

# **FLEXIBLE WORKER ONLINE USER MANUAL**

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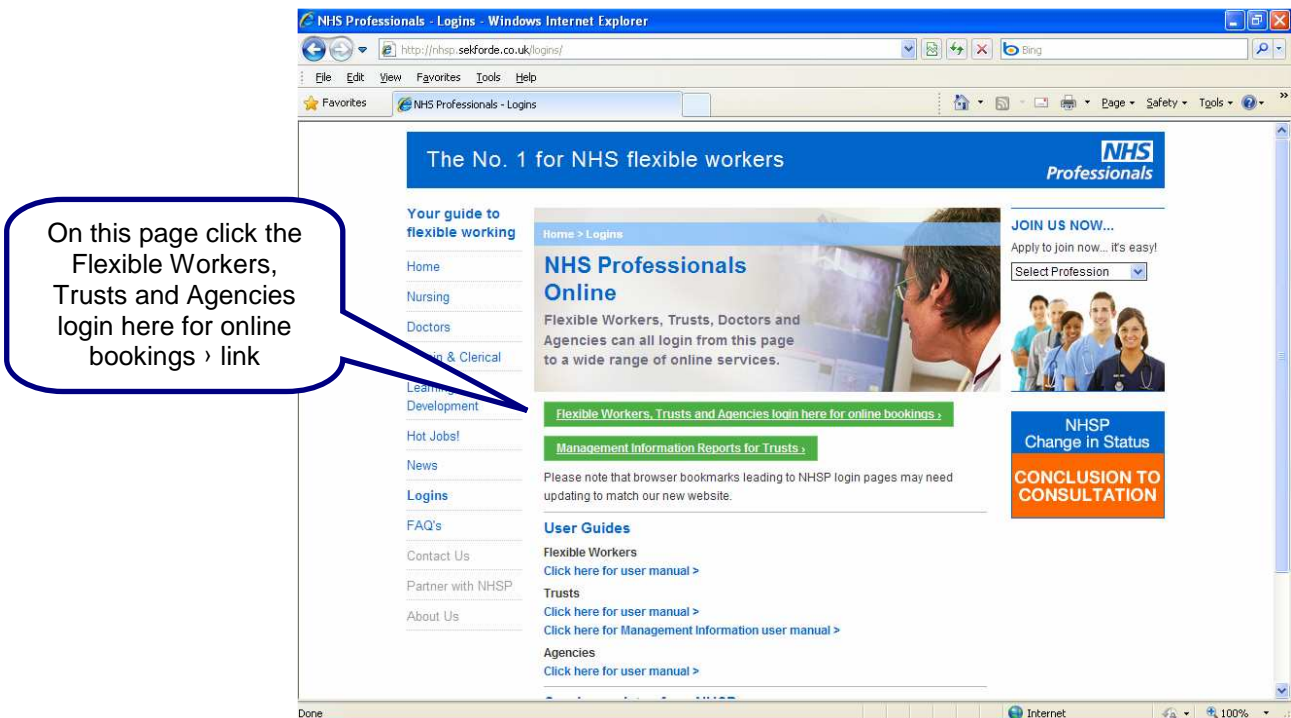
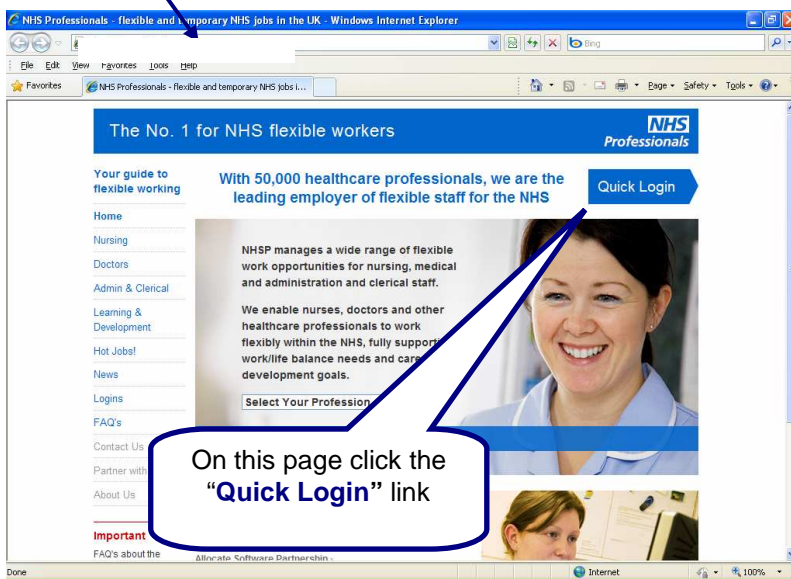
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## 1.0 Getting Started

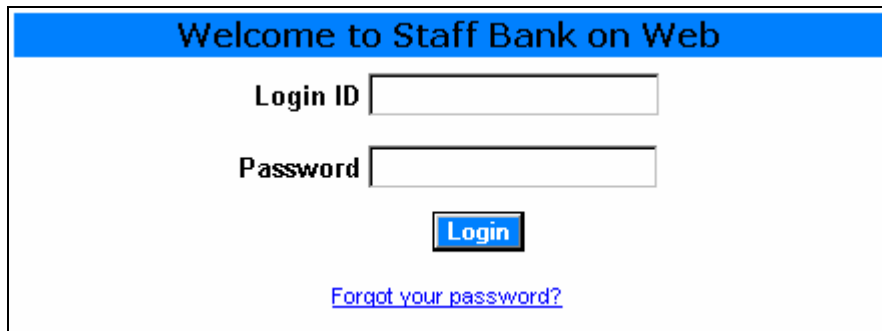
The following guide has been compiled to aid you in your day to day use of your NHS Professionals On-Line access, to help with all aspects of interacting with NHS Professionals, from updating your availability, booking a shift and updating personal details, through to viewing future bookings and reference numbers for your shifts.

To gain access to the system you must access the NHS Professionals web site. This can be done by loading your web browser (typically Internet Explorer) and typing in the following address:

