

RotaMaster Web Portal Guide



To access the RotaMaster Web Portal, please use the following link:

<https://practiceplusgroup.rotamasterweb.co.uk/>

This reference guide, along with other RotaMaster guides, is available to download from:

<https://mypracticeplus.com/health-care/hris/hris-rotamaster>

If you need **assistance using the RotaMaster Web Portal** please contact the HRIS team:

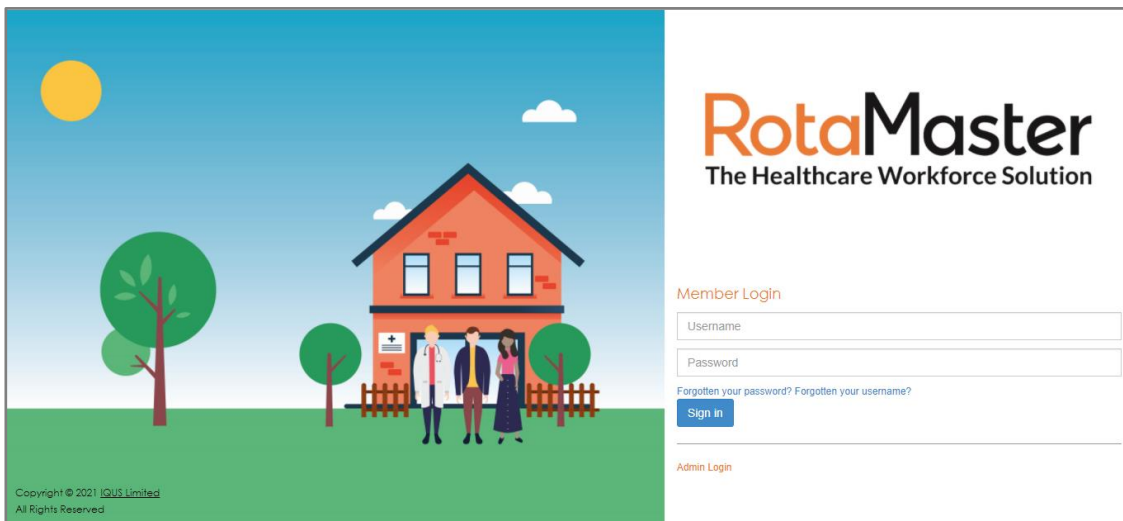
0333 321 1951 or hc.hris@practiceplusgroup.com

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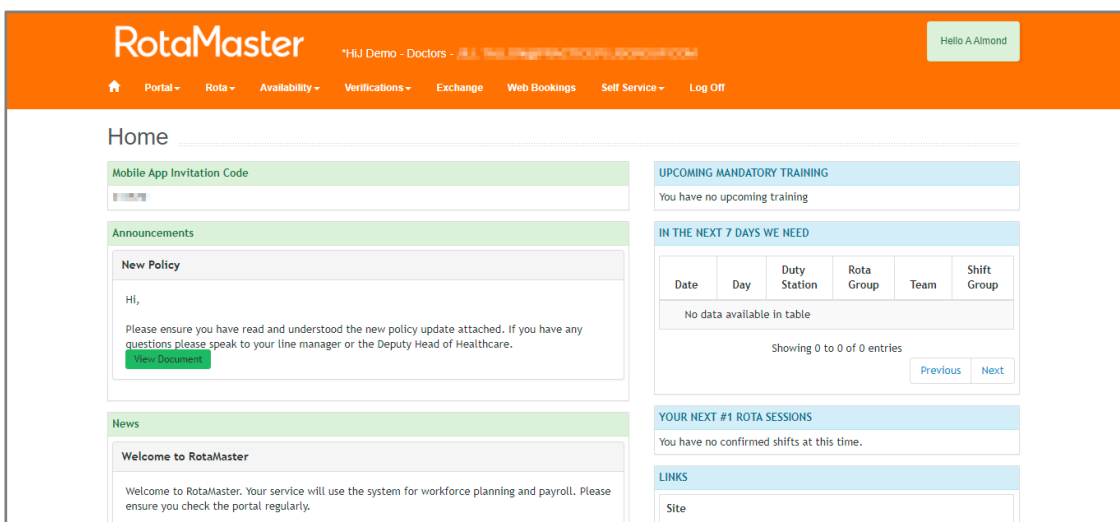
Logging In

Enter the web address (shown in the information box above) into your web browser



Enter your username and password into the corresponding fields. **Click Sign In.**

