

Sentinel

Guidance note

Date: 28th November, 2013

IMPORANT REMINDER: Site access with new and old Sentinel cards

Ref No: 0006(b)

There have been instances where trackside workers have been turned away from the work site because they have presented the COSS or Site Access Controller with an old Sentinel card.

As you will be aware, new Sentinel is being rolled out across Network Rail and the industry, and we are adding more supply chain organisations to the new Sentinel community every week. The rollout of new Sentinel to the supply chain started on 25th September and continues through to the mandatory adoption of new Sentinel across the industry from 6th January, 2014.



As we roll out new Sentinel, we will inevitably have the scenario where a COSS or Site Access Controller is presented with a mix of new and old cards from members of the work gang.

Please be aware that while we are rolling out new Sentinel cards across the industry, ALL Sentinel cards – new or old – remain valid. This will remain the case until 6th January 2014.

This has been communicated across Network Rail and we are in the process of re-briefing this key message to all Route Management Leadership Teams across the business so that everybody is absolutely clear and has a shared understanding of the status of new and old cards during this transition period.

With Network Rail leading several major rail and construction projects across the country, we do not want to delay our core business of running the railways in any way – while at the same time ensuring everyone gets home safe everyday.

If you have any queries, please visit the Sentinel website www.railsentinel.co.uk or contact the Sentinel 24/7 Hotline on 0330 726 2222.

Thanks and regards,

Andy Littlejohns
Sentinel Enhancement Programme Team

Network Rail

USEFUL INFORMATION

The Sentinel 24/7 Hotline

Who would use this?

Card checkers (such as the COSS) onsite who are authenticating an old NCCA-Sentinel card.

What do you need?

All you need is a working phone and phone connection to access the Sentinel 24/7 Hotline to authenticate an individual's card. An enhancement in Sentinel is that the new number is 033, which is free from the vast majority of mobile phones. You can check either old NCCA-Sentinel cards this way or Sentinel Smartcards.

What does it do?

The Sentinel 24/7 hotline is very similar to the current NCCA-Sentinel IVR service in what it delivers. It therefore does not require the user to confirm which sponsor the cardholder is working for today. This check is recorded on Sentinel as IVR (the date and time of the check is logged, along with the cardholder who performed the check). **The service works with Smartcards OR NCCA-Sentinel cards.**