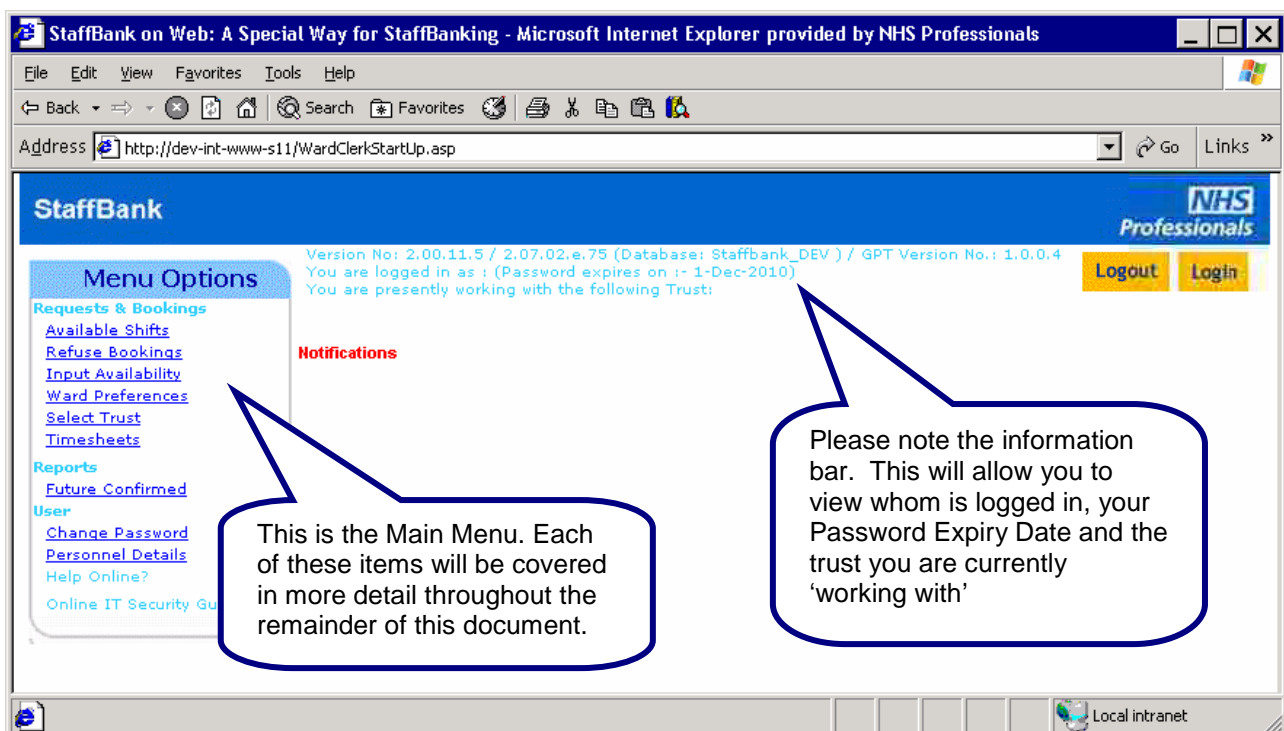
<http://www.nhsprofessionals.nhs.uk>



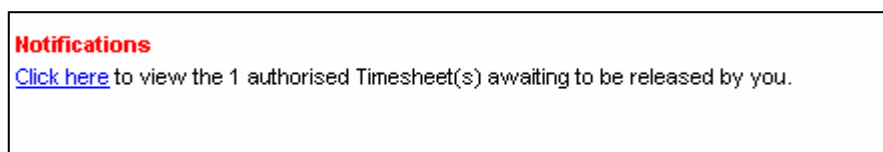
You will now be asked to insert your Login ID and Password. Once you have completed this information click the “Login” Button.



You should now be successfully logged onto your personal on-line booking system, and this page will be displayed:



\*\* If the system is holding an electronic timesheet for you that has been authorised by a ward manager then you will see the following under the notifications section in the middle of the screen:



This will be covered in the later section, ‘Timesheets’, of this manual.

## 2.0 Main Menu

The main menu provides you with the ability to navigate easily to the task you wish to perform. Each of these will be covered in more detail throughout the remainder of this document:

Menu Options Are:

		Functionality	Description
<b>Requests &amp; Bookings</b>	<b>Bookings</b>	Available Shifts	Lists all available shifts for your assignment code at the Trusts you are registered with.
		Refuse Bookings	Enables you to refuse shifts.
		Input Availability	Allows you to provide your availability for working shifts if a shift that meets your needs is not available at the time you are looking. Also allows you to enter the timescales within which NHS Professionals may contact you.
		Ward Preferences	Enables you to highlight your preferences for the wards you would like to work at and those where you would prefer not to work.
		Select Trust	Enables you to review shifts at other Trusts where you are registered with NHS Professionals to work.
		Timesheets	Allows you to 'Release' or Query your electronic Timesheets

		Functionality	Description
<b>Reports</b>	<b>Bookings</b>	Future Confirmed	Lists all future shifts where you are confirmed as working, including reference numbers.

	Functionality	Description
<b>Other</b>	Change Password	Enables you to reset your on-line password. You should do this prior to your password expiry date.
	Personal Details	Enables you to review the personal details we have for you, and provide updates to those details where appropriate.

### 3.0 Available Shifts

This menu option shows all the available bookings that match your assignment codes in a specified time period. Click on "Available Shifts" from the main menu.

Select the dates you wish to view by clicking on the calendar button next to the "Start Date" field and "End Date" field

Enter the dates using the Calendar and then click on the 'Show Requests' button

Select a Trust: All Trusts

Outstanding shifts are listed below  
Click in the box against the shift you wish to work

Date	Select	Trust	Location	Ward	Assignment	Start Time	End Time	Notes	Ward Details
13-Oct-2008	<input type="checkbox"/>	Central Manchester & Manchester Childrens Uni Hos	M R Eye Hospital	Outpatients Department	RN00	13:00	18:00	<a href="#">Notes</a>	<a href="#">Ward Details</a>
14-Oct-2008	<input type="checkbox"/>	Central Manchester & Manchester Childrens Uni Hos	M R Eye Hospital	Outpatients Department	RN00	09:30	14:30	<a href="#">Notes</a>	<a href="#">Ward Details</a>
15-Oct-2008	<input type="checkbox"/>	Central Manchester & Manchester Childrens Uni Hos	M R Eye Hospital	Outpatients Department	RN00	09:30	14:30		<a href="#">Ward Details</a>
16-Oct-2008	<input type="checkbox"/>	Central Manchester & Manchester Childrens Uni Hos	M R Eye Hospital	Outpatients Department	RN00	09:30	14:30		<a href="#">Ward Details</a>
17-Oct-2008	<input type="checkbox"/>	Central Manchester & Manchester Childrens Uni Hos	M R Eye Hospital	Outpatients Department	RN00	09:30	14:30		<a href="#">Ward Details</a>

All available shifts that match your assignment codes will be displayed for your default Trust, or the Trust that you have selected. If the ward has entered notes about these shifts you will need to read them before you book yourself.

Should you require to contact the ward directly click the 'Ward Details' button of the ward's contact details

You may also select the trusts to view the requests for. By default the option of 'All Trusts' is selected. To filter for individual trusts select the trust from the trust drop down

Ward Details					
Location	Ward	Directorate	Ward Type	Phone Number	Address
M R Eye Hospital	Outpatients Department	Temp	Out Patients	0161 276 5504	

[Close](#)

Request Notes For Reference Number : 42038203		
Notes Entered By	Notes Entered On	Notes
mfrost	13-Oct-2008 09:28	Escort Duty

[Close](#)

Examples of Ward Details and Notes pages that are displayed when you click on the appropriate buttons

## 4.0 Booking a Shift

If there are shifts available that match the Trust that you have selected and your assignment code(s) you will be able to book into the shifts of your choice.

Outstanding shifts are listed below  
Click in the box against the shift you wish to work

Date	Select	Location	Ward	Assignment
19-Mar-2008	<input checked="" type="checkbox"/>	TGH	Neuro Ward 1	RN00

**Save Bookings** **Reset**

Click on the 'Select' Box next to the shift(s) you would like to work. Once you have finished your selection then click on 'Save Bookings'.

A Confirmation screen will appear.

Confirmed Bookings						
Date	Location	Ward	Assignment	StartTime	EndTime	Status
19-Mar-2008	TGH	Neuro Ward 1	RN00	10:00	10:10	Thank You for your interest in this shift. Your booking is confirmed. Reference Number for this shift is 40213469

Please note there are several possible outcomes that could occur from selecting the shifts that you would like to work. It is important that you read the message, as the shift may not be confirmed. Possible messages are displayed below.

