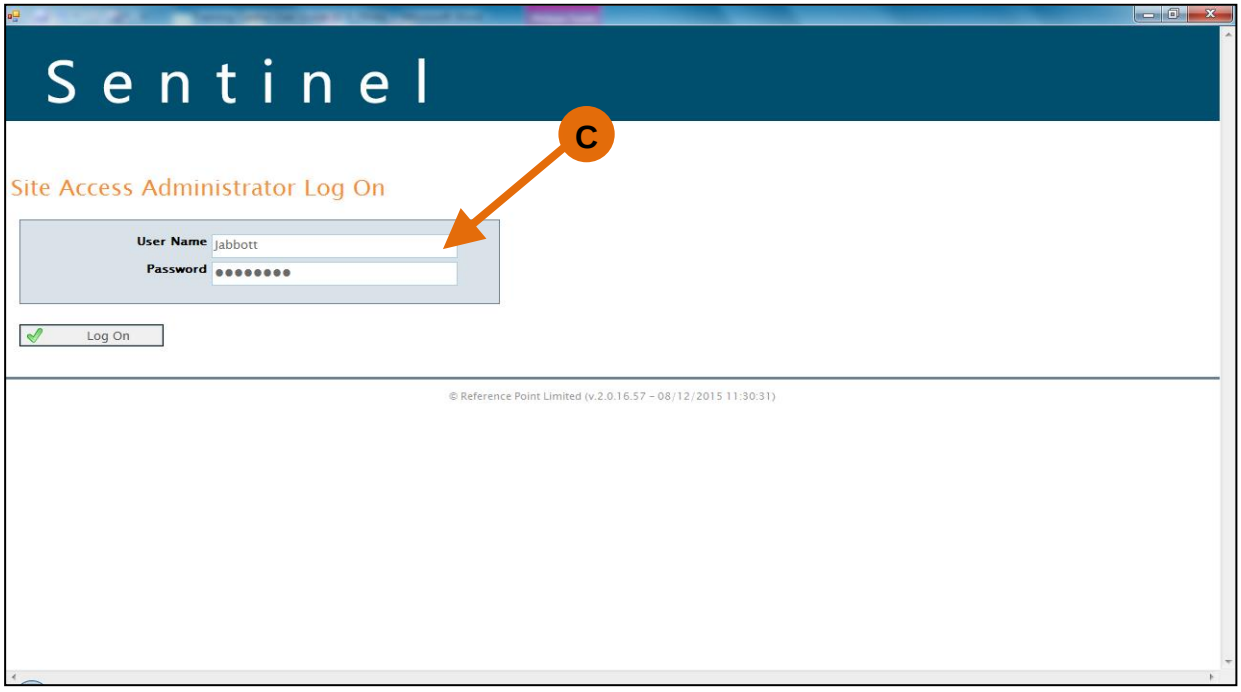
If you are swiping in people and **do not have a Sentinel card** you will be assigned a **Site Access Administrator Username and Password.**

A. To access the system click on the up arrow, the Sentinel Client Icon **or** the top part of the Sentinel Card Reader box (as indicated below)

B. Then right click on the PC Client icon and select Log on Site Access Admin.

C. Enter your username and password and press Logon.



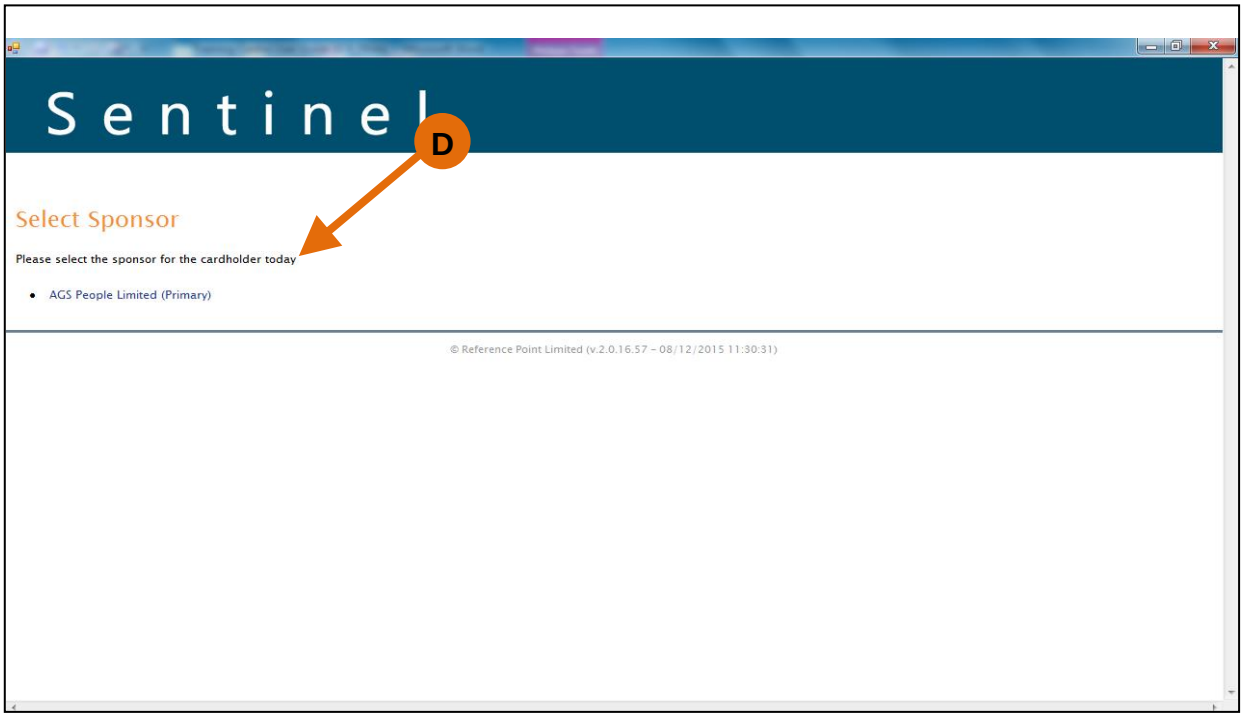


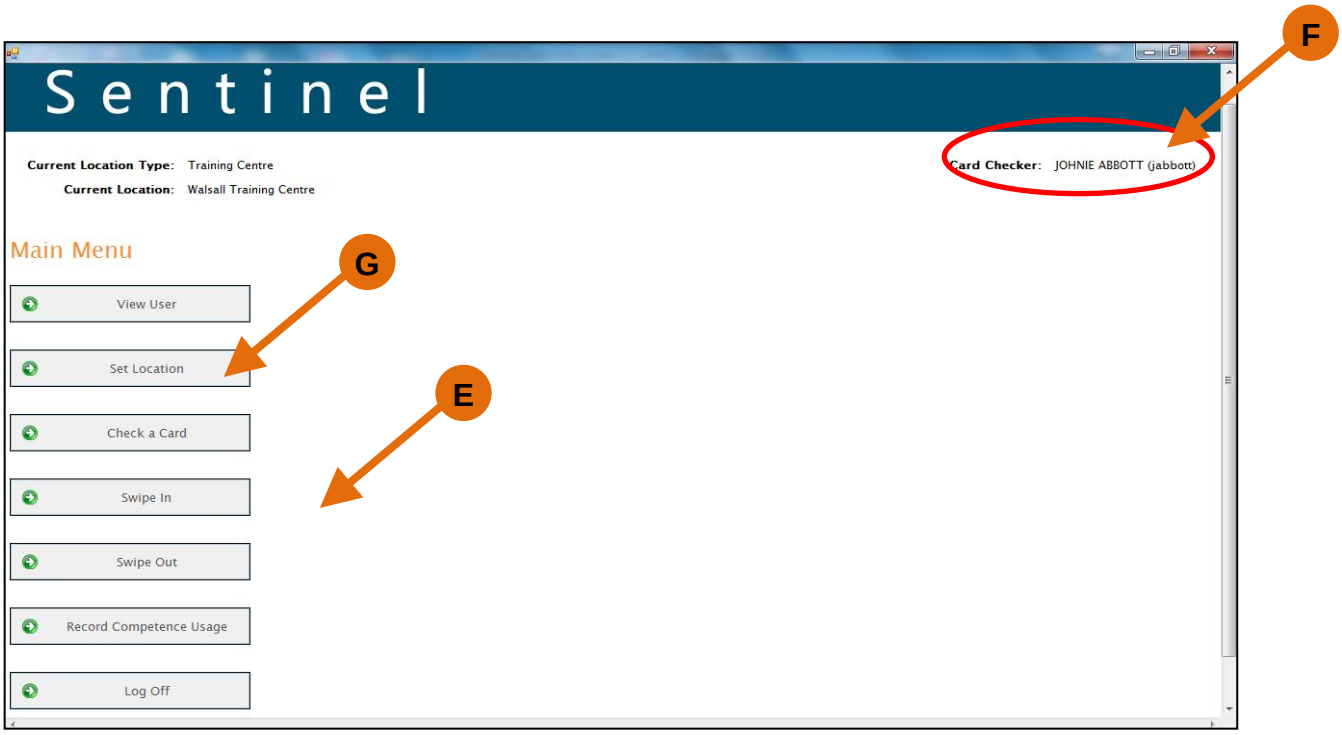
D. Select your sponsor.

E. You will be taken to the main menu where, depending on how your profile is set up, you will be able to set your location and swipe people in and out etc.

F. It also shows that you are logged in as the card checker.

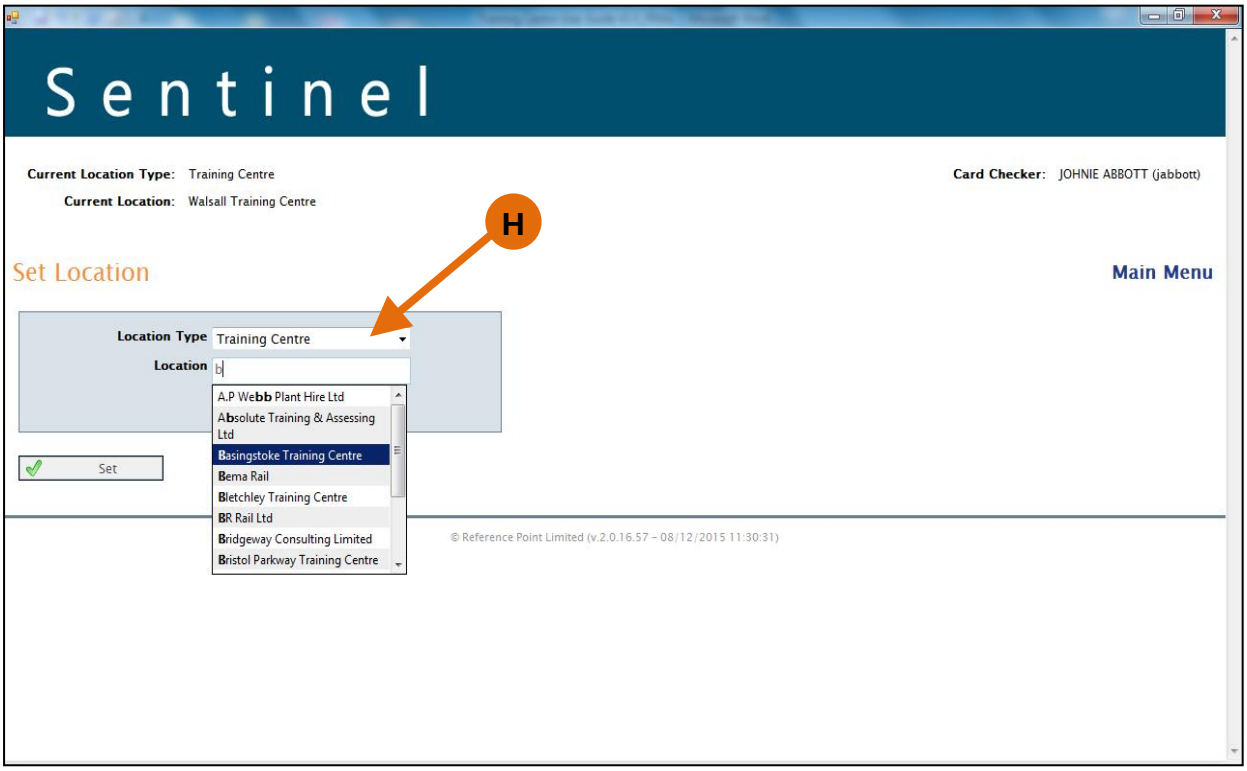
G. Click on Set Location,

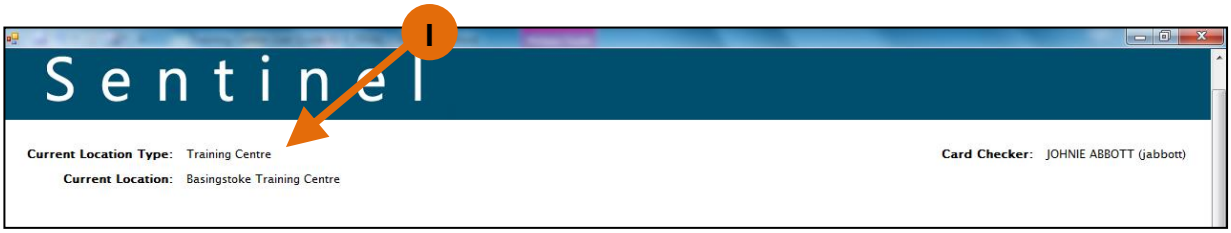




H. Then choose your Location Type e.g. Training Centre and then pick your location and press Set.

I. Your location is now set and can been seen at the top of the screen on the main menu. This will stay the same until you log in somewhere else and change the location.



