

ELFS Business Services

Customer Portal

User Guide

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Version: 2026.01.02

Contents

How to access the portal for the first time	2
Accessing the portal once you have your account details	2
How to log a query	6
Logging a Payroll Query	6
Logging an Accounts Payable query	8
Logging a Pensions query	10
Logging a Business Systems Support query	11
Logging an Expenses query	13
Reviewing/ checking the status of your query	16
Available services on the portal for each Trust.....	17

Please review the list of available services for your Trust (see above table of contents) before proceeding through this guidance, as only certain sections will be relevant for certain Trusts.

To enable ELFS to effectively manage your queries relating to Accounts Payable, Business Systems Support, Payroll, Pension and Expenses, all queries should be directed via our ELFS Customer Portal.

The benefits of using the portal include:

- ✓ Quick and easy logging of your query 24/7
- ✓ An FAQ section to facilitate self-service for generic queries
- ✓ Visibility of the status of your query through the whole process
- ✓ Ability to add additional information to an existing query, if necessary

Please also be aware that the portal will evolve over time with enhancements added to improve customer service and facilitate prompt first time resolution by the ELFS Team.

How to access the portal for the first time

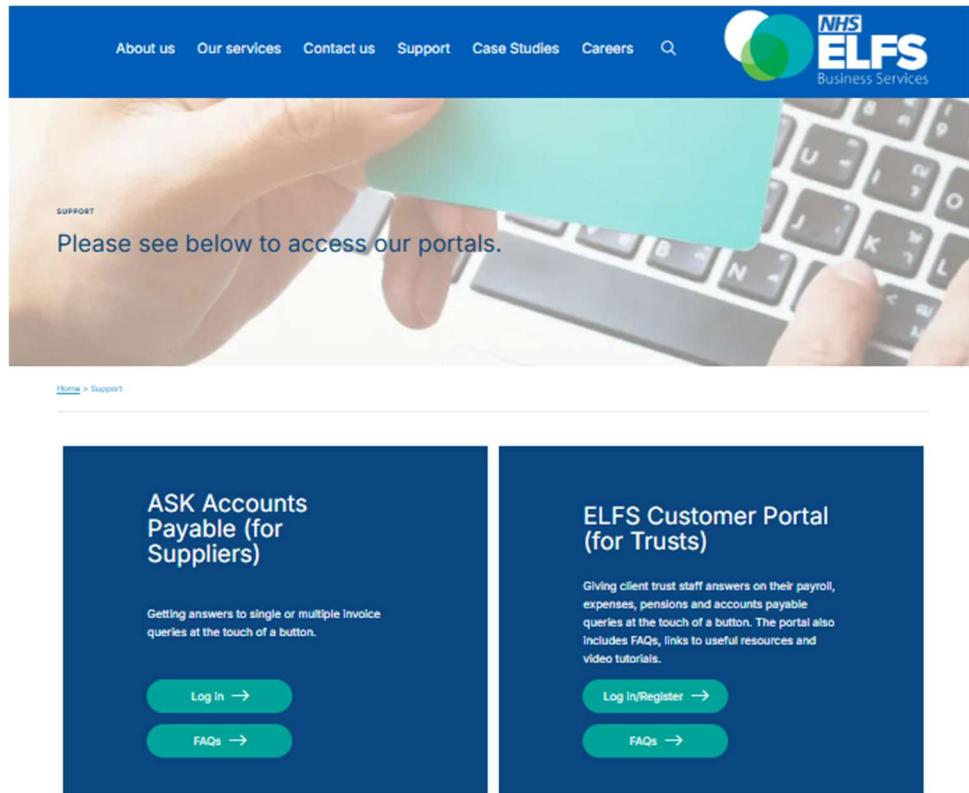
If you have received an email from ELFS Business Services informing you that you now have an ELFS Hornbill Customer Portal account, please click on the link provided in your email to set your portal password and login.

If you have self-registered for the ELFS Hornbill Customer Portal via the ELFS website, the Helpdesk team will get in touch with login instructions.

Accessing the portal once you have your account details

Visit <https://customer.hornbill.com/elfsservicedesk>

You can also access the portal from our website www.elfsnhs.co.uk, select 'Support' from the top of the screen and you will be presented with the option to login under 'ELFS Customer Portal':



[About us](#) [Our services](#) [Contact us](#) [Support](#) [Case Studies](#) [Careers](#) [Search](#)

SUPPORT

Please see below to access our portals.