### Possible messages are:

1. *"Thank you for your interest in this shift. Your booking is confirmed. Reference number for this shift is ZC23456"*. This means that your name has been booked into the shift and you are now expected to attend for the duty you have selected. You should enter the reference number displayed on your timesheet.
2. *"Thank You for your interest in this shift. The Service Centre will contact you if your request to work this shift is successful. Please note this booking is not confirmed until you are contacted."* This message highlights that your interest in this shift has been identified and if the shift is still available to you, the Service Centre will contact you on the telephone numbers you have previously provided. This shift is not confirmed as your shift unless a Placement Officer contacts you, so do not arrive for the shift. Please be aware that without the NHS Professionals Reference Number your booking is not confirmed.
3. The other messages that you may see relate to issues with your booking, such as you are booked elsewhere for that time period or you have an expired NMC Pin, if relevant. To view your confirmed bookings please see the 'Confirmed Bookings' Report. For other queries please contact the Service Centre using the 'Contact Us' section of the NHS Professionals website.

## 5.0 Refusing Shifts

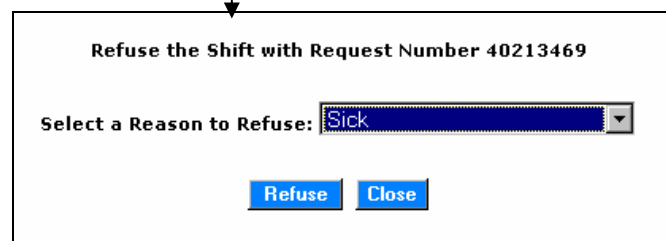
This option allows you to view all your booked shifts and refuse shifts.

If you require to refuse a shift that you have already accepted to work then you can do this via the 'Refuse Bookings' link in the menu.

All your future Bookings will be displayed:

All future bookings for								
Date	Ref. No.	Name	Start	End	Assignment	Location	Ward	Refuse
1-Jul-2008	40949838		09:30	14:31	RN00	heatherwood	Ante Natal Clinic	<a href="#">Refuse</a>
2-Jul-2008	40949839		09:30	14:30	RN00	heatherwood	Ante Natal Clinic	<a href="#">Refuse</a>
3-Jul-2008	40949840		09:30	14:30	RN00	heatherwood	Ante Natal Clinic	<a href="#">Refuse</a>

To refuse the booking click on the 'Refuse' link next to the booking you wish to refuse. The following screen will be displayed and you should then select the reason why and then click 'Refuse'



Refuse the Shift with Request Number 40213469

Select a Reason to Refuse: Sick

Refuse Close

You will then receive confirmation that your booking has been successfully updated

**You may only 'Refuse' a booking if that booking is more than 24 hours in advance. For any late notice refusals please contact the NHS Professionals National Service Centre from the 'Contact Us' section of the NHS Professionals website.**



## 6.0 Input Availability

This allows you to update when you are available to work. Select Input Availability from the Main Menu.

This screen gives you a variety of options to enter you availability, non availability and booking lead time.

The next few pages will discuss how best to enter you availability for NHS Professionals

Availability Option	Description
'Weekly Pattern'	Allows you to enter availability for days of the week regardless of the date. For instance if you are always available on Mondays you should enter your availability which will then indicate that you are available for ALL Mondays
'Booking Lead Time'	Allows you to enter the timescales at which NHS Professionals can contact you before the start of a shift. If you do not wish to be contacted if the shift starts in x number of hours you should enter this information in here.
'Date Specific Availability'	Allows you to enter Availability for individual dates. If, for instance, your availability is not the same from week to week you can specify here which dates you are available

## Weekly Pattern

Clicking on the 'Weekly Pattern' availability button will allow you to enter any availability that you have 'Week in Week out'. For instance if you know you are available for specific time periods every week for the same days you should enter that here:

**Weekly Pattern**

Available for the time period  
 -

Available all day

Available all day except for the time period  
 -

Unavailable all day

Days

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Enter either the times you are available or 'Available all day' or 'Available all day except for the time period' and the times you are unavailable or 'Unavailable all day' and then select the days of the week that this availability applies to.

Click 'Ok' and this will save your availability for those days selected

Click 'Cancel' and this will return you to the previous screen and disregard any changes you have made

## Date Specific Availability

If you require entering your availability because you are not available on a weekly pattern then you will be required to enter your availability here.

If required click on the white box next to 'Go to Week Containing' and select the date that you require to enter your availability for:

Go To Week Containing		11/06/2008
Add/Edit Date Specific Availability		
<b>Prev</b>		
Mon 09/06	Unavailable all day	25 26 27 28 29 30 31
Tue 10/06	Unavailable all day	1 2 3 4 5 6 7
Wed 11/06	Unavailable all day	8 9 10 11 12 13 14
Thu 12/06	Unavailable all day	22 23 24 25 26 27 28
Fri 13/06	Unavailable all day	29 30 1 2 3 4 5
Sat		

Today: May 6, 2008

If required select the date that you require from the calendar that appears and then click on the 'Go To Week Containing' button.

This will allow you to view any availability you have already entered for these dates.

Click on the 'Add/Edit Date Specific Availability' button

Once you have clicked on the 'Add/Edit Date Specific Availability' button you will see the following screen:

**Add/Edit Date Specific Availability for the following dates:**

From:  To:

Available for the time period

Available all day

Available all day except for the time period

Unavailable all day

Enter the date range that you are available for in the 'From' box and the 'To' box and then click 'Add'

You can then enter the time period that you are available for, if you are available all day, available all day except for a time period or Unavailable all day.

Click 'Ok' to save your availability for these dates

Click 'Cancel' to return to the previous screen and disregard your changes

### Booking Lead Time.

Booking lead time allows you to inform NHS Professionals of the number of hours prior to the request starting that you wish to be contacted with regards to you availability.

Add Booking Lead Time	
Booking Lead Time	
<a href="#">Edit</a>	Usually available up to 8 hours before the shift start
<a href="#">Edit</a> <a href="#">Del</a>	15/05/2008 2 hours before the shift start

Under the 'Add Booking Lead Time' button is a list of the Preferences that you have entered and the default to inform NHS Professionals how soon before a shift start that you are not available to be contacted.

To add a Booking Lead Time for a specific date click on the 'Add Booking Lead Time' button.

In the pop that appears enter your Booking Lead Time detail:

On

available up to  hours before shift start

Enter the date of the preference and the number of hours prior to the shift starting that you wish to be contacted

Click 'Ok' to save these changes

You will be returned to the previous screen and the new entry will be displayed:

Add Booking Lead Time			
Booking Lead Time			
<a href="#">Edit</a>	Usually available up to	8	hours before the shift start
<a href="#">Edit</a>	<a href="#">Del</a>	14/05/2008	8 hours before the shift start
<a href="#">Edit</a>	<a href="#">Del</a>	15/05/2008	2 hours before the shift start

You may edit any of your preferences by clicking on the 'Edit' link next to the preference that you wish to change.

Usually available upto	<input type="text" value="12"/>	hours before shift start
<input type="button" value="Ok"/>	<input type="button" value="Cancel"/>	

Change the details of your preference and click 'Ok' to update these changes.