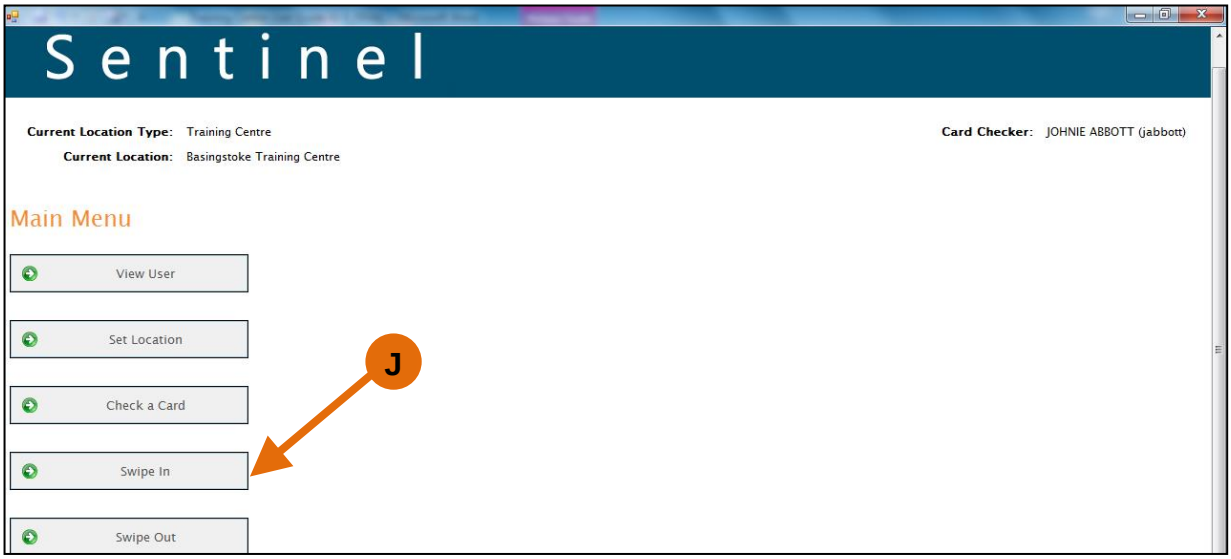


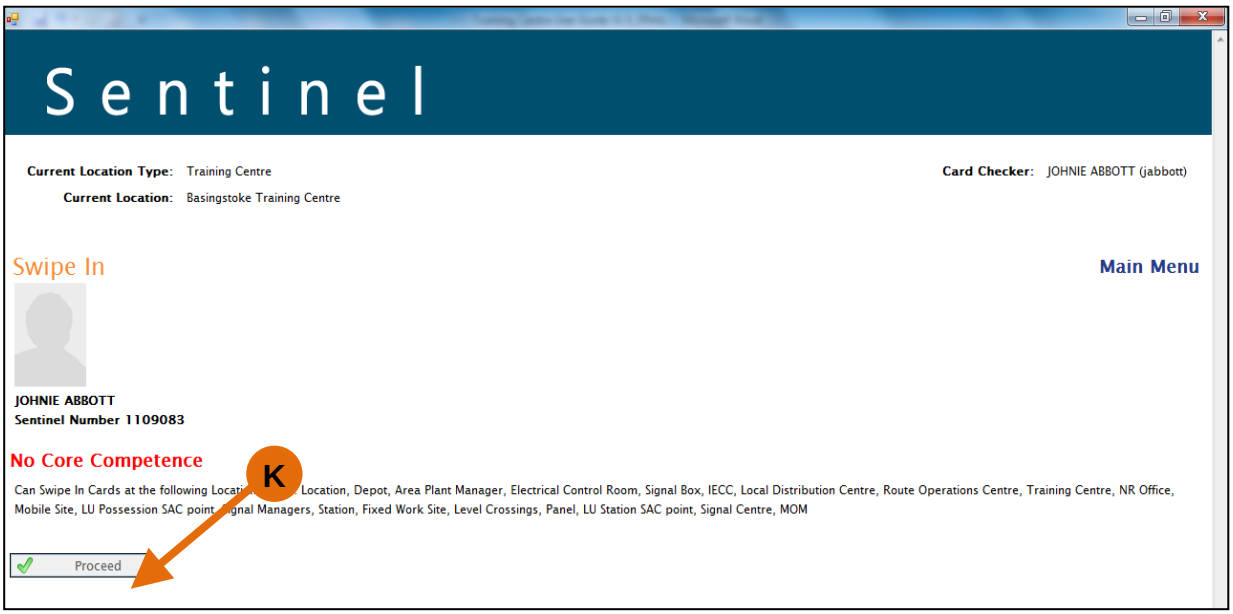
When this is done, in order for you to be able to swipe people in, you have to swipe yourself in first.

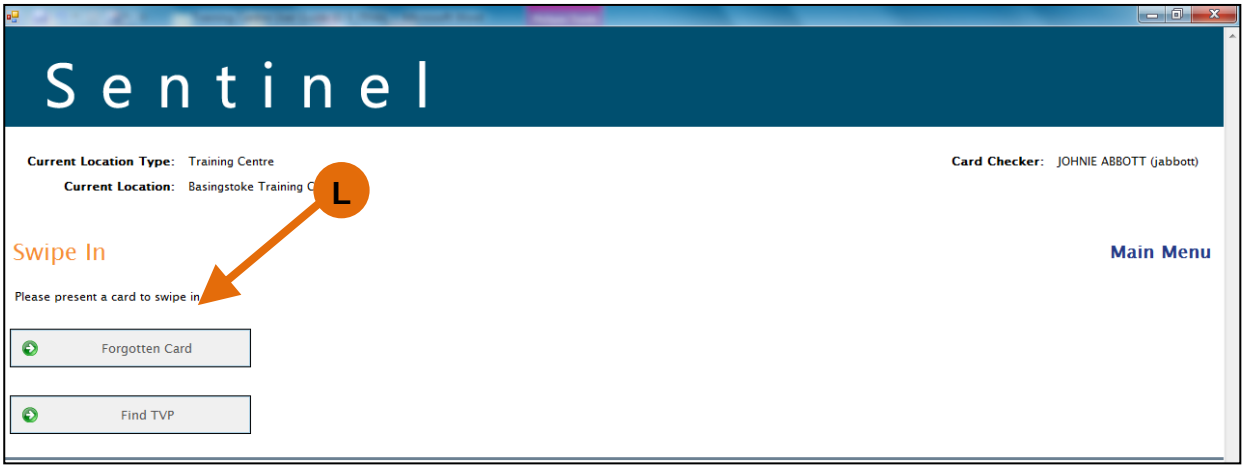
J. Click on Swipe In

K. When the following page appears click on Proceed.

L. You are now able to swipe in delegates.

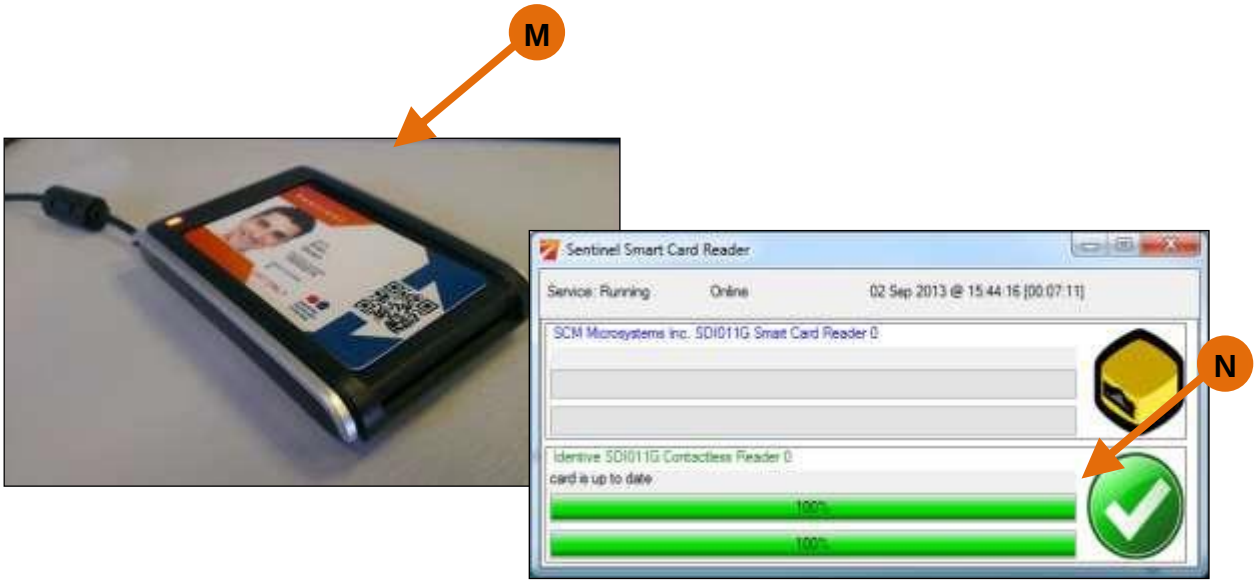






M. To swipe in the first person place the card on the Smartcard reader.

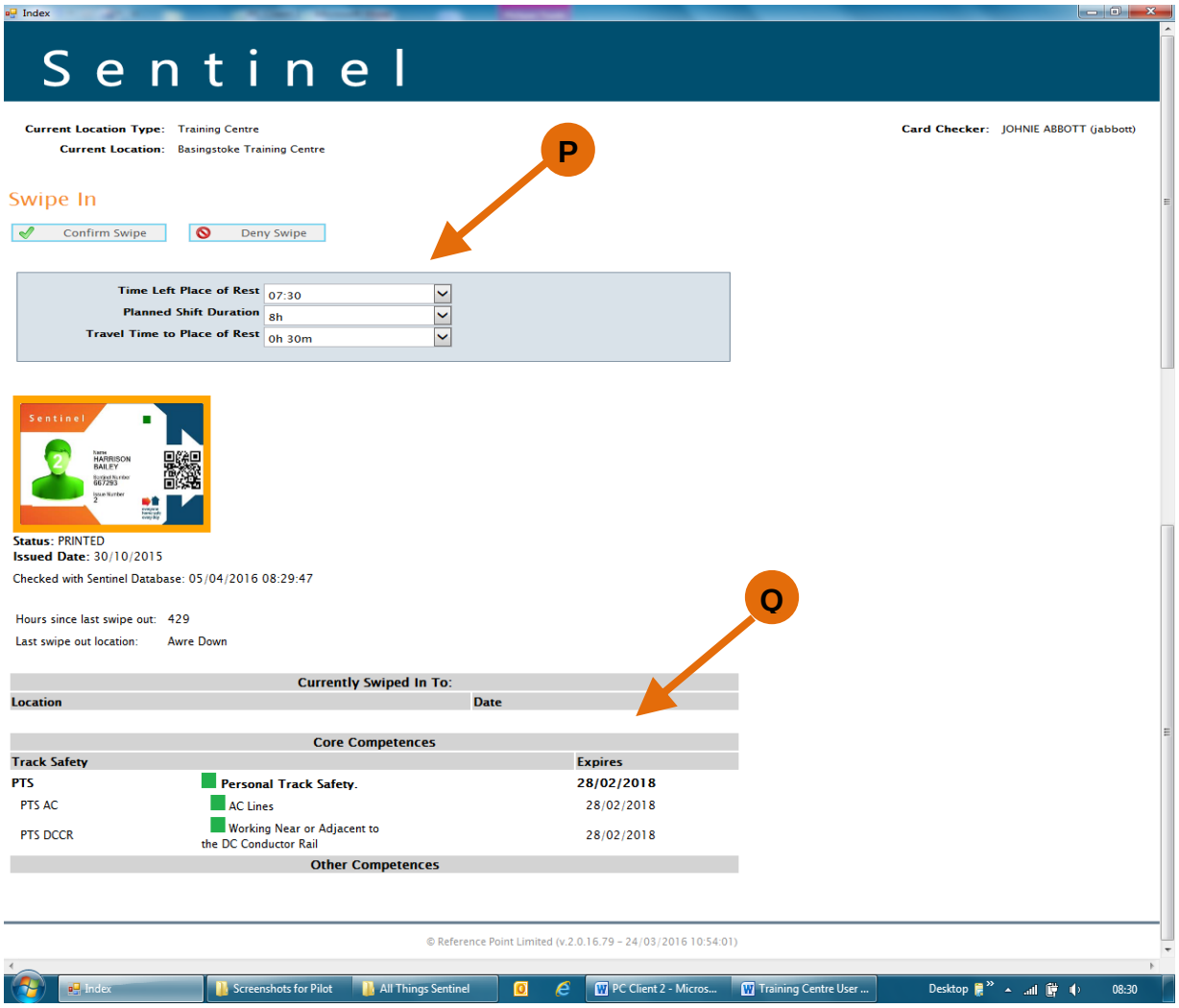
N. The Sentinel Client application will detect the card, and provide visual confirmation by means of the green progress indicators that the card is being read/and if necessary synchronised (updated) as shown below.