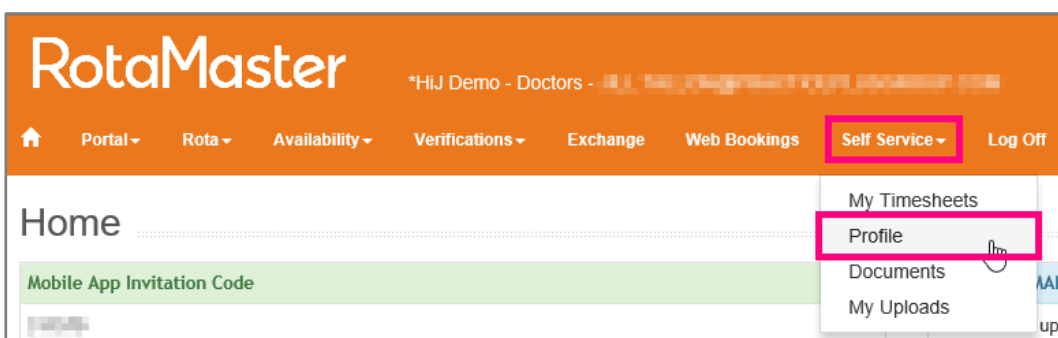
The main RotaMaster Web Portal page will look like this:



Changing Your Password Whilst Logged In

It is advised that you change your password regularly, as your password will expire every 90 days.

Click on the Home or house icon on the top left of the screen, then on Profile under Self Service:



Click on the Login Details tab. Click on the Blue Edit button. Input your current password, and then enter your new one twice, remembering to follow the password rules in the bold red text:

My Profile

Home Address Contact Details **Login Details** Compliance

Username:

Password:

New password must be between 8 and 16 characters long, contain an uppercase letter, a lowercase letter, a number and one of the following special characters #?!@\$_%^&*~

New Password:

Confirm Password:

Document Password:

New password must be between 8 and 16 characters long, contain an uppercase letter, a lowercase letter, a number and one of the following special characters #?!@\$_%^&*~

Submit Cancel

Click on Submit. The next time you login to the RotaMaster Web Portal, you will need to use this new password.

Password Reset/Forgotten Password

If you have forgotten your password, or need to reset it, you can use the link on the main RotaMaster login page:

Practice Plus Group

Member Login

Username:

Password:

[Forgotten your password?](#) [Forgotten your username?](#)

Sign in

After clicking on this link, you will be asked to put in your profile's username or your personal email address (please note this may not be your Practice Plus Group email address, but the one that was set up with your profile initially).

Enter this and then **click on Request Password:**

Practice Plus Group

Username or Email:

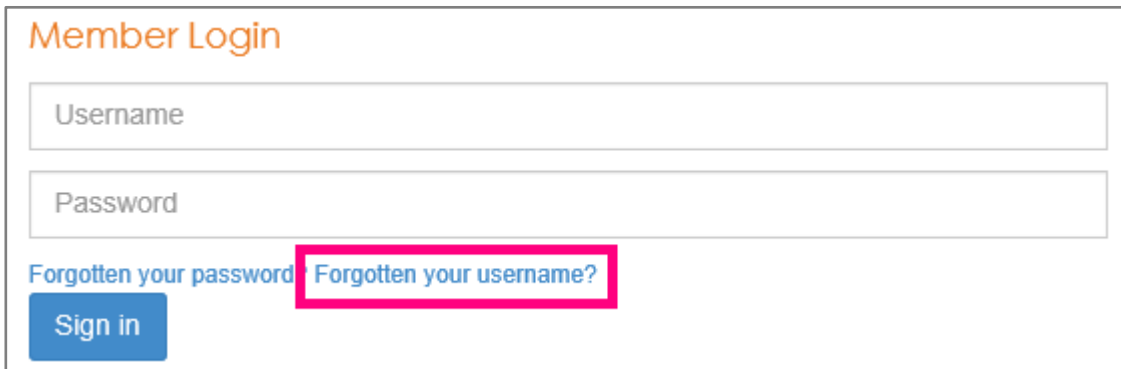
Request Password

You will be sent an email to your email address registered in your RotaMaster profile with a reset password link. When you click on the link, you will be taken to a webpage that will ask you to input a new password twice. The link will expire after 2 hours, so please make sure you click on the link within this time frame.

Please note: Password rules are as follows: the password must be at least 8 characters, containing an upper and lower case letter, number AND a special character (e.g. ?!;:-@ etc.)

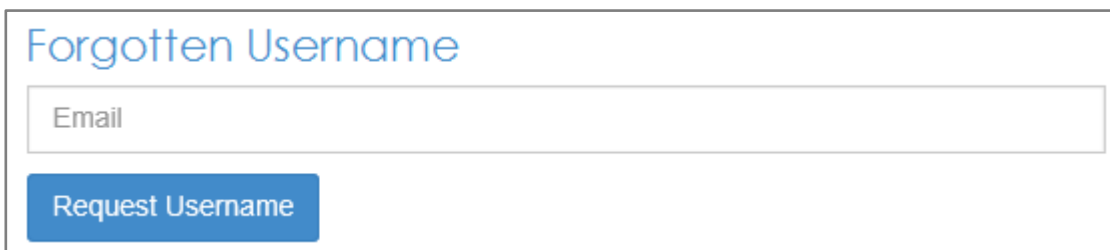
Forgotten Username

If you are unsure of your username to login to the RotaMaster Web Portal, you can click on the "Forgotten Username" link" on the login screen:



The image shows the 'Member Login' form. It has two input fields: 'Username' and 'Password'. Below these fields are two links: 'Forgotten your password' and 'Forgotten your username?'. The 'Forgotten your username?' link is highlighted with a red rectangular box. Below the links is a blue 'Sign in' button.