If you require to delete the 'Booking Lead Time' that you have entered click on the 'Del' link and the 'Booking Lead Time' will be removed from NHS Professionals' records.

It is important that you continue to enter you availability to inform NHS Professionals when you are available to work.

**Without this information NHS Professionals will not be able to contact regarding available shifts**

## 7.0 Ward Preferences

This allows you to highlight wards that you like to work on, as well as those where it is your preference not to work. Click on "Ward Preferences" on the main menu.

If you have no preferences in the system, you will receive an acknowledgement of this.

Click on "Add Ward Preferences" to allow you to add your preferences.

You will be then asked what Trust you would like to add preference for. If you work in multiple Trusts, the drop down list will enable you to choose.

Click on Continue

You will then be asked for the location. Once again select from the list and click Continue

**Add Ward Preference**

Which trust would you like to work at? Select Trust  
Select Trust  
Central Manchester & Manchester Childrens Uni Hos

**Continue**

Note: Ward Preferences is simply additional information given to the co-ordinator's about your willingness to work this ward, given a choice, it does not prevent your name from appearing in the list of available staff.

**Add Ward Preference**

Trust preference Central Manchester & Manchester Childrens Uni Hos

Which Location would you like to work at? Manchester Royal Infirmary

**Continue**

You will be then asked what Ward you would like to add preference for.

Once you have chosen the ward you can nominate preferences as;  
Keen  
Like to  
Prefer not to  
Very Keen  
Would not like it

Click on "Update Preferences" to save your changes.

**Add Ward Preference**

Trust preference Central Manchester & Manchester Childrens Uni Hos

Location preference Manchester Royal Infirmary

Which ward(s) would you like to work at?  
Hold 'Ctrl' Key to select multiple wards  
Anaesthetics & Recovery  
Antenatal Clinic  
Bed Management

What is your Level of Preference? Keen

Tick, if you like to work in all the listed wards

**Update Preference**


## 8.0 Timesheets

**YOU MUST RELEASE YOUR ELECTRONIC TIMESHEET BY 23:59 ON A TUESDAY IN ORDER FOR THAT TIMESHEET TO BE PAID THE FOLLOWING WEEK**

Clicking on the 'Timesheets' Menu option will display the options for entering your electronic timesheets. The process for electronic timesheet authorisation is as follows:

1. The booked shift will be worked
2. The ward manager will authorise the timesheet.
3. You will need to either 'Release' the timesheet (your acknowledgment that you agree to the pay details) or you can query the time sheet.
- 3a. If you query your timesheet it will then be passed back to the ward manager to authorise and the process from step 2 will need to be repeated

Once you have clicked on the Timesheet option you will see a list of any of the electronic timesheets for the current day.

Show Filter Parameters... 													
Date	Ref Num	Ward	Assignment	Contract				Actual					
				Start	End	Break	Total	Start	End	Break	Total		
07/03/2008	40213457	Trafford General Hospital Intermediate Neurorehabilitation Unit Ward 1	RN00	10:00	10:10	0	00:10	10:00	10:10	0	00:10		Awaiting Authorisation

To view other timesheets you will need click on the 'Show Filter Parameters...' blue arrow. This will display a list of filter options available to you.

Trust	<b>Date Range</b>	<input checked="" type="checkbox"/> Not Authorised	<b>Filter</b>
	Start	<input checked="" type="checkbox"/> Awaiting Release	
	13/09/2008	<input checked="" type="checkbox"/> Released	
	End	<input checked="" type="checkbox"/> Queried, with Ward Manager	
	13/10/2008	<input checked="" type="checkbox"/> Paid	
	Max. 3 Months		

You can select the options from the drop down list, the calendar boxes and the series of check boxes.

Once you have selected you filter options click on the 'Filter' button to update the list of eTimesheets that match your criterion,

Check Box Option	Description
Not Authorised	If this option is ticked eTimesheets that have yet to be authorised for payment by the ward manager will be displayed.
Awaiting Release	If this option is ticked eTimesheets that have been authorised by the ward manager but have not been agreed for payment by you will be displayed. You will need to 'Release' these eTimesheets in order to be paid.
Released	If this option is ticked eTimesheets that have been agreed for payment by you will be displayed. These eTimesheets will be paid at the next NHS Professionals payroll.
Queried, With Ward Manager	If this option is ticked eTimesheets that have been queried by you and are awaiting 'Authorisation' from the ward manager will be displayed.
Paid	If this option is ticked eTimesheets any eTimesheet that has been paid will be displayed

The following options will be displayed to you

[Hide Filter Parameters...](#)

Date Range ▼

Start

End

Max. 3 Months

Not Authorised

Awaiting Release

Released

Queried, with Ward Manager

Paid

Filter

Any requests that have been authorised by the ward manager will be displayed to you. The options for 'Query' and 'Release' will be in the columns to the left of these shifts.

Any shifts that have yet to be authorised will display the 'Awaiting Authorisation' text in this column.

You will also see any comments that the manager has left if they have modified the timesheet

Timesheets

Date	Ref Num	Ward	Assignment	Contract				Actual					
				Start	End	Break	Total	Start	End	Break	Total		
06/03/2008	40213454	Manchester Royal Infirmary Bed Management	RN00	10:00	10:10	0	00:10	10:00	14:10	20	03:50	<a href="#">Query</a>	<a href="#">Release</a>
Comments				By Whom				When					
Fw left earlier				Ward Manager				07/03/2008 13:27					
FW left earlier than shift end time				Ward Manager				07/03/2008 11:02					
07/03/2008	40213457	Trafford General Hospital Intermediate Neurorehabilitation Unit Ward 1	RN00	10:00	10:10	0	00:10	10:00	10:10	0	00:10	Awaiting Authorisation	

A list of your eTimesheets will be displayed to you here with the detail of the booking along with the Start and End Time of the booking 'Contract and the Start and End Time of the 'Actual worked'. The actual is the total amount of time you will be paid for.

The Comments Section will display any comments passed between yourself and the 'Ward Manager' who is the individual that has already modified your eTimesheet. You may add a comment using the 'Add Comment' link on the right of this section

### Querying a Timesheet:

If you wish to query the detail of your timesheet then click on the query link. You will be able to type a message into the pop up box and this will then be notified to your manager:

**Query for shift with Ref. Num. 40213454 worked on 06/03/2008**

Start time was 08:00 and finish time was 14:00

[Submit Query](#)

Once you have queried a timesheet you will be returned to the Timesheet screen:

Date	Ref Num	Ward	Assignment	Contract				Actual						
				Start	End	Break	Total	Start	End	Break	Total			
06/03/2008	40213454	Manchester Royal Infirmary Bed Management	RN00	10:00	10:10	0	00:10	10:00	14:10	20	03:50			Queried, With Ward Manager
Comments				By Whom				When				Add Comment		
Start Time was 0800 and end time was 1400				Nurse				07/03/2008 15:27						
Fw left earlier				Ward Manager				07/03/2008 13:27						
FW left earlier than shift end time				Ward Manager				07/03/2008 11:02						

Note that you can no longer query the timesheet and this will require action from the Ward Manager to allow you to release the shift for payment.