O. Once the card has been synchronised, a second window will open, to allow the user to choose the cardholder's current Sponsor.

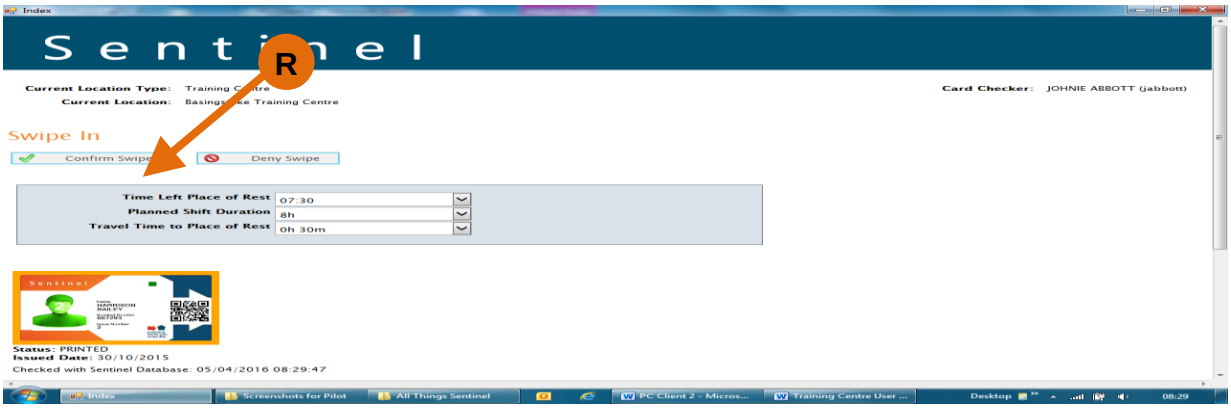
P. Upon confirmation of the cardholder's Sponsor a page opens and it is here that you enter the Time Left Place of Rest, Planned Shift Duration and Travel Time to Place of Rest.

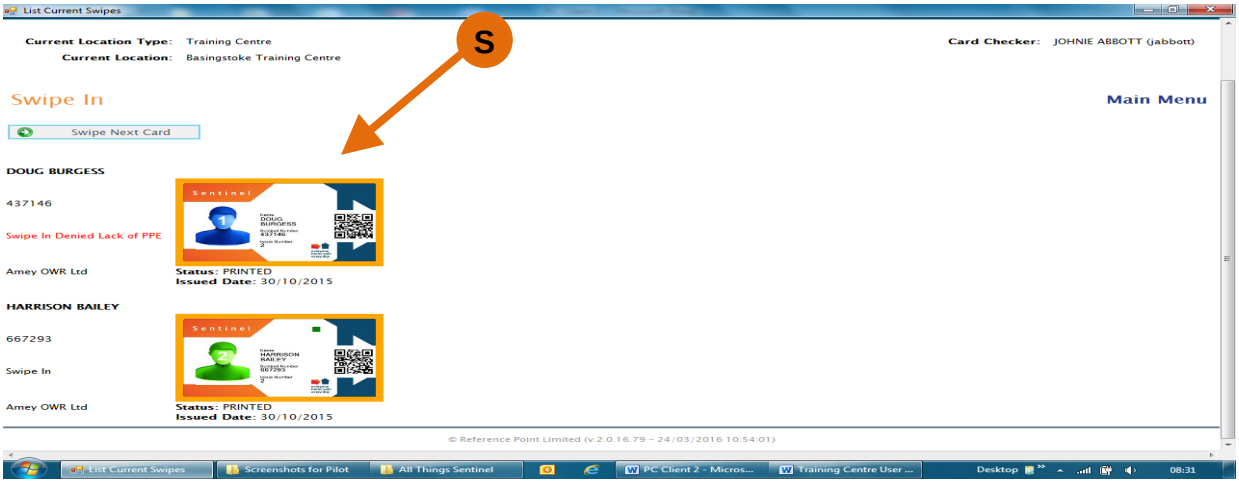
Q. You are also able to check that the person holds the correct Competencies for that day.



R. Once the relevant information has been entered you can click on confirm swipe.

S. You are then taken back to the Swipe In page when you can swipe in the next person.





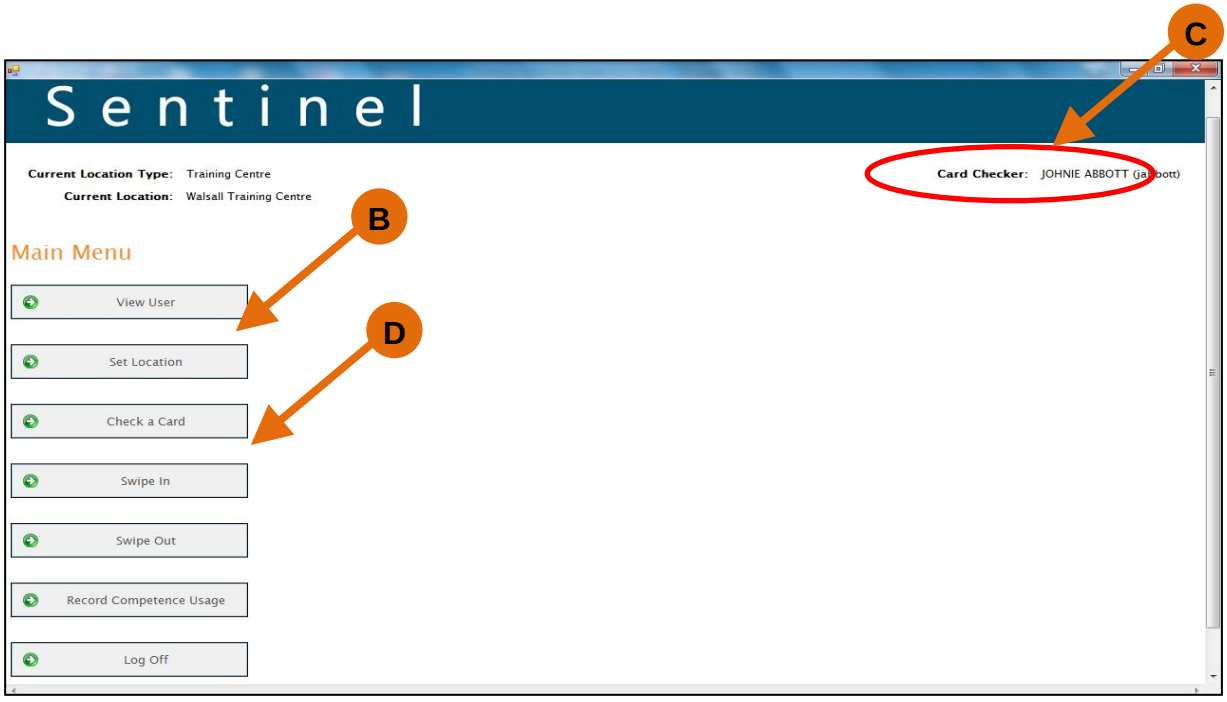
Swiping In using a Sentinel Card

A. Place your Sentinel card on the PC Card reader and once it has been read you can select your Sponsor.

B. You will be taken to the main menu where, depending on how your profile is set up, you will be able to set your location and swipe people in and out etc.

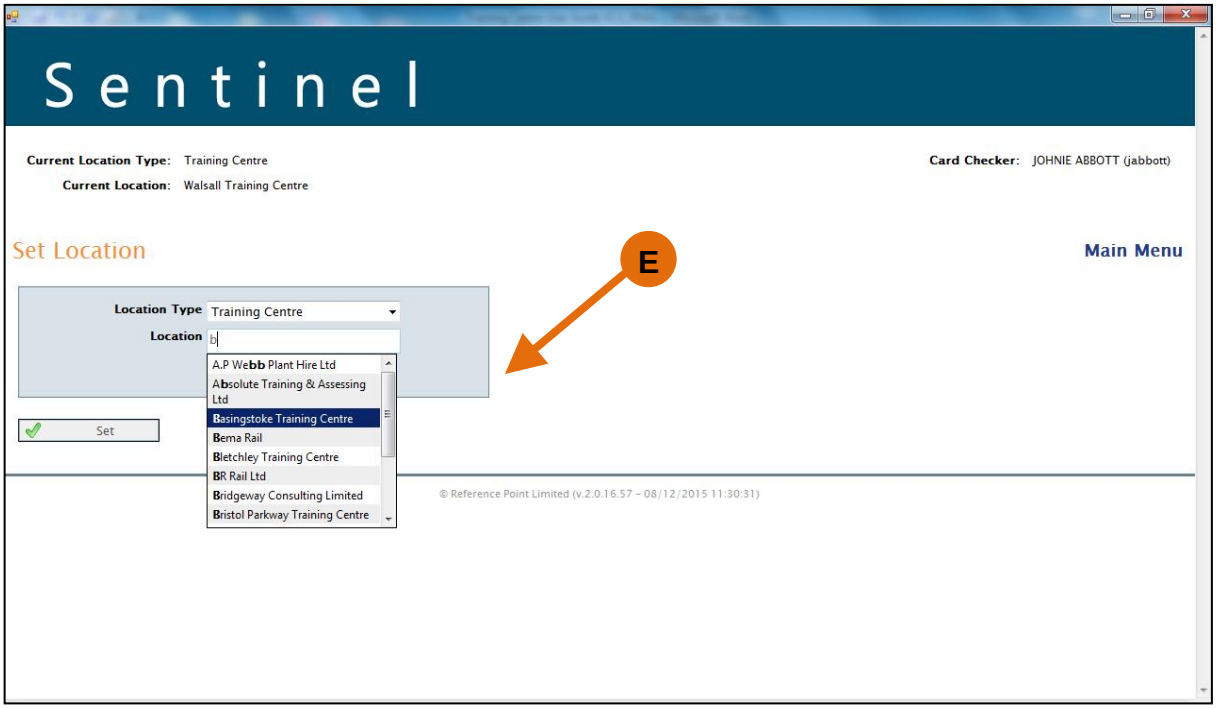
C. It also shows that you are logged in as the card checker.

D. Click on Set Location.



E. Choose your Location Type e.g. Training Centre and then pick your location and press Set.

F. Your location is now set and can been seen at the top of the screen on the main menu. This will stay the same until you log in somewhere else and change the location.