[Home](#) > [Support](#)

ASK Accounts Payable (for Suppliers)

Getting answers to single or multiple invoice queries at the touch of a button.

[Log in →](#)

[FAQs →](#)

ELFS Customer Portal (for Trusts)

Giving client trust staff answers on their payroll, expenses, pensions and accounts payable queries at the touch of a button. The portal also includes FAQs, links to useful resources and video tutorials.

[Log in/Register →](#)

[FAQs →](#)

Once you arrive at the screen below select 'Login'



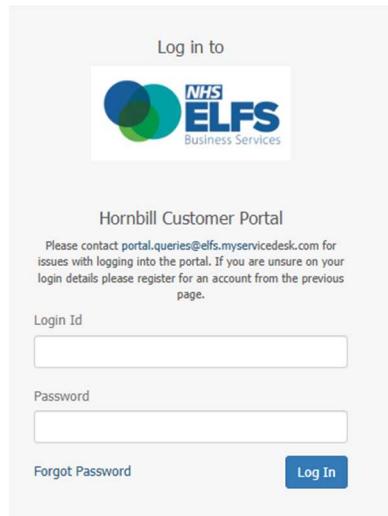
[Register](#) [Login](#)

ELFS Customer Portal

If you have not used the ELFS Customer Portal before, click Register to create an account.

Enter your Login ID, which is your trust email address, followed by your password:

Document title: ELFS Customer Portal User Guide
Version: 2026.01.02



Depending on whether 2-Factor-Authentication has been enabled for your account, you will then be asked to enter a verification code which will be sent to you via email.

The image shows the two-step verification process. On the left, the 'Hornbill' login verification page displays a 6-digit verification code (104302) in a grid. On the right, an email from 'Do Not Reply-elfsservicedesk<donotreply-elfsservicedesk@elfs.myservicedesk.com>' titled 'Hornbill Login Verification' contains the same 6-digit code for the user to enter.

Once you enter the verification code you will be directed to a screen similar to that shown below:



Search

[Active](#)[All My Requests](#)[All My Services](#)**TRUST - Payroll Portal**

Payroll Portal for TRUST employees

[More](#)**TRUST - Expenses Portal**

Expenses Portal for TRUST employees

[More](#)**TRUST - Pensions Portal**

Pension Portal available for TRUST employee use only

[More](#)**Finance - TRUST**

From here you can log Accounts Payable requests, including Supplier Se...

[More](#)

How to log a query

Logging a Payroll Query

To log a Payroll query via the portal, select your 'TRUST - Payroll' department on the 'All My Services' section.

Once in the relevant service portal you will be presented with the option to make a request as well as to view FAQs.

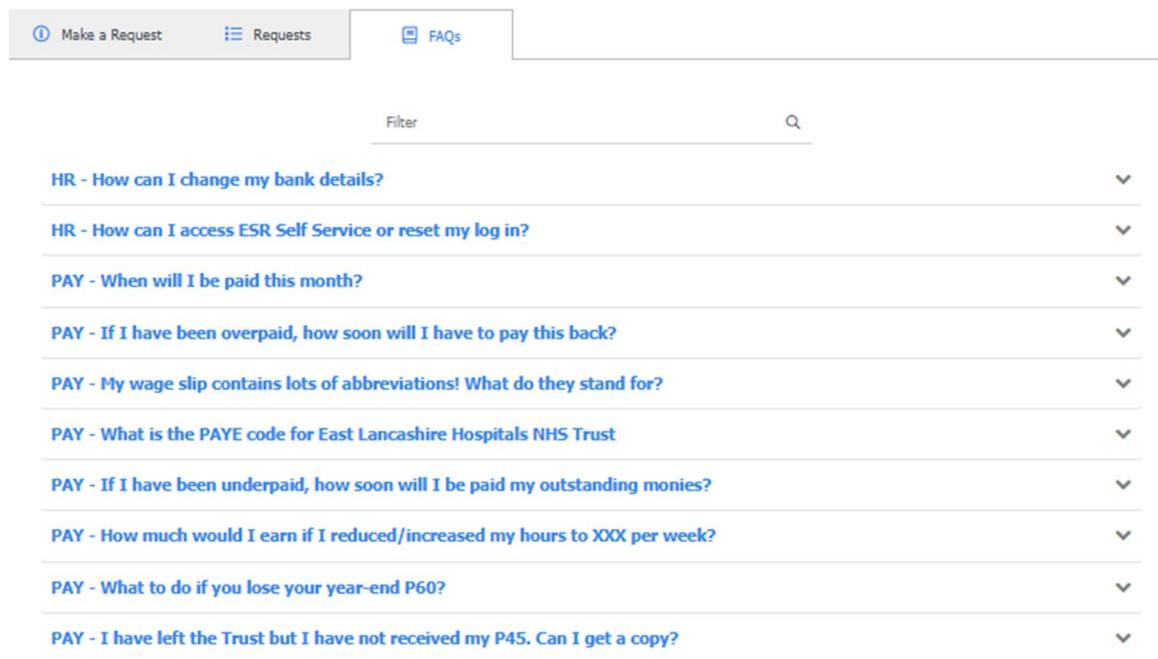
[Home](#) / [My Services](#) / [TRUST - Payroll Portal](#)



