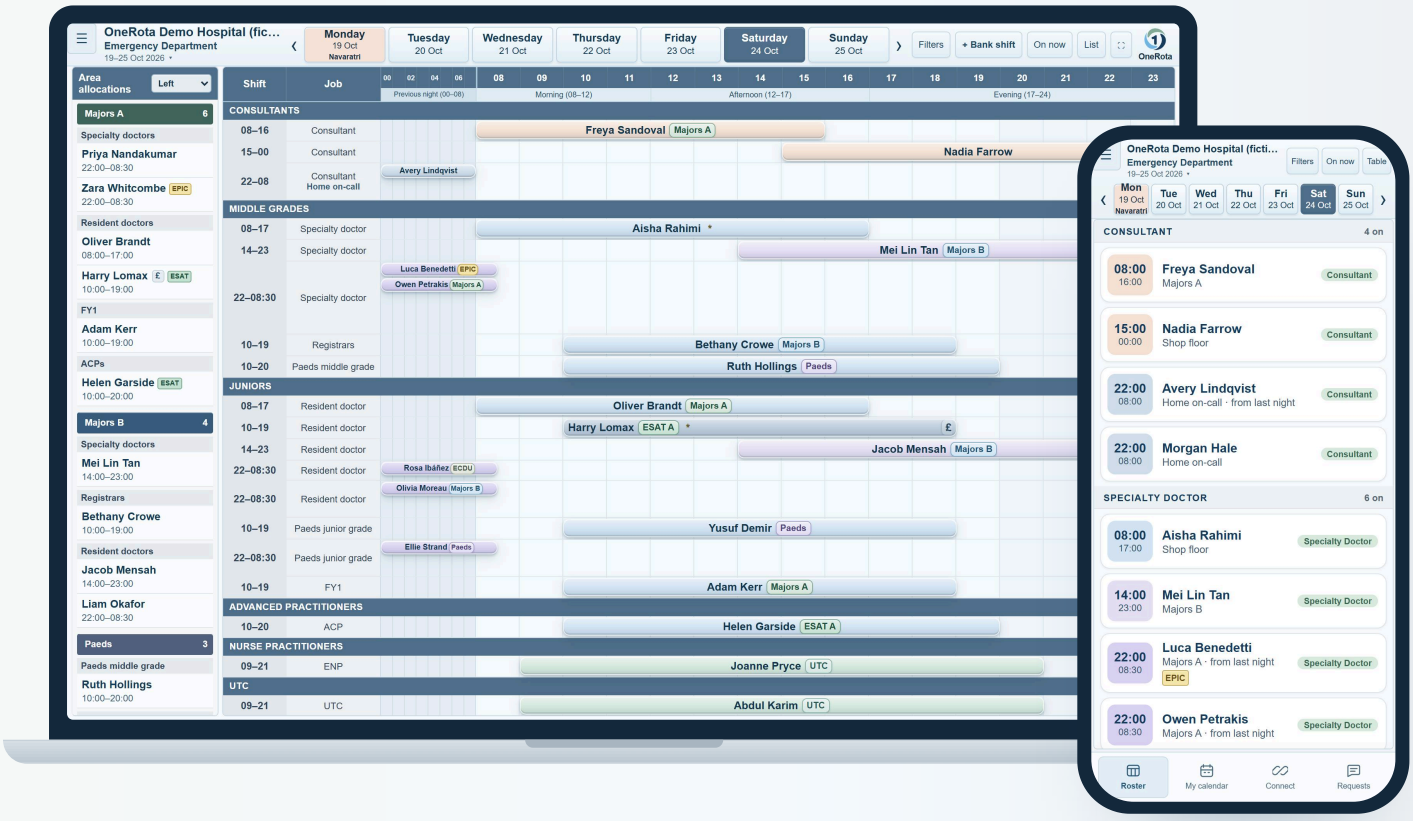
USER GUIDE

OneRota

One rota. Everyone in step.

Everything you need to use OneRota with confidence: on the web, on your phone and on the department screen.



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1 · WELCOME

The whole department, *in step.*

OneRota keeps your emergency department's rota in one place. Everyone sees the same, up-to-date picture on their phone, on a computer and on the department screen, and changes reach the right people straight away.

CLINICIANS

Your shifts, sorted

See the department and your own calendar, request leave and swaps, reply to bank shifts, and get a pop-up whenever something changes for you.