You will then be asked to type in your email address that is registered in your RotaMaster profile (please note, this may not be your Practice Plus Group email address).



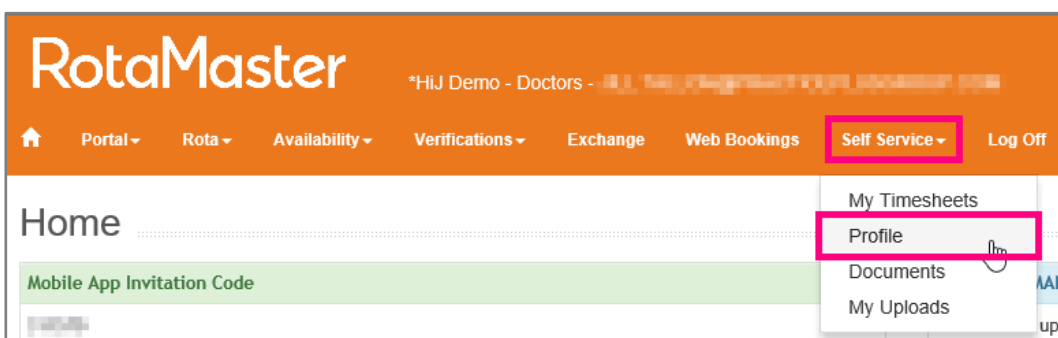
The image shows the 'Forgotten Username' form. It has a single input field labeled 'Email'. Below the input field is a blue button labeled 'Request Username'.

Click on Request Username and you will receive an email reminding you of your username.

If you have not completed your RotaMaster registration (from a system generated email), you will not be able to use Forgotten Password or Username links to receive your login details. If you have not registered, please contact your local rota team and ask them to send you a Login Details message, which will invite you to set up your profile.

Profile

You can view your personal details and make sure they are correct, in your profile. Go to Self Service and Profile:



The image shows the RotaMaster web portal navigation menu. The menu items are: Home, Portal, Rota, Availability, Verifications, Exchange, Web Bookings, Self Service, and Log Off. The 'Self Service' item is highlighted with a red rectangular box. Below the 'Self Service' item, a dropdown menu is visible with the following items: My Timesheets, Profile, Documents, and My Uploads. The 'Profile' item in the dropdown menu is also highlighted with a red rectangular box.

You can check your Address, Contact Details and Compliance details are up-to-date by clicking on the relevant tabs. You will not be able to edit any of these details, so if anything is showing incorrectly, please contact your local rota team.

My Profile

Home Address

Contact Details

Login Details

Compliance

Address Line 1

123 Some Road

Address Line 2

Some Place

Address Line 3

Address Line 3

Town

Some Town

County

Some County

Postcode

SW3 8GH

Country

United Kingdom

▼

My Profile

Home Address

Contact Details

Login Details

Compliance

Phone Number

+1-202-456-7890

Mobile Number

+1-202-456-7890

Email

j.doe@company.com

My Profile

[Home Address](#)
[Contact Details](#)
[Login Details](#)
[Compliance](#)

Professional Registration

Professional Indemnity

You can also view your Login Details and edit them, by clicking on the Edit button (please see the [Changing Your Password Whilst Logged In](#) section for more information):

My Profile

[Home Address](#) [Contact Details](#) [Login Details](#) [Compliance](#)