TRUST - Payroll Portal
25/04 - Payroll Portal available for [TRUST](#) employee use only

[Make a Request](#) [FAQs](#)

You may find the answer you are looking for in our FAQ section, so we recommend reviewing these before you log a query. Select the arrow to the right of the question to reveal the response:



Filter [FAQs](#)

- [HR - How can I change my bank details?](#) 
- [HR - How can I access ESR Self Service or reset my log in?](#) 
- [PAY - When will I be paid this month?](#) 
- [PAY - If I have been overpaid, how soon will I have to pay this back?](#) 
- [PAY - My wage slip contains lots of abbreviations! What do they stand for?](#) 
- [PAY - What is the PAYE code for East Lancashire Hospitals NHS Trust](#) 
- [PAY - If I have been underpaid, how soon will I be paid my outstanding monies?](#) 
- [PAY - How much would I earn if I reduced/increased my hours to XXX per week?](#) 
- [PAY - What to do if you lose your year-end P60?](#) 
- [PAY - I have left the Trust but I have not received my P45. Can I get a copy?](#) 

Alternatively, you can type a key word(s) into the search field:



[Make a Request](#) [Requests](#) [FAQs](#)

Filter [Search](#)

If after reviewing the FAQs you still need to raise a query select the 'Make a Request' tab, then 'Payroll requests':

Payroll requests

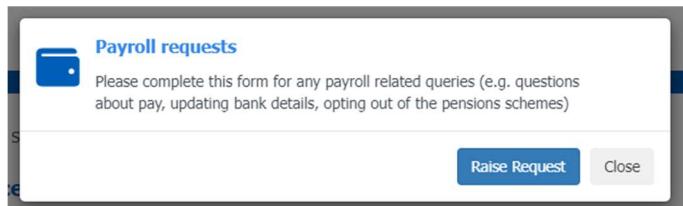
Please complete this form for any payroll related queries (e.g. questions about pay, updating bank details, opting out of the

[Show More](#)**Maternity Calculator**

Please have access to your payslips at hand. Please be aware this is an estimate and the output is

[Show More](#)

You will see the following prompt – select ‘Raise Request’ to continue:



You will then be presented with a series of questions, select the relevant response, followed by ‘Next’ to move to the next section:

[Home](#) / [My Services](#) / [ELFS Testing Service](#) / [Payroll requests](#) / [Log Request](#)

Type of User *

I am an Employee (personal pay enquiry)
 I am a Manager (enquiring on behalf of another employee)
 I am NHS Trust HR Team

Which Trust does this submission relate to? *

East Lancashire Hospitals Trust

Form Prompt

Type of User
I am an Employee (personal pay enquiry)

Which Trust does this submission relate to?
East Lancashire Hospitals Trust

Next

The box on the right-hand side of the screen records your responses as you move through the form.

You will need your Assignment Number; this is required as per our Data Protection Policy and to ensure the Payroll Team can easily locate your ESR record to link your query/complete any change requested.

If you do not know your Assignment Number, this can be found on your payslip or in your ESR Portal under ‘My Pay Details’.

Pay or Details *

My Pay
 My personal details/ data

Assignment Number *

12345678

[Previous](#) [Next](#)

Once you have responded to the questions you may be asked to provide additional detail about your query. Please provide as much information as possible as this will help us to process your query more efficiently.

You may also have the option to upload any files relating to your query e.g. emails, letters, wage slips.

