Authentication – Why is it so important?

As an industry, we need to tackle the "I know my mates, so I don't need to check their card" culture, as this is the main barrier to routine card checking and safe working process.

We understand trackside workers know their teammates as colleagues and friends, but the reason we want checkers to authenticate everyone's Sentinel card is not to confirm they know them but to confirm that they are safe to work.

This means that they:
• Have a valid current sponsor
• Have a clean D&A
• Are medically fit
• Have valid competences for the work they are to perform.
• Have no temporary risk restrictions

All of this gets checked automatically when you authenticate using Sentinel. You KNOW that someone's competences can change from one day to another so that's why we need you to check this every day.

Imagine how you would feel if an incident occurred on site to your mate and that the person running the work had not checked Sentinel cards or if the card checker was you and you had not checked everyone's card. How would you explain that to your mate's partner and children?

Checking someone's card at the start of a shift helps protect everyone's safety and reassures the whole team that we are making sure that everyone has authority to work on the infrastructure <u>today</u>, safely.

To find out more about the different ways you can authenticate, go to https://www.railsentinel.co.uk/GetStarted/Authentication

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NetworkRail

Sentinel

Sentinel Transition Update

Authentication special

September 2014
Update 14

When to authenticate…

Now Sentinel has been rolled out the objective is for everyone to have their card authenticated every time they start work. This has led to the question being asked by Network Rail staff and supply chain organisations about when should an individual be authenticated.

Below is a reminder on the rules on when to authenticate Sentinel cards:

1. The Sentinel card must be authenticated once a shift;
*2. **AND** each time you work with a different COSS;*
*3. **AND** upon request following an event/incident or investigation.*

*Looking at the card does not prove eligibility to work – the card **must be scanned**.*

Sentinel cards must be authenticated at the start of every shift. Authentication is the only way a card checker knows whether the worker is eligible to start that shift. If a card is not authenticated every shift, the card checker may miss that the individual has an expired competence or has a restriction placed on them by their line manager.

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Finding the right helpdesk

To help you get the right information to and a faster response from your query please see the list below which defines the nature of the enquiries that Mitie, NSARE and Network Rail will respond to when you contact them:

The Sentinel Helpdesk: deals with all queries relating to the Sentinel system including any technical issues and Sentinel account/access queries for Individuals, Sponsors, Medical Providers, Trainers and Assessors.
Contact details:
Email: **sentinel@mitie.com**
Tel No: **0330 726 2222**

The National **Skills** Academy
RAILWAY ENGINEERING

NSARE: deals with queries relating solely to Training Provider accounts and training generally but not for Welding, Electrification & Power (E&P), Load Examiner and Signal Sighting. All queries related to these three disciplines and to Sentinel should be directed to the Sentinel Helpdesk.
Contact details:
Email: accreditationadmin@nsare.org
Tel No: **0203 021 0601**

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Network Rail as Custodians: deals solely with arbitration of sponsorship, investigation and suspension queries.
Contact details:
Email: MySentinel@networkrail.co.uk

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