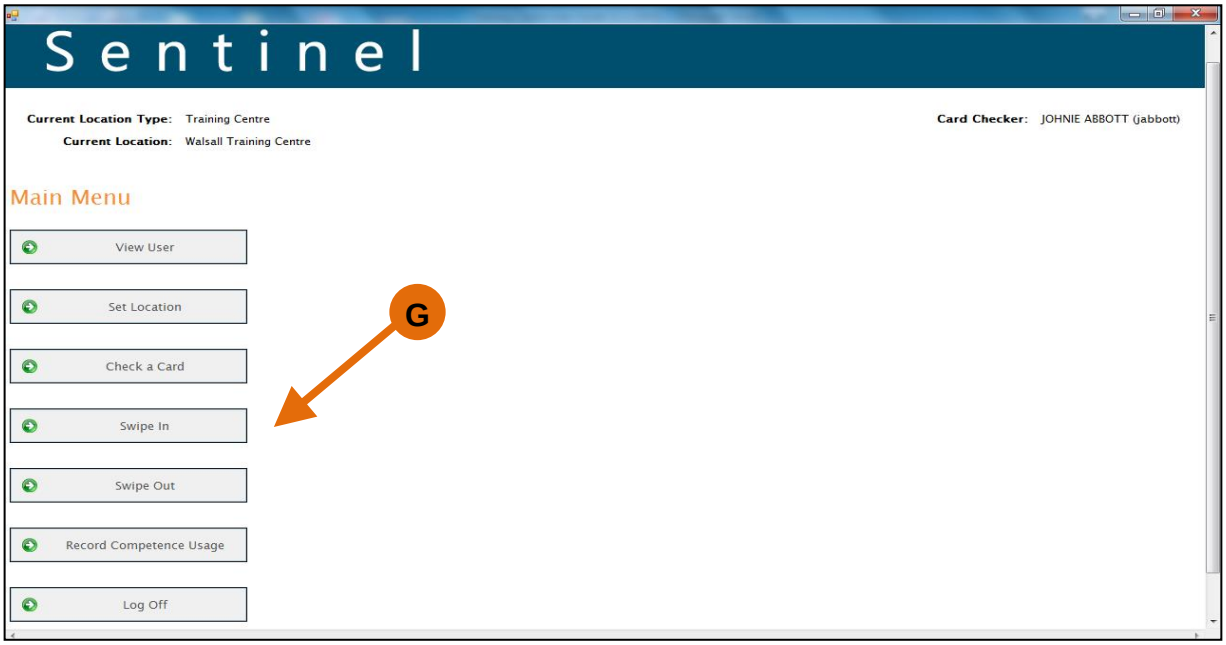


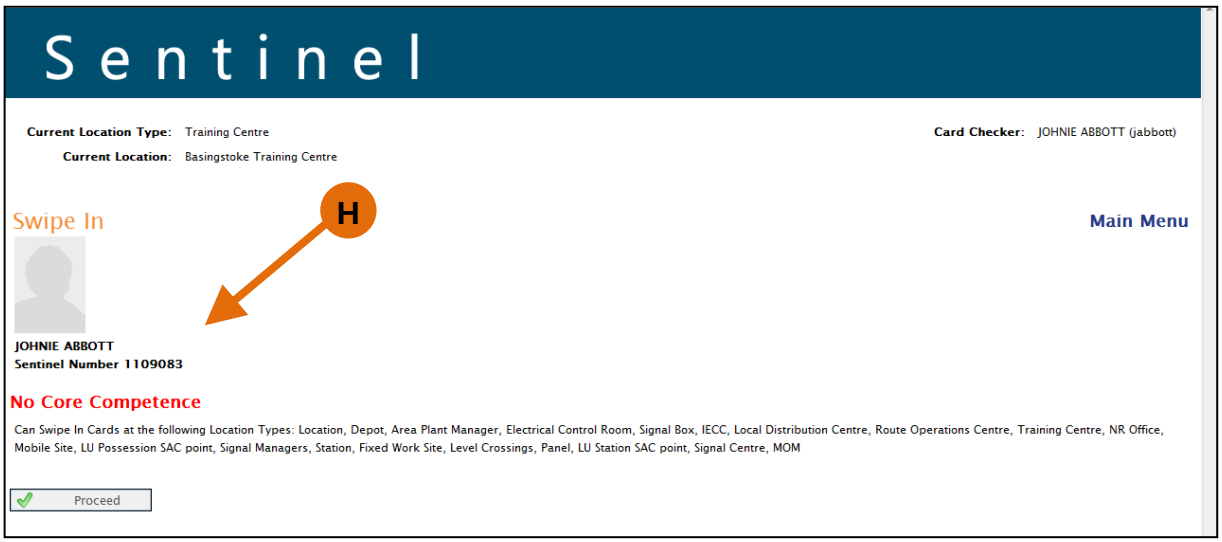
When this is done you need to swipe in.

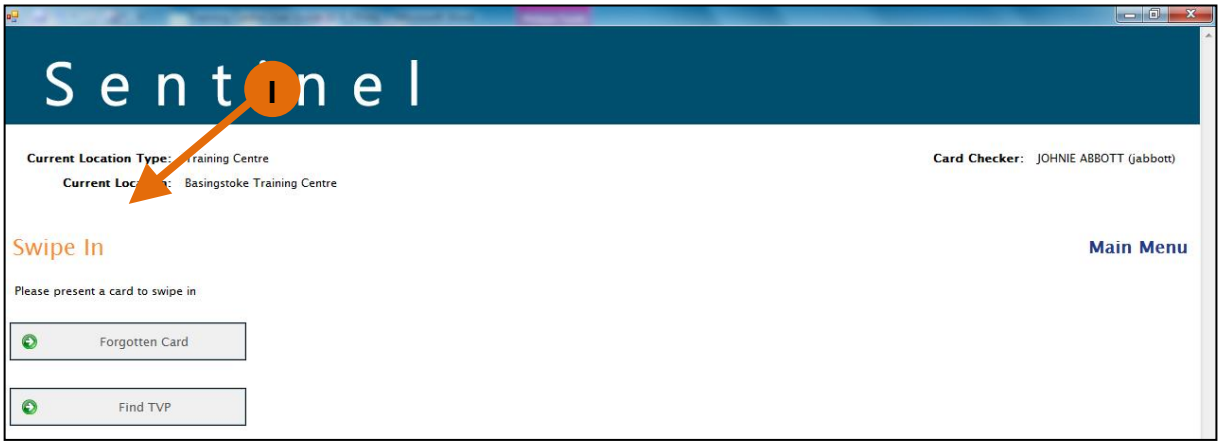
G. Click on Swipe In

H. When the following page appears click on Proceed.

I. You are now able to swipe in delegates.







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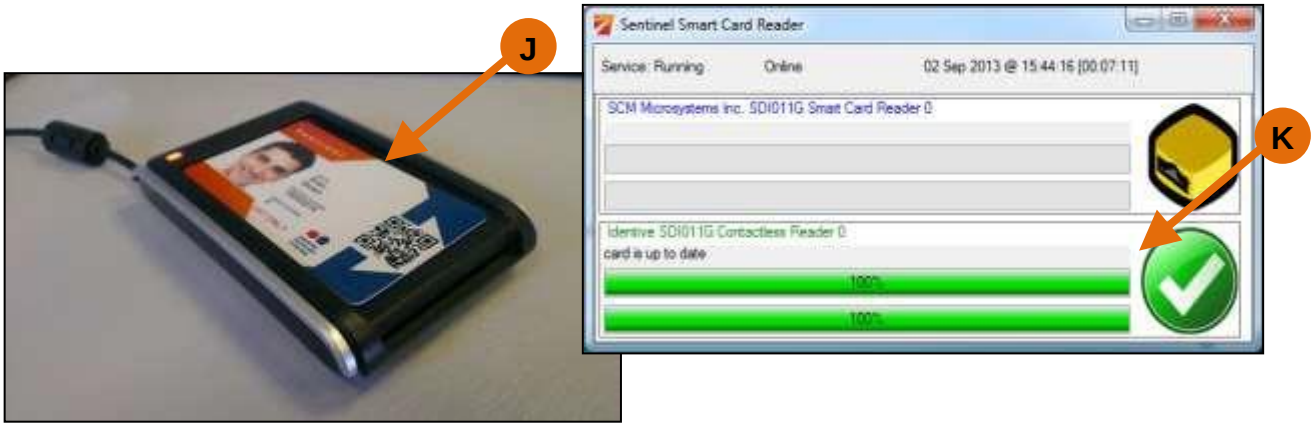


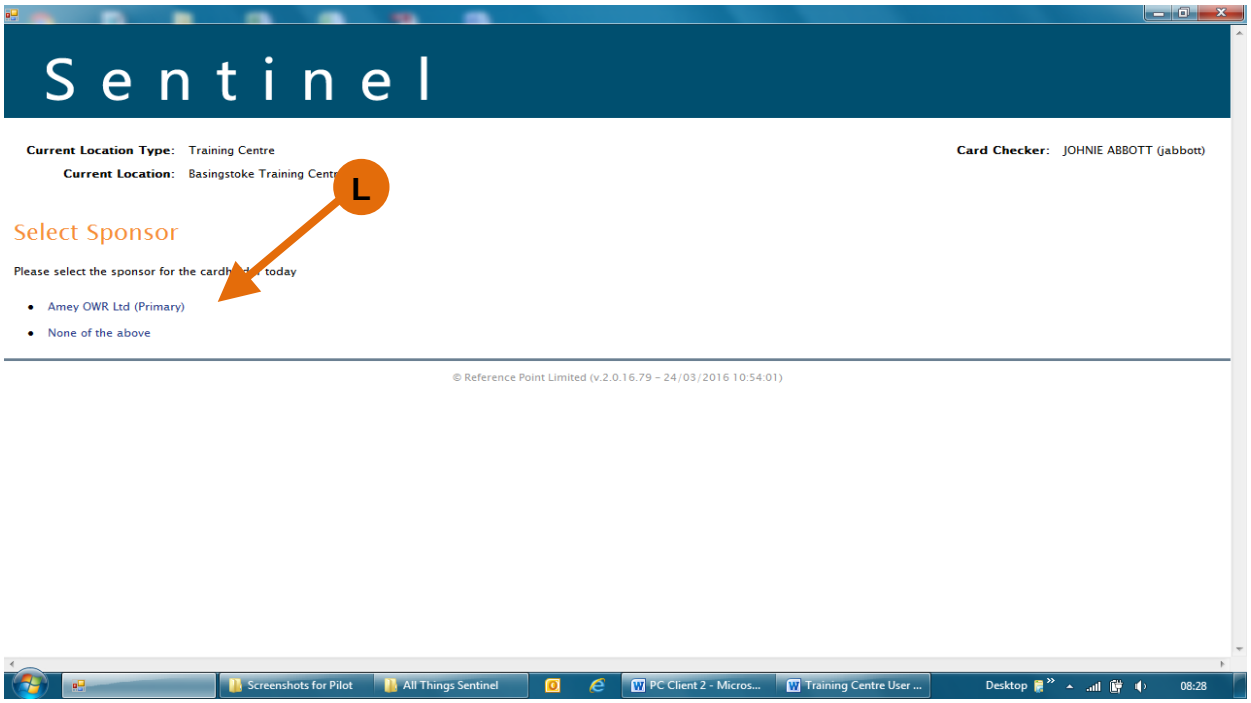
L. Once the card has been synchronised, a second window will open, to allow the user to choose the cardholder's current Sponsor.

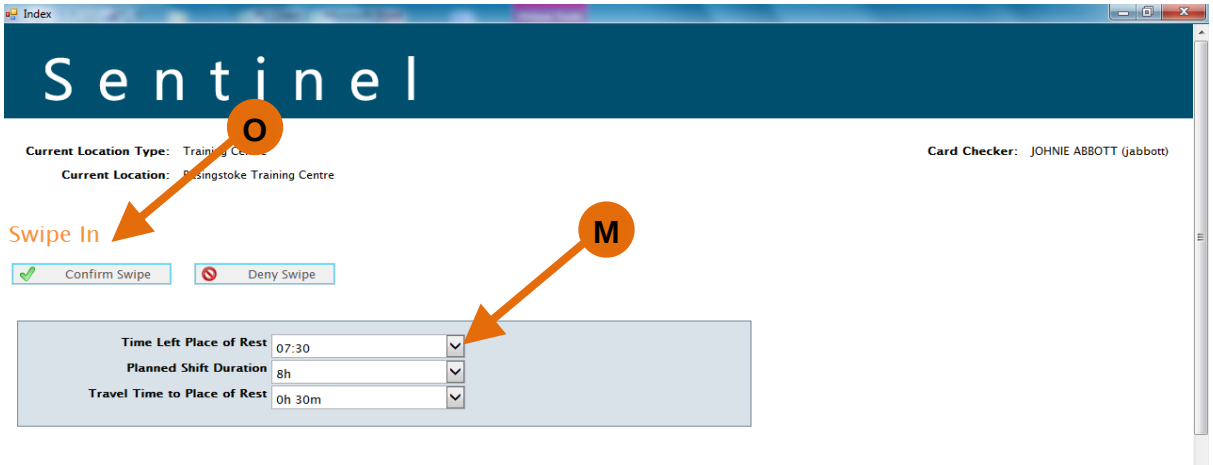
M. Upon confirmation of the cardholder's Sponsor a page opens and it is here that you enter the Time Left Place of Rest, Planned Shift Duration and Travel Time to Place of Rest.

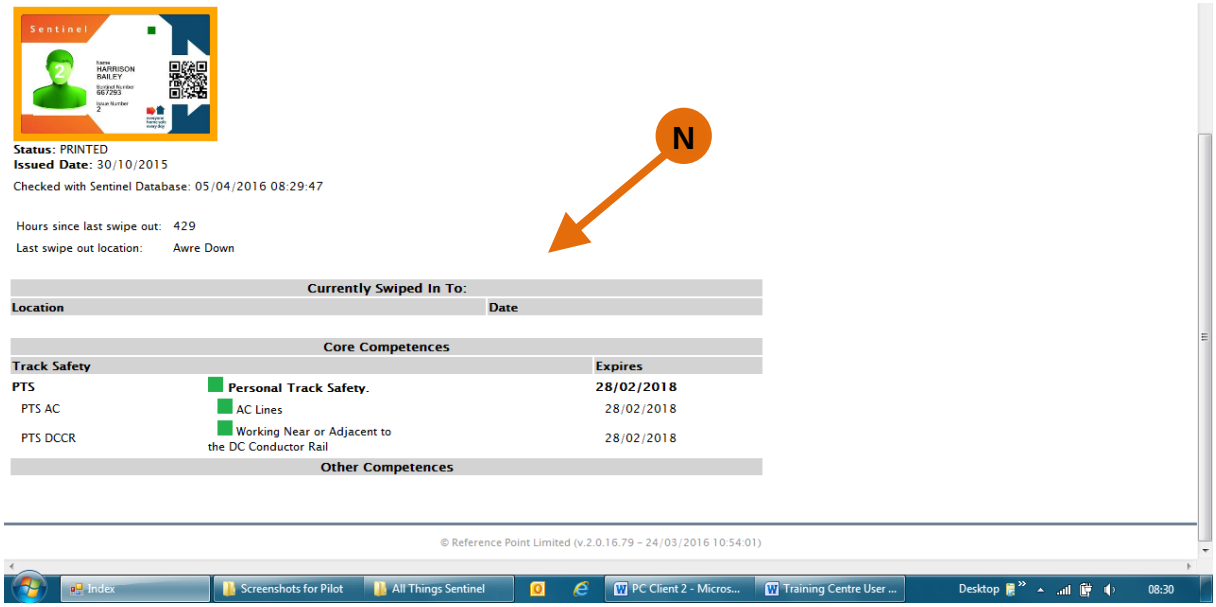
N. You are also able to check that the person holds the correct Competencies for that day.