Edit

Username

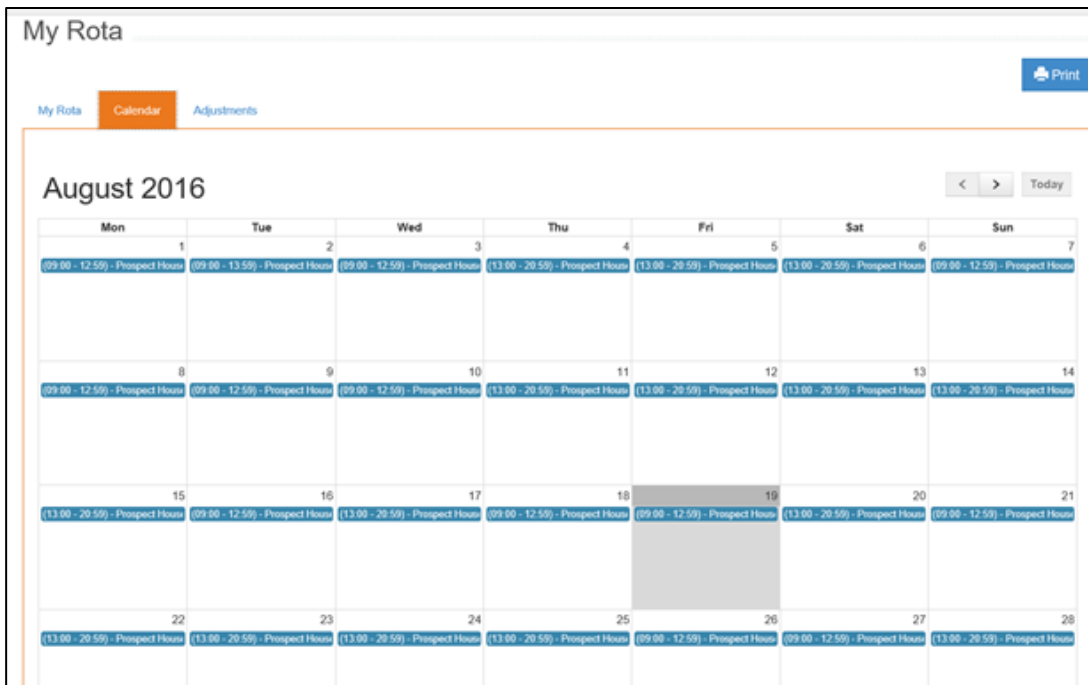
Username

Password

Document Password

• • • • • • • •

If you wish to see your rota in a calendar view, click the Calendar tab and the view will change:

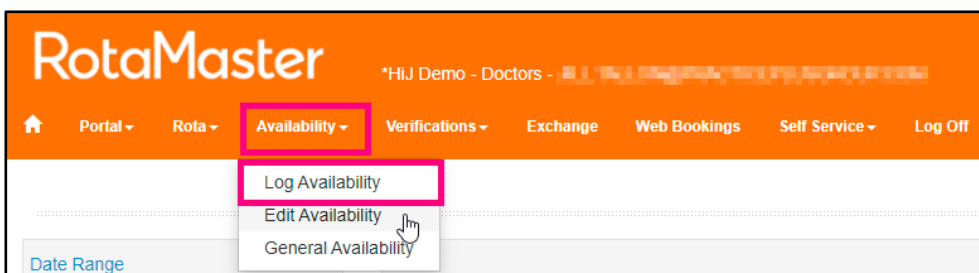


Availability

Log Availability

Please note This functionality is not available at all sites. If you are unsure, please check with your local rota admin team

In this section, you will be able to log your availability for the upcoming rota. Once your Rota Administrator has uploaded the rota, they will open availabilities and you should be able to access this screen. To access this, click **Availability → Log Availability**.



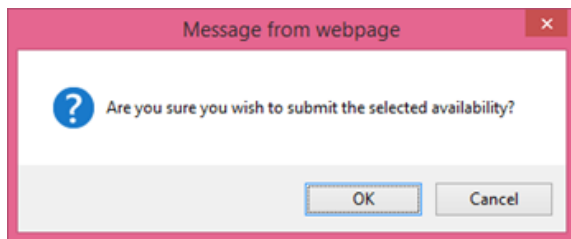
To log availabilities, simply click on the tickbox next to the shifts that you wish to work and then click on **Log Availabilities**. Make sure to change the **date ranges** to ensure you see all shifts you might be interested in working.

The availabilities may be on multiple pages so **check all pages** before clicking **Log Availabilities**.

If you would like to log your availability for all shifts, click the very top box to the left of the end column.

Date	Day	Duty Station	Shift Group	Role	Value	Session Fee	Start	End	
------	-----	--------------	-------------	------	-------	-------------	-------	-----	---

To confirm this, simply **click OK** on the confirmation dialogue box that will appear.



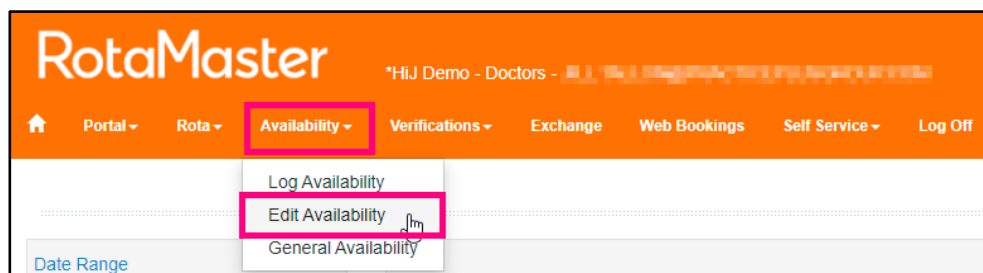
To view any more information that is attached to the shift, **click the plus sign** to the left of the panel.

Please note: You can tick as many shifts as you like, the process that your Rota Administrator will run later will make sure that staff are not allocated too many shifts.

