

NHS Professionals System User Guide

System: **Holiday Booking**

Version Number: **1702.01.00.01**

Audience: **Flexible Workers**

Document Version Number: **V3**



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V3	John Russell	29 th September 2017
V0.2	John Russell	16 th August 2016
V0.1	John Russell	25 th June 2015

NHS Professionals System User Guide

Who is this guide for?

This guide has been written for NHS Professionals Flexible Workers

What is included in this guide?

This guide demonstrates how users:

Access the Holiday Booking system

Locate key information on their Holiday Profile

Book holiday

Cancel holiday

View Holiday History (previous, current and future holiday)

Log out of the Holiday Booking website

Reset Holiday Booking account password

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What is the NHS Professionals Holiday Booking System?

The NHS Professionals Holiday Booking System is a website designed with an easy to use interface so you can quickly view the holiday hours you have accumulated. You can book accumulated holiday in the form of a “holiday shift”. Booked holiday can be cancelled with the unused hours being returned to your accumulated total for use at a later time.

NHS Professionals’ Holiday Booking website can be accessed on most internet browsers 24/7 anywhere in the world on a desktop computer, Laptop, smartphone or tablet.

How do I access the Holiday Booking system?

There are two ways to access the Holiday Booking website

- via My:Bank
- via <https://holiday.nhsprofessionals.nhs.uk/>

Both access methods require your My:Bank login information. If you are unsure of your My:Bank login information, you can phone the National Service Centre on **03332 407 552**. Alternatively, you can email web.support@nhsprofessionals.nhs.uk.

Please Note: The National Service Centre is open 24 hours a day 7 days a week.

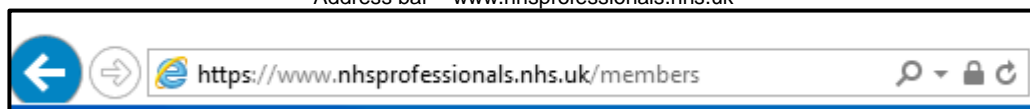
Please Note: Responses from the Web Support team should be expected within 5 working days of email submission.

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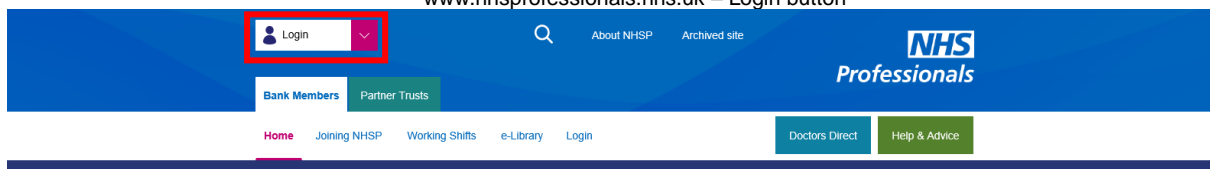
Accessing Holiday Booking website via My:Bank

- 1) Open a browser window and enter www.nhsprofessionals.nhs.uk in the address bar. The NHS Professionals website home page will appear on your screen. Click on the **Login** button located at the top of the screen.

Address bar – www.nhsprofessionals.nhs.uk

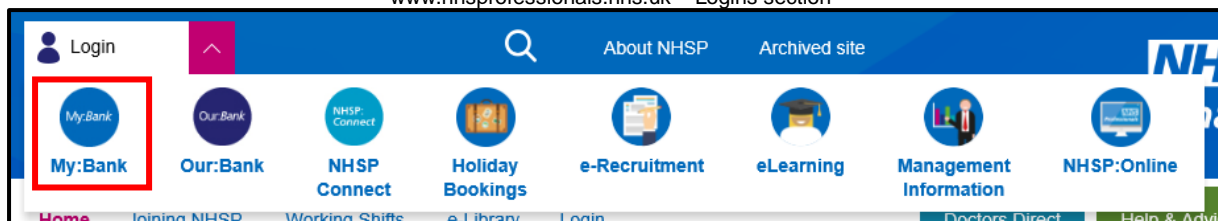


www.nhsprofessionals.nhs.uk – Login button



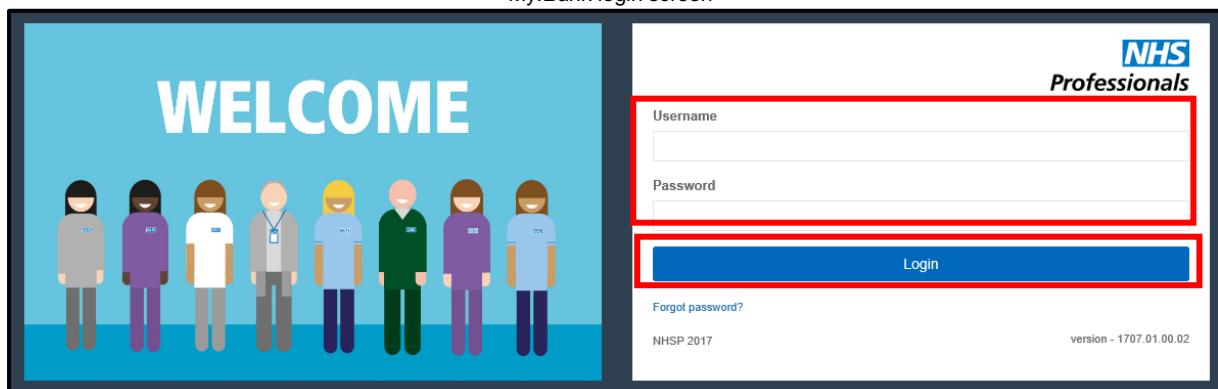
- 2) The **Login** menu of www.nhsprofessionals.nhs.uk appears on your screen. Click the **My:Bank**.