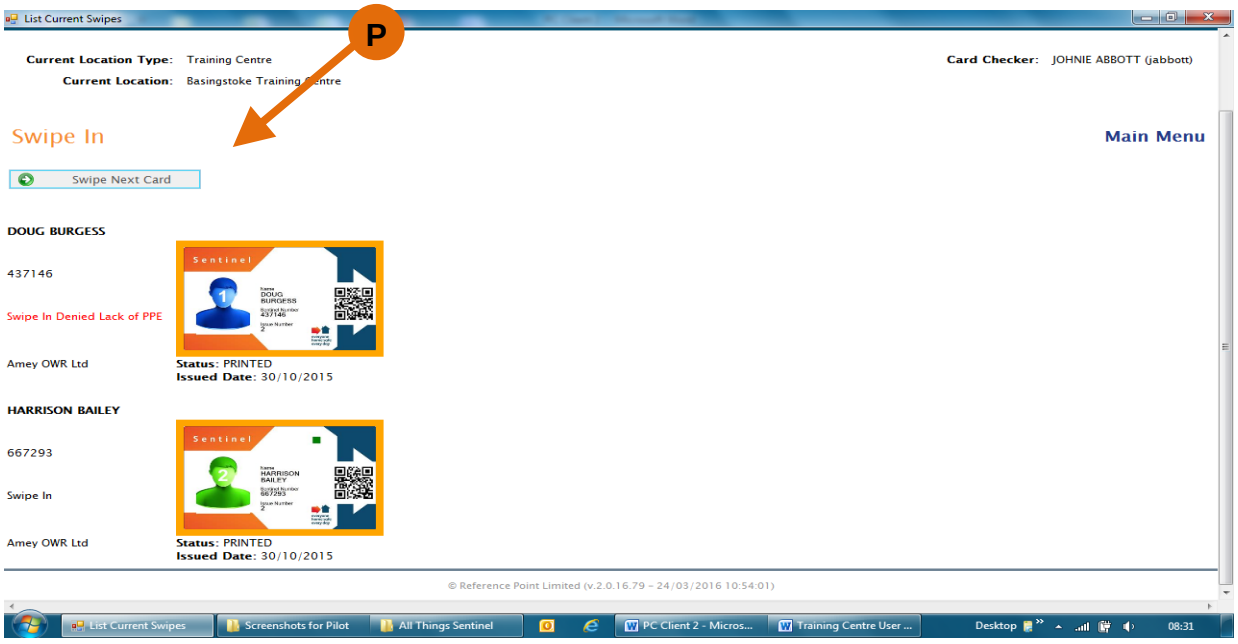
O. Once the relevant information has been entered you can click on confirm swipe.

P. You are then taken back to the Swipe In page when you can swipe in the next person.






N
Status: PRINTED
Issued Date: 30/10/2015
Checked with Sentinel Database: 05/04/2016 08:29:47
Hours since last swipe out: 429
Last swipe out location: Awre Down
Currently Swiped In To:
Location
Date
Core Competences
Track Safety
Expires
PTS
Personal Track Safety.
28/02/2018
PTS AC
AC Lines
28/02/2018
PTS DCCR
Working Near or Adjacent to the DC Conductor Rail
28/02/2018
Other Competences
© Reference Point Limited (v.2.0.16.79 – 24/03/2016 10:54:01)
Index
Screenshots for Pilot
All Things Sentinel
PC Client 2 - Micros...
Training Centre User ...
Desktop
08:30


List Current Swipes
P
Current Location Type: Training Centre
Current Location: Basingstoke Training Centre
Card Checker: JOHNIE ABBOTT (jabbott)
Swipe In
Main Menu
Swipe Next Card
DOUG BURGESS
437146
Swipe In Denied Lack of PPE
Amey OWR Ltd
Status: PRINTED
Issued Date: 30/10/2015
HARRISON BAILEY
667293
Swipe In
Amey OWR Ltd
Status: PRINTED
Issued Date: 30/10/2015
© Reference Point Limited (v.2.0.16.79 – 24/03/2016 10:54:01)
List Current Swipes
Screenshots for Pilot
All Things Sentinel
PC Client 2 - Micros...
Training Centre User ...
Desktop
08:31

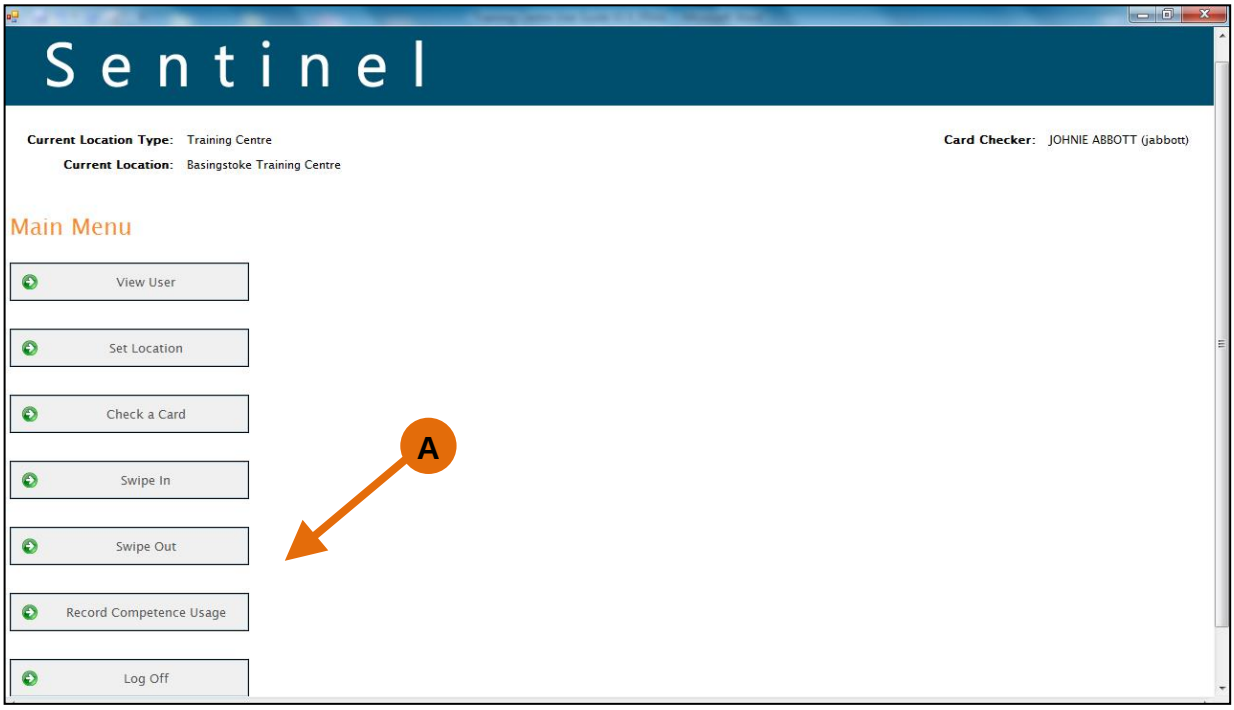
Swipe Out

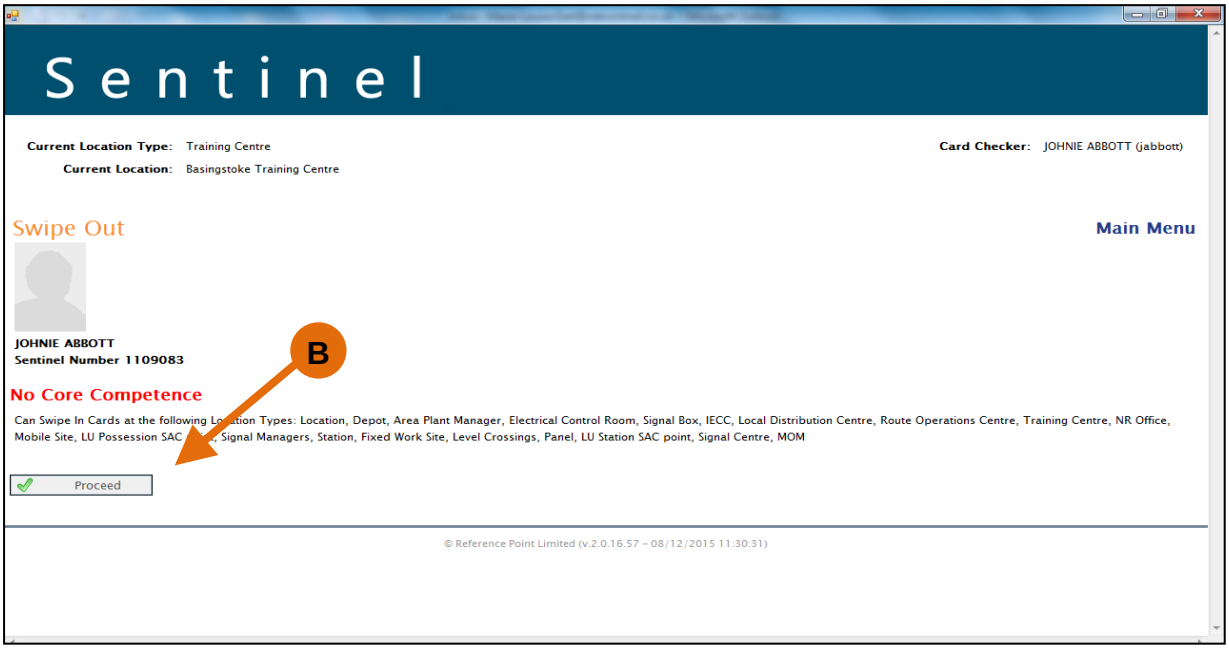
To swipe people out either log in again or, if the application is still open and you are logged on,

A. Click on Swipe Out,

B. Proceed

Then scan the first card as you did on Swipe In.



