

# **My:Bank**

## Flexible Worker User Guide

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## 1. Getting Started

The following guide is designed to help you access the My:Bank system. This system will allow you to book shifts, release timesheets, view payslips and change your availability.

You will be able to access My:Bank from either a PC (desktop or laptop), smartphone or tablet. This system is designed to be used with many different types of computer or mobile device – for ease of use this user guide has been created from the computer version of the system.

Open up an internet browser (Google Chrome, Internet Explorer, or other) and type in the following address:

[<<bank.nhsp.uk>>](http://bank.nhsp.uk)

We use cookies to track usage and preferences. [I Understand](#) [Privacy Policy](#)

**NHS**  
Professionals

Username

Password

Login

[Forgot password?](#)

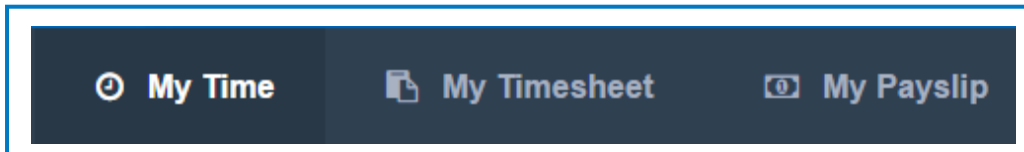
NHSP 2015

Enter your username and password and click or tap Login

If you have forgotten your password click on the 'Forgot Password?' link and then follow the section entitled 'Changing or Resetting your Password'

## 1. The Menus.

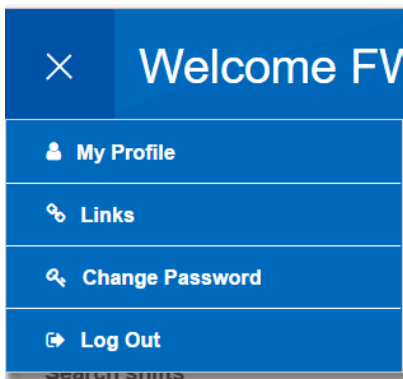
There are two menus in *My:Bank*. The main menu is for your frequently used options and is displayed below your welcome message:



To access the other menu for less frequently used options, click the menu



button next to the welcome message.



Each of these Menu options will be covered within this guide.

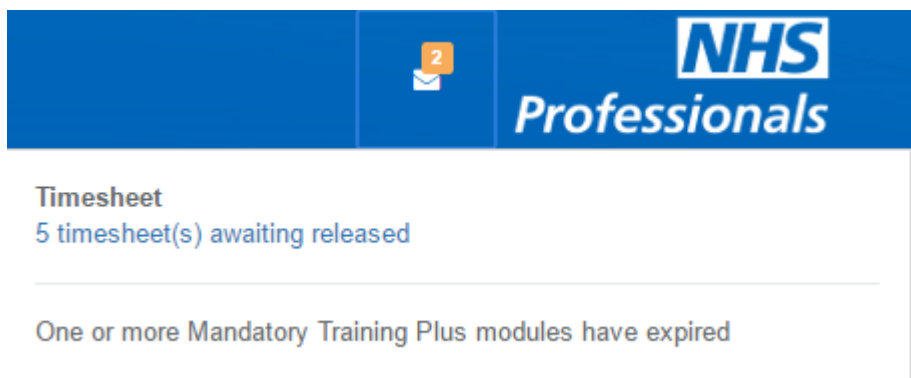
## 2. Notifications:

Notifications are displayed in the top right hand side of the screen.

