

Provider Financial Monitoring System (PFMS) SharePoint Portals Guide

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What are PFMS portals used for?

PFMS (Provider Financial Monitoring System) is the system used by NHS England to collect submissions from organisations. We have set up SharePoint 'portals' for each relevant organisation via which they can download documents we send to them and submit documents back to us.

Log into a PFMS portal

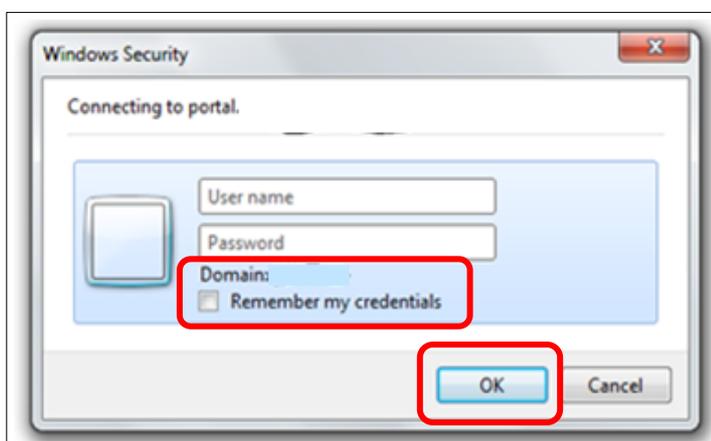
If you are a new user requiring new log-in details, you should contact the NHS England IT Support Team at ITServiceDesk@england.nhs.uk and state explicitly that you are requesting access to the PFMS SharePoint portal for your organisation.

When contacting IT Support, your email must include the following information:

- your full name
- your email address (where your finance director contacts NHS England's IT Support Team on your behalf)
- your organisation's name (and MARSID, if you know it)
- evidence that your finance director has approved you as a new portal user (such as forwarding their email approving you in your email to the NHS England IT Support Team).

Once you have your log-in details and portal URL from NHS England's IT Support Team, navigate to the URL for your portal using your internet browser. The URL will be as follows, but **NB** you will need to replace 'MARSID' your organisation's actual MARSID:

<https://portal.improvement.nhs.uk/sites/MARSID/SitePages/HomePage3.aspx>

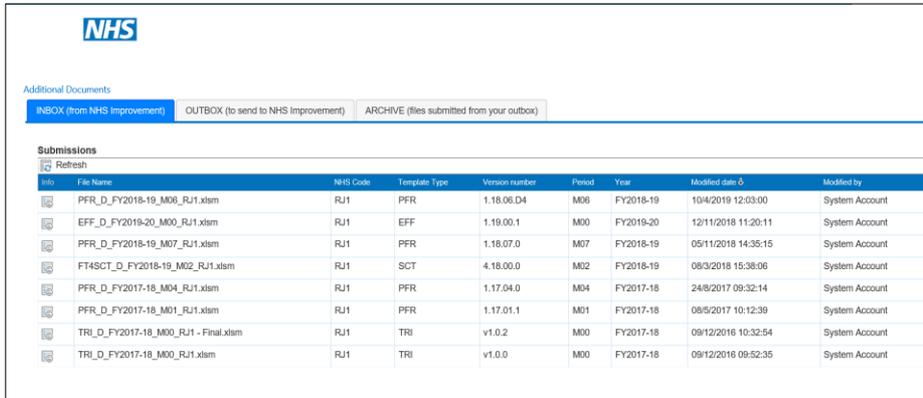


When prompted, enter your Username and Password.

Click OK.

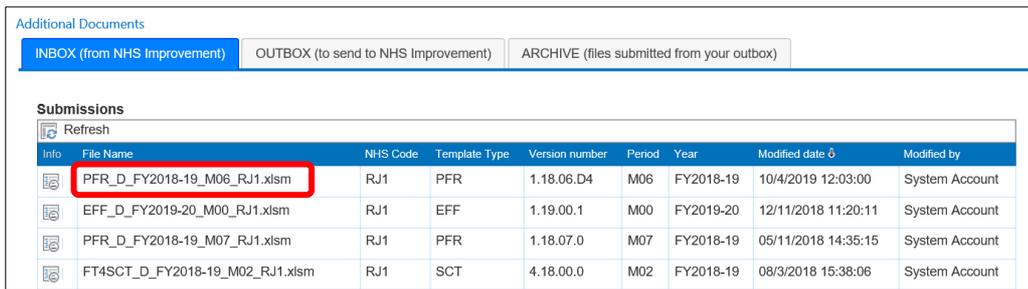
If you are an existing user needing a password reset, please also contact the NHS England IT Support Team at ITServiceDesk@england.nhs.uk and state explicitly that you are requesting a password reset for the PFMS SharePoint portal for your organisation.