www.nhsprofessionals.nhs.uk – Logins section



- 3) My:Bank login screen appears. Enter your My:Bank login details then click **Login**.

My:Bank login screen

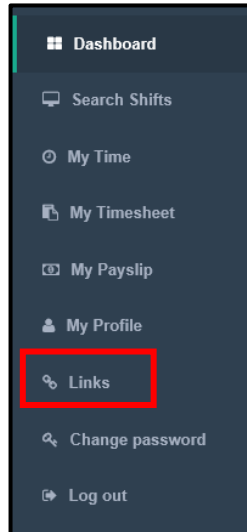


Please Note: If you are unsure of your My:Bank details click [here](#) for support information.

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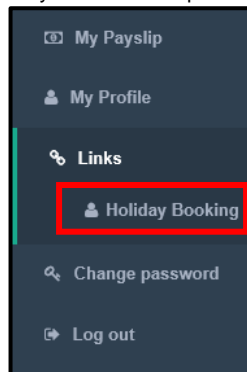
- 4) The *My:Bank* menu options appear on the top left hand side of your screen. Click on the **Links** option.

My:Bank Menu Options



- 5) The **Links** option will expand to display the Holiday Booking option. Click on the **Holiday Booking** option.

My:Bank Menu Options



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6) A new browser tab will open to display your **Holiday Profile**.

Holiday Profile

First name: Flexible
Last name: Worker

07 : 12

Hours Remaining (hh:mm)

20 : 25

Hours Taken (hh:mm)

02 : 39

Holiday Accrual (hh:mm)

13 : 15

Alteration Hours (hh:mm)

More Information

16 Jan 2015
Holiday Year
Start Date

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

07 : 12
Hours to be taken
by 15 Jan 2016

Detailed Information

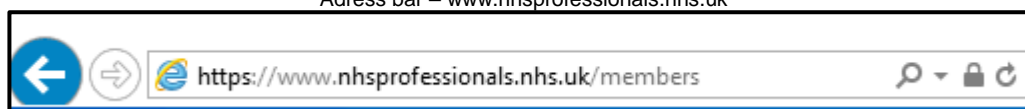
Total Amount Holiday Hours Earned				Total Hours Taken		
Shift	AWR Qualified?	Hours Earned	Take By	Date	Value Gross	Hours Taken
20 Apr 2015	No	00 : 54	15 Jan 2016	28 Apr 2015	£ 40.89	02 : 54
07 Feb 2015	Yes	01 : 33	15 Jan 2016	27 Apr 2015	£ 40.89	02 : 54
06 Feb 2015	Yes	00 : 12	15 Jan 2016	26 Apr 2015	£ 40.89	02 : 54
				23 Apr 2015	£ 120.73	09 : 01

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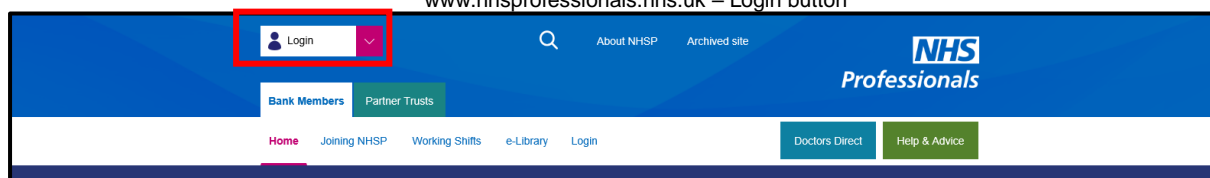
Accessing Holiday Booking website via NHS Professionals website

- 1) Open a browser window and enter www.nhsprofessionals.nhs.uk in the address bar. The NHS Professionals website home page will appear on your screen. Click on the **Login** button located at the top of the screen.

Adress bar – www.nhsprofessionals.nhs.uk

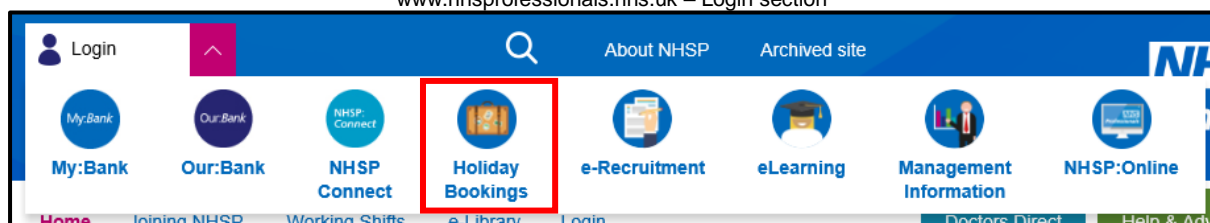


www.nhsprofessionals.nhs.uk – Login button



- 2) The Login section of www.nhsprofessionals.nhs.uk appears on your screen. Click the **Holiday Bookings** button that appears.

www.nhsprofessionals.nhs.uk – Login section



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- 3) Holiday Booking login screen appears. Enter your My:Bank login details then click **Login**.

