NHS

Shared Business Services

> *All the employee and case details in this document have been made up for training purposes.*

Portal User Guide (Employee)

This is a quick guide on how to access and navigate around the NHS SBS self-service portal.

Please note: Only registered users can access the portal.

How to register

To register click on this link: https://nhssbs.microsoftcrmportals.com/registrationrequest/

HOME / REGISTRATION REQUEST

Registration Request

General

Email *

Employee Number

MK 9 NW
Generate a new image
Play the audio code

Enter the code from the image

You will need to enter:

- **your email address** (this is the NHS email address that has been associated with you in ESR (electronic staff record) system by the HR team)
- **your eight digit assignment / employee number**

Copy the code displayed on the screen into the box and click '**Submit**'.

You will then receive an email with a link to the portal (please note, this can take up to five minutes to come through). If you receive an error message or your email address isn't accepted, please contact our Employee Service desk on 0303 123 1144.

Once you receive the portal invitation email, click on the link to accept the invitation.

This link will take you to the following screen:

Sign up with an invitation code

* Invitation Code   28202df8-9590-4a0a-b06a-081bcd0a9f0e

☐ I have an existing account

Register

Click '**Register**'

You will then be asked to create and enter a username and password.

The password must contain eight characters Including one uppercase letter, one special character (*!&%$£) and one number.

Once you submit these details, your account will be created.

Once you are registered and have created your username & password, you can sign in to the portal from any PC, laptop, tablet or smartphone using this link:
https://nhssbs.microsoftcrmportals.com/SignIn?returnUrl=%2Fregistrationrequest%2F

(We suggest you save this to your favourites for easier access in the future)

Enter your username and password and click '**Sign In'**

If you are unable to log in and have forgotten your password, click '**Forgot your Password'**

You will be asked to enter the email address you used to register, so a password reset email can be provided.

If you are unable to log in and have forgotten your username, click '**Forgot your Username'**

You will be asked to enter the email address you used to register, and an email will be sent out containing the username you originally set up.

If you receive an error message or you have any issues getting a password reset, please contact our Employee Service desk on 0303 123 1144.

Once in the portal you will land on the home page, from here you can:

Access the **Knowledge base** articles to answer general questions.

Go to **My Support** to log a new case or view previously logged open or closed cases.

A case is a query you have raised with NHS SBS via this portal or by calling the helpdesk.

Self Service Portal

Welcome to the Employment Services Self Service Portal. Once you are logged

Viewing and updating your profile

If you wish to view your profile information, click on your name at the top of the screen and select **Profile**.
This will display your key profile information, most of this is populated from ESR, so can't be amended but you can update your additional phone number and job title.
If you do make any changes please click on the '**update**' button.

If this is your first time viewing your profile, you will be asked to confirm your email address is correct by clicking the '**Confirm email'** button; this will then generate an email to be sent to you.
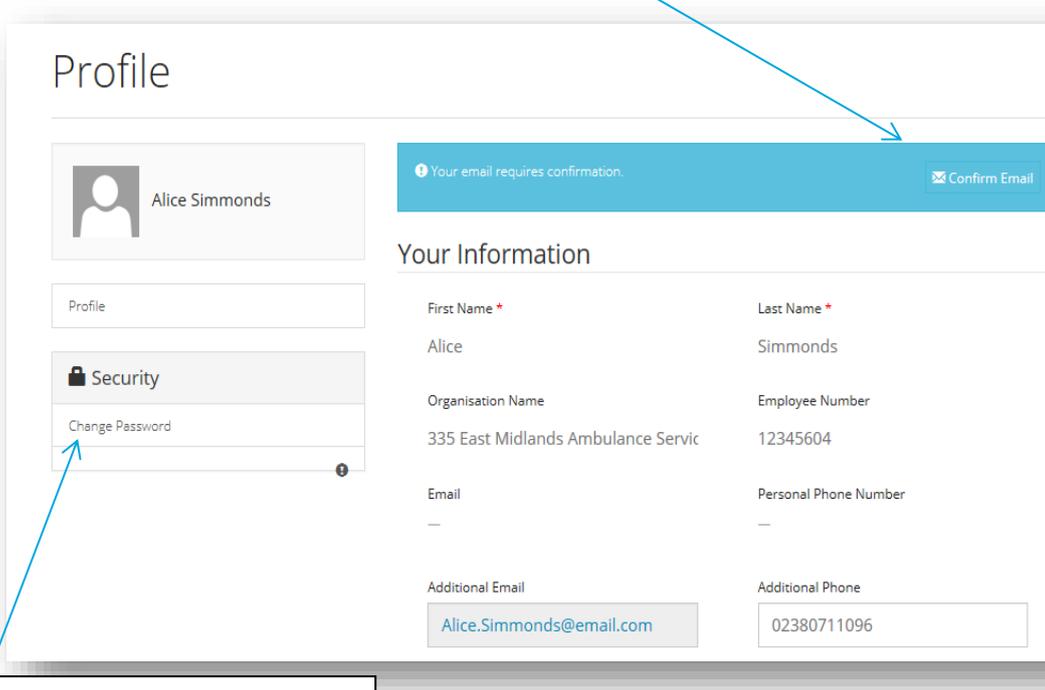