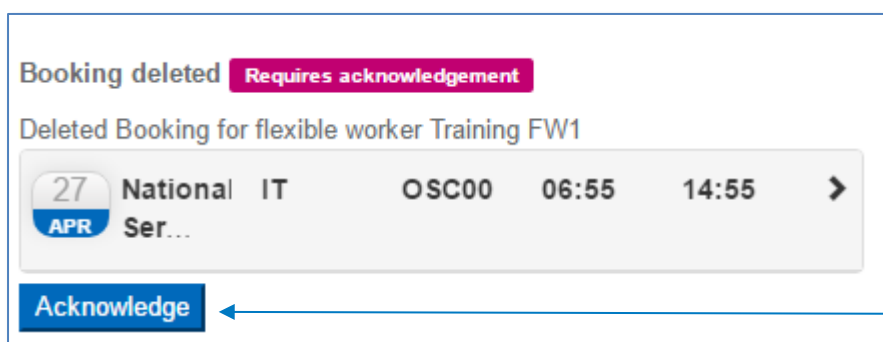


Notifications will include mandatory training expiration, timesheets that have been authorised and shift cancellations/bookings.

Click the envelope to read/action these notifications.



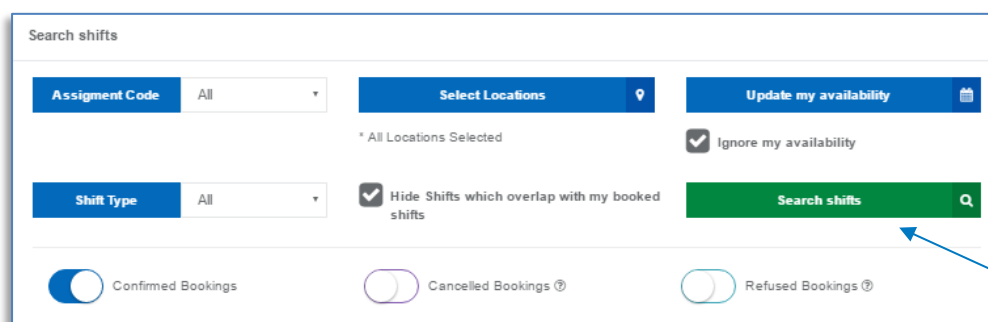
If you have been booked or cancelled for a shift that starts within the next 24 hours you will see a notification for this:



You should acknowledge this by clicking the acknowledge button

## 2. Searching for Shifts (My Time)

The search shifts option will allow you to search for available shifts based on the options that you select:



Enter the filter options if you require – you can select Assignment codes/locations and shift types to filter by

Once you have selected your filter options click the 'Search shifts' button

By default the system will search for shifts based on the availability that you have entered.

If you choose to, you can use the 'Ignore My Availability' option to search for shifts on all days, irrespective of any availability you have entered.

You can also choose to hide available shifts that overlap with shifts you have already booked.

Once you have selected your search parameters and clicked or tapped the 'Search Shifts' button you will see the search results appear in the calendar – it will tell you how many available shifts there are on each day.

April 2017						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Available 20:00 - 08:00 27	Available 20:00 - 08:00 28	Available 20:00 - 08:00 29	Available 20:00 - 08:00 30	Available 20:00 - 08:00 31	Available all day 1	Available all day 2
		0 Available Shifts	0 Available Shifts	0 Available Shifts	17 Available Shifts	13 Available Shifts
Available all day 3	Available all day 4	Available all day 5	Available all day 6	Available all day 7	Available all day 8	Available all day 9
13 Available Shifts	13 Available Shifts	14 Available Shifts	14 Available Shifts	14 Available Shifts	2 Available Shifts	0 Available Shifts

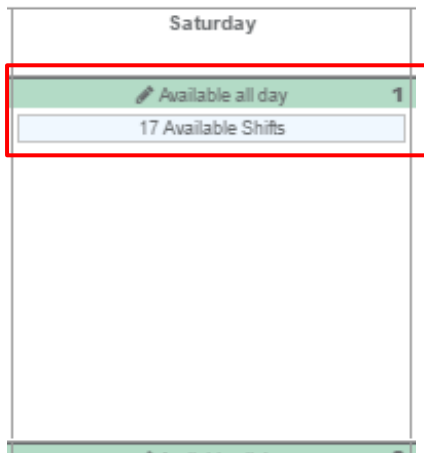
The calendar will display each day and the number of available shifts. You can also see if you have entered any availability for that date in the header of the day

Saturday	
Available all day	1
17 Available Shifts	

This calendar entry shows a date that you have entered availability and there are available shifts