Download a document



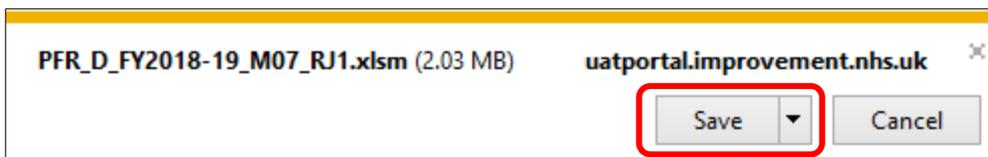
Once successfully logged in, the portal **Inbox** tab is displayed.

This shows documents sent to organisations, with the most recent files at the top of the list.

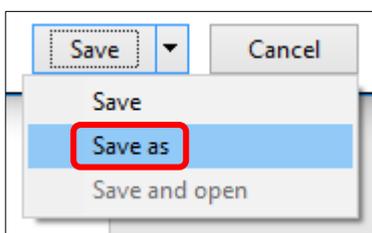


Click on a document's file name to download it.

A prompt to save the document onto your own system will be displayed at the bottom of the screen.



Click on 'Save' to save the document in the Downloads folder on your computer.



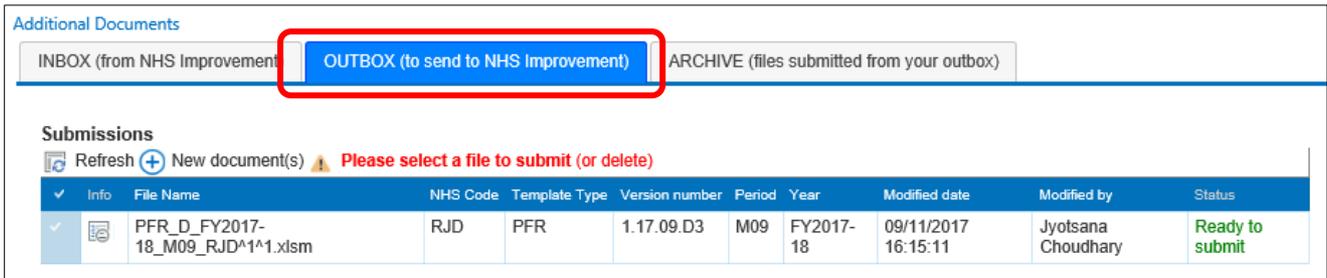
Alternatively click the drop-down arrow and select 'Save as', and then select the location you want the document to be saved.

If the document from NHS England is a form to complete, you will now be able to open it and fill it in so you can submit it back to us by the submission deadline (where applicable, this is usually shown on the document's Cover sheet).

Submit a document

Submitting a document to NHS England involves two steps: **uploading a document** and **submitting a document**.

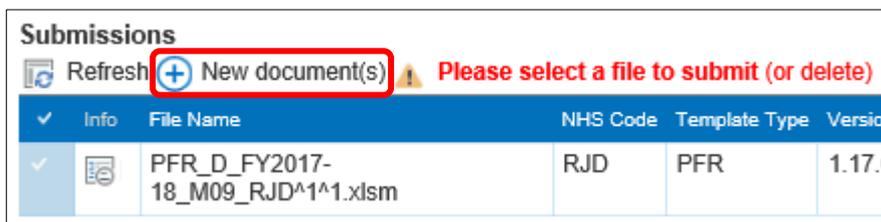
Click on the **OUTBOX** tab to submit a document.



