NHS Professionals Agency Portal
How to view cancelled or modified booked shifts

This document outlines how you can access the NHSP:*Online* portal to view all cancellations and modifications to shifts that have been previously booked.

You are advised to access the portal on a regular basis to ensure your candidate is still booked into a shift before they attend. If your candidate attends a shift and it has been cancelled, they can be turned away.

To access NHSP:*Online*, please always use Internet Explorer using your Agency User logins provided to you by NHS Professionals Agency Support Team.

You can access the system using this link: **www.nhsprofessionals.nhs.uk/en/Login**

For guidance in accessing login details, please contact the NHSP Agency Support Team.

Contact details can be found at the end of this guide.

The following topics will be covered:

1. Accessing cancellation information

2. Booking Status Report
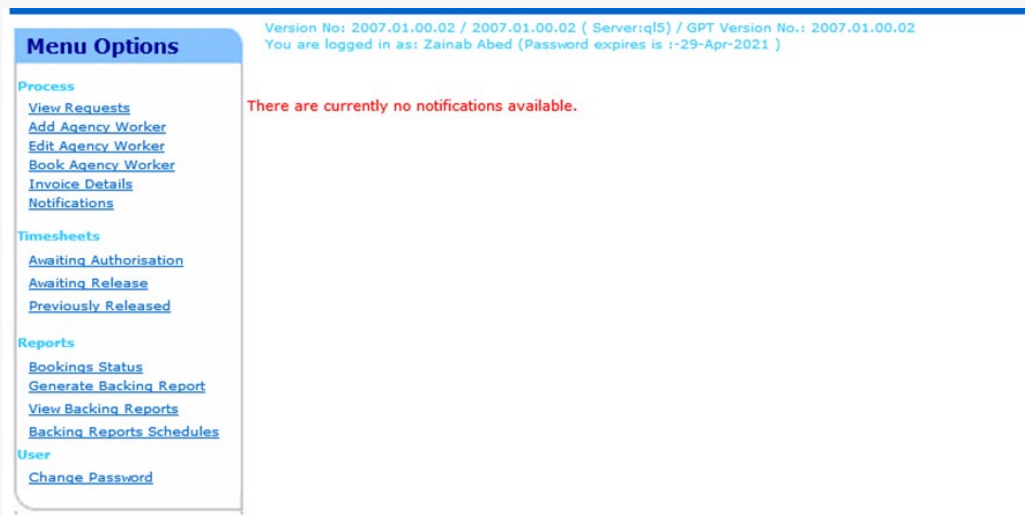
3. Cancellation Fee Requests

1. Accessing cancellation information

If a shift has been cancelled by the Trust, a notification will be sent to the agency via the NHSP:*Online* portal. This can be seen via '**Notifications**' or by checking the '**Booking Status Report'**.

Once logged in, there will be a list of all cancelled and modified shifts on the main screen.

From the main menu, click on '**Notifications**':

All the cancellations and /or modifications will be displayed on the right-hand side. There is also an option to acknowledge the notification; however, doing so will delete the notification from this page.
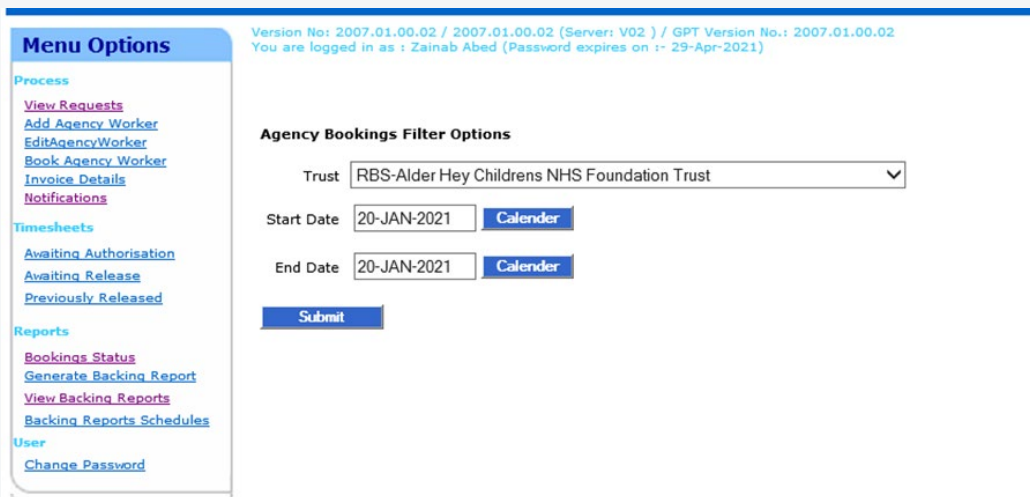
2. Booking Status Report

To check your booking/s, you can access the Booking Status Report. This will enable you to view all the shifts that are currently booked for your agency.

There is an option to download the booking/s by clicking the 'Export to Excel' button.

If you have a query regarding a booking/s or a cancellation, please contact the NHSP Agency Support Team using the contact details below.

3. Cancellation Fee Requests

Each Trust has their own cancellation period which will be checked by an NHSP Agency Consultant if a cancellation fee request is made. If the shift has been cancelled within the allocated period, your request will be rejected.

If you a require a cancellation fee, this must be submitted in writing to the **NHSP Agency Support Team** using the contact details below.

Please ensure that you supply the shift reference number and any details to support your request for a refund.

If your agency requires support or has any queries, please visit our Help and Support platform: **www.nhsponline.nhs.uk/s/contactsupport**, where you can find helpful articles. You can also get in touch with us through the contact form provided within each article.