Supported file types include PDF, Word, Excel, Images (e.g. JPG) and Email .MSG. Please ensure you wait until you have seen your file(s) have been uploaded before pressing Finish.

Once you select 'Finish' a screen will appear showing your Incident Number (IN).

IN02129748

[Edit](#) [Delete](#)

Post Something New...

This screen will also show the details of your query, the questions you answered and a timeline tracking the query itself.

Response times can vary depending on the type of query, Payroll, Pension or Expenses requests are typically responded to within 3-5 working days. However, if the query meets the criteria agreed with your trust for an urgent response, this will be updated and handled accordingly.

Urgent queries are handled within 1 working day (not calendar) and queries that match these criteria are normally those where an individual has received no pay or is experiencing Financial Constraint due to a mistake within their payslip, whether this be a Trust or Payroll mistake.

Logging an Accounts Payable query

To log an Accounts Payable query via the portal, select the 'Finance - Trust' department on the 'All My Services' section.

Once in the Finance - Trust service portal you will be presented with the option to make a request.

 **Finance - TRUST**
From here you can log Accounts Payable requests, including Supplier Setups, Manual Payments, Escalations and Queries.

[Make a Request](#) [Requests](#)

 **AP - Accounts Payable Query**
Click here to log an AP Query

 **AP - Supplier Setups**
Use this form if you would like to submit

[Show More](#)

 **AP - Manual Payments**
Manual Payments to be added to the scheduled trust payment run

 **AP - Escalations**
Please use this option if you have previously raised a request and have the reference id available

Select the relevant option to log a request. For this example, we will log an 'AP - Accounts Payable Query'.

[Cancel](#)

Summary

Description

Please enter the request details 

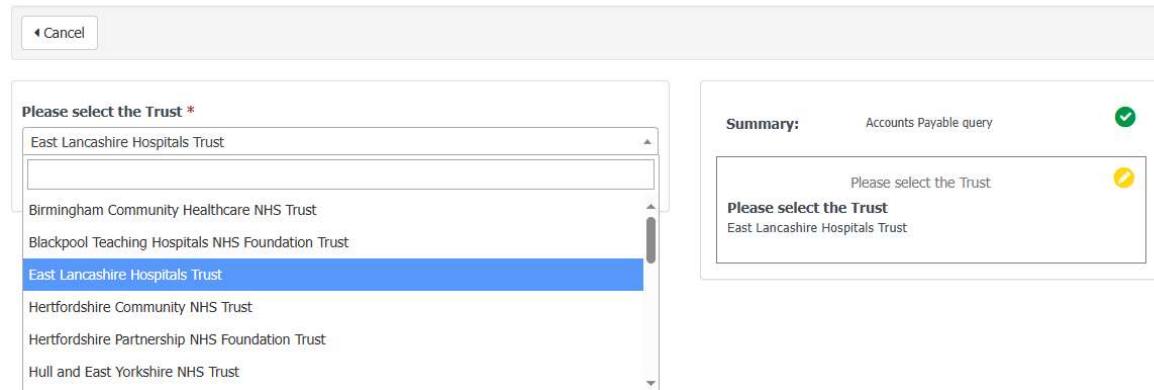
Summary:

Description:

[Next](#)

You will then be asked to provide a summary and a description of your request. Please provide as much information as possible as this will help us to process your query more efficiently.

Once you have provided this information, select 'Next' to move to the next section.



Please select the Trust *

East Lancashire Hospitals Trust

Birmingham Community Healthcare NHS Trust

Blackpool Teaching Hospitals NHS Foundation Trust

East Lancashire Hospitals Trust

Hertfordshire Community NHS Trust

Hertfordshire Partnership NHS Foundation Trust

Hull and East Yorkshire NHS Trust

Summary: Accounts Payable query ✓

Please select the Trust !

Please select the Trust
East Lancashire Hospitals Trust

You will then be required to select the relevant NHS trust that your query relates to.

Select 'Next' to move the next section.



Choose a file or drag it here

Paste image here

Previous Finish

Summary: Accounts Payable query ✓

Please select the Trust ✓

Please select the Trust
East Lancashire Hospitals Trust

Please upload attachment(s) !

Finally, you have the option to upload any files relating to your query.

Supported file types include PDF, Word, Excel, Images (e.g. JPG) and Email .MSG. Please ensure you wait until you have seen your file(s) have been uploaded before pressing Finish.