The screenshot shows the 'Additional Documents' interface with three tabs: 'INBOX (from NHS Improvement)', 'OUTBOX (to send to NHS Improvement)', and 'ARCHIVE (files submitted from your outbox)'. The 'OUTBOX' tab is highlighted with a red box. Below the tabs, there is a 'Submissions' section with a 'Refresh' button and a '+ New document(s)' button. A red warning message says 'Please select a file to submit (or delete)'. A table below shows a submission with the following details:

Info	File Name	NHS Code	Template Type	Version number	Period	Year	Modified date	Modified by	Status
✓	PFR_D_FY2017-18_M09_RJD^1^1.xlsm	RJD	PFR	1.17.09.D3	M09	FY2017-18	09/11/2017 16:15:11	Jyotsana Choudhary	Ready to submit

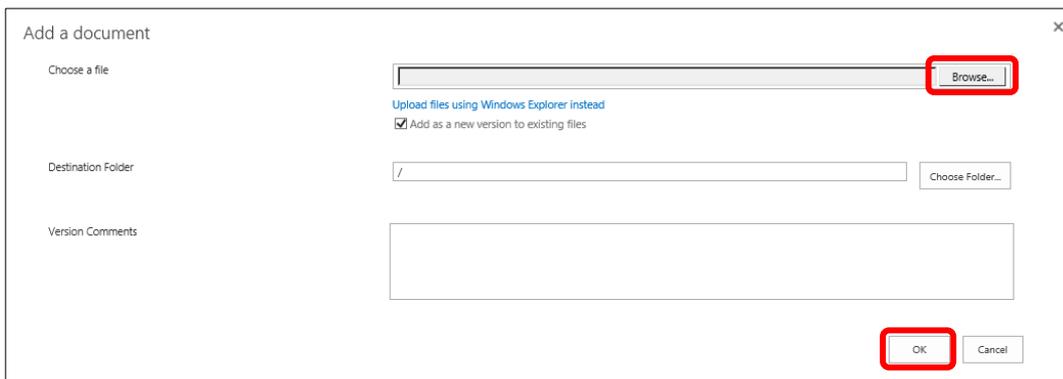
Uploading a document



The screenshot shows the 'Submissions' interface with a 'Refresh' button and a '+ New document(s)' button highlighted with a red box. A red warning message says 'Please select a file to submit (or delete)'. A table below shows a submission with the following details:

Info	File Name	NHS Code	Template Type	Version
✓	PFR_D_FY2017-18_M09_RJD^1^1.xlsm	RJD	PFR	1.17.0

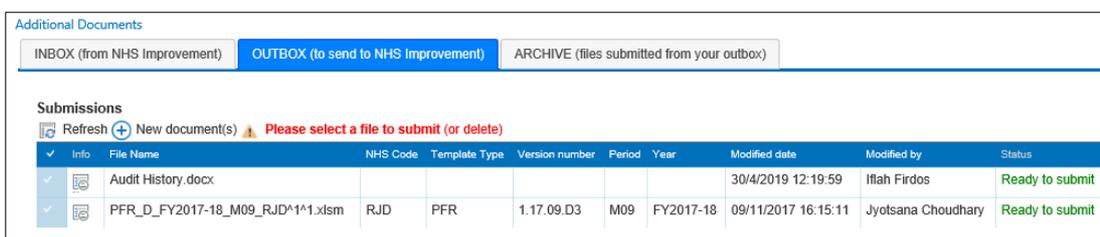
Click on 'New document(s)' and wait for a new window to open.



The screenshot shows the 'Add a document' dialog box. It has a 'Choose a file' section with a text input field and a 'Browse...' button highlighted with a red box. Below this is a checkbox for 'Add as a new version to existing files' which is checked. There is also a 'Destination Folder' section with a text input field and a 'Choose Folder...' button. At the bottom, there is a 'Version Comments' text area and 'OK' and 'Cancel' buttons, with the 'OK' button highlighted with a red box.

Click on 'Browse' to find the document to submit. Once you have selected the document, click 'Ok'.

User notifications will tell you when the action is in progress and when it has completed. The document will then be displayed in the **OUTBOX**, waiting to be submitted.



The screenshot shows the 'Additional Documents' interface with three tabs: 'INBOX (from NHS Improvement)', 'OUTBOX (to send to NHS Improvement)', and 'ARCHIVE (files submitted from your outbox)'. The 'OUTBOX' tab is selected. Below the tabs, there is a 'Submissions' section with a 'Refresh' button and a '+ New document(s)' button. A red warning message says 'Please select a file to submit (or delete)'. A table below shows two submissions with the following details:

Info	File Name	NHS Code	Template Type	Version number	Period	Year	Modified date	Modified by	Status
✓	Audit History.docx						30/4/2019 12:19:59	Iflah Firdos	Ready to submit
✓	PFR_D_FY2017-18_M09_RJD^1^1.xlsm	RJD	PFR	1.17.09.D3	M09	FY2017-18	09/11/2017 16:15:11	Jyotsana Choudhary	Ready to submit

NB if the text in the ‘**Status**’ column says anything other than ‘**Ready to submit**’, hover your cursor over the status to read a more detailed message on the potential issue identified with the file you have uploaded.