ROTA COORDINATORS

Run the rota calmly

Publish from Excel or build from a pattern, decide requests with safety checks, fill gaps with bank shifts and export reports for staffing, HR and pay.

ADMINISTRATORS

Keep access in hand

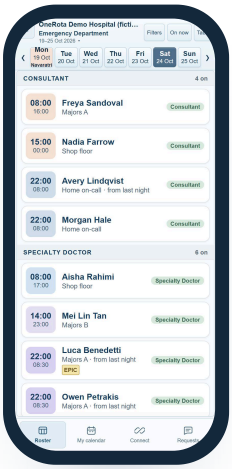
Everything a coordinator can do, plus appointing or removing rota coordinators.

THE DEPARTMENT SCREEN

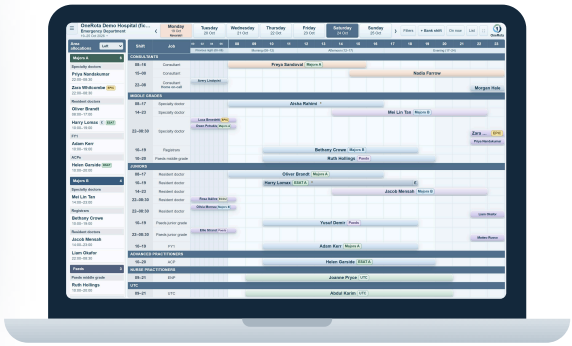
One shared view

A wall display that keeps itself up to date and lets staff mark sickness, areas and the EPIC.

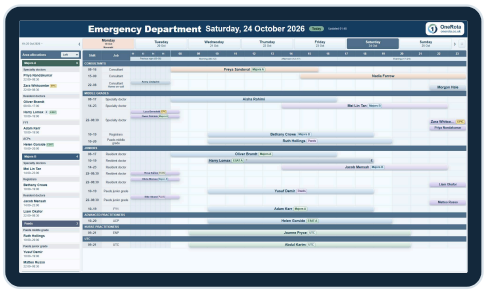
About the pictures. Every screenshot in this guide comes from the OneRota Demo Hospital, where all the people and shifts are invented. Your hospital's screens look the same, with your own department's details. Some newer features may not yet be switched on at your hospital; your rota coordinator can tell you.



On your phone



On a computer



On the department screen

2 · GETTING STARTED

Three steps *to get going.*

1 **Sign in on the web**
With your NHS.net e-mail and a one-time code.

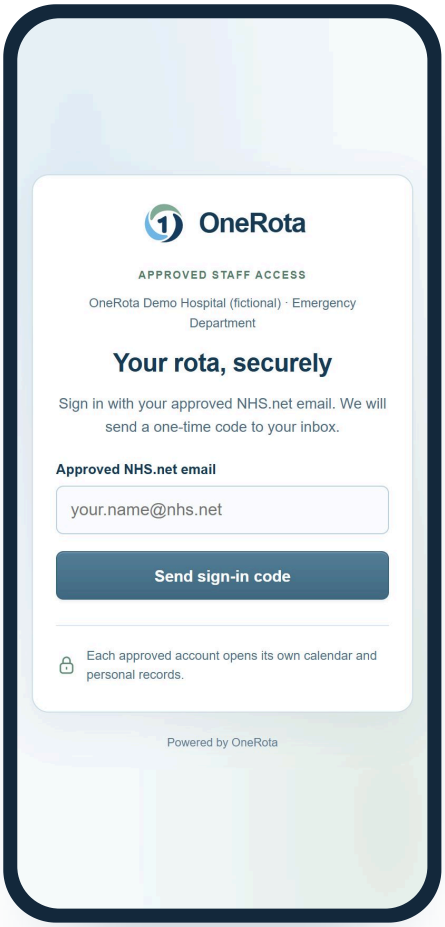
2 **Add the app**
Put OneRota on your home screen, straight from the browser.

3 **Turn on alerts**
Get a pop-up whenever something changes for you.

Step 1 · Sign in on the web

1. On your phone, open your hospital's OneRota address in the browser (**Safari** on iPhone, **Chrome** on Android). Your rota coordinator will give you the address.
2. Type your approved **NHS.net** e-mail address and tap **Send sign-in code**.
3. Open the e-mail from OneRota and type the one-time code into the page. There is no password to remember.
4. The first time, read and accept the privacy information. Your rota opens.

