

ELFS Business Services Customer Portal User Guide

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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.

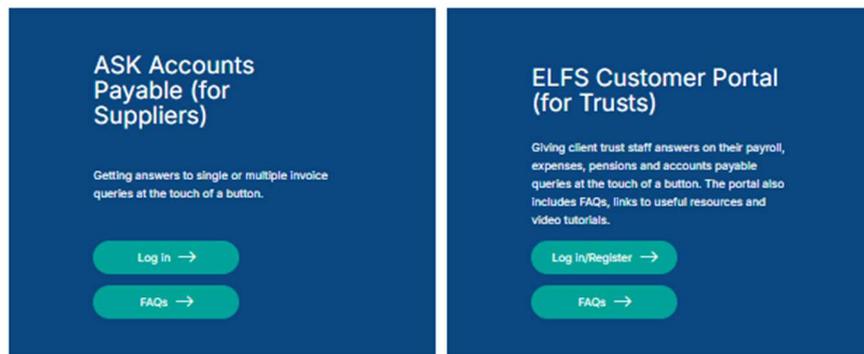
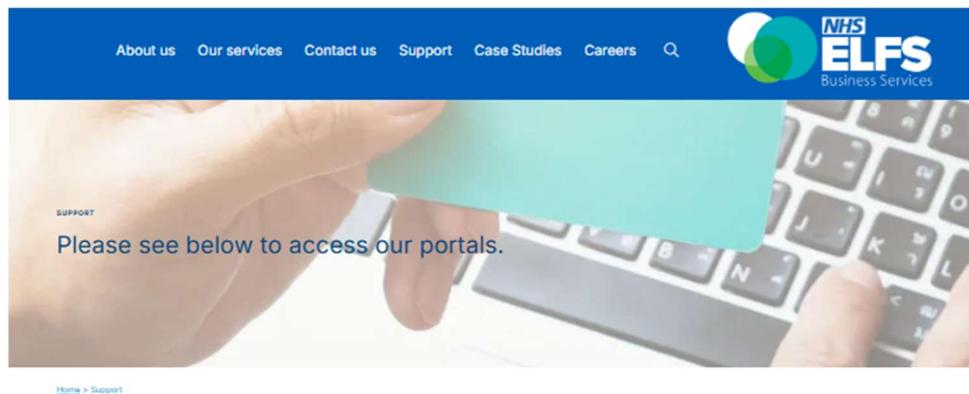
Accessing the portal once you have your account details

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

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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':



Once you arrive at the screen below select 'Login'



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

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Log in to



Hornbill Customer Portal

Please contact portal.queries@elfs.my servicedesk.com for issues with logging into the portal. If you are unsure on your login details please register for an account from the previous page.

Login Id

Password

[Forgot Password](#)

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.

Login Verification



A verification code has been sent to your email address, please enter the code here

[Back To Log In](#)

DR Do Not Reply-elfsservicedesk<donotreply-elfsservicedesk@elfs.my servicedesk.com>
To:



December 19 at 12:26

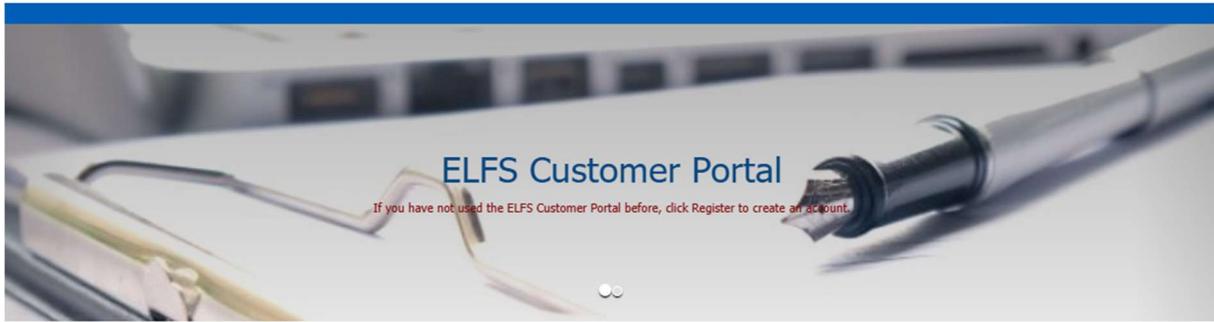
Hornbill Login Verification

When prompted, enter the code below to finish authenticating with Hornbill

1 0 4 3 0 2

[About Hornbill](#)