## 2.1 Booking a shift

To book a shift, you will need to click the 'Available Shifts' option:



This will then pop up the available shifts for that day:

4 Available Shifts on 01 Apr 2017						
Reference No.	Location	Ward	Code	Start	End	Action
74923164	National Service Centre	Testing	OSC00	18:00	18:30	Book ✓
74923162	National Service Centre	Testing	OSC00	19:00	05:30	Book ✓
74923163	National Service Centre	Testing	OSC00	19:00	05:30	Book ✓
74922939	National Service Centre	IT	OSC00	09:00	17:00	Book ✓

Click on the shift to see an expanded view, which shows additional shift information, including an notes that the Trust have added.

Please ensure that you read any notes that are attached to the request – these hold important information which may make you unable to undertake the work required.

Once you have read the notes, and you are certain that you want to work

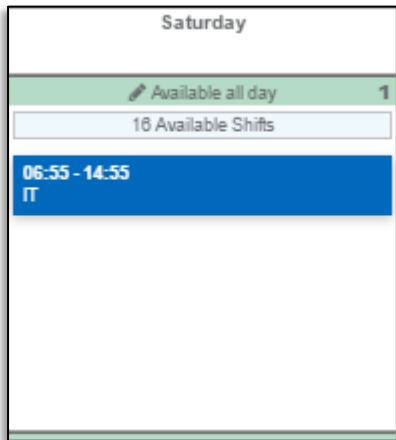


this shift, click the button.

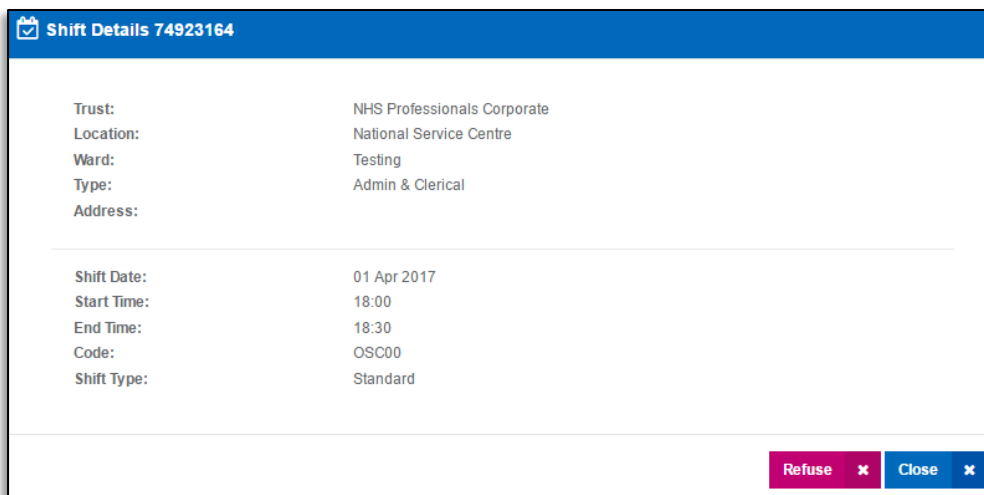
You will receive confirmation if your shift has been successfully booked.

## 2.2 Refusing (cancelling) a shift

If you can no longer work a shift, you can refuse it by tapping or clicking the shift:

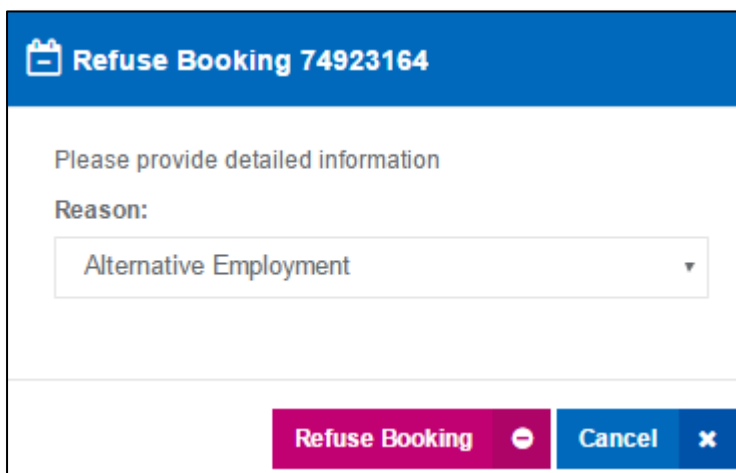


You will then be given the option to refuse that shift:



If you are refusing a shift that starts within the next 24 hours you will see the outlined message

Select a reason for the refusal





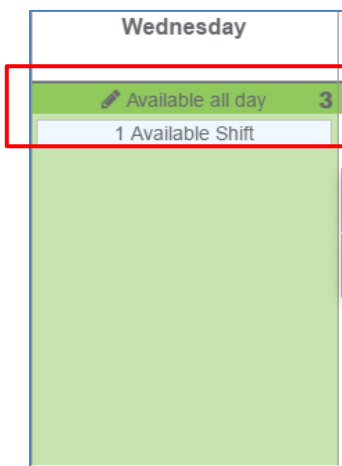
Once your booking has been successfully refused you will receive a notification

### 3. My Time (Availability)

My Time will allow you to update NHS Professionals systems to indicate when you are available and any lead time that you may have. (Lead time indicates a number of hours prior to shift starts when you do not wish to be contacted for available shifts)

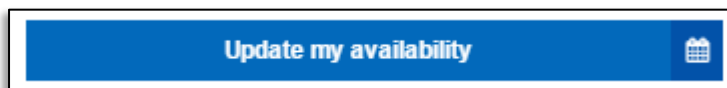
It's now much easier to keep your availability up to date, and it doing so means that your searches will only return shifts that are suitable!

Where you have added availability the calendar entry will be highlighted in the availability bar:



#### 3.1 Adding Availability & Lead Time

You can click on an individual day and add availability for that day, or you can click the update my availability button



Start by entering in the date range (if you have clicked on an individual date, this option will not be available)

You can select multiple dates by clicking on the first date of your availability and the last date of your availability:

Once you have selected your dates click 'Apply'

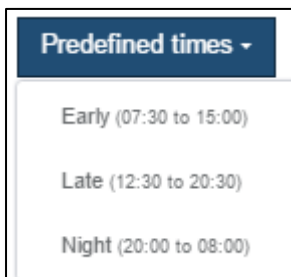
Then enter your lead time. Lead time is the number of hours that you will need to prepare for and travel to your shift

You can then select your availability:



The form contains a radio button selected for 'Availability not set'. To its right are two time selection boxes: 'From:' with '09' and '00' in sub-boxes, and 'To:' with '18' and '00' in sub-boxes. Further right is a blue button labeled 'Predefined times -'. Below these elements are two more radio buttons: 'Available all day' (unselected) and 'Availability not set' (selected).

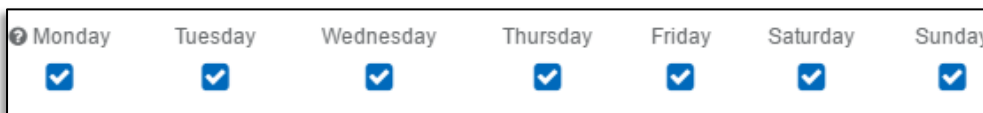
You can enter specific times that you are available using the from and to boxes, or use the Predefined Times button to select from some common defaults



The dropdown menu is titled 'Predefined times -' and lists three options: 'Early (07:30 to 15:00)', 'Late (12:30 to 20:30)', and 'Night (20:00 to 08:00)'.

You can also select that you are available all day or that you have no availability (Availability not set)

If you have selected more than one day in the date range, you can then select which days of the week this availability applies to



A horizontal row of seven days: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. Each day has a blue checkmark icon below it, indicating that all days are selected.

Once you have finished click the save button and your availability will be updated.