Edit Availability

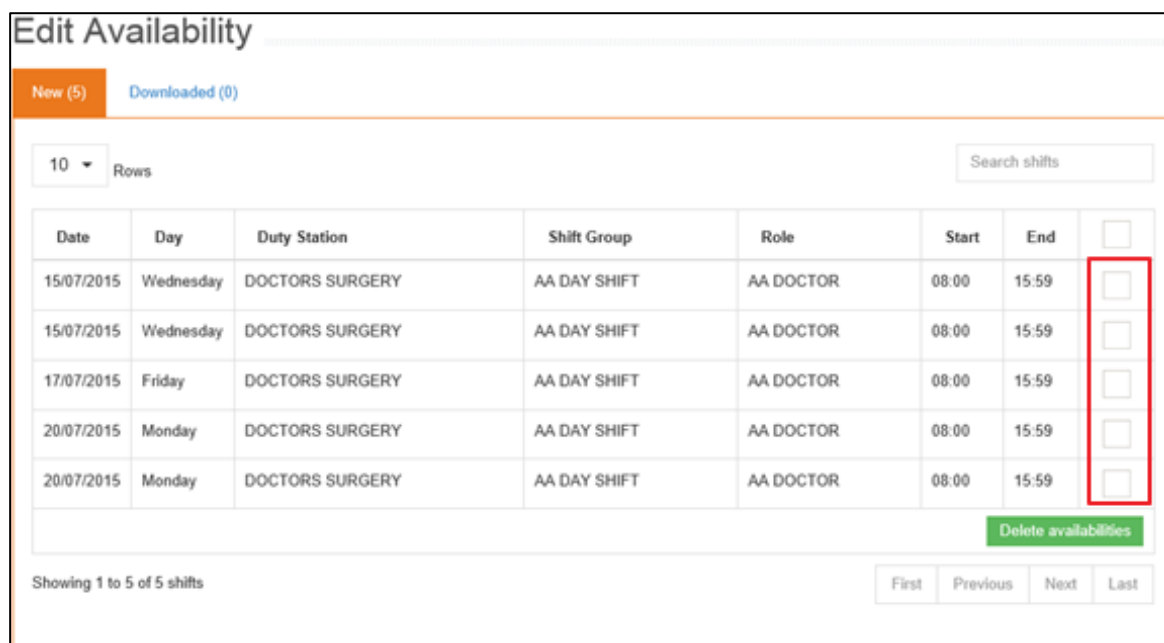
Please note This functionality is not available at all sites. If you are unsure, please check with your local rota admin team.

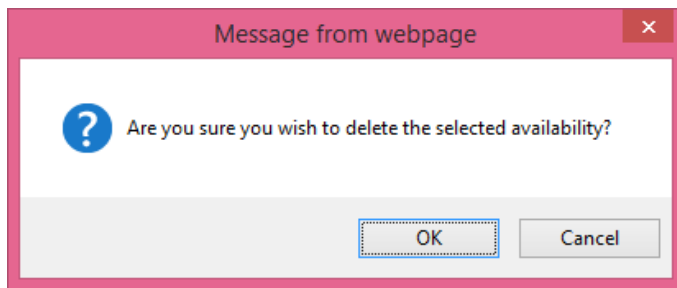
If you have logged your availability, but are subsequently unavailable, this section allows you to delete any availabilities you have logged. To access the page you need to log onto RotaMaster and click on **Availability → Edit Availability**.



Please note: You can only use this until your Rota Administrator has downloaded the Rota. Once the availability has been downloaded, please contact your Rota Administrator to alter it.

To delete an availability simply tick the box next to it and then click on Delete Availabilities. You will then need to click OK on the confirmation dialog.





The downloaded tab at the top of the page, underneath the title will show you all the shifts that you have logged and which have now been downloaded by the Rota Administrator. **These cannot now be deleted.** You will need to contact your Rota Administrator if any alterations need to be made.

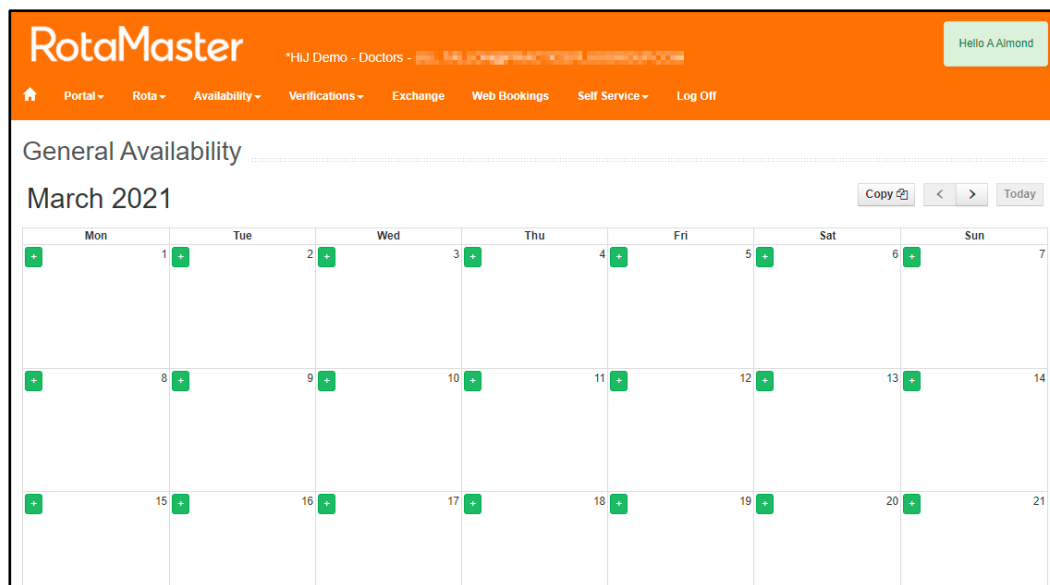
Please note: For any pages such as web bookings and verifications where these run to multiple pages, you can maximise the view to 50 items per page, please ensure you go through all the pages and tick anything required before pressing save.