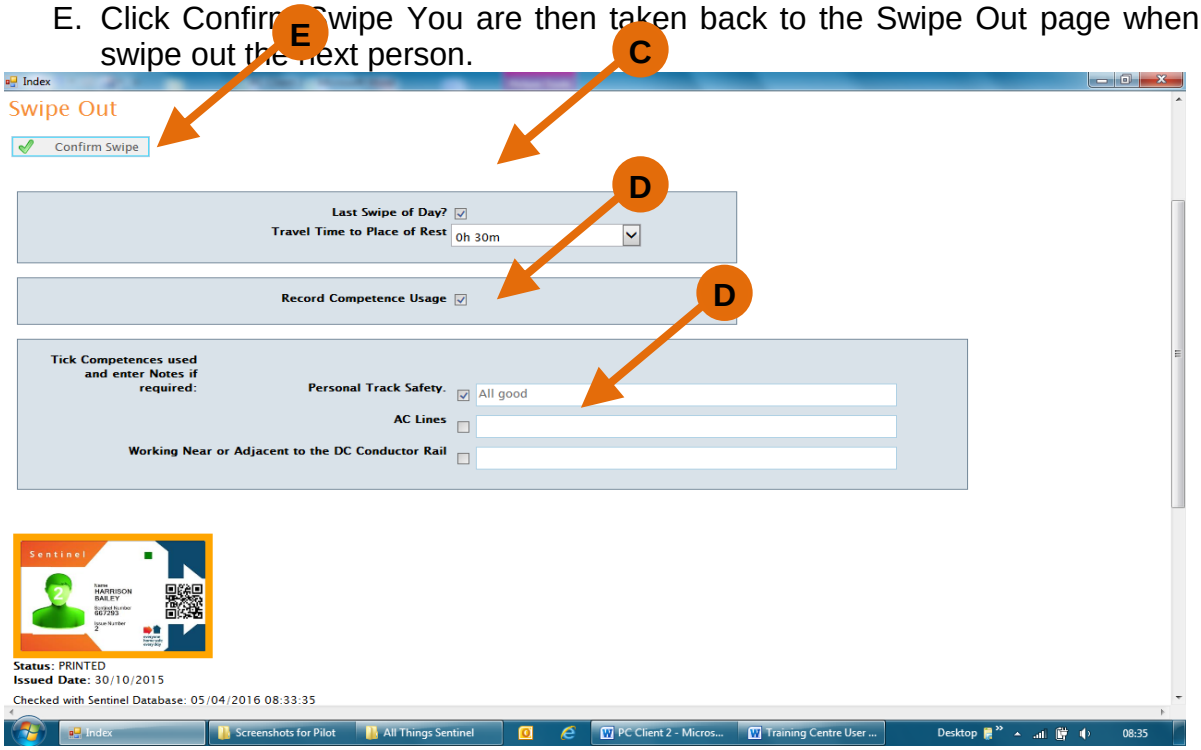


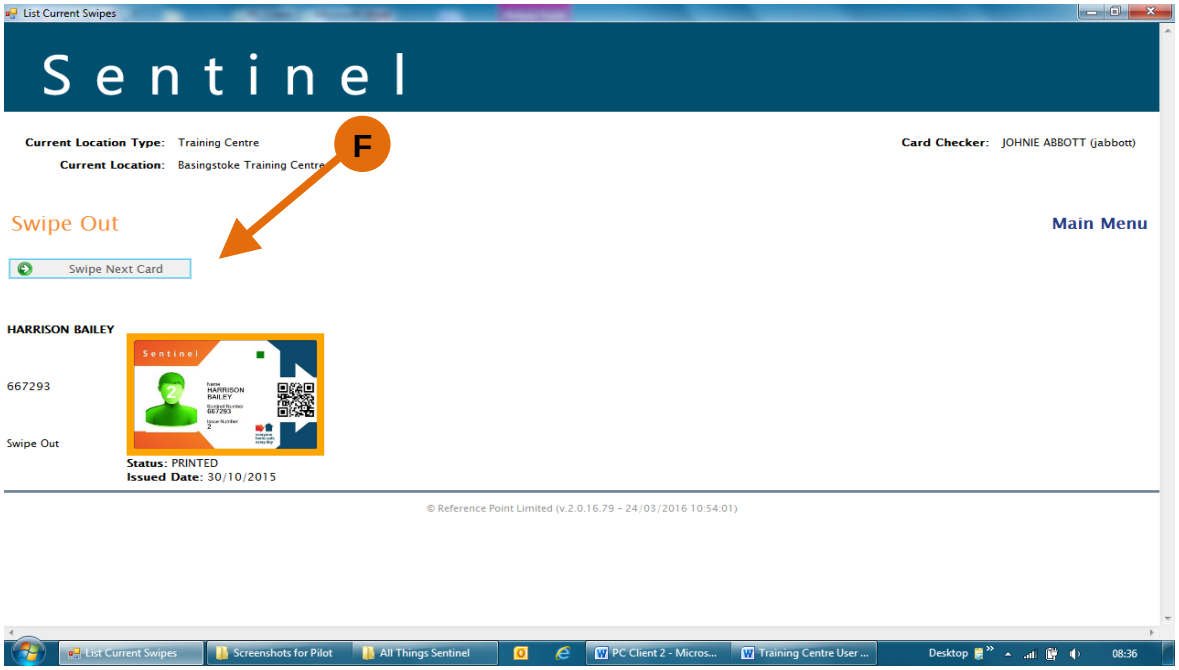
C. You are asked to tick if this is the last swipe of the day (are they now going home) and to confirm the information regarding how long it will take them to get home.

If, for example, the location is a training centre and this was a half day course and the delegate was going back on shift the Last Swipe of the Day need not be ticked.

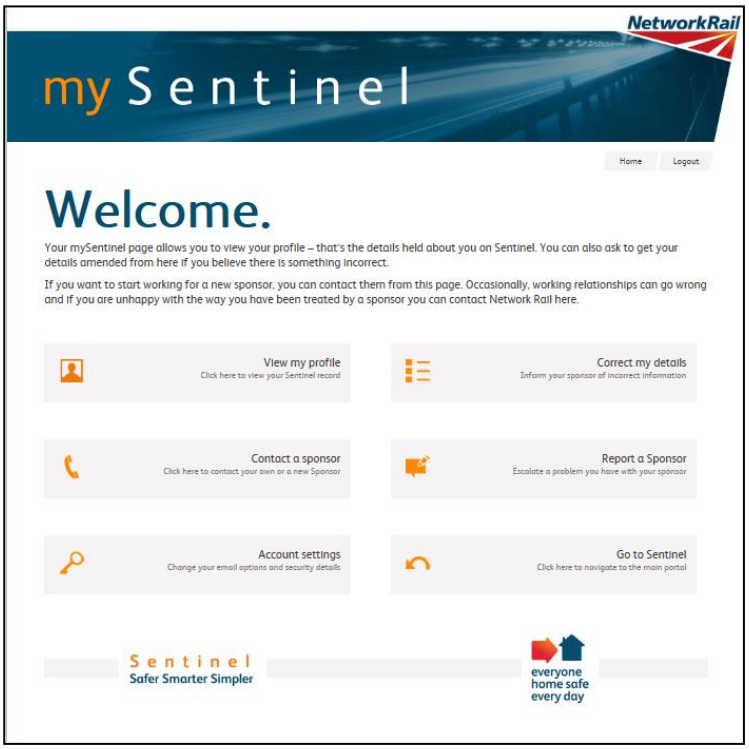
D. If they used a competence you could also tick this box and record a note.

E. Click Confirm Swipe You are then taken back to the Swipe Out page when you can swipe out the next person.





Chapter Three - MySentinel



MySentinel is a website where anyone who holds a Sentinel card can view their competences, expiry dates, update their personal information, get email alerts, contact a sponsor, report a sponsor and so on.

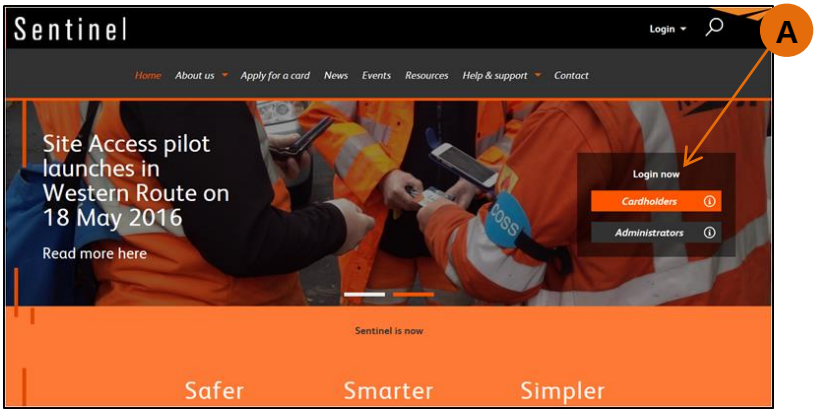
The Sentinel log book replaces the paper log book currently used. When a competence is recorded via the app or PC Card Reader it will be shown here.

To access MySentinel go to www.railsentinel.co.uk

A. Under Logon select Cardholders.

B. You are then asked to enter your Sentinel number and password.

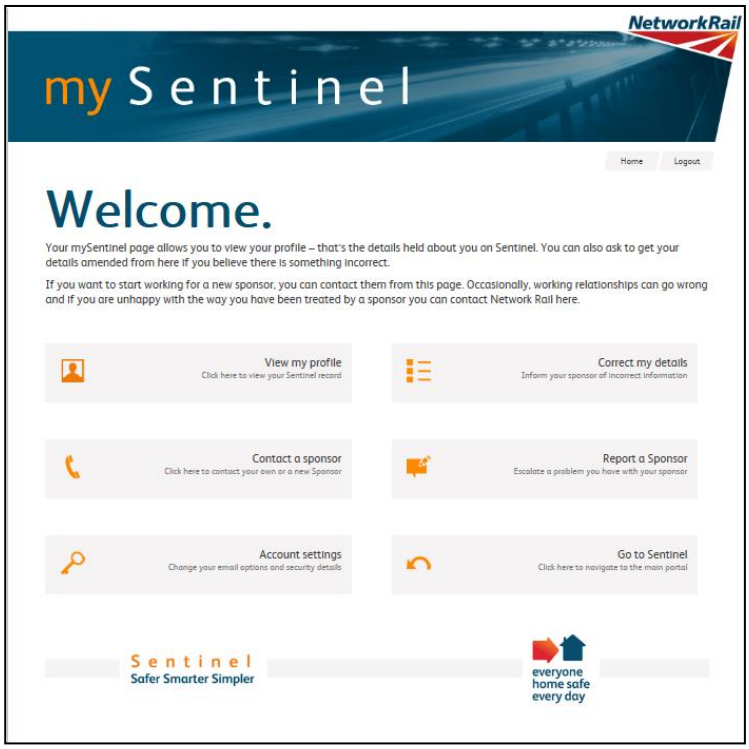
C. If you haven't registered click on the register button and complete the form. You will then be able to login instantly and view your profile.

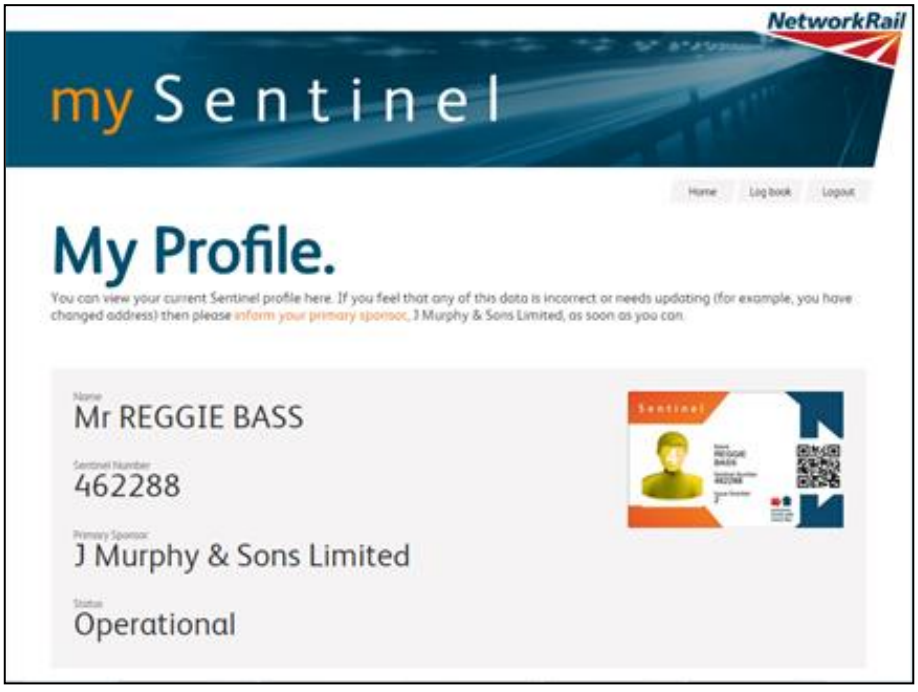


View my Profile

The home screen shows you all the pages you can access.

A. The View my Profile section holds information such as, your Sponsor, Medical, D&A, Safety Briefings and Swipes.





Medicals

Result	Provider	Examination Date	View Certificate
✓	Express Medicals	22/03/2011	

Medical Restrictions

Issued Date	Restriction	Type	Expiry Date	Review Date
22/03/2011	Requires Glasses	Permanent		

Risk Assessments

No data available.

D&A Screenings

Test Type	Alcohol Test Result	Drug Test Result	Date	View Certificate
Pre-Appointment	✓	✓	22/03/2011	
Pre-Appointment	✓	✓	14/06/2007	
Unannounced	✓	✓	08/09/2005	
Unannounced	✓	✓	08/09/2005	