Holiday Booking Login screen

Please Note: If you are unsure of your My:Bank details click [here](#) for support information.

- 4) Your **Holiday Profile** appears.

Holiday Profile

First name: Flexible Last name: Worker			
07 : 12 <small>Hours Remaining (hh:mm)</small>	20 : 25 <small>Hours Taken (hh:mm)</small>	02 : 39 <small>Holiday Accrual (hh:mm)</small>	13 : 15 <small>Alteration Hours (hh:mm)</small>
More Information			
16 Jan 2015 <small>Holiday Year Start Date</small>	15 Jan 2016 <small>Holiday Year End Date</small>	02 : 54 <small>Average Shift Length</small>	£ 14.10 / hour <small>Average Pay Rate</small>
Detailed Information			
Total Amount Holiday Hours Earned		Total Hours Taken	
Shift	AWR Qualified?	Hours Earned	Take By
20 Apr 2015	No	00 : 54	15 Jan 2016
07 Feb 2015	Yes	01 : 33	15 Jan 2016
06 Feb 2015	Yes	00 : 12	15 Jan 2016
Date	Value Gross	Hours Taken	
28 Apr 2015	£ 40.89	02 : 54	
27 Apr 2015	£ 40.89	02 : 54	
26 Apr 2015	£ 40.89	02 : 54	
23 Apr 2015	£ 120.73	09 : 01	

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How do I locate my Holiday Accumulation?

- 1) Navigate to your Holiday Profile. Click [here](#) for information on how to locate your Holiday Profile.
- 2) Your Holiday Accumulation is shown at the top of your Holiday Profile.

Holiday Profile

First name: Flexible
Last name: Worker

07 : 12 <small>Hours Remaining (hh:mm)</small>	20 : 25 <small>Hours Taken (hh:mm)</small>	02 : 39 <small>Holiday Accrual (hh:mm)</small>	13 : 15 <small>Alteration Hours (hh:mm)</small>
--	--	--	---

More Information

16 Jan 2015 <small>Holiday Year Start Date</small>	15 Jan 2016 <small>Holiday Year End Date</small>	02 : 54 <small>Average Shift Length</small>	£ 14.10 / hour <small>Average Pay Rate</small>	07 : 12 <small>Hours to be taken by 15 Jan 2016</small>
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Detailed Information

Total Amount Holiday Hours Earned				Total Hours Taken		
Shift	AWR Qualified?	Hours Earned	Take By	Date	Value Gross	Hours Taken
20 Apr 2015	No	00 : 54	15 Jan 2016	28 Apr 2015	£ 40.89	02 : 54
07 Feb 2015	Yes	01 : 33	15 Jan 2016	27 Apr 2015	£ 40.89	02 : 54
06 Feb 2015	Yes	00 : 12	15 Jan 2016	26 Apr 2015	£ 40.89	02 : 54
				23 Apr 2015	£ 120.73	09 : 01

Hours Remaining (hh:mm) - amount of holiday left to take in the current holiday year

Hours Taken (hh:mm) - amount of holiday used in the current holiday year

Holiday Accrual (hh:mm) - amount of holiday accumulated used in the current holiday year

Alteration Hours (hh:mm) - amount of holiday manually added in the current holiday year

Please Note: The figure displayed in **Hours to be taken by DD MMM YYYY** is the same figure displayed in **Hours Remaining (hh:mm)**.

Please Note: The **Alteration Hours** section only appears if holiday accrual has been manually added to or removed from your accumulation.

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3) Locate **Total Amount Holiday Hours Earned** section located on the left hand side of your Holiday Profile. **Total Amount Holiday Hours Earned** shows the shifts you have worked and the holiday you have earned per shift.

Flexible Workers Holiday Bookings Profile

First name: Flexible
Last name: Worker

07 : 12
Hours Remaining (hh:mm)

20 : 25
Hours Taken (hh:mm)

02 : 39
Holiday Accrual (hh:mm)

13 : 15
Alteration Hours (hh:mm)

More Information

16 Jan 2015
Holiday Year
Start Date

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

07 : 12
Hours to be taken
by 15 Jan 2016

Detailed Information

Total Amount Holiday Hours Earned			
Shift	AWR Qualified?	Hours Earned	Take By
20 Apr 2015	No	00 : 54	15 Jan 2016
07 Feb 2015	Yes	01 : 33	15 Jan 2016
06 Feb 2015	Yes	00 : 12	15 Jan 2016

Total Hours Taken		
Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01

Shift

- date of shift worked

AWR Qualified?

