



Quick Guide for Requesting Logins and Passwords

This guide will provide you with a basic overview of the NHS Professionals systems and how to request logins and passwords.

Requesting Logins

NHSP:Online

There are two levels of access to NHSP:Online:

- Agency User (AU)

This is required to view requests, add and edit profiles, view timesheet status, view backing and booking status reports.

To request access as an Agency User please ask a Manager to email agencies@nhsprofessionals.nhs.uk on your behalf so that we can enable access for you. The email must contain your full name and work email address.

- Agency Rate Administrator (ARA)

This is required to view and add rate cards, view and add self-bill agreements as well as view invoices.

To request access as a Agency Rate Administrator please ask a Director or Senior Manager within your organisation to send an email to agencies@nhsprofessionals.nhs.uk on your behalf so that we can enable access for you. The email must contain your full name and work email address.

NHSP:Connect

NHSP:Connect will allow you to view bookings/jobs and upload timesheets to claim.

To request access to NHSP:Connect please ask a manager to email agencies@nhsprofessionals.nhs.uk on your behalf so that we can enable access for you. The email must contain your full name and work email address.

247 Time

To request access to the 247Time platform, please visit the 247 Time Support page www.247timesupport.co.uk. From here follow the onscreen instructions to request logins for the system.

Creating Passwords

Once your logins for NHSP:Online and NHSP:Connect have been generated, you will receive an email confirmation with your username and instructions on how to create a password.

Step 1: Visit: www.nhsprofessionals.nhs.uk/en/Login

Step 2: Select the platform e.g. NHSP Online

Step 3: Click **'Forgot Your Password'**

Step 4: The following screen will appear, simply follow the instructions to create a new password.

Forgotten Password

To proceed you must have a valid E-mail address registered with NHS Professionals. If you have not registered an E-mail address, please contact the Service Centre. Contact details for the Service Centre are available at <http://www.nhsprofessionals.nhs.uk>

Username

Email Address

Confirm Email Address

Type the characters you see in the picture 

The **NHSP Agency Support Team** provides support for agencies and specific agency related queries.

If you have any queries relating to the NHSP portal, retrospective bookings or invoicing queries please contact the NHSP Agency Support team on:

Email: agencies@nhsprofessionals.nhs.uk

Tel: 0333 0143626

Opening times: Monday – Friday 8am-6pm