General Availability

Please note This functionality is not available at all sites. If you are unsure, please check with your local rota admin team

Adding a General Availability

It is possible for you to log any availability you might have (days and times), even if they don't directly correspond with shifts. Simply scroll through the calendar and add in the dates and times you are available to work:



Click on the green “+” on the date you are available. A window will pop up asking for your available times. Click on the clock icons to show the start and end times of your availability, select your zone (or several/all if you prefer), then click on Save.

Add General Availability

Availability Details

Start: 00:00

End: 14:00

Zone(s): HiJ Demo

Save Cancel

Copying Your General Availability

To make the process quicker, it is possible to copy your availability from one day to several others (this is very useful if your availability is the same over multiple days). To do this, click on the Copy button at the top right of the calendar. Enter the date ranges you want to copy from, and the date ranges you want to copy those availabilities to:

Copy General Availability

Copy From

Start: 01/04/2021 End: 30/04/2021

Copy To

Start: 01/05/2021 End: 30/05/2021

Copy Cancel

Click on Copy, to copy the general availabilities. **You can copy availabilities a day, week or month at a time** (the end date in Copy To will automatically adjust to the date range you are copying from).

Editing or Deleting Your General Availability

You can edit or delete any General Availability, by clicking on the entry in the calendar. You can change the times of the availability, by clicking on the clock icons, or delete it completely.

Edit General Availability

Availability Details

Start: 09:00

End: 14:00

Zone(s): HiJ Demo

Save Delete Cancel

Please note, that once the general availabilities have been downloaded by your local rota team, you will no longer be able to edit or delete them. You will need to contact your local rota team to let them know your availability has changed.

Once you have logged your General Availabilities, you will receive a system generated email similar to the below. If you have logged several availabilities they will all be included in one email:

Dear A Almond,
Please find below your General Availabilities requested via the General Availabilities page.

Date	Start Time	End Time	Zones
01/05/2021	08:00	14:00	HiJ Demo
04/05/2021	09:00	18:00	HiJ Demo
06/05/2021	10:00	14:00	HiJ Demo
12/05/2021	13:00	19:00	HiJ Demo

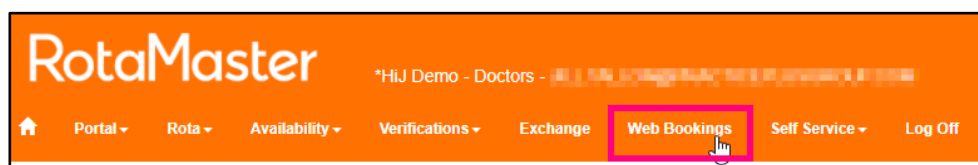
Kind Regards,
RotaMaster Admin

Web Bookings

This function is for ALL STAFF except Registrars and agency staff

Some services allow you to book shifts directly, without them having to go through an approval process and some services use a request system, where your requests are assessed and then you are either accepted or rejected from the shifts. Please check with your local rota team which process they are using. Both processes work in the same way when requesting shifts via the RotaMaster Web Portal.

It is possible for you to view available shifts and book into them or request them by going to Web Bookings in the menu tabs:



Within Web Bookings, select the month you wish to work to view the available shifts for your role(s). You can also filter the results by selecting the Duty Station or Shift Group.

To book or request the shift, just **click on the tick box in the Book column**. You can select more than one shift at a time and can also scroll through the pages to select multiple shifts and then **click the green Request button** when you are finished.

Date	Day	Duty Station	Shift Group	Role	Value	Start	End	Book	Additional Data
01/06/2019	Saturday	Call Center	Early Morning	Call Handler	£53.00	04:00	07:59	☐ Book	
01/06/2019	Saturday	Call Center	Early Morning	Call Handler	£53.00	04:00	07:59	☐ Book	
01/06/2019	Saturday	Call Center	Early Morning	Call Handler	£53.00	04:00	07:59	☐ Book	
01/06/2019	Saturday	Call Center	Early Morning	Call Handler	£53.00	04:00	07:59	☐ Book	
01/06/2019	Saturday	Call Center	Early Morning	Call Handler	£53.00	04:00	07:59	☐ Book	
01/06/2019	Saturday	Oxford Road	Morning	Call Handler	£86.00	08:00	13:59	☐ Book	

You will receive notification emails informing you of the shifts you have booked into or if your request has been successful. You will then be obliged to work that shift, or contact the local rota team if you need to cancel.