- denotes if holiday hours has accumulated at the standard rate or the higher rate. **No** denotes standard rate and **Yes** denotes higher rate

Hours Earned

- holiday accumulated from the shift

Take By

- date at which the accumulated holiday expires

Please Note: **AWR Qualified** refers to the percentage of your worked shift length that is added to your holiday accumulation, and not to the rate of your holiday pay. **No** indicates 12.07% of the shift length is accumulated as holiday. **Yes** indicates 15.56% of the shift length is accumulated as holiday.

Please Note: A shift will appear in **Total Amount Holiday Hours Earned** a few hours after you have **released** the shifts e-timesheet.

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Please Note: Rest your cursor on the date of a shift to make a tool tip box appear. The tool tip box contains additional information on the shift you have worked.

Flexible Workers Holiday Bookings Profile – Tool Tip box

15 Jan 2016		15 Jan 2016	02 : 54	£ 14.10 / hour
Assignment Code: OSD00		Holiday Year	Average Shift Length	Average Pay Rate
Trust: NHS Professionals Corporate				
Location: National Service Centre				
Ward: Compliance & Implementation				
Registration Department				
Hours Worked: 07:30				
Start Time: 09 : 00				
End Time: 17 : 00				
Booking Number: 64235261				
WR Qualified?				

Amount Holiday Hours Earned			Total Hours Taken	
	Hours Earned	Take By	Date	Value Gross
20 Apr 2015	No	15 Jan 2016	28 Apr 2015	£ 40.89
07 Feb 2015	Yes	15 Jan 2016	27 Apr 2015	£ 40.89
06 Feb 2015	Yes	15 Jan 2016	26 Apr 2015	£ 40.89
			23 Apr 2015	£ 120.73
			21 Apr 2015	£ 36.18

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How do I locate my Personalised Holiday Year?

- 1) Navigate to your Holiday Profile. Click [here](#) for information on how to locate your Holiday Profile.
- 2) Locate the **More Information** section located in the middle of your Holiday Profile. Your Personalised Holiday Year start date and end date are shown.

Flexible Workers Holiday Bookings Profile

First name: Flexible
Last name: Worker

07 : 12 <small>Hours Remaining (hh:mm)</small>	20 : 25 <small>Hours Taken (hh:mm)</small>	02 : 39 <small>Holiday Accrual (hh:mm)</small>	13 : 15 <small>Alteration Hours (hh:mm)</small>
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More Information

16 Jan 2015 <small>Holiday Year Start Date</small>	15 Jan 2016 <small>Holiday Year End Date</small>	02 : 54 <small>Average Shift Length</small>	£ 14.10 / hour <small>Average Pay Rate</small>	07 : 12 <small>Hours to be taken by 15 Jan 2016</small>
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Detailed Information

Total Amount Holiday Hours Earned				Total Hours Taken		
Shift	AWR Qualified?	Hours Earned	Take By	Date	Value Gross	Hours Taken
20 Apr 2015	No	00 : 54	15 Jan 2016	28 Apr 2015	£ 40.89	02 : 54
07 Feb 2015	Yes	01 : 33	15 Jan 2016	27 Apr 2015	£ 40.89	02 : 54
06 Feb 2015	Yes	00 : 12	15 Jan 2016	26 Apr 2015	£ 40.89	02 : 54
				23 Apr 2015	£ 120.73	09 : 01

Please Note: Your Personalised Holiday Year start date is based on the first shift you worked with NHS Professionals.

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How do I locate my Average Shift Length?

- 1) Navigate to your Holiday Profile. Click [here](#) for information on how to locate your Holiday Profile.
- 2) Locate the **More Information** section located in the middle of your Holiday Profile. Your **Average Shift Length** is located in the middle of the More Information section.

Holiday Profile

First name: Flexible
Last name: Worker

07 : 12 <small>Hours Remaining (hh:mm)</small>	20 : 25 <small>Hours Taken (hh:mm)</small>	02 : 39 <small>Holiday Accrual (hh:mm)</small>	13 : 15 <small>Alteration Hours (hh:mm)</small>
--	--	--	---

More Information

16 Jan 2015 <small>Holiday Year Start Date</small>	15 Jan 2016 <small>Holiday Year End Date</small>	02 : 54 <small>Average Shift Length</small>	£ 14.10 / hour <small>Average Pay Rate</small>	07 : 12 <small>Hours to be taken by 15 Jan 2016</small>
---	---	---	---	--

Detailed Information

Total Amount Holiday Hours Earned				Total Hours Taken		
Shift	AWR Qualified?	Hours Earned	Take By	Date	Value Gross	Hours Taken
20 Apr 2015	No	00 : 54	15 Jan 2016	28 Apr 2015	£ 40.89	02 : 54
07 Feb 2015	Yes	01 : 33	15 Jan 2016	27 Apr 2015	£ 40.89	02 : 54
06 Feb 2015	Yes	00 : 12	15 Jan 2016	26 Apr 2015	£ 40.89	02 : 54
				23 Apr 2015	£ 120.73	09 : 01

Please Note: Average Shift Length is based on the average shift length you have worked over the last 12 weeks.