Once the Timesheet has been authorised by the manager and then released by you the timesheet will be paid at the next payroll. After this point the timesheet will be locked and no further modification will be possible. The timesheet will be marked as 'Paid'

## 9.0 Reports

### Future Confirmed Bookings

This report will show you all the bookings that you have in the future that have been expressly confirmed by you that you will be working

**Future Confirmed Bookings**

When?

From :  [Calendar](#)

To :  [Calendar](#) [Go](#)

Select the dates you wish to view and then Click 'Go'

Any future confirmed bookings you have will be displayed in the grid

**Staff Name: Abad Clarissa**

Ref. Number	Date	Start Time	End Time	Location	Ward	Assignment	Training
40213457	7-Mar-2008	10:00	10:10	Trafford General Hospital	Intermediate Neurorehabilitation Unit Ward 1	RN Gen Acute	



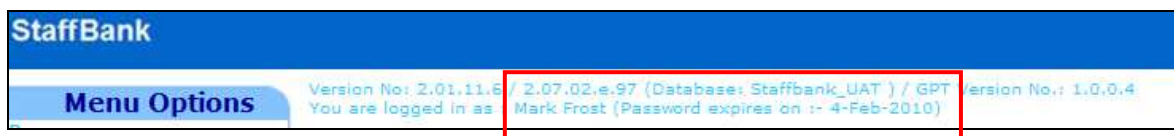
## 10.0 Other Menu Options

### 10.1 Changing or Resetting Your Password:

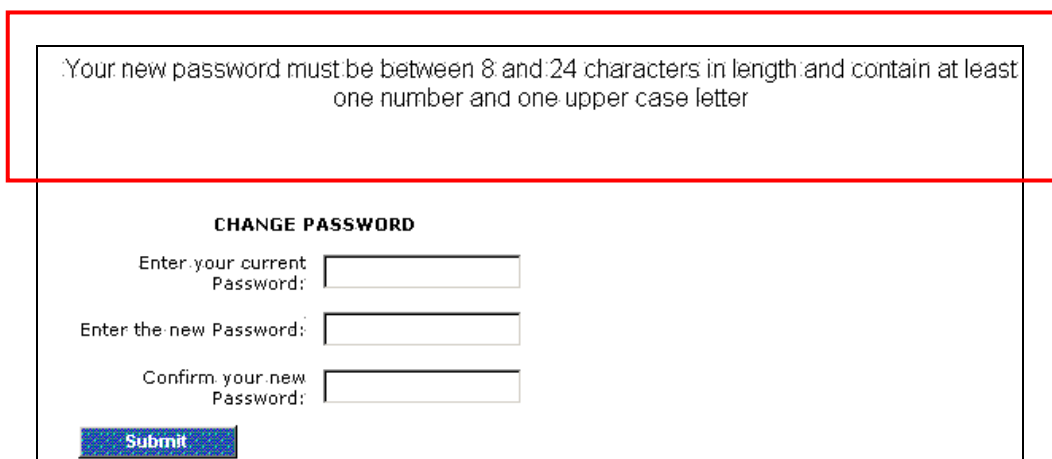
It is possible for NHS Professionals Online Users to change their own passwords via the change password link in the menu or if you have forgotten your password you can reset your password using the 'Forgot Password?' link on the login page

#### 10.1a Changing Your Password once logged in

The top of the page shows details of the logged on user, along with the password valid to date – this will enable you to keep a check but the system will remind you to change your password 14 days before, and for everyday after until it expires. We recommended you change your password as soon as you see these prompts, to avoid any problems.



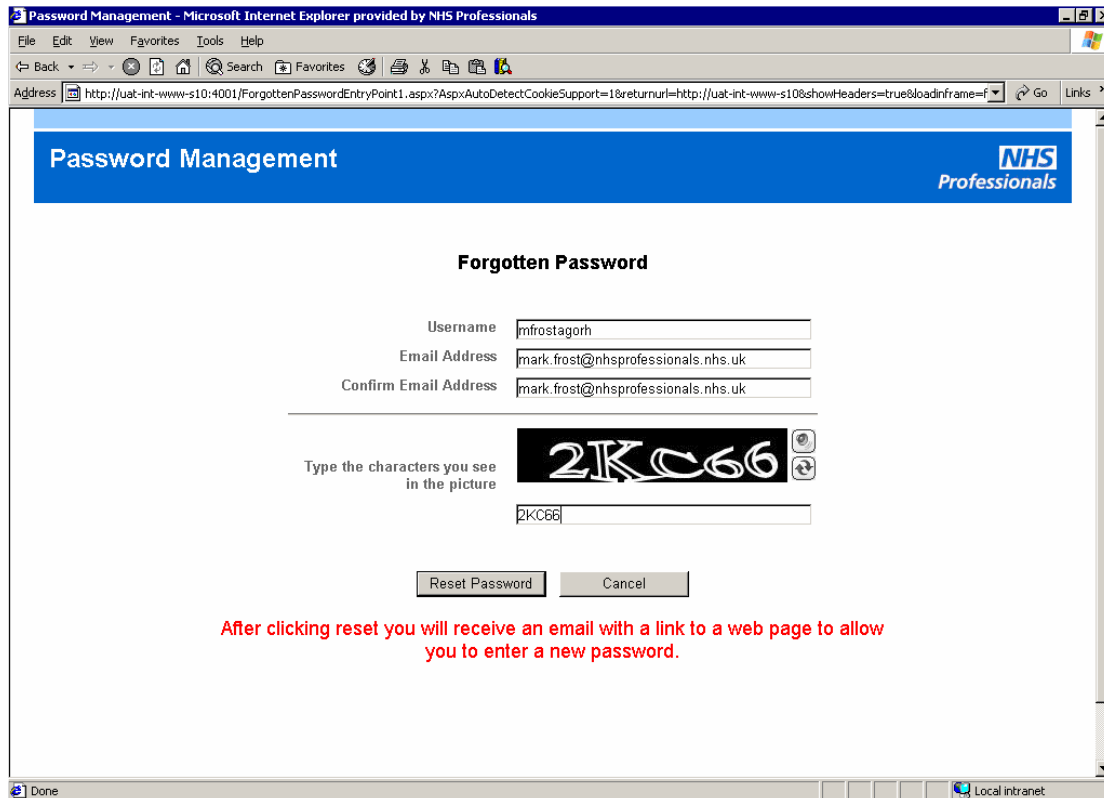
Click on the change password link in the menu and you will see the following page appear:

A screenshot of the "CHANGE PASSWORD" form. At the top, there is a message in a box: "Your new password must be between 8 and 24 characters in length and contain at least one number and one upper case letter". Below this, the form has the title "CHANGE PASSWORD" and three input fields: "Enter your current Password:", "Enter the new Password:", and "Confirm your new Password:". A blue "Submit" button is located at the bottom left of the form.