If you are self-employed, you should have the option to cancel your shift directly in the RotaMaster Web Portal. However, if you have trouble doing this, please contact your local rota team as soon as possible.

Please note: If a shift would breach WTD rules it may be auto rejected by the system. Please email your rota team if you still wish to work the session and feel the hours are suitable. It is also possible for rota admins to check the shifts that you have booked into using the RotaMaster Direct Web Bookings facility and may contact you if they feel there is a discrepancy that needs to be discussed (this could be WTD related).

Registrar Web Bookings (for Registrars only)

Registrar Web Bookings work in much the same way as standard Web Bookings. You can request to work available shifts by going to Registrar Shifts in RotaMaster:

Start by selecting the date range to view the available shifts. You can also filter the results by selecting the Duty Station or Shift Group. To request to work a shift, **click on the tick box in the Request column**. You can do this for multiple shifts in one go and also scroll through pages of shifts, **clicking the green Request button** when you are finished.

Registrar Booking

Date Range: From 14/03/2018 To 14/04/2018 Submit

Zone: All Zones 15 West Wakefield 13 North Leeds 2

Duty Station: Calder Hub 15

Shift Groups: Evening 9 Afternoon 3 Morning 3

Date	Day	Duty Station	Shift Group	Start	End	Trainer	Request
19/03/2018	Monday	Calder Hub	Evening	18:00	19:59	Potter, Amelia	☐
19/03/2018	Monday	Calder Hub	Evening	18:00	19:59	Rossdale, Kevin Brian	☒
20/03/2018	Tuesday	Calder Hub	Evening	18:00	19:59	Potter, Amelia	☐
21/03/2018	Wednesday	Calder Hub	Evening	18:00	19:59	Potter, Amelia	☐
22/03/2018	Thursday	Calder Hub	Evening	18:00	19:59	Potter, Amelia	☒

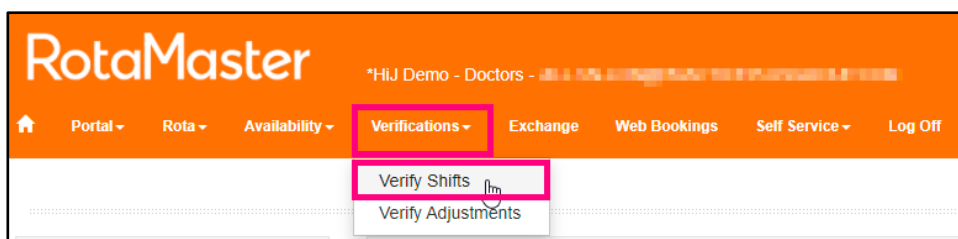
You will receive notification emails informing you of the shifts that you have requested to work and the requests will be sent through to your local rota team. They will then be reviewed and your request will either be approved or declined. Again, you will receive an email informing you of this decision.

Please note: it is possible that some of your requests will be rejected, especially if multiple people have submitted a web booking for the same shift. If you have not received a confirmation or rejection email for a shift up to 24 hours before, please contact your local rota team.

Verifications

Verify Shifts (complete before the end of the month)

In this section you will be able to verify that you are happy with the shifts worked, and the values associated with them, or dispute them if you are not happy. To get to this screen log on to RotaMaster and click **Verifications** → **Verify Shifts**, as shown in the screenshot below:



Once the shift has been opened by the Rota Administrator, you will be able to verify them. Shifts with a **green dot** status are open for verification. Those with a **red dot** are not.

Portal Rota Availability Verifications Exchange Web Bookings Self Service Logout										
Verify Shifts										
10	Rows		Month June 2015							
Date	Day	Duty Station	Shift Group	Start	End	Value	Status	Verify		
04/06/2015	Thursday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●	👍	👎	
05/06/2015	Friday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●	👍	👎	
08/06/2015	Monday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●	👍	👎	
09/06/2015	Tuesday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●	👍	👎	
10/06/2015	Wednesday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●	👍	👎	
11/06/2015	Thursday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●			
12/06/2015	Friday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●			
15/06/2015	Monday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●			
16/06/2015	Tuesday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●			
17/06/2015	Wednesday	DOCTORS SURGERY	AA AFTERNOON	18:00	21:59	£48.00	●			
Verify Shifts										

To verify a shift, select the green thumbs up next to the shift. The shift will then turn green to signify that it is verified. To submit the verification, select the Verify Shifts button. If this is not selected then the verifications will not be saved.