Please Note: Average Shift Length denotes the minimum holiday shift length you can book. You can book a holiday shift that is longer than your average shift length.

Please Note: You can book less than your Average Shift Length in the 12th month and the “carry over” month of your holiday year. Holiday accumulated in months 1 to 11 of your holiday year will expire at the end of your holiday year. Carry over month is the extra month you have at the end of your holiday year to take holiday accumulated in the 12th month of your holiday year. **For example:** if your holiday year is 10th December 2015 to 9th December 2016. Any holiday accumulated in your 12th month (10th November to 9th December) will need to be taken by 9th January 2017.

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How do I locate my Average Pay Rate?

- 1) Navigate to your Holiday Profile. Click [here](#) for information on how to locate your Holiday Profile.
- 2) Locate the **More Information** section located in the middle of your Holiday Profile. Your **Average Pay Rate** is located on the right of the More Information section.

Flexible Workers Holiday Bookings Profile

First name: Flexible
Last name: Worker

07 : 12

Hours Remaining (hh:mm)

20 : 25

Hours Taken (hh:mm)

02 : 39

Holiday Accrual (hh:mm)

13 : 15

Alteration Hours (hh:mm)

More Information

16 Jan 2015
Holiday Year
Start Date

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

07 : 12
Hours to be taken
by 15 Jan 2016

Detailed Information

Total Amount Holiday Hours Earned				Total Hours Taken		
Shift	AWR Qualified?	Hours Earned	Take By	Date	Value Gross	Hours Taken
20 Apr 2015	No	00 : 54	15 Jan 2016	28 Apr 2015	£ 40.89	02 : 54
07 Feb 2015	Yes	01 : 33	15 Jan 2016	27 Apr 2015	£ 40.89	02 : 54
06 Feb 2015	Yes	00 : 12	15 Jan 2016	26 Apr 2015	£ 40.89	02 : 54
				23 Apr 2015	£ 120.73	09 : 01

Please Note: Average Pay Rate is based on the average hourly rate of pay you have earned in the last 12 weeks.

Please Note: Average Pay Rate denotes the hourly rate of pay you will be paid for Holiday shifts.

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How do I locate my Holiday Shifts?

- 1) Navigate to your Holiday Profile. Click [here](#) for information on how to locate your Holiday Profile.
- 2) Locate the **Total Hours Taken** section located in the bottom right corner of your Holiday Profile.

Holiday Profile

First name: Flexible
Last name: Worker

07 : 12

Hours Remaining (hh:mm)

20 : 25

Hours Taken (hh:mm)

02 : 39

Holiday Accrual (hh:mm)

13 : 15

Alteration Hours (hh:mm)

More Information

16 Jan 2015
Holiday Year
Start Date

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

07 : 12
Hours to be taken
by 15 Jan 2016

Detailed Information

Total Amount Holiday Hours Earned			
Shift	AWR Qualified?	Hours Earned	Take By
20 Apr 2015	No	00 : 54	15 Jan 2016
07 Feb 2015	Yes	01 : 33	15 Jan 2016
06 Feb 2015	Yes	00 : 12	15 Jan 2016

Total Hours Taken		
Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01

- Date** - Date of holiday shift
- Value Gross** - Total amount paid for the holiday shift
- Hours Taken** - Amount of holiday hours taken

Please Note: Total Hours Taken shows the holiday shifts you have booked

Please Note: Value Gross shows the amount you will be paid for your holiday before tax is deducted.

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Please Note: Rest your cursor on the **Hours Taken** field to make a tool tip box appear. The tool tip box displays the hourly rate you were / will be paid for the Holiday. This figure may differ from your current **Average Pay Rate** figure. Click [here](#) for information on how to locate your **average pay rate**.

Holiday Profile – Tool Tip box

Detailed Information			
Total Hours Taken			
Take By	Date	Value Gross	Hours Taken
15 Jan 2016	28 Apr 2015	£ 40.89	02 : 54
15 Jan 2016	27 Apr 2015	£ 40.89	02 : 54
15 Jan 2016	26 Apr 2015	£ 40.89	02 : 54
	23 Apr 2015	£ 120.73	09 : 01
	21 Apr 2015	£ 36.18	02 : 42

Average Pay Rate for this shift: 14.10

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How do I locate manual adjustments made to my Holiday Accumulation?

- 1) Navigate to your Holiday Profile. Click [here](#) for information on how to locate your Holiday Profile.
- 2) Locate the **Total Alteration Hours** section located in the bottom left corner of your Holiday Profile.