Enter your current password and then your new password twice. NOTE that your NEW password must be between 8 and 24 Characters long and contain at least one number and one upper case letter, click submit and your password will be changed if it matches the rules above

## 10.1b Resetting a forgotten password

If you have forgotten your password click on the 'Forgot Password?' link from the main login page. You will be redirected to the Password Management System:



The screenshot shows a web browser window titled "Password Management - Microsoft Internet Explorer provided by NHS Professionals". The address bar shows a URL starting with "http://uat-int-wwww-s10-4001/". The page content includes a blue header with "Password Management" and the NHS Professionals logo. The main heading is "Forgotten Password". Below this, there are three input fields: "Username" with the value "mfrostagorh", "Email Address" with "mark.frost@nhsprofessionals.nhs.uk", and "Confirm Email Address" with "mark.frost@nhsprofessionals.nhs.uk". A CAPTCHA image shows the characters "2K066". Below the CAPTCHA is an input field containing "2K066". At the bottom of the form are two buttons: "Reset Password" and "Cancel". A red text instruction reads: "After clicking reset you will receive an email with a link to a web page to allow you to enter a new password." The browser's status bar at the bottom shows "Done" and "Local intranet".

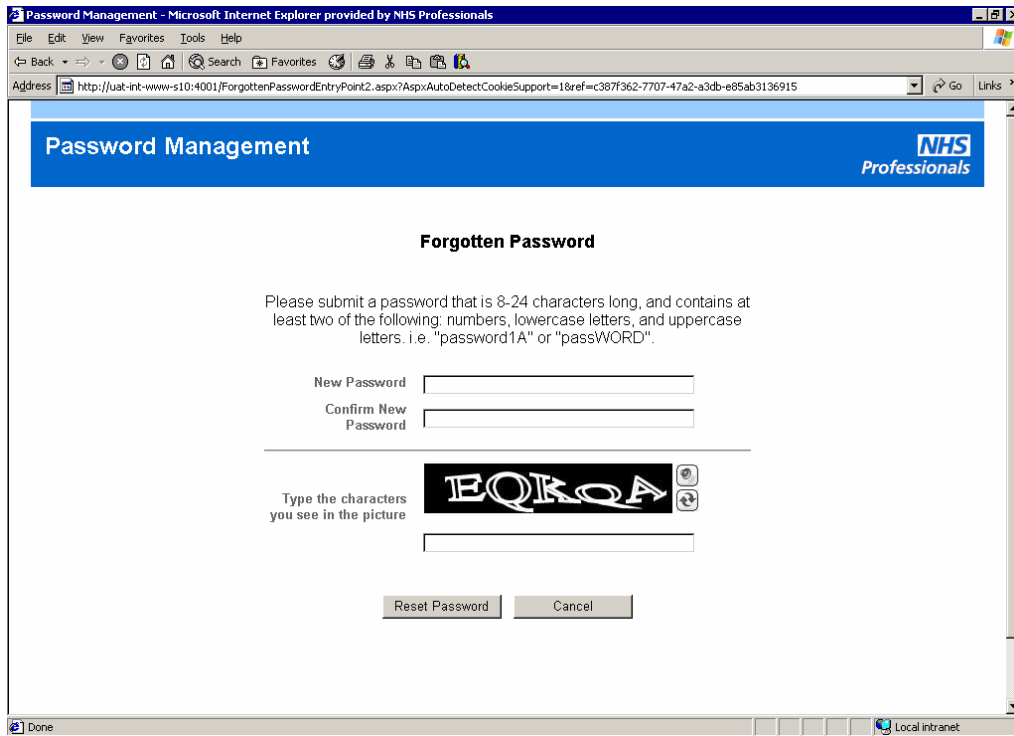
Enter your username and then the email address you registered your username with NHS Professionals with twice – please note you will not be able to copy and paste your email address from one box to the other.

Once you have done this you will be asked to enter the CAPTCHA information. Simply type in the 5 letter number and letter combination into the box below the CAPTCHA detail.

Click Reset Password and an email will be automatically sent if your email address is recognised.

Retrieve your email and click on the link in this email. You will see the following page appear:

Enter your new password details following the rules on screen. Enter the CAPTCHA information you see displayed on screen. Click Reset Password and your password will be reset and you will see a page to confirm you have changed your password. You will not be able to login to the system.



## 10.2 Personal Details

This shows your personal details

Personal Details
Availability
Bookings

**Personal Information**

Title <b>Mr</b>	Sex <b>Male</b>	Disability Status <b>No</b>	StaffID <b>406981</b>
Surname <b>Afghan</b>	Date of Birth <b>20/05/2008</b>	Disability	ESR Assignment No.
First name <b>Martin</b>	Nationality <b>Afghan</b>	Emergency Contact Name <b>Melanie (Mother)</b>	NI Number
Middle name	Ethnic Origin <b>British</b>	Emergency Contact No.	AFC Accepted <b>Yes</b>
Preferred name			AFC Accepted From <b>20/05/2008</b>
Web Login <b>Bab</b>	Prefer To Use Web <b>Yes</b>		

[Edit](#)

Contacts
Certification Information
Contract Information
Professional Information

**Address**

**10 Happy House**  
**China Town**  
**London**

County					
Country	<b>Swaziland</b>				
PostCode					

Contact Type	Contact	Use Contact	Start Time	End Time
Mobile	45454479561545	Between	12:00	18:00
Work Phone	45454479561545	Anytime		
Home Phone	45454479561545	Between	12:00	15:00
Mobile	45454479561545	Between	10:00	21:00
Email	@nhsprofessionals.nhs.uk	Anytime		

[Edit](#)

You will automatically be sent to your Personal Details when you click on the 'Personal Details' menu option.

Please note the Tabs indicated by the red boxes above and the two 'Edit' Buttons.

Clicking on the First edit button will allow you to change you personal details:

Personal Details

**Personal Information**

Title <b>Mr</b>	Sex <b>Male</b>	Disability Status <b>No</b>	
Surname <b>Afghan</b>	Date of Birth	Disability	
First name <b>Martin</b>	Nationality <b>Afghan</b>	Emergency Contact Name	<input type="text" value="Melanie Frost (Mother)"/>
Middle name	Ethnic Origin <b>British</b>	Emergency Contact No.	<input type="text" value="01227 792586"/>
Preferred name			
Web Login <b>Babs</b>	Prefer To Use Web <input checked="" type="checkbox"/>		

[Submit](#) [Cancel](#)

You will be able to change your Emergency Contact Name, Emergency Contact No. and the option 'Prefer To Use Web' If you tick the 'Prefer To Use Web' option you will not receive any 'cold calls' from the Service Centre

Click 'Submit' to save your changes or 'Cancel' to discard them

Clicking on the 'Edit' Button underneath the contact details will allow you to edit your contact details. Once the Edit button is clicked the contacts will be displayed as:

Contact Type	Contact	Use Contact	Start Time	End Time	Edit	Delete	Move
Mobile	45454479561545	Between	12:00	18:00	Edit	Delete	Down
Work Phone	45454479561545	Anytime			Edit	Delete	Up/Down
Home Phone	45454479561545	Between	12:00	15:00	Edit	Delete	Up/Down
Mobile	45454479561545	Between	10:00	21:00	Edit	Delete	Up/Down
Email	@nhsprofessionals.nhs.uk	Between	10:00	20:00	Edit	Delete	Up

The 'Add Contact' button will allow you to add a new contact to the system

The Edit option will pop up the edit box for this contact. The delete button will allow you to delete this contact

The Up/Down option will allow you to set your preference for which contact NHS Professionals will use first. The list works in a descending order so the first option in this list will be used first and then in order working down the list

**Editing your Contacts:**  
Click on Edit next to the contact you wish to edit.

**Contact Details**

Contact Type

Contact

Use Contact  
 Start Time  End Time

Edit the detail you wish to change.