Once you select 'Finish' a screen will appear showing your Incident Number (IN).



Logging a Pensions query

To log a Pensions query via the portal, select the 'Pensions' department on the 'All My Services' section.

Once in the Pensions portal you will be presented with the below options to log a query:

 **TRUST- Pensions Portal**
Pensions Portal available for ELHT employee use only

Heart icon Available

Make a Request Requests FAQs

 AW8 Retirement Application Request Pension Portal AW8 Retirement Application Request	 Manager/HIR Partial Retirement Earnings Check... Pension Portal PREC request
 Retirement Pension Portal Retirement	 Estimates Pension Portal Estimates
 Query & Guidance Pension Portal Query & Guidance	 IHR Pension Portal IHR
 Redundancy Pension Portal Redundancy	 Bereavement Pension Portal Bereavement
 LGPS Pension Portal LGPS	 Other This is to raise a query not already covered in the Pension Portal.

[Show More](#)

Once you have selected the relevant option for your query you will need to provide your Assignment Number, Membership Number, and Contact Number. You should be able to find both your Assignment number and Membership number on your payslip.

Assignment Number * <input type="text"/> This can be found on your Payslip.	Manager/Employee Form Prompt ✓ I am an Employee (NHS Pension enquiry)
Membership Number <input type="text"/> This can be found on the bottom left of your Payslip.	What NHS Trust do you work for? Form Prompt ? Alder Hey NHS Foundation Trust
Contact Number * <input type="text"/> Please confirm the best contact number to reach you on, should a member of our team need to discuss your matter further. Please note, this needs to be a full number and not an extension number.	<input type="text"/> Form Prompt ?

[Previous](#) [Next](#)

You will be asked a series of questions to help us gather the necessary information to be able to assist with your query.

Select 'Next' to move to the next section.

Once you have answered the questions, you will either be provided with the Trust guidance on your query or the ability to log an incident with our pensions Team.

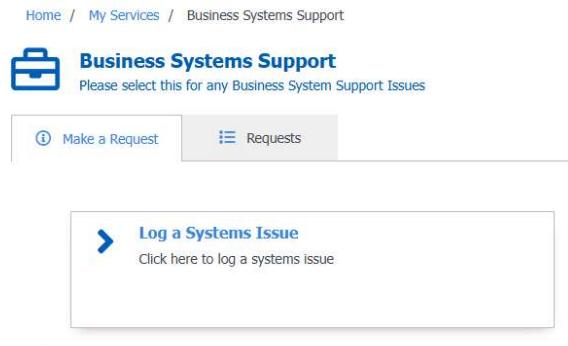
Logging a Business Systems Support query

To log a query via the portal, select the 'Business Systems Support' department on the 'All My Services' section.

Document title: ELFS Customer Portal User Guide

Version: 2026.01.02

Once in the Business Systems service portal you will be presented with the option to Log a Systems Issue.



Select the prompt to 'Log a Systems Issue'.

A screenshot of a 'Log a Systems Issue' form. The left side shows a 'Summary' field with a placeholder '...' and a 'Description' field with a red vertical line on the left. The right side shows a summary of the fields: 'Summary: Please enter the request details' with a yellow warning icon, and 'Description:'. At the bottom right is a 'Next' button.

You will be asked to provide a summary and description of your Systems issue. Please provide as much information as possible as this will help us to process your query more efficiently.

Select 'Next' to move to the next section.

A screenshot of the 'Log a Systems Issue' form. The left side has a 'Choose a file or drag it here' input field and a 'Paste image here' text area. The right side shows a 'Summary' section with the text 'Business Systems issue' and a green checkmark icon. Below it is a note 'Please upload attachment(s)' with a yellow warning icon. At the bottom are 'Previous' and 'Finish' buttons.

Finally, you will be able to upload any files relating to your query e.g. Screenshots of error messages.

Once you select 'Finish' a screen will appear showing your Incident Number (IN).