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

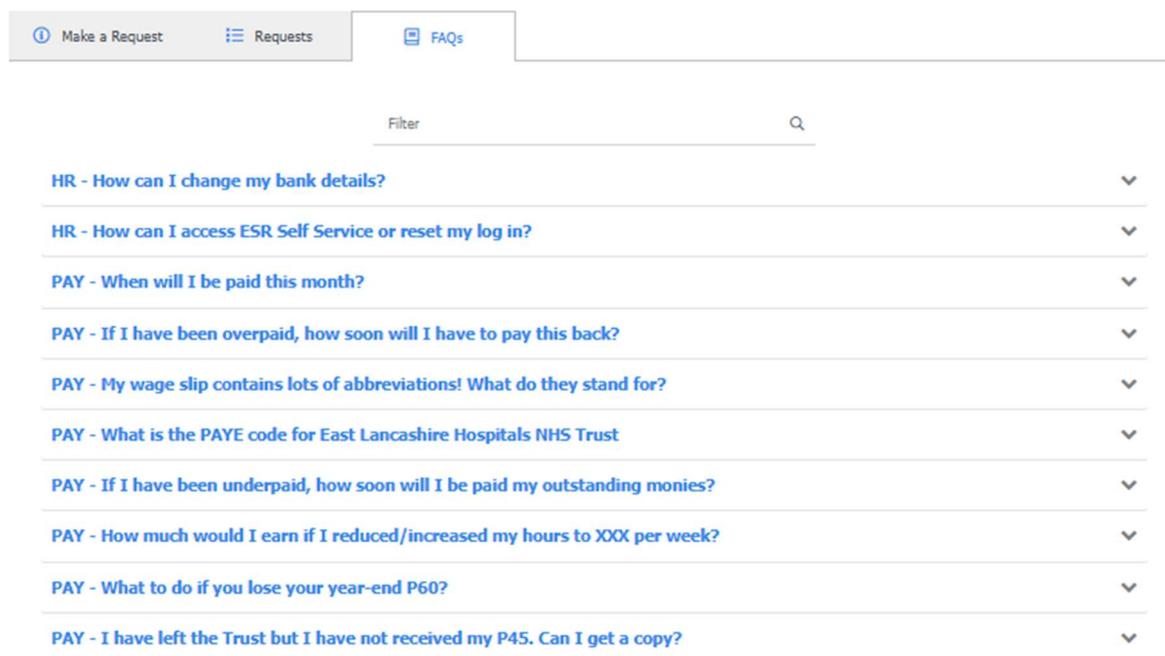
Logging a Payroll Query

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.



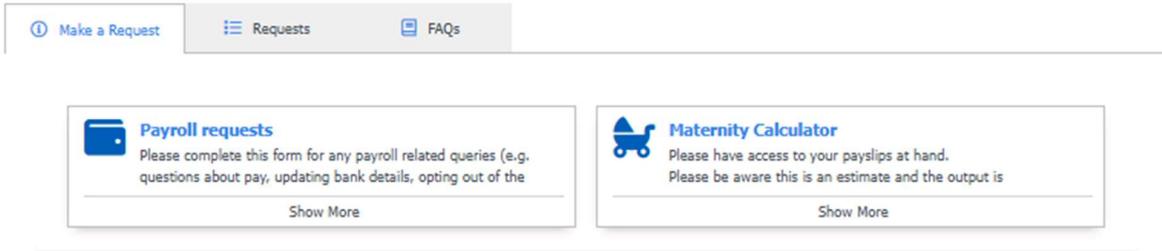
You may find the answer you are looking for in our FAQ section, so we recommend reviewing these before you log a query. Select the arrow to the right of the question to reveal the response:



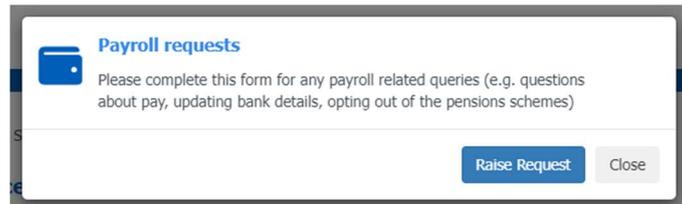
Alternatively, you can type a key word(s) into the search field:



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



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](#)



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

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.