## 4. My Timesheet

When you enter the My Timesheet menu option you will be shown a declaration about releasing timesheets. It is very important that read and understand the details of the declaration before you click ok

Once you have read the declaration you should click the Ok button, by default, My:Bank will display any timesheet awaiting release for the past month:

Use the date range selector and the timesheet status to select your filters. Once you have selected your filters click 'Find Timesheet'

Once you have selected your filter options, click the 'Find Timesheet' button to search for your timesheets.

A list of timesheets will be displayed to you. You can 'Release' (approve your timesheet for payment) or 'Query' (Query a timesheet only if you think that the details are incorrect) your timesheet. If you wish to view further details about your timesheet, tap or click the arrow next to the timesheet.

Date	Location	Ward	Code	Total	Status	
4 MAR	National Service Centre	IT	OSC00	07:30	Awaiting Release	Release Query >
5 MAR	National Service Centre	IT	OSC00	08:00	Awaiting Release	Release Query >
8 MAR	National Service Centre	IT	OSC00	02:00	Awaiting Release	Release Query >

#### 4.1 Timesheet Details

To view details of your timesheet, tap or click the arrow next to the timesheet and the details panel will be displayed.

4  
MAR

National Service Centre

IT

OSC00

07:30

Awaiting Release

Release

Query

>

Trust: NHS Professionals Corporate	Reference: 74922783
Location: National Service Centre	Induction Delivered: No
Ward: IT	Timesheet Status: Awaiting Release
	Authorised By: SAdminNHSP
	Shift Type: Standard

---

	Start Time	End Time	Break in Minutes	Total
Booked	09:00	17:00	00:30	07:30
Actual	09:00	17:00	00:30	07:30

Your timesheet details will be displayed. Check here for modifications to your timesheet, they will be displayed as a difference between 'Booked' and 'Actual' hours

#### 4.2 Releasing Your Timesheet

Once you have ensured that the timesheet details are correct you can release your timesheet by clicking the blue 'Release' button.

Date	Location	Ward	Code	Total	Status	
4 MAR	National Service Centre	IT	OSC00	07:30	Awaiting Release	Release Query >

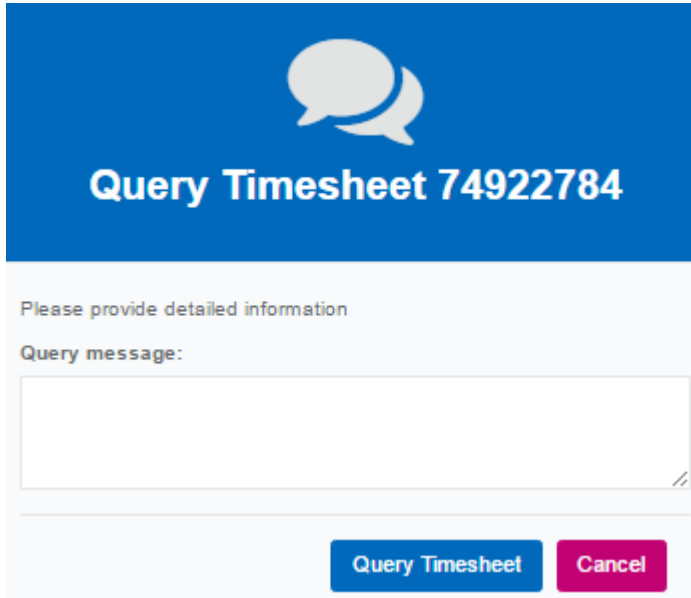
You will receive confirmation that your timesheet has been released.



### 4.3 Querying Your Timesheet

If you feel that the timesheet does not accurately reflect the hours you worked, you should 'Query' your timesheet by clicking the green 'Query' button.

You will be prompted to enter a reason for your query – this is free text, ensure you enter a concise reason as to why your timesheet is incorrect. This will send your query to the ward/dept you worked on and they will review your query.



Query Timesheet 74922784

Please provide detailed information

Query message:

Query Timesheet Cancel

Once you have entered your reason click 'Query Timesheet'. You will receive confirmation that you have queried your timesheet.

Please note, that once you have queried a timesheet, it will be sent to the manager to modify or authorise. Once you have queried a timesheet, the query cannot be removed and you cannot release the timesheet until the manager has actioned it.