Security; if you wish to change your password, you can do so by clicking on 'change password'

This will then ask you to add your old password, your new password and repeat the new password to ensure it's correct.

The new password must contain eight characters
Including one uppercase letter, one special character (*!&%$£) and one number.

Then click '**Change password'** to confirm the change.
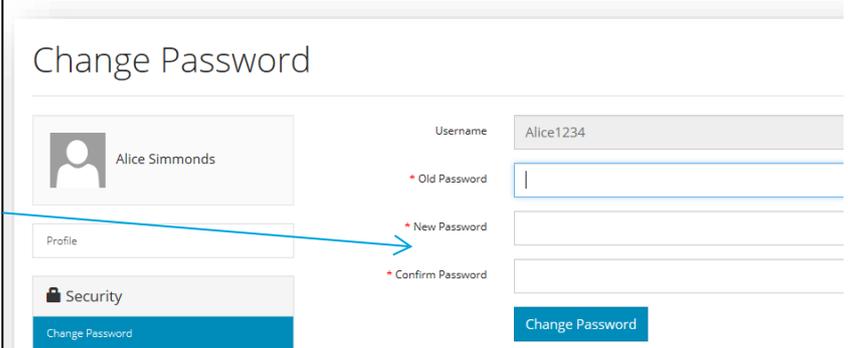
Using the Knowledge base

If you have a general question about your pay, rather than calling the helpdesk in the first instance you can now use the knowledge base articles to find the answer.

To access the knowledge base, click on **'Knowledge base'** at the top of your screen.

Underneath the 'What can we help you with? Box, type your query or a key word i.e. *Sickness* into the search box (*you do not need to add a question mark*).

The system will normally automatically search for matching results but if not click on the magnifying glass to start the search.

HOME / KNOWLEDGE BASE - HOME

Knowledge Base - Home

The Knowledge Base contains numerous support references, created by our support professionals who customers. It is constantly updated, expanded, and refined to ensure that you have access to the very la

Q What can we help you with?

| ✕ | sickness |

Sickness
... Q. Can you tell me what my sickness entitlement is?A. Employees are entitled to sick pay as per NHS Terms and Conditions, depe
Knowledge Base

Most Popular

Most Popular Articles

> You will see a selection of articles displayed under the search box, which contain the key words you entered.
>
> To view any of these articles and find the answer to your questions, click on the article header (in blue) and this will display the full article for you to read.

Views: 369

Q. Can you tell me what my sickness entitlement is?

A. Employees are entitled to sick pay as per NHS Terms and Conditions, dependant on length of service as shown on the table below. (NB: This is for staff under Agenda for Change (AfC) and Medical and Den or M&D contract please refer to your line manager or HR manager to find organisation.

Length of Service	Full Pay	Half Pay
During the first year of service	1 Months full pay (31 days)	2 Months half pay (61 days)
During the second		

> You will also see you have the option to print the article by clicking on the little printer icon in the top right corner. (*Please note; printing is only available if the PC or tablet you are using is connected to a printer*).

Leaving feedback and comments

If you found an article of use or if you feel something key is missing, you can leave a comment at the bottom of the article.

A. You may notice AAP deductions on your payslip if you have previously been incorrectly recorded as sick. If you have returned to work and have continued to receive AAP payments, then these may have been made in error if we have not been informed you that you had returned to work . Once your sickness record has been corrected, it may be that money already paid is no longer due to you and will need to be paid back.

Keywords: Sickness

Add a comment

* Comment

Article was very useful and saved me calling the helpdesk or raising a case, Thanks

body

Post comment

These comments will be reviewed by NHS SBS. Please note you will not receive a response to any comment left on a knowledge article, so please do not ask questions.

If you do not find the answer you are looking for in the articles, you can now log your own case via '**My Support'** on the portal or if need be you can still call the Employee Service desk on 0303 123 1144

Shared vision **Better together**

Using 'My Support' to log a case

If you have not found the answer to your query in the Knowledge Base article, you can send your query direct to the NHS SBS team by logging a case on the portal.

