<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 Getting Started</td>
<td>3</td>
</tr>
<tr>
<td>2.0 Notifications</td>
<td>6</td>
</tr>
<tr>
<td>3.0 Viewing &amp; Approving Agency Contracts</td>
<td>7</td>
</tr>
<tr>
<td>3.1 Querying Agency Rates</td>
<td>9</td>
</tr>
<tr>
<td>3.2 Authorising an Agency Rates Contract</td>
<td>10</td>
</tr>
<tr>
<td>4.0 Agencies Used By Trust</td>
<td>11</td>
</tr>
<tr>
<td>5.0 Self Billing (Available in 2012)</td>
<td>11</td>
</tr>
<tr>
<td>5.1 Agreements</td>
<td>11</td>
</tr>
<tr>
<td>5.2 Invoice Reports</td>
<td>13</td>
</tr>
<tr>
<td>6.0 Personalised Rates</td>
<td>14</td>
</tr>
</tbody>
</table>
1.0 Getting Started

The following guide has been created for you to be able to use NHSP:Online to upload your Agency’s pay rates and to be able to setup a ‘self billing’ contract with the trusts that you provide staff to via NHS Professionals.

To gain access to NHSP:Online you must access the NHS Professionals website. You can access NHSP:Online from Internet Explorer (NHS Professionals does not support other browser types) and typing in the following address:

http://www.nhsprofessionals.nhs.uk

On this page click the ‘Login’ button

The following page will appear
The NHSP:Online login page will appear

To login click ‘NHSP:Online’

Enter your Login ID and Password as provided by NHS Professionals and then click the login button.

If you do not have a login to NHSP:Online that enables you to enter your agency rates you will need to request one from NHS Professionals. Email web.support@nhsprofessionals.nhs.uk and request an ‘Agency Rates Approver’ login stating your name, email address and full name.
NHSP: *Online* is split into three sections:

**Section 1** is the menu.

The menu has all the options available for your login and will always remain on the left hand side of your browser. Each of these options will be covered within this user guide.

**Section 2** is the area that you will focus on the most during your time in NHSP: *Online*. When you log in you will automatically be directed to the initial stages of the 'Agency Rates Contracts' menu option:

Section 2 will change whenever you are clicking on links from the menu or from any of the pages you see in section 2.

**Section 3** is a static information bar. This will inform you who is logged in and your password expiry date. You can change your password at ANY time using the 'Change Password' option from the menu.
2.0 Notifications
When you log in to NHSP: *Online* you will be shown a list of notifications. These are notifications for approving Agency Worker’s previous experience at your organisation.

![Notification Image]

You should click on the links to view the detail of the notifications.

For Prior Qualification notifications:

You will need to check the details of the request and either ‘Approve’, ‘Query’ or ‘Reject’ the Prior Qualification Duration.
If you Query or Reject the Prior Qualification Duration you will need to specify a reason:

![Query Reason Image]

Enter your reason and click ‘OK’.
If you have queried the agency will be able to view your comments and respond appropriately.

These will then become available in the ‘Prior Qualification Duration’ menu option:
3.0 Viewing & Approving Agency Contracts

The most likely reason you have come to NHSP: Online is that you have received an email from NHS Professionals informing you that an agency has entered their pay rates into NHSP: Online. You can find these by clicking on the ‘Agency Rates’ menu option.

The Grid will give the heading information to the agency rates. If the Status of the rates is ‘Unauthorised’, you will be able to ‘View’, ‘Authorise’ or ‘Query’ the Rates.

In every case you should always View the Agency Rates to ensure that they are correct. Click the ‘View’ link to view this rates contract.

You will need to view and check all the rates before you authorise or query the rates contract.

Once you have view and checked all the rates click the ‘Next’ button.

If the Agency has entered that they have Mileage rates you will see them displayed.
If the agency has not entered Mileage rates you will see

Click the ‘Next’ Button

The next page will show the Agency Day Definitions. This determines when the agencies enhanced pay rates start:

You should check these and then click ‘Next’

The Next page will show the agencies on call and sleep in enhancements:
Once again you should check these and then click the ‘Next’ button

The Next page will show the Agencies VAT registration details

Check the details and click ‘Next’

The next page shows the Summary details

Check the details and click ‘Finish’

You will be returned to the main Agency Rates page where you can now either ‘Authorise’ or ‘Query’ the rates contract.

3.1 Querying Agency Rates

If, once you have viewed the agency’s rates, you need to raise a query with the agency you can achieve this from the ‘Agency Rates’ page. Click the ‘Query’ option.