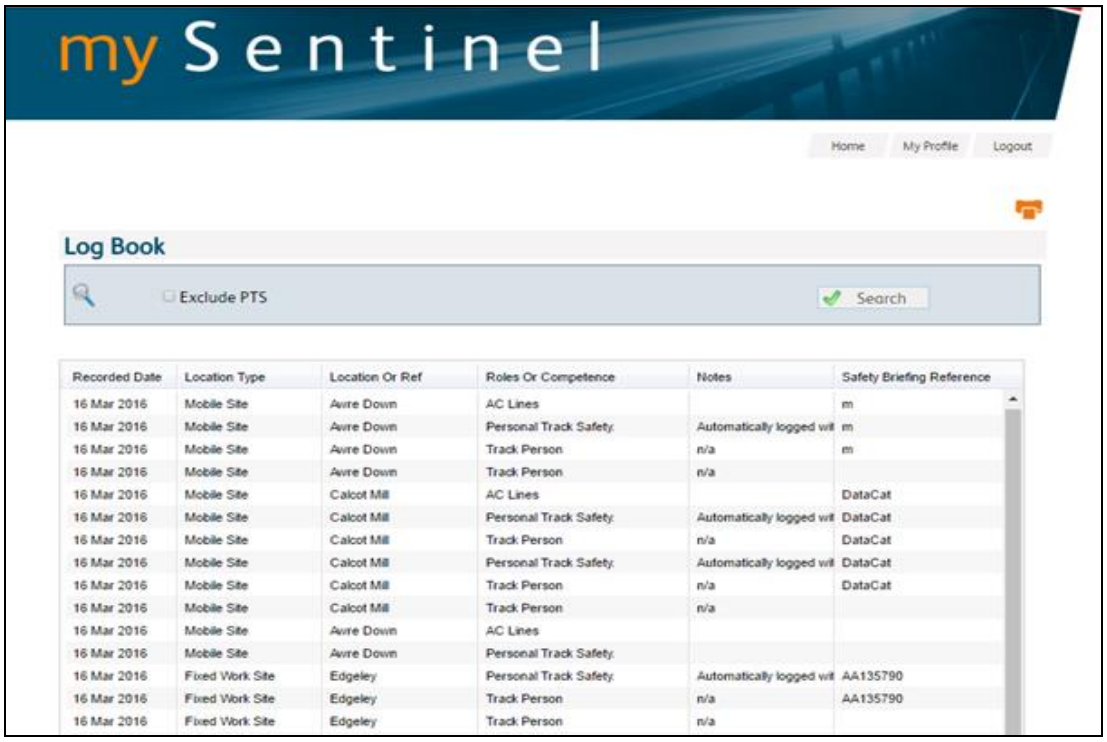
Swipes

Event	Location Type	Location	Method	Type	Platform	Deny Reason	Swipe In Date	Swipe Out Date
Spot Check			QR	Card	iOS		06/04/2016 11:54:41	
Swipe In	Training Centre	Basingstoke Training Centre	PC	Card	PC Client		18/03/2016 10:35:20	18/03/2016 10:36:28
Swipe In	Fixed Work Site	Mucky Lane	PC	Card	PC Client		17/03/2016 10:58:10	18/03/2016 10:36:28
Swipe In	Fixed Work Site	Mucky Lane	PC	Card	PC Client		17/03/2016 10:00:02	18/03/2016 10:36:28
Swipe In	Mobile Site	Awre Down	QR	Card	iOS		16/03/2016 15:33:05	16/03/2016 15:35:16
Swipe In	Mobile Site	Calcot Mill	QR	Card	iOS		16/03/2016 14:54:50	16/03/2016 15:30:18
Swipe In	Mobile Site	Awre Down	PC	Card	PC Client		16/03/2016 12:47:24	16/03/2016 12:59:41
Swipe In	Fixed Work Site	Edgeley	QR	Card	iOS		16/03/2016 11:59:53	16/03/2016 12:05:08
Swipe In	Fixed Work Site	Edgeley	PC	Card	PC Client		16/03/2016 11:32:11	16/03/2016 12:05:08
Swipe In	Fixed Work Site	Mucky Lane	QR	Card	iOS		16/03/2016 11:14:34	16/03/2016 11:25:38

Safety Briefings

Date Acknowledged	Role	Reference	Briefed By
16/03/2016	Track Person	DataCat	CLAUDIO BOYD (452601)
16/03/2016	Track Person	DataCat	CLAUDIO BOYD (452601)
16/03/2016	Track Person	DataCat	CLAUDIO BOYD (452601)
16/03/2016	Track Person	DataCat	CLAUDIO BOYD (452601)
16/03/2016	Track Person	AA135790	CLAUDIO BOYD (452601)
16/03/2016	Track Person	SM160316	CLAUDIO BOYD (452601)
16/03/2016	Track Person	SM160316	CLAUDIO BOYD (452601)
16/03/2016	Track Person	as1234	CALVIN BENJAMIN (134395)
02/03/2016	Lookout	me020316	CLAUDIO BOYD (452601)
27/11/2015		lo987654	CLAUDIO BOYD (452601)
26/11/2015	Lookout	ff778866	CLAUDIO BOYD (452601)
26/11/2015	Track Person	ff778866	CLAUDIO BOYD (452601)
18/11/2015	Track Person	1	CLAUDIO BOYD (452601)
17/11/2015	Track Person	1	CLAUDIO BOYD (452601)
10/11/2015		12345	REGGIE BASS (462288)
10/11/2015	Personal Track Safety	me1234	CLAUDIO BOYD (452601)
09/11/2015	Personal Track Safety	MLE41172	CLAUDIO BOYD (452601)
09/11/2015	Personal Track Safety	MLE41172	CLAUDIO BOYD (452601)
09/11/2015	Personal Track Safety	MLE41172	CLAUDIO BOYD (452601)

There is also a tab at the top of the page called Log book. This page shows you what competences you used, if recorded via the app or PC Client. This page will replace the competency section of your logbook.



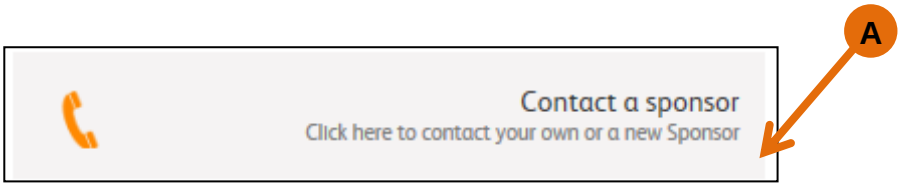
Recorded Date	Location Type	Location Or Ref	Roles Or Competence	Notes	Safety Briefing Reference
16 Mar 2016	Mobile Site	Avre Down	AC Lines		m
16 Mar 2016	Mobile Site	Avre Down	Personal Track Safety	Automatically logged wit	m
16 Mar 2016	Mobile Site	Avre Down	Track Person	n/a	m
16 Mar 2016	Mobile Site	Avre Down	Track Person	n/a	
16 Mar 2016	Mobile Site	Calcot Mill	AC Lines		DataCat
16 Mar 2016	Mobile Site	Calcot Mill	Personal Track Safety	Automatically logged wit	DataCat
16 Mar 2016	Mobile Site	Calcot Mill	Track Person	n/a	DataCat
16 Mar 2016	Mobile Site	Calcot Mill	Personal Track Safety	Automatically logged wit	DataCat
16 Mar 2016	Mobile Site	Calcot Mill	Track Person	n/a	DataCat
16 Mar 2016	Mobile Site	Calcot Mill	Track Person	n/a	
16 Mar 2016	Mobile Site	Avre Down	AC Lines		
16 Mar 2016	Mobile Site	Avre Down	Personal Track Safety		
16 Mar 2016	Fixed Work Site	Edgeley	Personal Track Safety	Automatically logged wit	AA135790
16 Mar 2016	Fixed Work Site	Edgeley	Track Person	n/a	AA135790
16 Mar 2016	Fixed Work Site	Edgeley	Track Person	n/a	

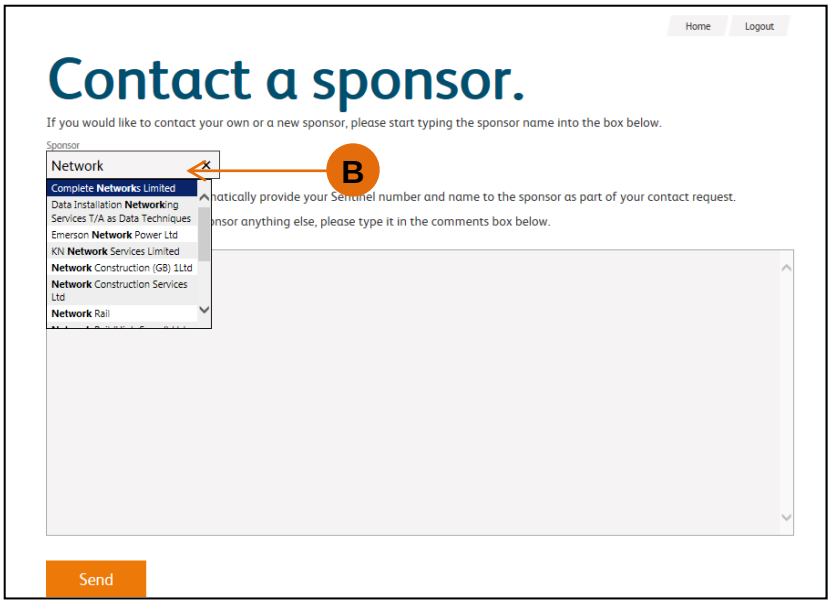
Contact a Sponsor

A. Next on the main screen is the Contact a Sponsor icon. Click on the icon.

B. In the Sponsor box, start typing the name of the Sponsor. The predictive text in the system recognises what is being typed and provides a list of possible Sponsors. Click on the correct one to select.

C. In the main comments box, type the message then click the Send icon when finished. The message will go to the Sponsor. Click the Home button to return to the main menu.



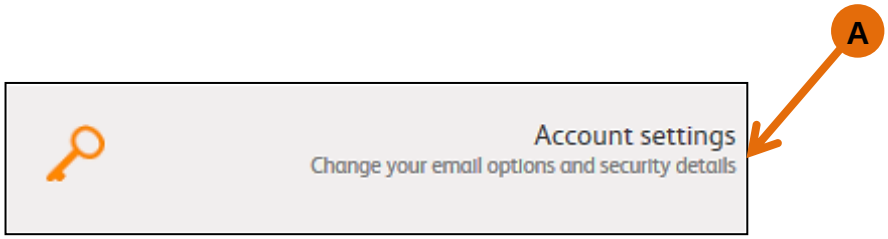


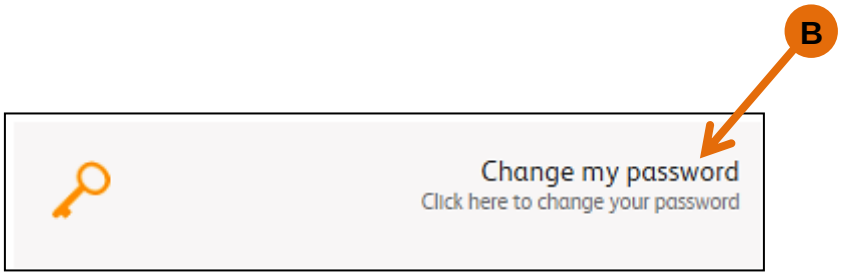
Account Settings

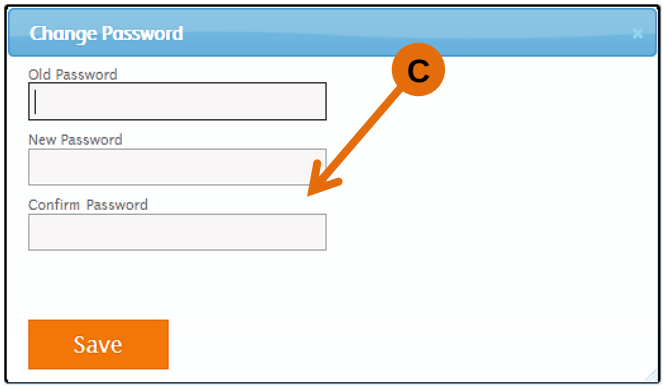
A. Click the Account Settings icon.

B. Click the Change my password icon.

C. The first box requests the present password. Type this in then in the next two boxes, type the new password. Click the Save icon.



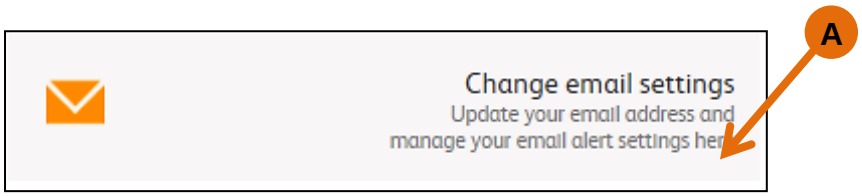


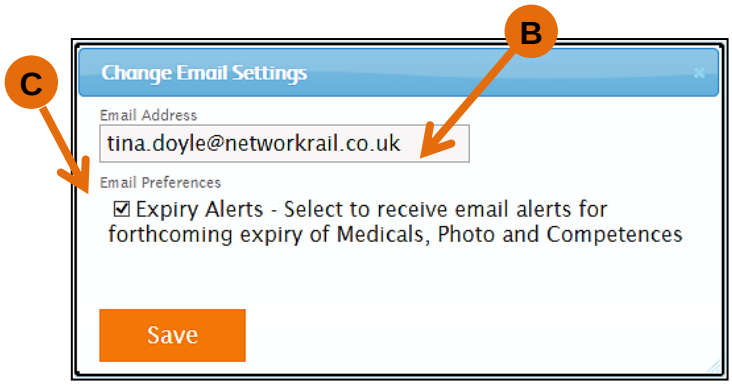


A. In the Security Details screen, click on the Change email settings icon.

B. Type in your preferred email address.

C. Expiry Alerts –by ticking this box, mySentinel will email you when any of your competences expire. Emails are sent to you at 12 weeks before expiry, 8 weeks, 4 weeks and 2 weeks. It will also email you when your medical or photo is about to expire. This is recommended. Click Save when finished.