Available

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

Next

Please enter the request details

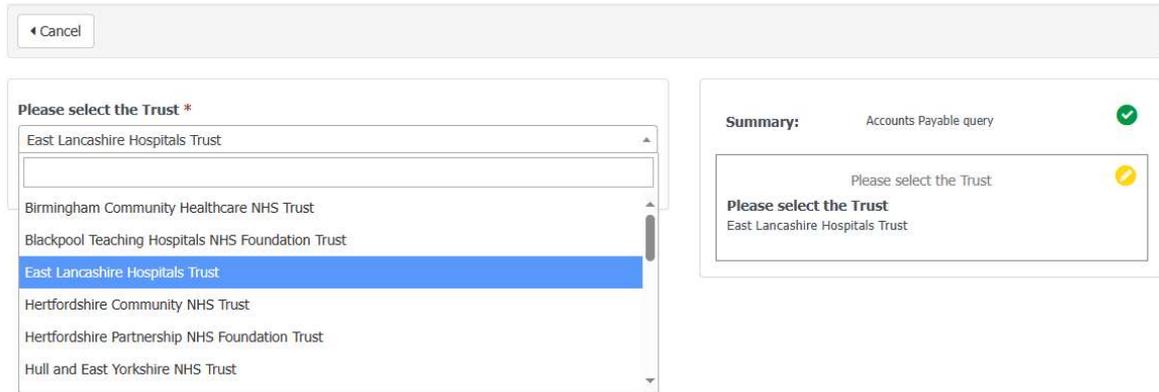


Summary:

Description:

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.



You will then be required to select the relevant NHS trust that your query relates to. Select 'Next' to move the next section.



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:

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Make a Request Requests FAQs

AWB Retirement Application Request Pension Portal AWB Retirement Application Request	Manager/HR Partial Retirement Earnings Chec... Pension Portal PREC request
Retirement Pension Portal Retirement	Estimates Pension Portal Estimates
Query & Guidance Pension Portal Query & Guidance	Ill Health Retirement 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.

<p>Assignment Number *</p> <input type="text"/> <p>This can be found on your Payslip.</p> <p>Membership Number</p> <input type="text"/> <p>This can be found on the bottom left of your Payslip.</p> <p>Contact Number *</p> <input type="text"/> <p>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.</p> <p>Previous Next</p>	<p>Form Prompt ✓</p> <p>Manager/Employee I am an Employee (NHS Pension enquiry)</p> <p>What NHS Trust do you work for? Alder Hey NHS Foundation Trust</p> <p>Form Prompt 👉</p>
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You will be asked a series of questions to help us gather the necessary information to be able to assist with your query.

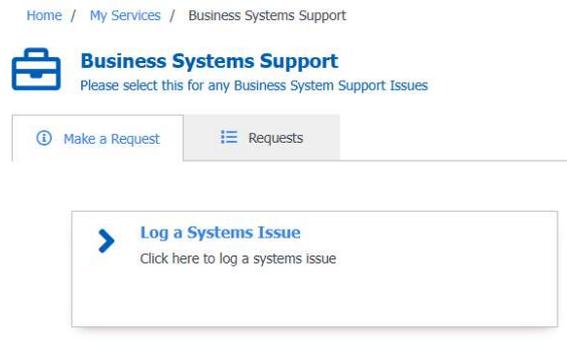
Select 'Next' to move to the next section.

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.

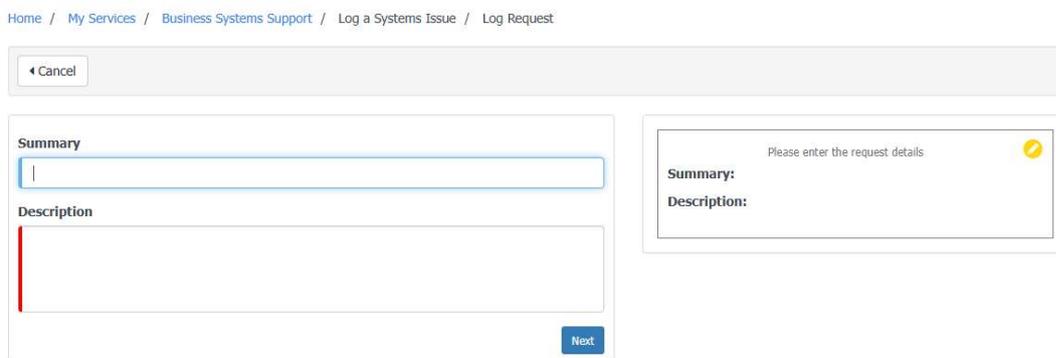
Logging a Business Systems Support query