You will see a pop up appear to enter your query:

Enter your query and click ok
You will then see the Agency Rates contract marked as 'Queried'

This will email the Agency and inform them that they need to look at the contract and resubmit it.

3.2 Authorising an Agency Rates Contract
Once you have looked at the agency rates and want to agree them you can click the 'Authorise' link from the Agency Rates Contracts table

You will then be reverted to this page and the status of the contract will be updated to 'Authorised'
4.0 Agencies Used By Trust
You can check your ‘Agency Workflows’ from the agencies used by trust. You will see the agencies that NHSP:Online may contact on your behalf for unfilled requests, this is also broken into staff groups and assignments.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Location</th>
<th>Ward</th>
<th>Staff Group</th>
<th>Assignment</th>
<th>Area of Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident &amp; Emergency</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Allegro Locums Ltd</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Apex Health Ltd</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Arthona</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Atlantis Medical</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Connect Locums</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Core HR Ltd</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Coyle Personnel</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>D R C Locums</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Doctors on Call</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Eden Brown Ltd</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
<tr>
<td>Empire ML Ltd</td>
<td>ALL</td>
<td>ALL</td>
<td>Doctors</td>
<td>ALL</td>
<td>ALL</td>
</tr>
</tbody>
</table>

Note that this page will include agencies that may not necessarily have an agreement with you formalised through the NHSP:Online process.

5.0 Self Billing (Available in 2012)
Self Billing is a contract setup between the trust and individual agencies. This will allow NHS Professionals to automatically generate invoices based on the electronic timesheet that have been authorised by the trust and released by the agency. This will allow for prompt payment to the agencies by NHS Professionals.

5.1 Agreements
If an agency requests a self billing agreement an email will be sent to you indicating that you should log on to NHSP:Online to view and agree the self billing arrangement.

Click on the ‘Agreements’ menu option. You will then be shown a list of all the self billing agreements that are associated with your trust.

The agreements with the Status ‘Unauthorised’ need to be checked and agreed.

To do this click the ‘View’ option from the right hand side of the grid.
Once you have done this you will need to add your signature. You can do this by scanning your signature and saving this as a picture.

Click the 'Add Signature' button.

Click browse and locate your signature picture. Signature pictures must be .jpegs and cannot be larger than 30kb file size of 300*100 pixels. Enter your name in the Signed By box.

Once this is done you will be able to click the 'Submit' button.
You will be reverted back to the ‘Agreements’ page showing the authorised agreement.

5.2 Invoice Reports
Using the ‘Invoice Reports’ from the menu option will show you any Invoices that NHS Professionals has produced on your behalf in line with the self billing agreements.

Enter your filter settings and click ‘Filter’ and all your invoices will be displayed for the filter options you have entered.
If you wish to view the backing detail you can click the ‘View Details’ link from the right hand column of the table.

The backing detail of the invoice reports shows all the timesheets that have been paid within that invoice.

6.0 Personalised Rates

It is possible that some agencies have Flexible workers that have a rate personal to them. If this is the case if your Trust allows the use of Personalised Rates you will have requests to authorise individual agencies to allow them to submit personalised rates.

You can see these from the ‘Personalised Rates>Requests’ menu option.

When you click on the ‘Requests’ menu option you will be shown the following page.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Approved</td>
<td>Worker requires individual rates</td>
</tr>
<tr>
<td>Train</td>
<td>Submitted</td>
<td>Workers require personalised Rates</td>
</tr>
</tbody>
</table>
If you have been requested for authorisation to allow personalised rates you will see these in this list. You will also see all Personal Rate requests that you have previously Approved, Queried or Rejected.

The status column of this table will show you at what stage the request is.

If a request has ‘Submitted’ in the Status column it means you need to action that request. You will see on the far right of the table three columns: ‘Approve’, ‘Reject’ and ‘Query’.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Approved</td>
<td>Worker requires individual rates</td>
</tr>
<tr>
<td>Train</td>
<td>Submitted</td>
<td>Workers require personalised Rates</td>
</tr>
</tbody>
</table>

Select the option applicable.

If you have selected ‘Reject’ or ‘Query’ you will be prompted to enter a comment for this selection.

This will then allow the Agency User to provide you with further information should you require it.

If you approve the use of Personalised Rates for an Agency, it is likely you will then need to approve the Personalised Rates for the Agency’s workers when the Agency has uploaded them. This process is exactly the same as for the standard rates cards and you should refer to section 3 for this.