If you require further assistance contact, the NHS England team that requested the submission from you (usually shown on the document’s Cover sheet) for advice.

Modified by	Status
Rachel Marsh	Corrupt file uploaded
Rachel Marsh	Ready to submit
Rachel Marsh	Ready to submit
Rachel Marsh	Ready to submit
Rachel Marsh	Error - macros disabled

NHS England and NHS Improvement template files need macros to work properly, but macros are disabled on this file. Please either re-download the original template sent to you with macros enabled and fill it in again, or contact the team requesting the submission for advice.

Modified by	Status
Rachel Marsh	Corrupt file uploaded
The file uploaded is corrupted. Please delete this (copy) file from your Outbox; then please fix the (original) file on your local network, re-upload it and try to submit the fixed file.	
Rachel Marsh	Error - macros disabled
Rachel Marsh	Ready to submit

Submitting a document

Info	File Name
<input checked="" type="checkbox"/>	Audit History.docx

If it shows as Ready to Submit, select the document to be submitted by clicking in the Tick box for the document.

NB you can only submit one document at a time.

Submissions

Refresh (+) New document(s) **Submit document** X Delete document

Message from webpage

Are you sure you want to submit this item(s)?

OK Cancel

Once you have selected a document, click on ‘**Submit document**’.

Confirm your choice to submit this document by clicking ‘OK’ when prompted.

When a document has been successfully submitted, it will move from the **OUTBOX** to the **ARCHIVE**. Submission of the document is then complete.

To double check your document has been submitted successfully, click on the **ARCHIVE** tab and check the document is visible in the list of files displayed.

The screenshot shows the 'Additional Documents' interface with three tabs: 'INBOX (from NHS Improvement)', 'OUTBOX (to send to NHS Improvement)', and 'ARCHIVE (files submitted from your outbox)'. The 'ARCHIVE' tab is highlighted with a red box. Below the tabs, there are sections for 'Financial Year' (with checkboxes for FY2022-23, FY2020-21, FY2019-20, FY2018-19, and FY2017-18) and 'Submissions'. A 'Refresh' button is visible. Below it is a table with columns: Info, File Name, NHS Code, Template Type, Version number, Period, Year, S. Number, Submitted date, and Submitted by. Two rows are visible, with the first row highlighted in red:

Info	File Name	NHS Code	Template Type	Version number	Period	Year	S. Number	Submitted date	Submitted by
	GUYS_Audit History.docx	RJ1	ACT		M00	FY2019-20		30/4/2019 15:16:55	Iflah Firdos
	EFF_D_FY2019-20_M00_RJ1^1^2.xlsx	RJ1	EFF	1.19.00.2	M00	FY2019-20	1	20/11/2018 10:38:08	Louise Wellesley

If you can see the document listed there, it has been submitted. By default, the most recently submitted documents show at the top of the list.

The screenshot shows an error message banner at the top with a red background and a close button. The message reads: "Status: Submission failed for PFR_D_FY2018-19_M06_RBS^1^1.xlsx Error:Submission failed for /sites/ALDERHEY/OUTBOX/PFR_D_FY2018-19_M06_RBS^1^1.xlsx. NHS Improvement is not expecting submissions of this type at this time - please check the submission deadline in any related guidance/communications, or with the NHS Improvement team that requested this submission." Below the banner, the 'Additional Documents' interface is shown with the 'ARCHIVE' tab selected. The 'Submissions' section shows a 'Loading...' indicator.

If NHS England is not expecting a submission of the type you are trying to make, you will see a banner message informing you of this as the submission process is executing.

The screenshot shows a table with a 'Status' column. One row has the status 'Submission blocked' in red text. A tooltip is displayed over this row, containing the following text: "We were not expecting submissions of this type at the time of the last submission attempt for this file - please try again at a later time; or please check the submissions deadline in any related guidance/communications, or with the team that requested this submission."

You will then see '**Submission blocked**' in the '**Status**' column.

NB if you see this status, or any status other than '**Ready to Submit**', you should again hover your cursor over it to read a more detailed message on the potential issue identified with the file you have uploaded.

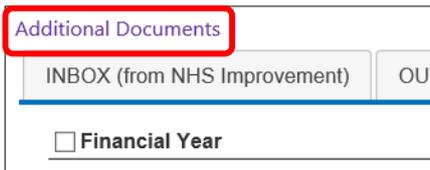
If you require more assistance, contact the NHS England team that requested the submission from you (usually shown in the document's Cover sheet) for advice.