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

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

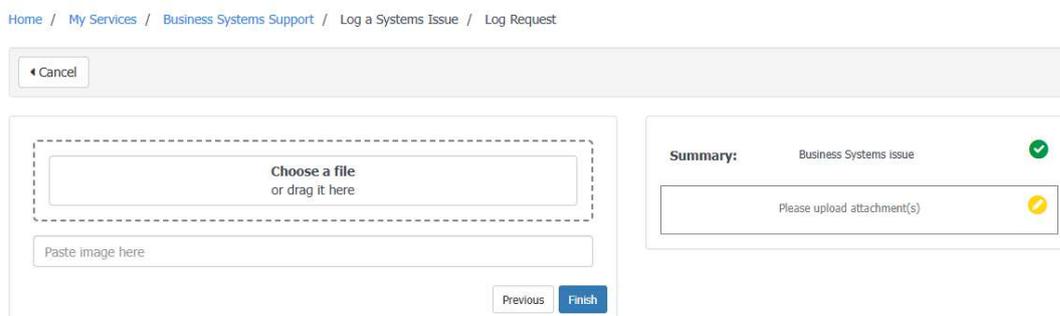


Select the prompt to 'Log a Systems Issue'.



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.



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).



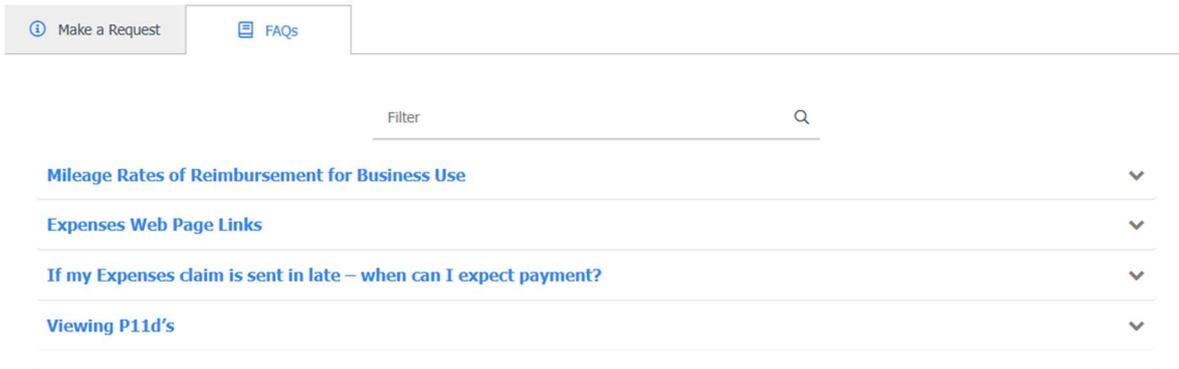
Logging an Expenses query

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.



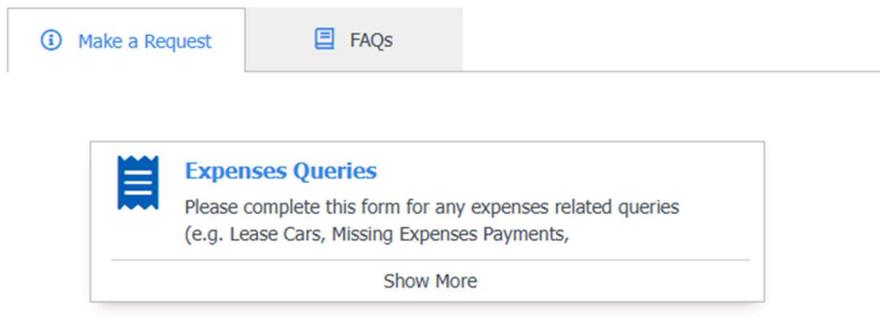
You may find the answer you are looking for in our FAQ section, so we recommend reviewing these before you log a query. Select the arrow to the right of the question to reveal the response:



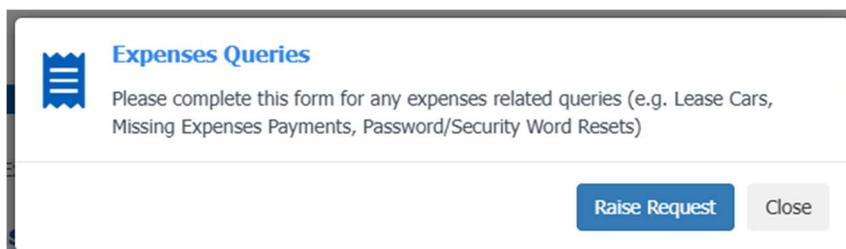
Alternatively, you can type a key word(s) into the search field:



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



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:

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).



IN02129748



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.

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':



IN02129748

Salary



Post Something New...

Details

Questions

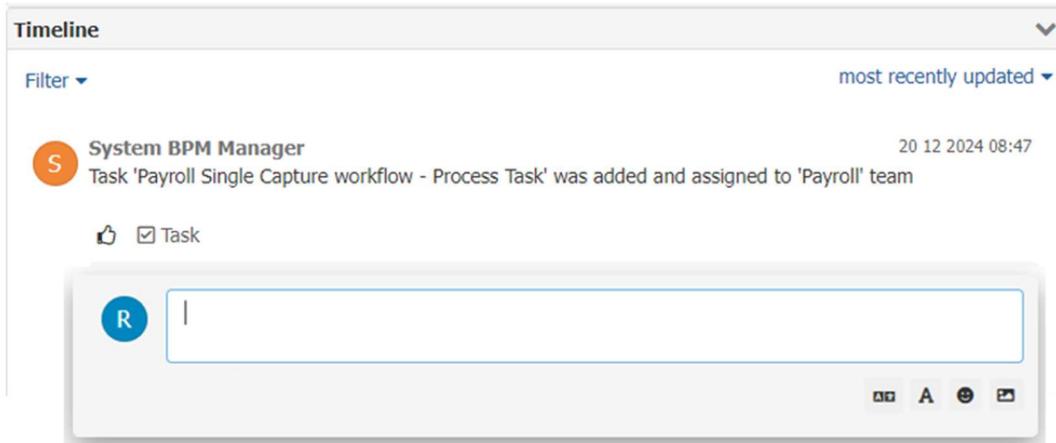
11

Timeline

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

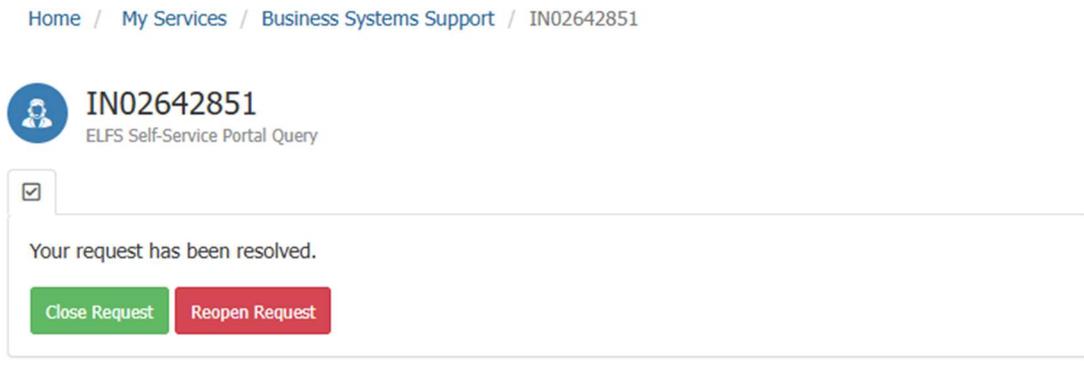
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Once you have typed out your message, press return on your keyboard to submit.

If the status of your query is 'Resolved' you will need reopen the Incident by selecting 'Reopen request' before you add any comments.



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	X	X	X	

Foundation Trust				
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	