To dispute a shift select the red thumbs down. You can then add comments about why you are disputing the shift:

Dispute Note

Save Close

After selecting Save the shift will turn red to indicate that it has been disputed and any dispute notes will be added to the verify column. To submit the verification, select Verify Shifts. If this is not selected then the disputes will not be saved.

Verify Adjustments (complete before the end of the month)

Please note: Adjustments will be displayed in the month which they end in. If an adjustment goes over a month end e.g. starts May 31st and ends on June 1st, it will not download with May but with June and will therefore be paid on July 12th.

Verify Adjustments									
10	Rows		Month June 2015						
Reason	Start	End	Hours	Days	Shifts	Value	Status	Verify	
Compassionate	01/06/2015	01/06/2015	0	1	0	£94.99	●	👍	👎
Verify Adjustments									
Showing 1 to 1 of 1 Adjustments									
First Previous Next Last									

To verify an adjustment, select the green thumbs up next to the adjustment. **The adjustment will then turn green to signify that it is verified.**

To submit the verification, select the **Verify Adjustments** button. If this is not selected then the verifications will not be saved.

To dispute an adjustment staff need to **select the red thumbs down.**

You will then be presented with a box in which to add comments describing why you are disputing the adjustment:

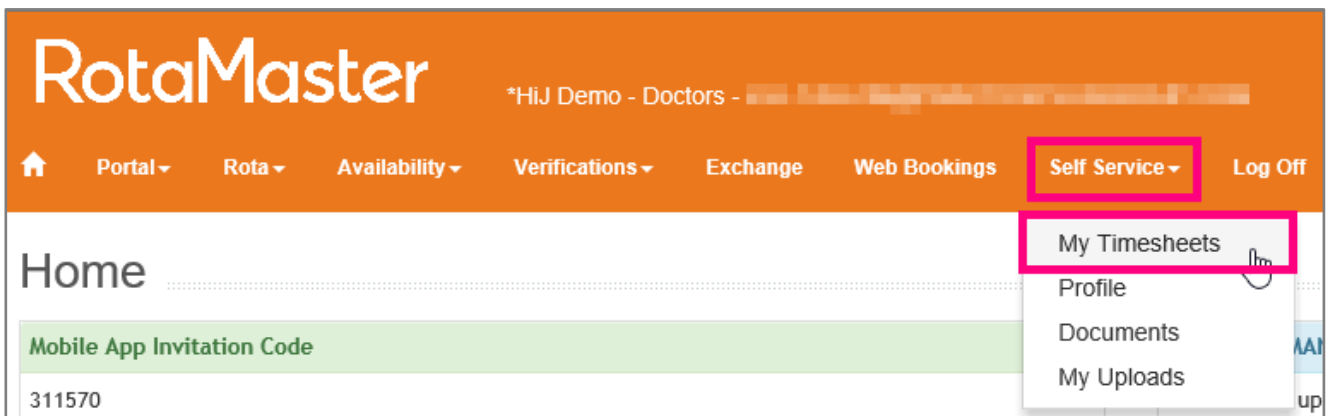
A screenshot of a 'Dispute Note' form. It has a title bar with 'Dispute Note' and a close button. Below the title bar is a large text area for entering a note. At the bottom of the form are two buttons: 'Save' (blue) and 'Close' (red).

After selecting **Save** the adjustment will turn red to indicate that it has been disputed and any dispute notes will be added to the verify column.

To submit the verification, select the **Verify Adjustments** button. If this is not selected then the disputes will not be saved.

My Timesheets

To view your previously worked shifts and to download your timesheets, click on Self Service and My Timesheets from the menu tabs:



This screen will show you individual shifts worked and their values. There is also the option of printing your timesheets, which will instantly bring up your print dialogue box for the month specified in the date range box:

A screenshot of the 'My Timesheets' section. It features a date range dropdown menu set to '01/03/2021-31/03/2021'. To the right of the dropdown is a red arrow pointing to a 'Print' button with a printer icon.

Viewing Additional Shift Details

It is possible to view extra details about your shifts. This is especially useful for GP Trainers, as they can view the details of the registrar booked into their shift.

When viewing shifts in My Rota, **there may be a green “+” next to the shift.** If you click on this, the extra details in the shift will display:

rotamaster

for your rota management

Test PeoplePlus

GP1 End Extended Account - Doctors
RENEGA COFFLEY@ROTA MASTER.CO.UK

Help, Add Payment

HomePortalHelpAvailabilityVerificationsExchangeWeb BookingsSelf ServiceLog Off

My Rota

Find

My RotaCalendarAdjustments

TO

From

Date	Day	Duty Station	Shift Group	Role	Team	Start	End	Value	Exchange
27/05/2018	Wednesday	Calder Park	Evening	Doctor		21:00	21:55	£17.00	Exchange
Registrars: 10hrs, Admin - 2 free spaces									
Notes:									
Dependent(s):									
29/05/2018	Thursday	Calder Park	Evening	Doctor		18:00	21:55	£18.00	Exchange

Showing 1 to 2 of 2 shifts

PagePreviousNextLast