The use contact Tick box and start and end times will allow you to specify when NHS Professionals can use this contact. If you do not have a specific time to contact for this contact leave the 'Use Contact' tick box unticked.

Click 'Ok' to save the changes or the 'Cancel' option to discard the changes

**Deleting your contacts:**  
Click on the Contact you wish to delete. The following confirmation pop up will appear:

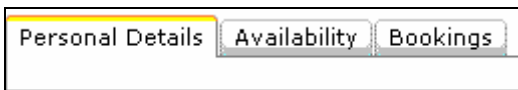
**Staffbank**

Are you sure you want to delete the contact record ( Mobile -> 078915 ) ?

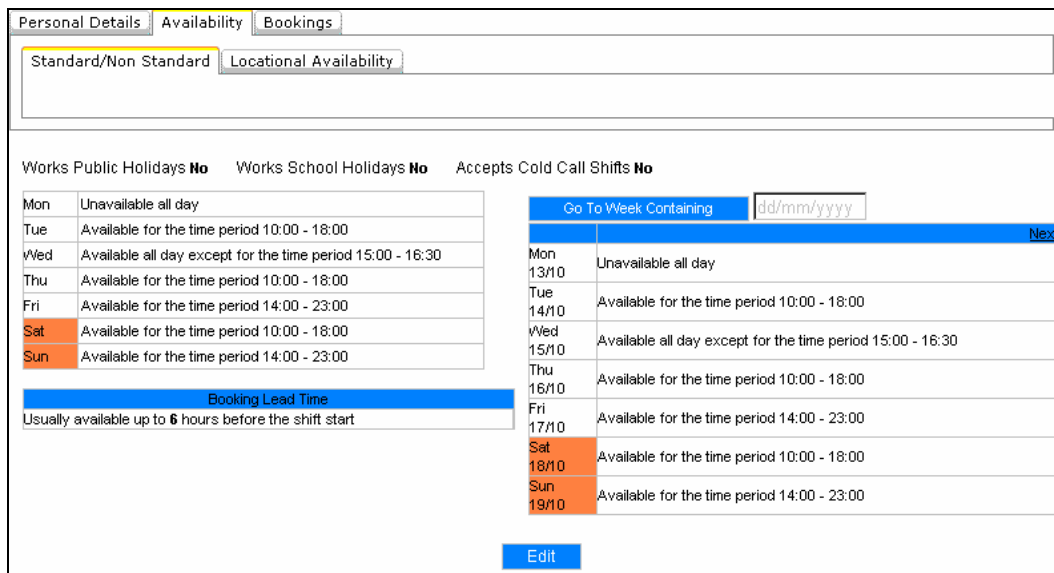
Click 'Yes' to confirm the deletion or 'No' to cancel.

## Availability:

At the top of the personal details page you will see the tabbed options for 'Personal Details', 'Availability' and 'Bookings'



Click on 'Availability' to view your availability



Personal Details | Availability | Bookings

Standard/Non Standard | Locational Availability

Works Public Holidays  No   Works School Holidays  No   Accepts Cold Call Shifts  No

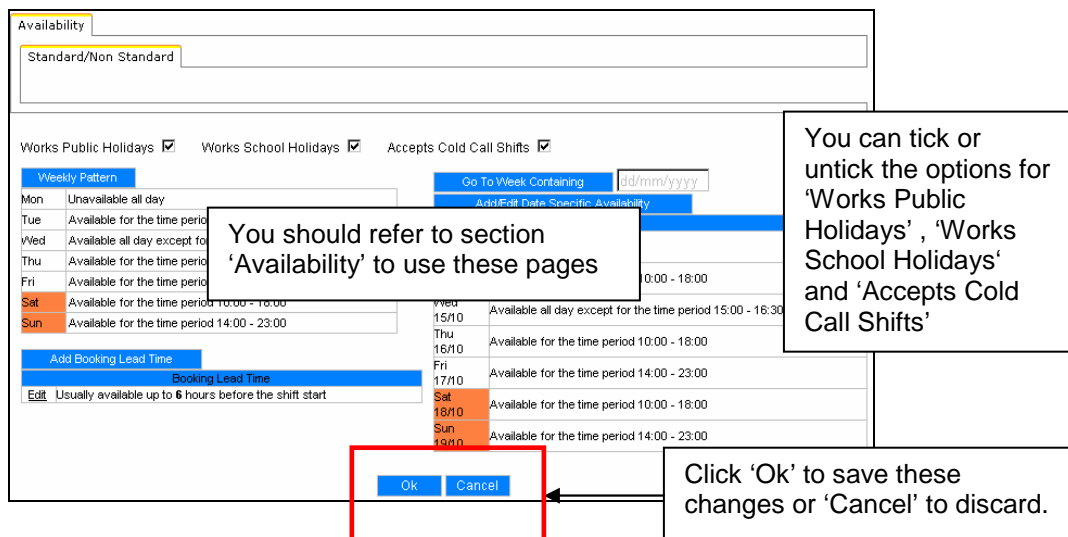
Mon	Unavailable all day
Tue	Available for the time period 10:00 - 18:00
Wed	Available all day except for the time period 15:00 - 16:30
Thu	Available for the time period 10:00 - 18:00
Fri	Available for the time period 14:00 - 23:00
Sat	Available for the time period 10:00 - 18:00
Sun	Available for the time period 14:00 - 23:00

Go To Week Containing: dd/mm/yyyy

Booking Lead Time: Usually available up to 6 hours before the shift start

Edit

Click on the Edit Button to allow you to edit your availability



Availability

Standard/Non Standard

Works Public Holidays    Works School Holidays    Accepts Cold Call Shifts

Weekly Pattern

Mon	Unavailable all day
Tue	Available for the time period 10:00 - 18:00
Wed	Available all day except for the time period 15:00 - 16:30
Thu	Available for the time period 10:00 - 18:00
Fri	Available for the time period 14:00 - 23:00
Sat	Available for the time period 10:00 - 18:00
Sun	Available for the time period 14:00 - 23:00

Add Booking Lead Time

Booking Lead Time: Usually available up to 6 hours before the shift start

Edit

Ok   Cancel

You should refer to section 'Availability' to use these pages

You can tick or untick the options for 'Works Public Holidays', 'Works School Holidays' and 'Accepts Cold Call Shifts'

Click 'Ok' to save these changes or 'Cancel' to discard.

**Location Availability:**

Click on the 'Locational Availability' Tab

Personal Details **Availability** Bookings

Standard/Non Standard **Locational Availability**

This page will show you the options that have been setup for 'Trust Worked at', 'Will ONLY Work At' and 'Will NOT Work At'

Note that if you have indicated that you will NOT work at a specific area you will never be offered shifts for that area.