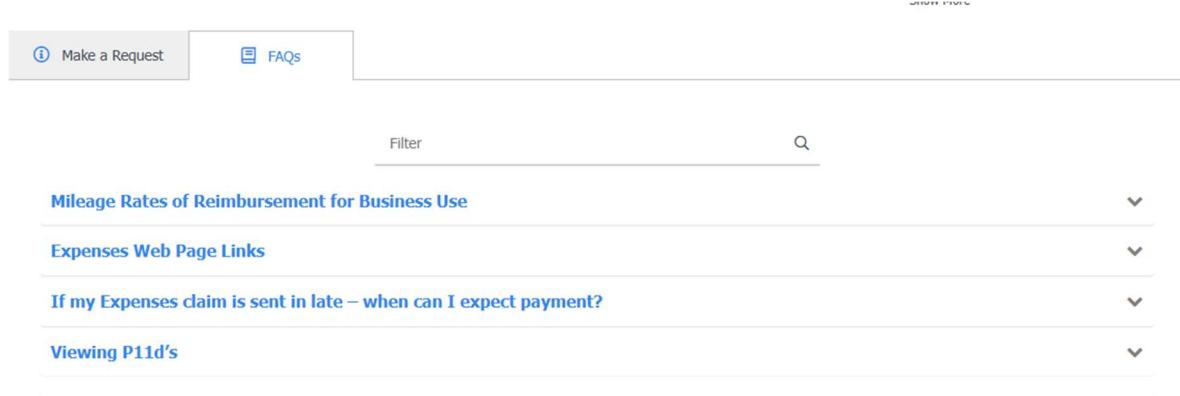
Logging an Expenses query

To log an Expenses query via the portal, select your 'TRUST - Expenses' department on the 'All My Services' section.

Once in the relevant service portal you will be presented with the option to make a request as well as to view FAQs.

A screenshot of the 'TRUST - Expenses Portal' service page. At the top, there is a breadcrumb navigation: 'Home / My Services / TRUST - Expenses Portal'. To the right of the breadcrumb is a heart icon and a 'Available' button with a green checkmark. Below the breadcrumb, the service name 'TRUST - Expenses Portal' is displayed in bold. A note below the name says: 'Please use the relevant portal for your query (as applicable to the ELFS services your trust uses): Payroll Portal - pay, deductions, pensions opt outs/refunds, contributions and salary changes/queries. Pensions Portal - retirement, redundancy and other scheme details (excluding opt outs/refunds). Expenses Portal - raising expense queries. Finance Portal - supplier setups, manual payments or escalations.' A 'Show More' link is located to the right of this note. At the bottom of the screenshot, there are two buttons: '① Make a Request' and 'FAQs'.

You may find the answer you are looking for in our FAQ section, so we recommend reviewing these before you log a query. Select the arrow to the right of the question to reveal the response:



Make a Request FAQs

Filter Q

Mileage Rates of Reimbursement for Business Use

Expenses Web Page Links

If my Expenses claim is sent in late – when can I expect payment?

Viewing P11d's

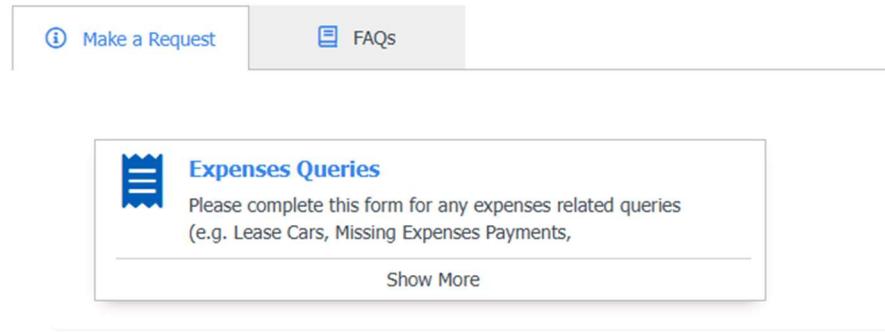
Alternatively, you can type a key word(s) into the search field:



Make a Request Requests FAQs

Filter Q

If after reviewing the FAQs you still need to raise a query select the 'Make a Request' tab, then 'Expenses Queries':

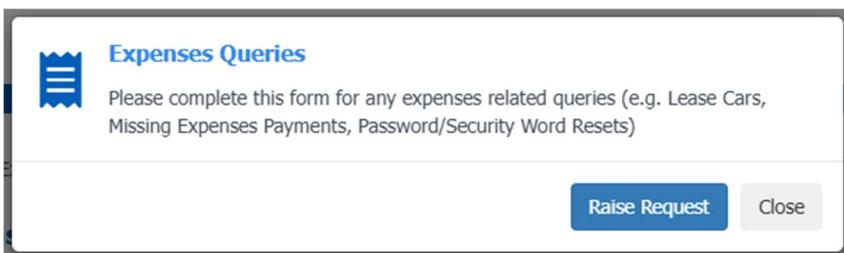


Make a Request FAQs

Expenses Queries
Please complete this form for any expenses related queries
(e.g. Lease Cars, Missing Expenses Payments,)