To do this click on 'My Support' at the top of the screen:

There are various options in My Support such as access to the knowledge articles and a list of previously logged cases but to open a new case, you need to scroll down on the page and click on the blue 'Open a new case' button.
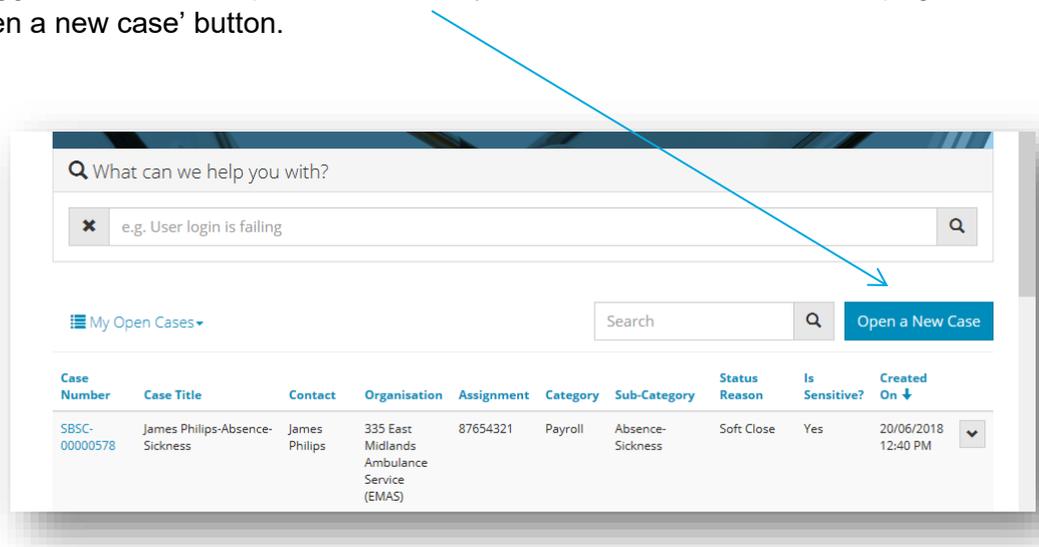
This will take you into the new case screen and ask you to provide various details to assist the NHS SBS team to resolve your query.

(If you are an HR Manager and raising a case on behalf of an employee, please see the separate guidance document).

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Open a New Case

Is visible on portal for employee? This is only applicable if an HR Manager is raising a case on behalf of an Employee, so leave as Yes.

Raised By: will show your name

Raised By *

Helen Trainer

Is visible on Portal for Employee
○ No ● Yes

Availability: Use the dropdown arrow to pick, if you are only available for a call back at specific times.

Organisation & contact: will populate automatically.

Assignment: If you click on the Magnifying glass, it will show your assignment number(s) to choose from or you can type in the box.

Organisation *

NHS Portsmouth CCG   ✕ 🔍

Contact *

Helen Trainer   ✕ 🔍

Assignment

🔍

Availability Details

⌄

Category *

⌄

Sub-Category *

Sub-Category and 2: Please advise us of the key detail of your query. Click on the drop-down arrow to choose to most applicable sub category.

Sub-Category 2 *

⌄

Category: click on the drop down arrow to choose the category applicable to this query i.e. Payroll, pensions or Overpayments

In order to ensure that your information is as secure as possible please do not include any personal or sensitive information in the free text field. Information that can be used to identify you or another person is subject to protection under UK law and should not be provided where it is not required. Some examples of personal information are: National Insurance number, home address and home telephone number. Some examples of sensitive information are: sickness or absence reasons, salary information, pension entitlements, bank account details, pay and deductions.

Description *

Description: Please add as much information about your query as possible to assist the NHS SBS team to resolve it. Please limit any personal identifiable data such as NI number, bank details, salary, or sickness information.

Attach a file

Choose Files   No file chosen

☐ I have read, understand and accept your GDPR Privacy Notice.

Submit   Cancel

Attach a file: If you wish to attach a document, you can do so here by browsing your device to add. Attachment size limit is 5MB.

Once it is all complete, you will be asked to tick to say you have read the GDPR privacy notice (you can click on the link (in blue) to read the notice first.
Then please click **'Submit'.** Your query will then be sent to the NHS SBS team

This case screen will case, and you will see a green bar with your case reference number pop up.

A case
SBSC-00000585 has been created for the issue submitted by you.

Using 'My Support' to track your cases

If you have raised any queries through the Employee helpdesk or directly on the portal, they will all be available to view in the '**My Support'** section.

To do this click on '**My Support**' at the top of the screen:

You need to scroll down on the page and you should see your open cases (if nothing is displayed, you have not yet logged any cases with NHS SBS):

The default is to show just your open cases, these are any that have not yet been resolved and closed. You can use the drop down arrow to amend the search to closed cases or all cases if you prefer.