## 5. My Payslip

To find your payslips, click on the 'My Payslip' Menu option.

When the page has loaded, you will be able to select a month/year to search for your payslip. Once you have selected your search options click 'Find Payslip'

**Payslip Search**

Year: 2015

Month: October

2015

Jan Feb Mar Apr

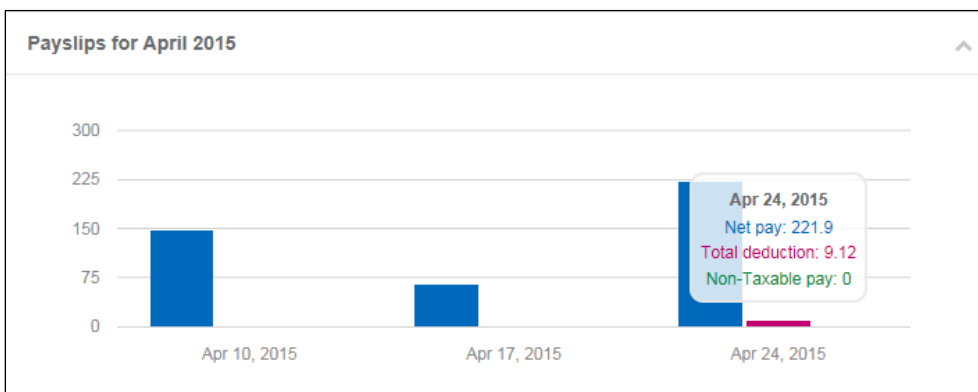
May Jun Jul Aug

Sep **Oct** Nov Dec

**Find Payslip**

If you have payslips for that month you will see the summary of your pay for that month.

To the right of the calendar you will see 'Payslips for.....'. This will give you a summary of your pay. If you tap or hover over a bar in the chart, you will see a summary of Net Pay, Total Deduction and Net taxable pay for that payslip.




Below this you will see 'Accumulated Result for ....'

This will give you a breakdown for that month of all your pay for that period, including total deductions and all the shift detail that was paid in that period.

**Accumulated result for April 2015**

<b>Net pay:</b>	432.76
<b>Non-taxable pay:</b>	0
<b>Total deductions:</b>	9.12
<b>Taxable pay:</b>	441.88



**NET PAY**  
£432.76

Ref	Type	Hospital	Grade	Amount
6434	SAT	Kent & Canterbury Hospital	CSW00	£63.79
6434	SUN	Kent & Canterbury Hospital	CSW00	£83.28
6434	SAT	Kent & Canterbury Hospital	CSW00	£63.79
6458	STD	Kent & Canterbury Hospital	CSW00	£46.33
6458	STD	Kent & Canterbury Hospital	CSW00	£46.33
6458	STD	Kent & Canterbury Hospital	CSW00	£46.98
6458	STD	Kent & Canterbury Hospital	CSW00	£45.05

Below the calendar, you will have the option of viewing each of your payslips.

Clicking the 'Export' button will allow you to view the details of each payslip.

**Search Result** Results number: 2

Pay Date	Payroll Type	Action
📅 05 Feb 2016	Week	<a href="#">Export</a>
📅 12 Feb 2016	Week	<a href="#">Export</a>



## 6. My Profile

Your profile will allow you to view some of the details held on your profile at NHS Professionals. It will also allow you to edit some of these detail.

### 6.1 General Information

General information	
First Name:	FW1
Surname:	Training
Date of birth:	10 Mar 1979
Gender:	Female
Nationality:	British
Ethnic Origin:	British
NI Number:	JW000000A
ESR (Payroll) Number:	1

“General Information” holds your basic details in the NHS Professionals’ systems.

If you need to change any of this information please email the details of the change to [FlexibleWorkerUpdates@NHSPProfessionals.nhs.uk](mailto:FlexibleWorkerUpdates@NHSPProfessionals.nhs.uk)

### 6.2 Registration Information

NHSP Registration Information	
Registration Start Date:	📅 13 Nov 2015
Engagement Status:	Bank
<b>Assignment Codes</b>	
RN00	

“Registration Information” holds details about your employment with NHS Professionals. This will include your start date and engagement status (which follows the type of recruitment process you went through for NHSP employment). You will also see what assignment codes are on your profile.