Code not accepted? Your address must be approved by a coordinator first. Check the spelling, ask for a new code if it has expired, and look in your junk folder.



The sign-in page on a phone.

Before you start, you will need

Your NHS.net e-mail
approved by your rota coordinator

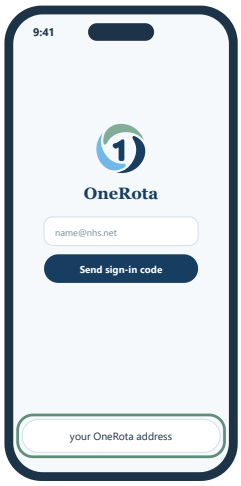
Your OneRota address
from your rota coordinator

Your phone
iPhone or Android, with Safari or Chrome

2 · GETTING STARTED

Step 2 · Add OneRota *to iPhone.*

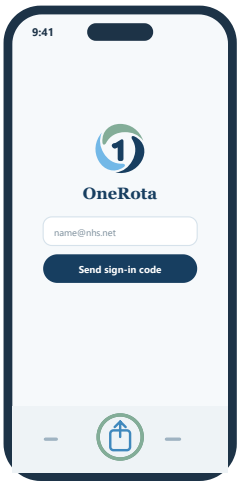
Once you have signed in, add OneRota to your home screen. There is nothing to download from the App Store: it opens full screen from its own icon, like any other app.



1

Open in Safari

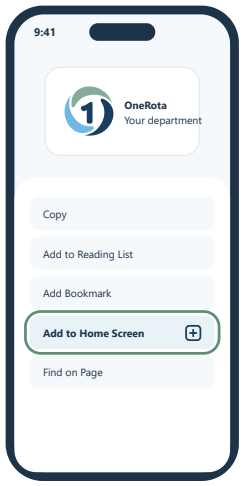
Sign in to OneRota in Safari. If you came from an e-mail link, open it in Safari first.



2

Tap Share

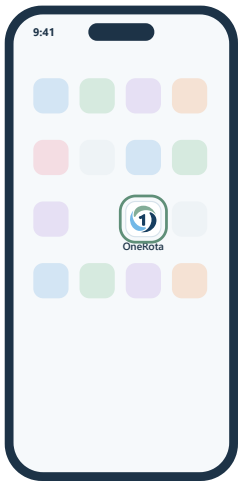
Tap the Share button: the square with an arrow pointing up.



3

Add to Home Screen

Scroll the list and tap Add to Home Screen. On some versions, tap View More first.

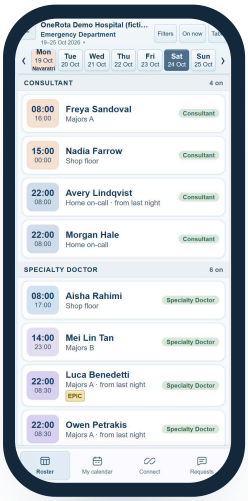


4

Tap Add

OneRota now sits on your home screen. Tap it to open.

Good to know. The first time you open OneRota from its new icon, you may be asked to sign in once more; after that it remembers you. On iPhone, phone alerts only work when OneRota is opened from the home-screen icon.



What you will see

OneRota opens full screen from its icon, straight to your department's rota. Next, turn on alerts (page 7).

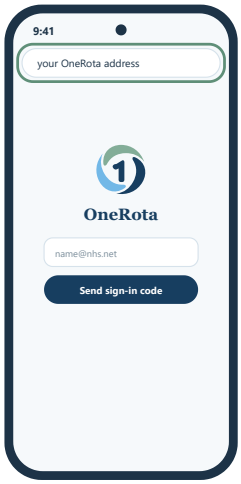
Can't find the option?

- Check you are in **Safari**, not another browser or an app's built-in browser.
- Scroll right to the end of the Share list, or tap **View More**.
- On an iPad, the Share button is at the top of the screen.