Quick Tips:

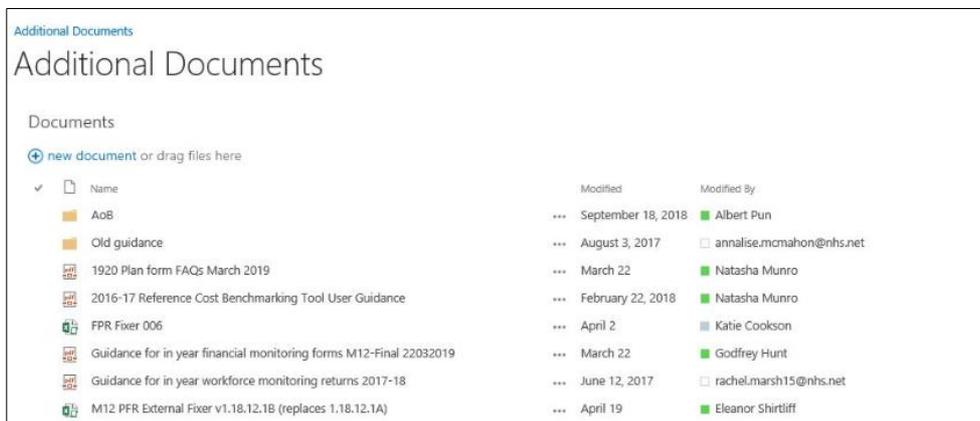
- If you have a query related to your submission (eg technical advice, submission deadlines, etc) please contact the relevant NHS England team that requested the submission you are trying to make (usually shown in the document's Cover sheet).
- If you think there is an IT issue (eg access, passwords, error messages not directing you to another NHS England team), please contact ITServiceDesk@england.nhs.uk.

Additional documents

This area contains supplementary documentation provided by NHS England, e.g. user guides and other guidance documents.



To view these documents, click the '**Additional Documents**' link near the top-left of the screen.



The '**Additional Documents**' page will be displayed.

Click on the document(s) you wish to view.



Click on the **3 dots symbol** to open files using the relevant application (as opposed to viewing in your web browser), for example to open a document with Microsoft Excel or Word.

Troubleshooting

Cannot access portal

If you cannot log into your PFMS portal due to an issue with your password, email ITServiceDesk@england.nhs.uk with the subject line '**PFMS SharePoint portal password issue**' requesting assistance.

Please note, the NHS England IT team must set/reset your password differently to normal. If you are being told that your password has been set/reset, but you find it is not working, include the following wording in your email:

"I have been advised to remind IT support that, as I am a user external to NHS England, when you are issuing/resetting my password for the relevant PFMS portal, you will need to **untick** the two options in the reset password screen:

User must change password at next logon (untick)

Unlock the user's account (untick)

NB if these two options are not unticked, the PFMS portal will expect me to immediately change my password but, as there is no self-service password change functionality, the new password issued will cease to work immediately and I will have to send in a new request."

For urgent IT assistance (particularly on submission days), please telephone our IT Service Desk on 0300 303 4868.

Cannot access URL

If you have issues accessing your portal URL, there are several options you can try:

- Ensuring you have an 's' after 'http:' in the URL (i.e. 'https').
- Using a different browser, eg Edge, Chrome, or Firefox.
(**NB** for any browser used, it should be the most up-to-date version of that browser.)
- Adding the URL to the list of 'trusted sites' in your internet browser's security settings.
- Checking whether there is a firewall setting that needs changing to allow you to access the URL – you will need to ask your in-house IT team about this.

Unable to upload/submit documents

When trying to upload/submit documents on your portal:

- If you get a temporary error message across the top of the screen and then the 'Status' of your file is anything other than 'Ready to Submit', hover your mouse over the text for your file in the 'Status' column and follow the advice in the hover-over user notification message.

NB the email address for relevant NHS England team that requested the submission you are trying to submit should be shown in the Cover sheet of the document if it is one of our Excel returns.

- If you are having what appears to be an IT issue, email ITServiceDesk@england.nhs.uk with the subject line '**PFMS SharePoint portal submission issue**' requesting assistance.



For any other assistance, please contact either the NHS England team that requested the submission you are trying to make, or alternatively contact ITServiceDesk@england.nhs.uk.