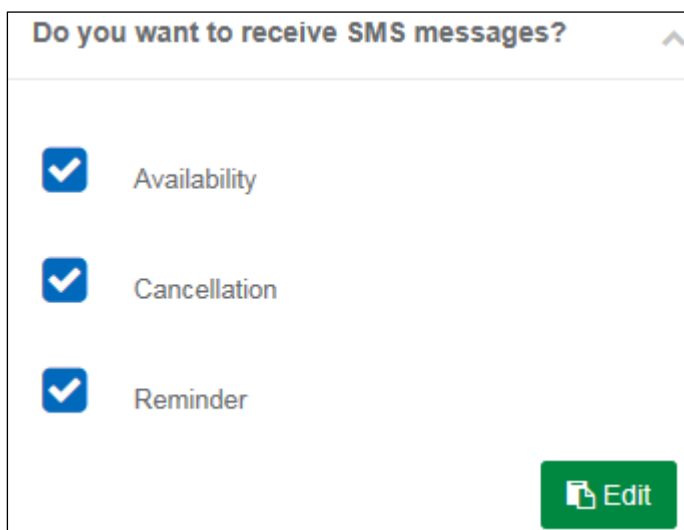
### 6.3 Trusts



“Trusts” shows you which trusts you are available to work at.

If you have completed the Bank Only recruitment process for NHSP, you will be able to add or remove a trust, using either the red cross to remove or the ‘Add Trust’ button to add.

### 6.4 SMS Opt In/Out



NHSP will send you text messages to your registered mobile phone about Available Shifts, Cancellations of shifts or Reminders of expiring mandatory training if you wish.

If you wish to opt in or out click the ‘Edit’ button and indicate which messages you wish to receive or not.

## 6.4 Contact Details

The screenshot shows a user interface for managing contact details. It features five main sections, each with a red 'X' icon and an 'Edit' button:

- Home Phone:** 0777777777
- Mobile:** 0777777777
- Full Address:** 1 The Street, The County, United Kingdom, CT1 1UU
- Email:** noreply@nhsprofessionals.nhs.uk
- Emergency Contact:** Mr Smith, Emergency Contact Number: 0111111111

An 'Add Contact' button is located at the bottom center of the interface.

You will also see the contact details NHSP has for you. If you wish, you can update or delete some of your contact details.

If you need to update your address details you will need to contact us to do this.

You may also add a contact detail using the 'Add Contact' button

## 6.4 Compliance Details

The screenshot displays the Compliance Details section, which is divided into three main areas:

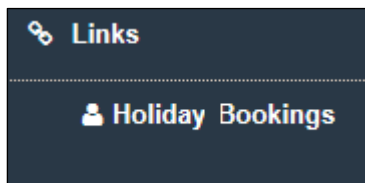
- Right To Work:** Profile: British Citizen
- Disclosure and Barring:**
  - CRB Number: 123456789121
  - CRB Issue Date: 25 Sep 2015
- Professional Information:**
  - Professional Registration Body: NMC
  - Professional Registration Number: 11A0000E
  - Registration Expiry Date: 30 Jun 2016

"Compliance Details" will show your Right To Work details (i.e. British Citizen' and other details associated with this (Visa details etc)

You will also be able to see your DBS (Disclosure and Barring Service) Number and issue date

## 7. Links

If you expand the 'Links' option, you will see a link for holiday bookings.



Clicking on this link will load the NHSP Holiday booking system and log you in. The user manual for holiday bookings can be found on the NHS Professionals website:

<http://www.nhsprofessionals.nhs.uk/Download/comms/Holiday-Booking-System-User-Guide-Flexible-Worker-V0.1.pdf>

## 8. Log Out

It is important to remember to log out from My:Bank to protect your Personal Details. Use the final menu option to do this, rather than closing the browser.