Show More

You will see the following prompt – select 'Raise Request' to continue:



Expenses Queries
Please complete this form for any expenses related queries (e.g. Lease Cars, Missing Expenses Payments, Password/Security Word Resets)

Raise Request Close

You will then be presented with a series of questions, select the relevant response, followed by 'Next' to move to the next section:

Type of User *

- I am an Employee (Personal Expenses Enquiry)
- I am a Manager/HR Rep (Enquiring on Employee's Behalf)

What NHS Trust do you work for? *

If you are an employee of the following trusts we do not handle your Expenses; please refer to your Organisations Policy: -

Northern Care Alliance (NCA)
North East London Foundation Trust (NELFT)
North London Foundation Trust (NLFT)
Milton Keynes University Hospitals (MKUH)
ECCH (East Coast Community Healthcare)
GMICB (Greater Manchester Integrated Care)

Next

The box on the right-hand side of the screen records your responses as you move through the form.

You will need your Assignment Number; this is required as per our Data Protection Policy and to ensure the Payroll Team can easily locate your ESR record to link your query/complete any change requested.

If you do not know your Assignment Number, this can be found on your payslip or in your ESR Portal under 'My Pay Details'.

Assignment Number ***Previous** **Next**

Once you have responded to the questions you may be asked to provide additional detail about your query. Please provide as much information as possible as this will help us to process your query more efficiently.

You may also have the option to upload any files relating to your query e.g. emails, letters, wage slips.

Supported file types include PDF, Word, Excel, Images (e.g. JPG) and Email .MSG. Please ensure you wait until you have seen your file(s) have been uploaded before pressing Finish.

Once you select 'Finish' a screen will appear showing your Incident Number (IN).



This screen will also show the details of your query, the questions you answered and a timeline tracking the query itself.

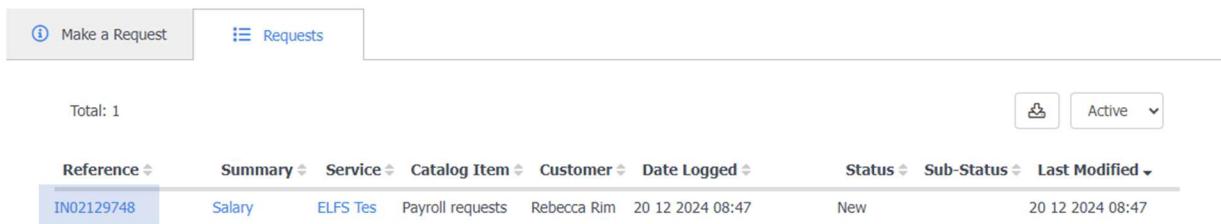
Response times can vary depending on the type of query, Payroll, Pension or Expenses requests are typically responded to within 3-5 working days. However, if the query meets the criteria agreed with your trust for an urgent response, this will be updated and handled accordingly.

Reviewing/ checking the status of your query

You can access the portal at any time to check the progress of your query. To do this, access the portal as per the steps outlined in this guide, access the relevant service portal and select the 'Requests' tab.

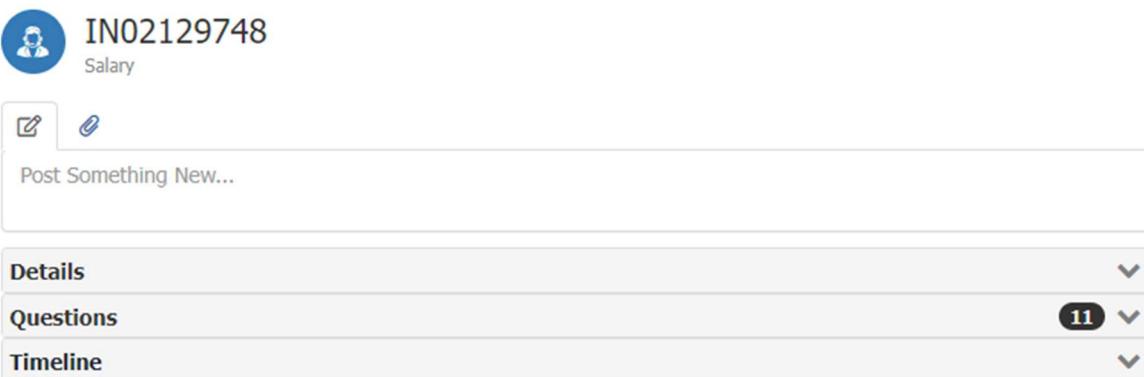
Here you can review active and closed queries; however, queries that have been Cancelled will no longer be available for review.