Holiday Profile

Total Alteration Hours			
Date	Amount	Reason	Take By
27 Apr 2015	-01 hours 00 minutes	AWR Alteration	15 Jan 2016
27 Apr 2015	04 hours 15 minutes	Action following query	15 Jan 2016
22 Apr 2015	10 hours 00 minutes	Maternity	15 Jan 2016
17 Apr 2015	11 hours 43 minutes	Transfer from previous system	30 Apr 2015

- Date** – date the manual adjustment was made
- Amount** – amount of holiday hours added or removed
- Reason** – reason for the addition or subtraction
- Take By** – date the additional hours are to be taken by

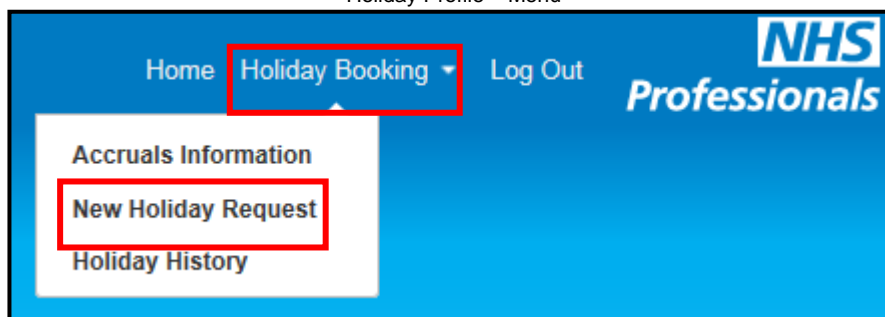
Please Note: **Total Alteration Hours** shows holiday accumulation that has been manually added or removed from your holiday profile. If you want more information on why holiday has been manually added or removed click [here](#) for support information.

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How do I book holiday?

- 1) Navigate to your Holiday Profile. Click [here](#) for information on how to locate your Holiday Profile.
- 2) Click the downward pointing arrow next to the **Holiday Booking** link located in the upper right hand corner of your Holiday Profile. A menu appears. Click **New Holiday Request**. **New Holiday Request** screen appears.

Holiday Profile – Menu



- 3) Input the **Start Date**, **Number Of Days**, **Start Time** and **Hours/Mins** fields as required. Click **Submit**.

New Holiday Request – Booking Form

More Information				
16 Jan 2015 <small>Holiday Year Start Date</small>	15 Jan 2016 <small>Holiday Year End Date</small>	02 : 54 <small>Average Shift Length</small>	£ 14.10 / hour <small>Average Pay Rate</small>	10 : 06 <small>Hours to be taken by 15 Jan 2016</small>
Booking Form				
Start Date:*	27 04 2015			
Number Of Days:*	1			
Start Time:*	00 00			
Hours/Mins:*	02 54			
<input type="button" value="Submit"/>				

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New Holiday Request – Booking Form

More Information

16 Jan 2015 <small>Holiday Year Start Date</small>	15 Jan 2016 <small>Holiday Year End Date</small>	02 : 54 <small>Average Shift Length</small>	£ 14.10 / hour <small>Average Pay Rate</small>	10 : 06 <small>Hours to be taken by 15 Jan 2016</small>
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Booking Form

Start Date: *

Number Of Days: *

Start Time: *

Hours/Mins: *

Please Note: **Start Date** defaults to todays date. **Number of Days** defaults to 1. **Start Time** defaults to 00:00. **Hours/Mins** field defaults to your average shift length.

Please Note: **Hours/Mins** field can be set to a lower length than the average shift length but you may encounter errors trying to add the holiday shift. Holiday shifts with a length shorter than your average shift length can be booked in the 12th month of your holiday year or the carry over month. Click [here](#) for more information on the carry over month.

- 4) A holiday shift confirmation message will appear. This means your holiday has been booked.

Holiday Shift Confirmation

Date	Start Time	Hours	Rate (£)
28 Apr 2015	09:00	02 : 54	14.10

- | | |
|-------------------|----------------------------------|
| Date | - date of the holiday |
| Start Time | - start time of the holiday |
| Hours | - amount of holiday hours booked |
| Rate (£) | - hourly rate of pay for holiday |

Please Note: **Rate (£)** is the average hourly rate of pay you have earned over the last 12 weeks.

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Please Note: If you are not shown the holiday shift confirmation message it means there has been a problem with booking your holiday. A message will appear above the holiday booking form stating the issue. If you require assistance correcting the issue please contact the National Service Centre on **03332 407 552**. The National Service Centre is open 24 hours a day 7 days a week.

Error Message – Booking Form

Booking Form

Shift cannot be booked, it overlaps an existing booking

Start Date: * 28 ▾ 04 ▾ 2015 ▾

Number Of Days: *

Start Time: * 09 ▾ 00 ▾

Hours/Mins: * 02 ▾ 54 ▾

[Submit](#)

- 5) Once booked, holiday shift information is automatically updated in the **Total Hours Taken** section of your holiday profile.

Holiday Profile – Total Hours Taken

Total Hours Taken		
Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01
21 Apr 2015	£ 36.18	02 : 42

Please Note: Details of the booked holiday will also appear in *My:Bank* in the **My Time** section.

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Please Note: In the 12th month of your holiday year and the carry over month a check box will appear on the booking form allowing you to book a holiday shift for the amount of holiday that is due to expire. During the 12th and carry over months you will be able to book a holiday shift that is shorter than your average shift length.

Check box – Booking Form

The screenshot shows a 'Booking Form' with the following fields:

- Start Date:** 01, 05, 2015 (with a calendar icon)
- Number Of Days:** 1
- Start Time:** 00, 00
- Hours/Mins:** 06, 44

A red box highlights a checkbox with the text: "08 : 56 to be taken by 13 May 2015; to book as a single shift, check here".