To search on partial text, use the asterisk (*) wildcard character.

⬛ My Open Cases ▾   [Search] 🔍   [Open a New Case]

Case Number	Case Title	Contact	Organisation	Assignment	Category	Sub-Category	Status Reason	Is Sensitive?	Created On ↓	
SBSC-00225282	Helen Mentor-General Pay Query-Pay Day Info	Helen Mentor	Training Organisation	77776666	Payroll	General Pay Query-Pay Day Info	In Progress	No	04/11/2019 10:18 AM	▾
SBSC-00225281	Helen Mentor-Absence-Maternity	Helen Mentor	Training Organisation	77776666	Payroll	Absence-Maternity	Soft Close	No	04/11/2019 9:06 AM	▾
SBSC-00225274	Helen Mentor-General Pay Query-Deductions	Helen Mentor	Training Organisation	77776666	Payroll	General Pay Query-Deductions	In Progress	No	29/10/2019 1:03 PM	▾
SBSC-00225273	Helen Mentor-Absence-Maternity	Helen Mentor	Training Organisation	77776666	Payroll	Absence-Maternity	In Progress	No	29/10/2019 10:33 AM	▾
SBSC-00225271	Helen Mentor-Payroll Deductions-Salary Sacrifice	Helen Mentor	Training Organisation	77776666	Payroll	Payroll Deductions-Salary...	Soft Close	No	29/10/2019 9:37 AM	▾

Cases will be displayed in order of creation, with the newest at the top.

You can search for a specific case by entering the:

- case number (rather than typing the full case number SBSC-00000578 you can just type ***578**)
- the case title (use the * wildcard to search for a key word, i.e. ***Maternity**)

In the search box and clicking on the magnifying glass.

This will display any cases that match your search criteria.

To open and view the case, click on the blue case number on the left hand side.

Please note once you click into a case, your search criteria will be removed and you would need to search again.

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Helen Trainer-Tax Query-New Starter

Active – In Progress

General

Is visible on portal for employee? This is only applicable if an HR Manager is raising a case on behalf of an Employee, so leave as Yes.

Case Number

SBSC-00331827

Is Visible on Portal for Employee
○ No ● Yes

Organisation *

NHS Portsmouth CCG

Contact *

Helen Trainer

Assignment

—

Availability Details

—

Category *

Payroll

Sub-Category *

Tax Query

The open case view will show all the info that was added when the query was raised;

- Case number
- Your NHS organisation
- Your name (contact)
- Your assignment number
- Availability details (if entered)
- The category, sub category & Sub category 2 of the query
- When the case was created
- When last updated

Sub-Category 2 *

New Starter

Raised By *

Helen Trainer

Last Updated

11/06/2021 9:56 AM

Raised By; this will generally show your name unless an HR Manager raised the case on your behalf.

Description *

Please can you advise why I am on a BR tax code? Thanks

Description: is the information you provided to the helpdesk or that you added when raising the case on the portal, please note it should never include any personal identifiable date, such as bank details or NI number. This is the info NHS SBS will use to resolve your query.

Timeline

Add Comment

11 days ago
Modified on 11/06/2021 9:56 AM

Helen Trainer ➡ SYSTEM

Portal Attachment

Created by SYSTEM

📄 Portal document.docx (11.52 KB)

Add Comment; If you wish to add an additional comment or info to this open case, you can do so by clicking on the '**Add Comment**' blue button.

If this additional information is high priority, we would suggest calling the employee helpdesk and quoting the case reference.

Created On

11/06/2021 9:55 AM

Update   Resolve Case

Portal attachments: If a document was attached when the case was created on the portal, it will show here.

Using 'My Support' to add comments and view comments

If you click on '**Add Comment'** at the bottom of an open case, you will get a pop up, asking you to enter your information:

You can add additional information in the comments box. Please do not add any personal identifiable date i.e. NI number, sickness info in this comment box.

You can add a document to the portal comment, by using the attach a file section – browse to the required document on your devise and upload.

Any comments and documents added by you will be displayed at the bottom of the case...

To update the case and save the new comment click on the blue '**Update**' button and this will send a notification to NHS SBS that you have amended a case.

Please note the NHS SBS team can also add comments to the case, for you to view here on the portal and you will receive and email notification to the email address you use to log in with.

How to close a case on the portal

If you no longer need the information from NHS SBS or have managed to solve the query yourself, you are able to resolve and soft close the case directly on the portal and therefore stop the NHS SBS team from working on it.

To resolve and soft close a case, add a comment and update and then click on the red '**Resolve case**' button.