Select the relevant query from the list by clicking on the IN.

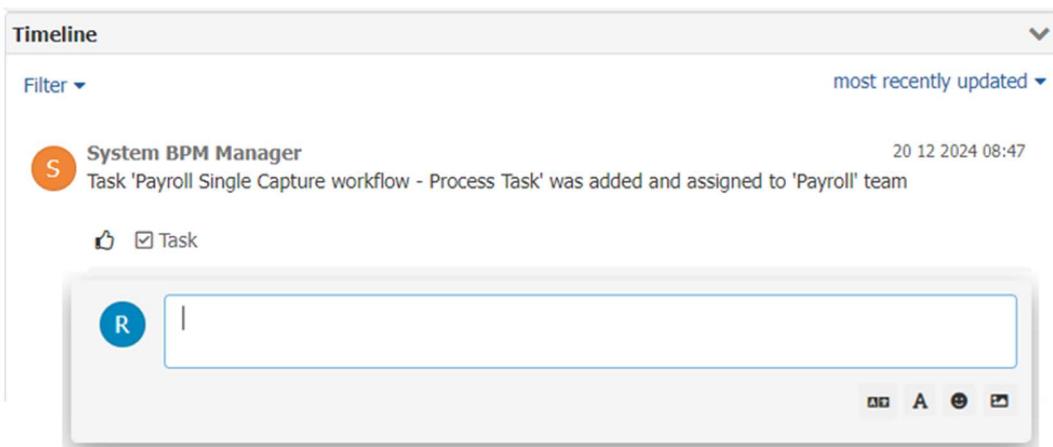


Reference	Summary	Service	Catalog Item	Customer	Date Logged	Status	Sub-Status	Last Modified
IN02129748	Salary	ELFS Tes	Payroll requests	Rebecca Rim	20 12 2024 08:47	New		20 12 2024 08:47

Next select the down arrow to the right of 'Timeline':



You can then review any updates and post messages/ comments:



Once you have typed out your message, press return on your keyboard to submit.

Available services on the portal for each Trust

Trust	Accounts payable	Payroll/pensions	Business systems	Expenses
Alder Hey NHS Foundation Trust		X	X	X
Birmingham Community Healthcare NHS Trust	X		X	
Blackpool Teaching Hospitals NHS Foundation Trust	X		X	
Coventry and Warwickshire Partnership NHS Trust		X		X
East Coast Community Healthcare		X	X	
East Lancashire Hospitals Trust	X	X	X	X
GMICB		X		
Greater Manchester Mental Health		X		X
Greater Manchester Shared Services		X	X	

Hertfordshire Community NHS Trust	X		X	
Hertfordshire Partnership NHS Foundation Trust	X		X	
Hull and East Yorkshire NHS Trust	X		X	
Imperial College NHS trust	X		X	
Lancashire Teaching Hospitals NHS Trust	X		X	
Locala Community Partnerships		X	X	X
London Ambulance Service NHS Trust	X		X	
Milton Keynes University Hospital NHS Trust		X		
Moorfields Eye Hospital NHS Foundation Trust	X		X	
North East London NHS Foundation Trust	X	X	X	
North London Foundation Trust	X	X	X	
North West Ambulance Service NHS Trust		X		X
Northern Care Alliance	X	X	X	
Northern Lincolnshire and Goole NHS Foundation Trust	X		X	

South Tees NHS Foundation Trust	X	X	X	X
Tameside and Glossop Integrated Care NHS Trust	X		X	
University Hospitals Dorset NHS Foundation Trust	X		X	
University Hospitals of Morecambe Bay	X	X	X	X
University Hospitals of North Midlands NHS trust	X		X	
West Midlands Ambulance Station			X	
Whittington Health NHS Trust	X		X	