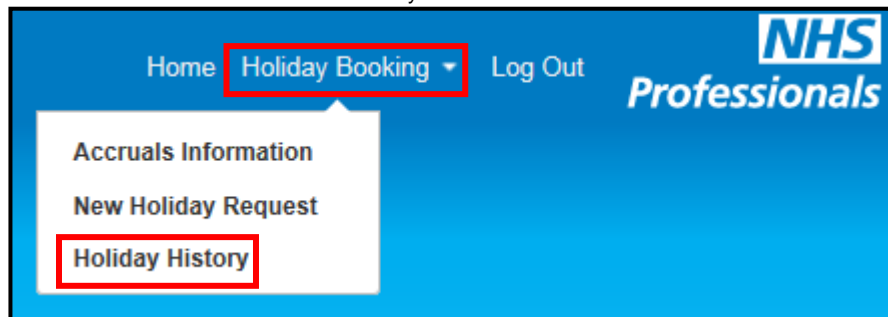
At the bottom of the form is a blue 'Submit' button.

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How do I view my Holiday History?

- 1) Navigate to your Holiday Profile. Click [here](#) for information on how to locate your Holiday Profile.
- 2) Click the downward pointing arrow next to the **Holiday Booking** link located in the upper right hand corner of your Holiday Profile. A menu appears. Click **Holiday History**. The **Holiday History** screen appears.

Holiday Profile – Menu



Holiday History

Date	Start Time	Hours	Rate (£)	Status	
20 Apr 2015	14:28	03 : 37	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Booked	
21 Apr 2015	00:00	11 : 43	13.40	Cancelled	
22 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	09 : 01	13.40	Booked	
26 Apr 2015	00:00	02 : 54	14.10	Booked	
27 Apr 2015	00:00	02 : 54	14.10	Booked	
28 Apr 2015	00:00	02 : 54	14.10	Booked	<input type="button" value="CANCEL"/>

- Date** - date of the holiday
- Start Time** - start time of the holiday shift
- Hours** - amount of holiday hours booked
- Rate (£)** - hourly rate of pay for holiday
- Status** - current status of the holiday shift

Please Note: Rate (£) is the average hourly rate of pay you have earned over the last 12 weeks.

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Please Note: There are three possible options that can appear in the status coloum

- Booked** - holiday shift is booked
- Cancelled** - holiday shift has been cancelled
- Paid** - holiday shift has been processed for payment

How do I cancel booked Holiday?

- 1) Navigate to your Holiday History. Click [here](#) for information on how to locate your Holiday History.
- 2) Locate the shift you want to cancel. Click the **Cancel** button that appears next to the holiday shift.

Holiday History

Date	Start Time	Hours	Rate (£)	Status	
20 Apr 2015	14:28	03 : 37	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Booked	
21 Apr 2015	00:00	11 : 43	13.40	Cancelled	
22 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	09 : 01	13.40	Booked	
26 Apr 2015	00:00	02 : 54	14.10	Booked	
27 Apr 2015	00:00	02 : 54	14.10	Booked	
28 Apr 2015	00:00	02 : 54	14.10	Booked	CANCEL

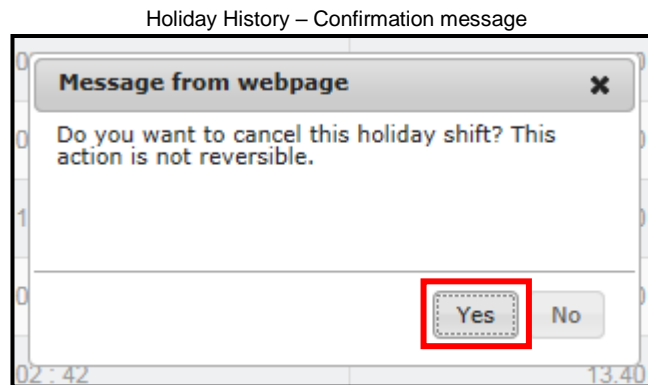
Please Note: Shifts can be cancelled up to two hours before the end of the holiday shift. When you cancel a Holiday shift all of booked hours are returned to your accumulation. **For example**, if you book a 9.5 hour holiday shift, and you canel the booking 4 hours into the holiday the full 9.5 hours will be returned to you to use at a later time.

Please Note: If the **CANCEL** button is not visable the holiday shift cannot be cancelled. The Holiday Booking system does not allow anyone, you or NHS Professionals, to cancel holiday that has ended or has less than two hours remaining till the end.

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Please Note: Holiday bookings should only be cancelled via the Holiday Booking system.

- 3) A confirmation message will appear. Click **Yes** to confirm the cancellation.



- 4) The status of the holiday will change to **Cancelled**. All of the cancelled hours will be added back to your hours remaining total to use at a different time.