Trusts Worked For

Trust  
West Essex PCT  
Central Manchester & Manchester Childrens Uni Hos

Will ONLY Work At

Trust	Location	Ward	User name	Date Time
Will NOT Work At				
Trust	Location	Ward	User name	Date Time
Central Manchester & Manchester Childrens Uni Hos	M R Eye Hospital	Cataract Services	sk-sm	12-Sep-2008 13:55:25
Central Manchester & Manchester Childrens Uni Hos	Tameside General Hospital	Renal Dialysis Satellite Unit	rashworth-sm	30-Sep-2008 12:06:19

[Edit](#)

To edit your Locational Availability click on the 'Edit' button

Trusts Worked For

[Add New Trust Worked For](#)

Trust  
West Essex PCT [Delete](#)  
Central Manchester & Manchester Childrens Uni Hos [Delete](#)

[Add Will Only Work At](#)

Will ONLY Work At

Trust	Location	Ward	User name	Date Time
Will NOT Work At				
Trust	Location	Ward	User name	Date Time
Central Manchester & Manchester Childrens Uni Hos	M R Eye Hospital	Cataract Services	sk-sm	12-Sep-2008 13:55:25
Central Manchester & Manchester Childrens Uni Hos	Tameside General Hospital	Renal Dialysis Satellite Unit	rashworth-sm	30-Sep-2008 12:06:19

[Delete](#) [Delete](#)

[Ok](#)

**Add New Trust Worked For:**

If you have completed the NHS Professionals' full recruitment process you will be able to Add any of the Trusts that NHS Professionals' has a partnership with. To Add A new trust click 'Add New Trust Worked For'



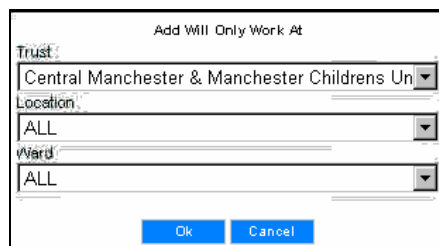
Select the trust you wish to be available for and click 'OK' to save that trust or cancel to discard your changes.

Note – That if you work substantively within a trust and joined NHS Professionals using your substantive post you will only be able to work in the Trust that you hold your substantive post in

**Add Will ONLY Work At:**

Click on the 'Add Will ONLY Work At' button and the following pop up will be displayed:

Select the trust/location ward you wish to add and click 'Ok' to save the changes or 'Cancel' to discard the changes

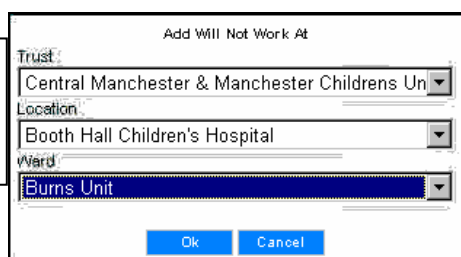


Note – That if you work substantively within a trust and joined NHS Professionals using your substantive post you will only be able to work in the Trust that you hold your substantive post in

**Add Will NOT Work At:**

Click on the 'Add Will NOT Work At' button and the following pop up will be displayed:

Select the trust/location ward you wish to add and click 'Ok' to save the changes or 'Cancel' to discard the changes



PLEASE NOTE – 'Will NOT Work At' will override the 'Will ONLY Work At'  
This means that if you have selected a location/ward in 'Will ONLY Work At' and there is an entry in 'Will NOT Work At' for 'ALL/ALL' you will not be available to work for this area.



**Deleting Availability for Trust:**

If you no longer wish to work at a particular trust click on the 'Delete' link next to this trust. You will be asked to confirm your selection:

**Staffbank**

Are you sure you want to delete West Essex PCT trust?

Click 'Yes' to delete your availability for this trust or 'No' to cancel

If you wish to delete a particular 'Will ONLY Work At' or 'Will NOT Work At' availability click on the delete link next to that availability.

You will be asked to enter the reason and click 'Ok' to delete that availability

Staffbank

Reason

No longer wish to work here

**Bookings:**

To view your bookings select the 'Bookings' tab

The 'Bookings' page will be displayed. Use the filter options to filter the list of shifts that are returned.

Bookings

Bookings
  Refused Bookings
  Deleted Bookings

Future
  Previous

Date Options

Date Range: [Start: 13/10/2008, End: 13/10/2008]

Trust: [ALL]

Location: [ALL]

Ward: [ALL]

**Past Bookings**

Request No	Assignment	Date	Start Time	End Time	Location	Ward	Confirmed	Booked By	Comments
42038016	RN00	02-Oct-2008	20:30	08:00	Manchester Royal Infirmary	AM2 Acute Medical 2	No	ababs	
42038014	RN00	01-Oct-2008	20:30	08:00	Manchester Royal Infirmary	AM2 Acute Medical 2	Yes	ababs	
42038017	RN00	30-Sep-2008	20:30	08:00	Manchester Royal Infirmary	AM2 Acute Medical 2	Yes	ababs	

**Future Bookings**

Request No	Assignment	Date	Start Time	End Time	Location	Ward	Confirmed	Booked By	Comments
------------	------------	------	------------	----------	----------	------	-----------	-----------	----------

Use the filter options and click the 'Filter' button to reduce the list of returned shifts

**Certification Information:**

From the main Personal Details page click on the 'Certification Information'. This will direct you to the following page

Registration Body <b>NMC</b>	Visa Status	Standard CRB Held <b>No</b>	SmartCard Inactive <b>No</b>
Registration No	Visa Expiry Date	CRB Ref No	SmartCard Unique User Identification <b>123456789123</b>
Registration Expiry <b>30/11/2008</b>		CRB Issue Date	SmartCard Issue Date <b>01/09/2008</b>
Intention To Practice <b>No</b>			

Job Profile	Field of Practice	Registration Code	Assignments	Payscale	Spine	Trust	Premium	Emergency	Disable	Effective From
Nursing and Midwifery	Adult	RNA	RND0		0			No	No	

This page holds details of your professional registration, visa, work permit, CRB, Smart Card and Assignments. If you notice any mistakes in this page you should contact NHS Professionals to amend these details.

### Contract Information:

Contacts	Certification Information	<b>Contract Information</b>	Professional Information
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Click on the 'Contract Information' tab and the following page will be loaded:

Contract Start Date <b>20/05/2008</b>	PayScale	Self Employed <b>No</b>
Contract End Date	Spine <b>0</b>	Limited Company Name
Reason for End	Pay Scheme <b>AFC</b>	PI Insurance Expiry Date
Payment Calculation Rule <b>0</b>	Incremental Date	
	Previous Bank Hours <b>0</b>	

This page holds details of your NHS Professionals contract information. If you notice any mistakes in this page you should contact NHS Professionals to amend these details.

### Professional Information:

Contacts	Certification Information	Contract Information	<b>Professional Information</b>
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Click on the 'Professional Information' tab to show details of any Mandatory Training that you may have undertaken or completed.

Contacts	Certification Information	Contract Information	<b>Professional Information</b>
Mandatory Training +			
Course Code	Course Name	Expiry Date	Course Status

## 11.0 Logging Out

The screenshot displays the StaffBank web application interface. At the top left, the text 'StaffBank' is visible. On the right side of the header, there is an NHS Professionals logo. Below the header, the page content includes a 'Menu Options' sidebar on the left with links such as 'Available Shifts', 'Refuse Bookings', and 'Input Availability'. The main content area shows a 'Notifications' section. In the top right corner, there are two yellow buttons: 'Logout' and 'Login'. A blue callout box with a pointer to the 'Logout' button contains the text: 'Once you have finished using the Flexible Worker on line service please logout by clicking on the Logout button'.

If you have logged out successfully the browser window will close.