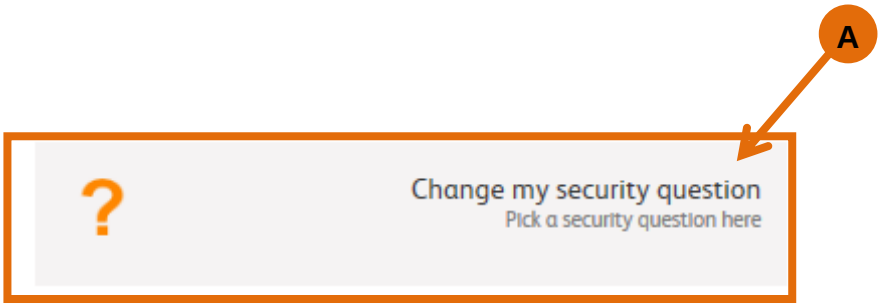


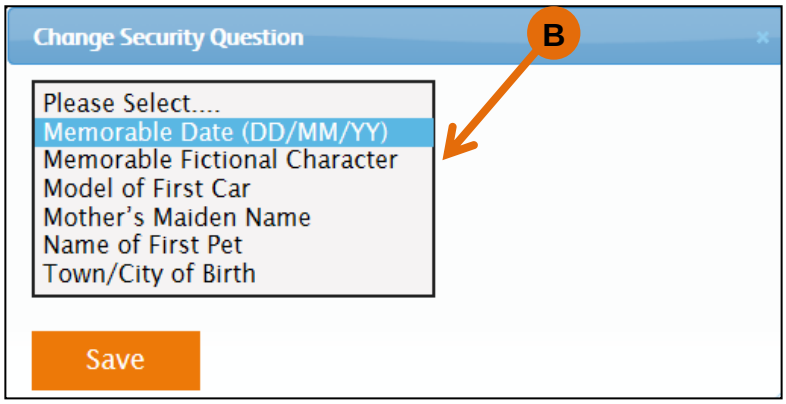


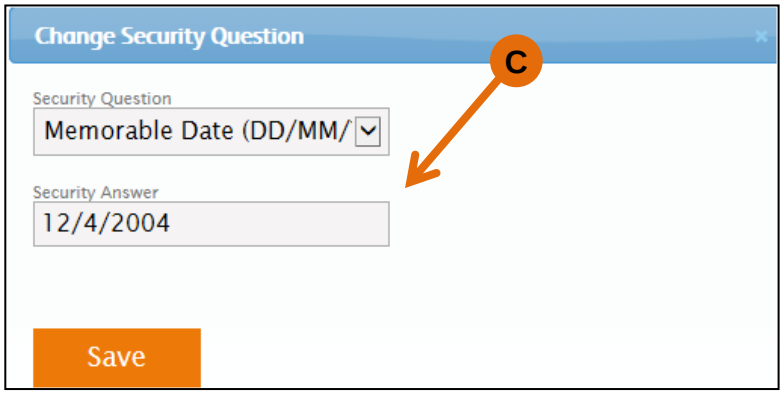
A. The security question is important as it helps identify you if you forget your password. Click on the Change my security question icon.

B. In the first drop down menu, select a security question.

C. Type in the answer to the security question and click Save.



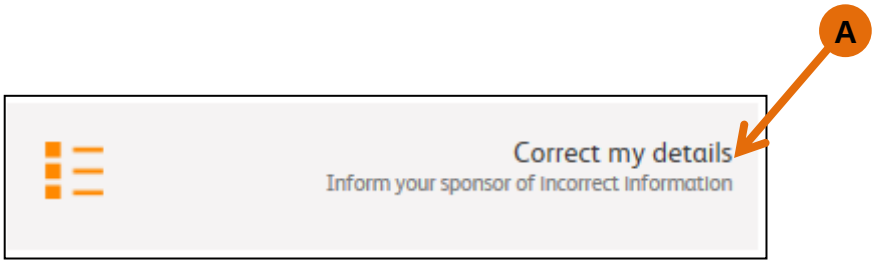


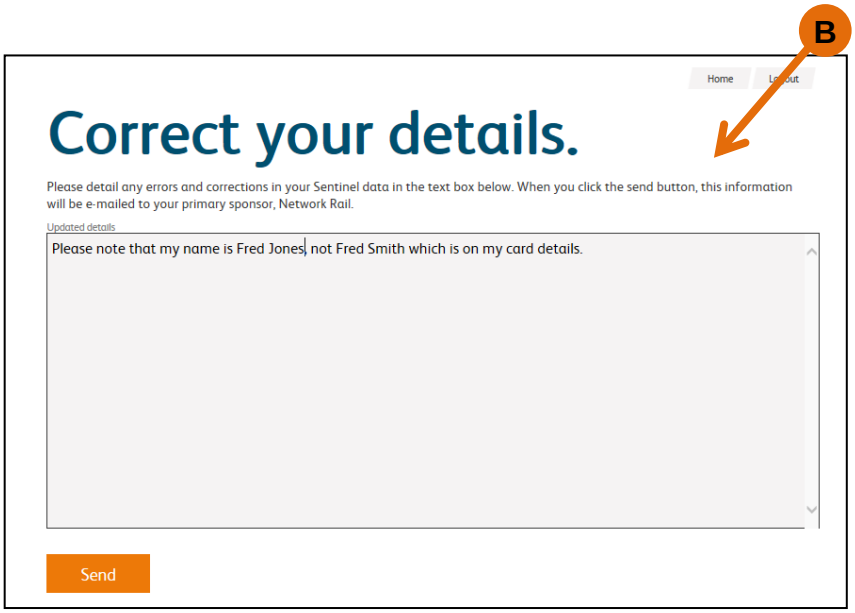


Correct my details

A. From the main home screen, click the Correct my details icon. This is the best place to let your Sponsor know of any changed/incorrect details.

B. Type the message in the main box then click the Send icon.

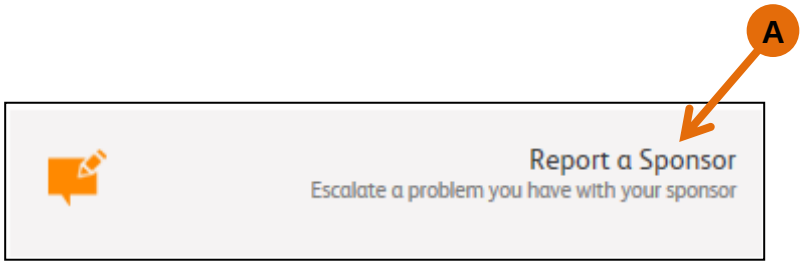


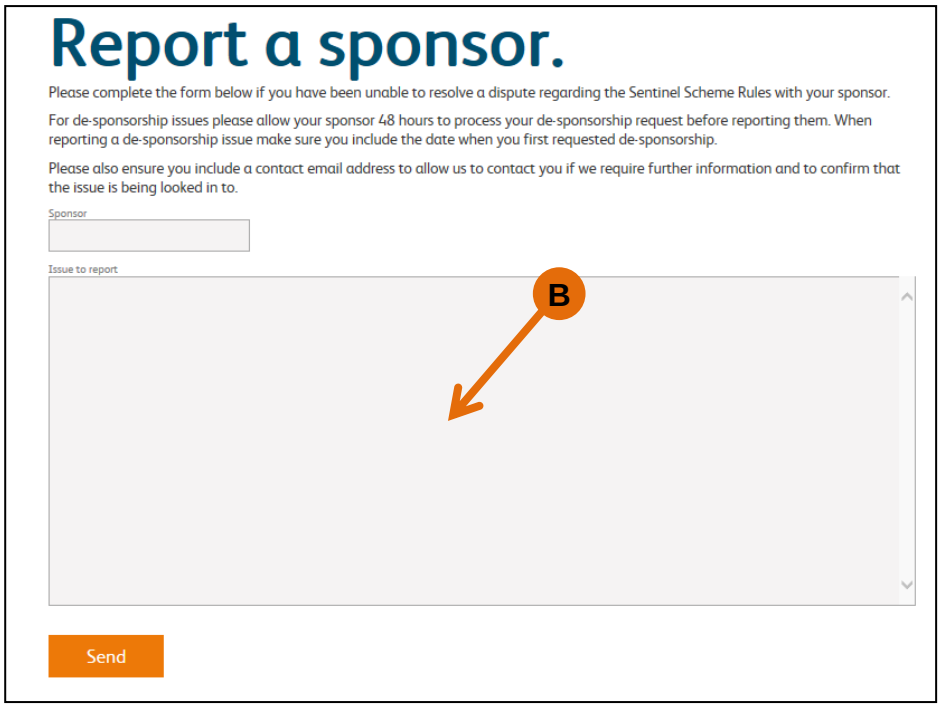


Report a Sponsor

A. If there is an issue with your Sponsor regarding the Sentinel Scheme Rules, you can report it here. Click the Report a Sponsor icon.

B. In the Sponsor box, type the name of the Sponsor. In the main box, type the issue and click the Send icon.

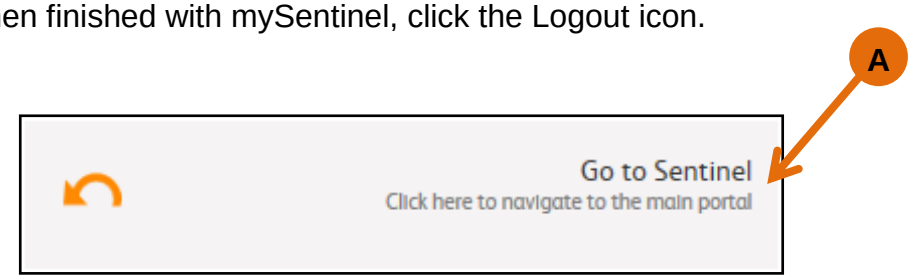


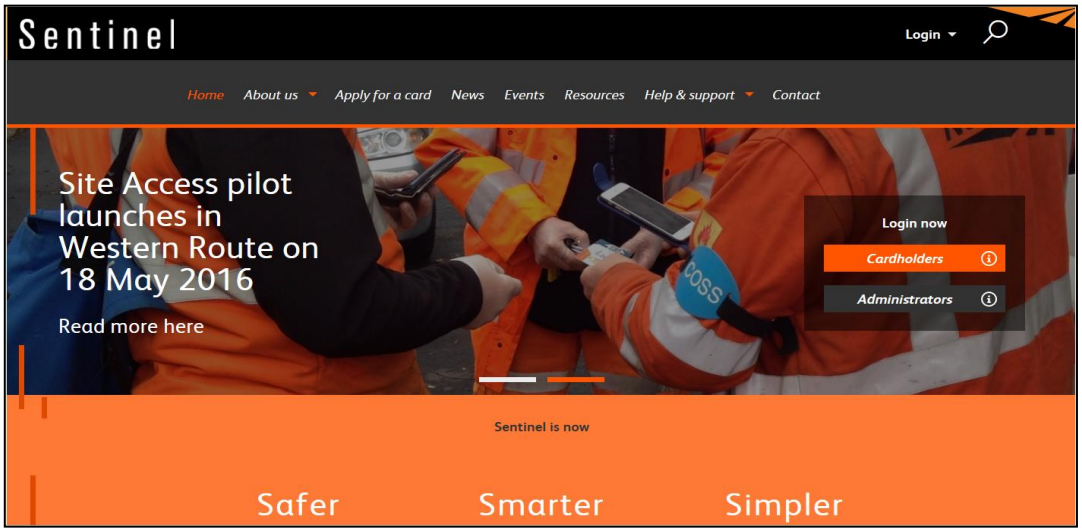


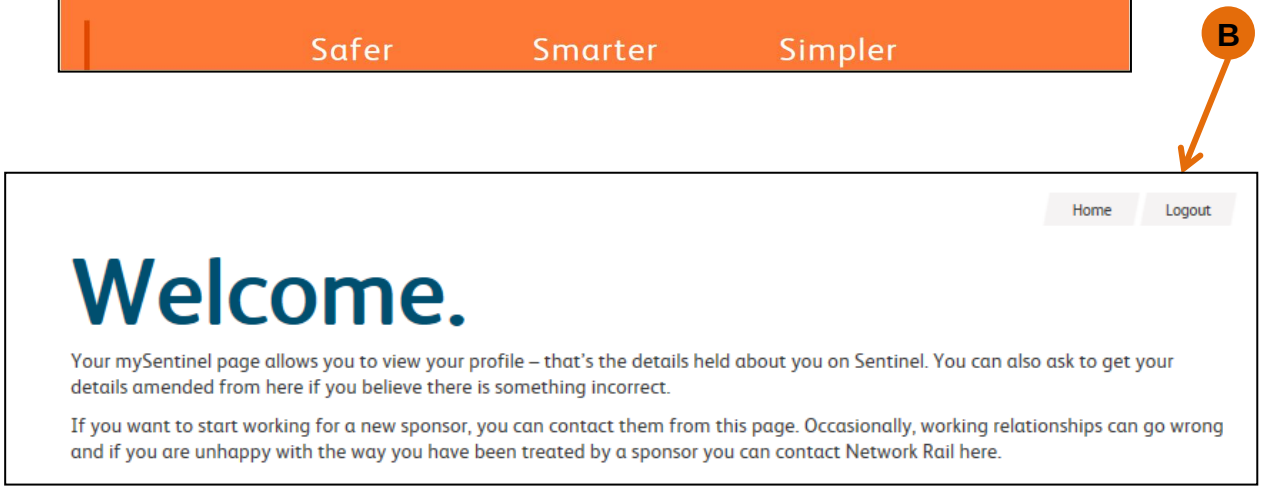
Go to Sentinel

A. Click the Go to Sentinel icon to be taken to the main Sentinel website.

B. When finished with mySentinel, click the Logout icon.







Learning more about Sentinel

If you want to learn more about Sentinel or complete the interactive e-Learning then please go to the website: www.railsentinel.co.uk

There is also further information, some quick reference guides and user manuals on the website in the Resources section.