Holiday History

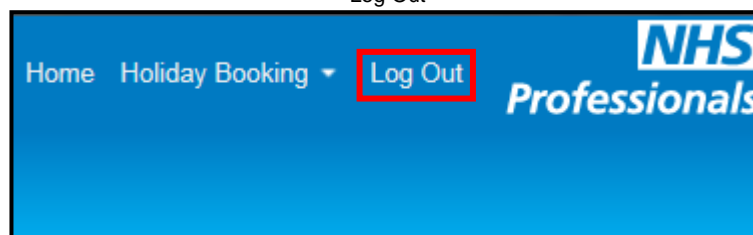
Date	Start Time	Hours	Rate (£)	Status
20 Apr 2015	14:28	03 : 37	13.40	Cancelled
21 Apr 2015	00:00	02 : 42	13.40	Cancelled
21 Apr 2015	00:00	02 : 42	13.40	Booked
21 Apr 2015	00:00	11 : 43	13.40	Cancelled
22 Apr 2015	00:00	02 : 42	13.40	Cancelled
23 Apr 2015	00:00	02 : 42	13.40	Cancelled
23 Apr 2015	00:00	09 : 01	13.40	Booked
26 Apr 2015	00:00	02 : 54	14.10	Booked
27 Apr 2015	00:00	02 : 54	14.10	Booked
28 Apr 2015	00:00	02 : 54	14.10	Cancelled

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How do I log out of the Holiday Booking website?

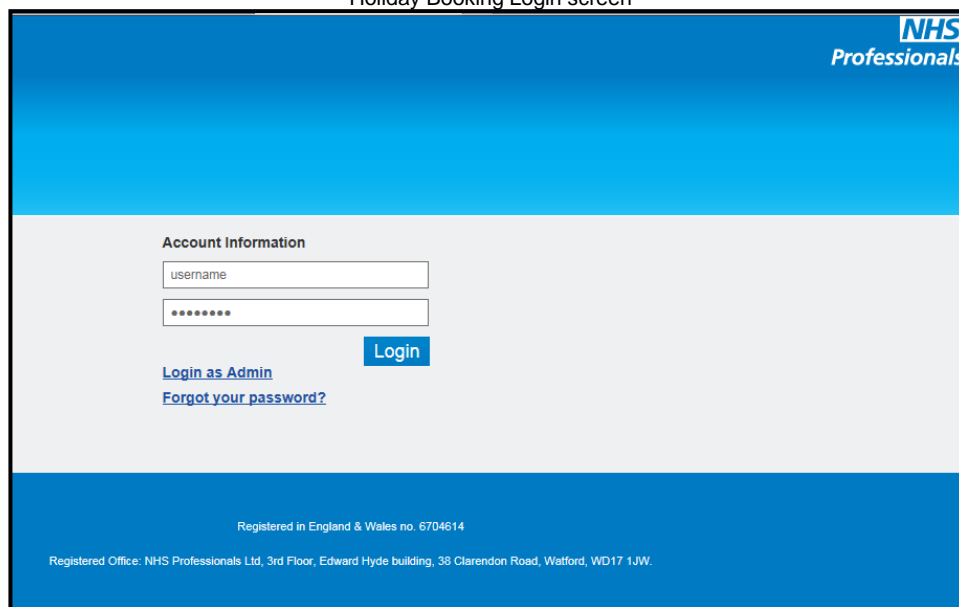
- 1) Locate the **Log Out** link that appears in the upper right hand corner of the Holiday Booking website. Click **Log Out**.

Log Out



- 2) The Holiday Booking website login screen appears. You have logged out of the site.

Holiday Booking Login screen



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How do I reset / change my Holiday Booking password?

- 1) Navigate to the **Holiday Booking login** screen. Click [here](#) for information on how to locate the Holiday Booking login screen.
- 2) Click **Forgot your Password?**

Holiday Booking Login – Forgot your password?

Account Information

username

.....

[Login as Admin](#)

[Forgot your password?](#)

[Login](#)

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- 3) The **Password Management** screen appears. Enter your *My:Bank Username*. Enter the **Email Address** attached to your personal file. Enter the security word that appears in the middle of the screen. Click **Reset Password**.

Password Management

Password Management

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	<input style="width: 90%;" type="text"/>
Email Address	<input style="width: 90%;" type="text"/>
Confirm Email Address	<input style="width: 90%;" type="text"/>

Type the characters you see in the picture

- 4) The system will automatically send a **Password Reset email** to the address entered on the password management screen. Open the email and follow the instructions to reset your password.

Please Note: If you have any issues with resetting your password you can phone the National Service Centre on **03332 407 552**. The National Service Centre is open 24 hours a day 7 days a week.

Please Note: As you use your *My:Bank* login details to access the Holiday Booking system you can reset your password either in *My:Bank* or the Holiday Booking system.

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What support is available to answer my questions?

Holiday Booking Frequently Asked Questions can be found [here](#)

Holiday Booking queries can be emailed to holidaypay@nhsprofessionals.nhs.uk. You should receive a response within 5 working days of submission.

Password Reset queries can be emailed to web.support@nhsprofessionals.nhs.uk. You should receive a response within 5 working days of submission.

The National Service Centre can assist with holiday booking queries. You can phone the National Service Centre on **03332 407 552**. The National Service Centre is open 24 hours a day 7 days a week.