2 · GETTING STARTED

Step 2 · Add OneRota *to Android.*

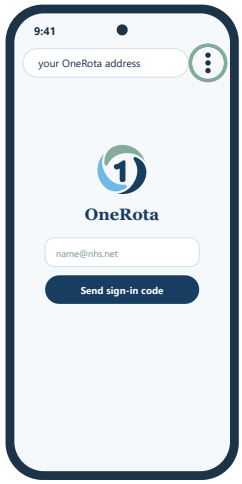
Once you have signed in, add OneRota to your home screen from Chrome. There is nothing to download from the Play Store.



1

Open in Chrome

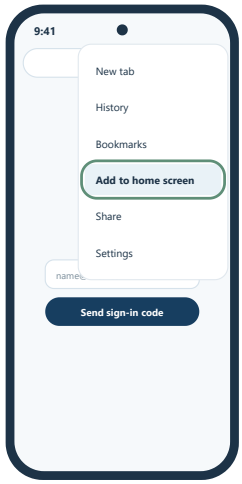
Sign in to OneRota in Chrome.



2

Open the menu

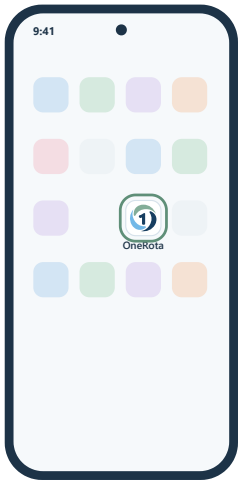
Tap the three dots in the top-right corner.



3

Add to home screen

Tap Add to home screen. Some phones call it Install app.

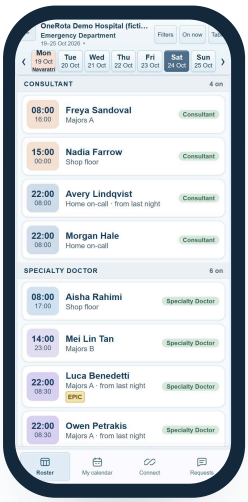


4

Tap Add

OneRota now sits on your home screen. Tap it to open.

Your phone may look slightly different. Menus vary between phone makers and software versions. OneRota never asks you to install anything from outside your phone's own browser.



What you will see

OneRota opens full screen from its icon, straight to your department's rota. Next, turn on alerts (page 7).

Can't find the option?

- Check you are in **Chrome**.
- In Samsung Internet, open the menu and choose **Add page to** → **Home screen**.
- If you see **Install app** instead, choose that: it does the same.

2 · GETTING STARTED

Step 3 · Turn on *alerts.*

Turn on phone alerts

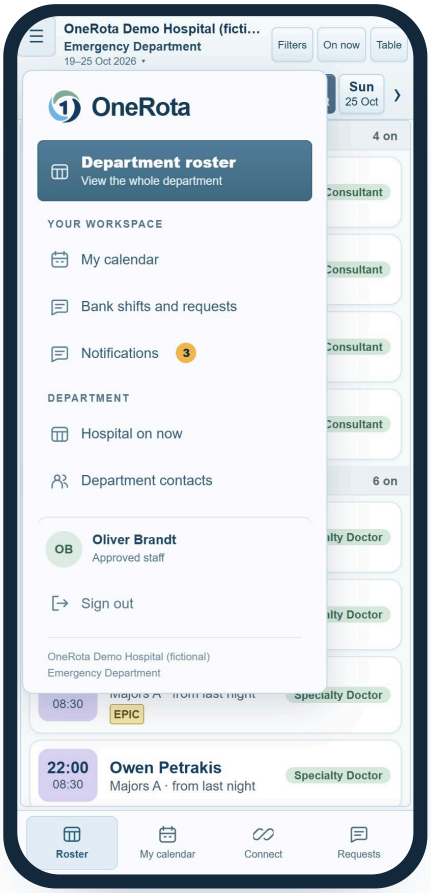
1. Open OneRota from its home-screen icon.
2. On the card **Get pop-ups on this phone**, tap **Turn on phone alerts**.
3. When your phone asks, choose **Allow**.

Pop-ups then arrive like a text message, with the details, using your phone's own alert sound. Sickness and private notes never appear in a pop-up.

Get pop-ups on this phone

Like a text message: swap requests, approvals and rota changes, with the details.

Turn on phone alerts



The menu on a phone.

Finding your way

Tap ☰ for the menu. Along the bottom of the phone screen are shortcuts to **Roster**, **My calendar**, **Connect** and **Requests**. A number beside a menu item shows how many things are waiting for you.

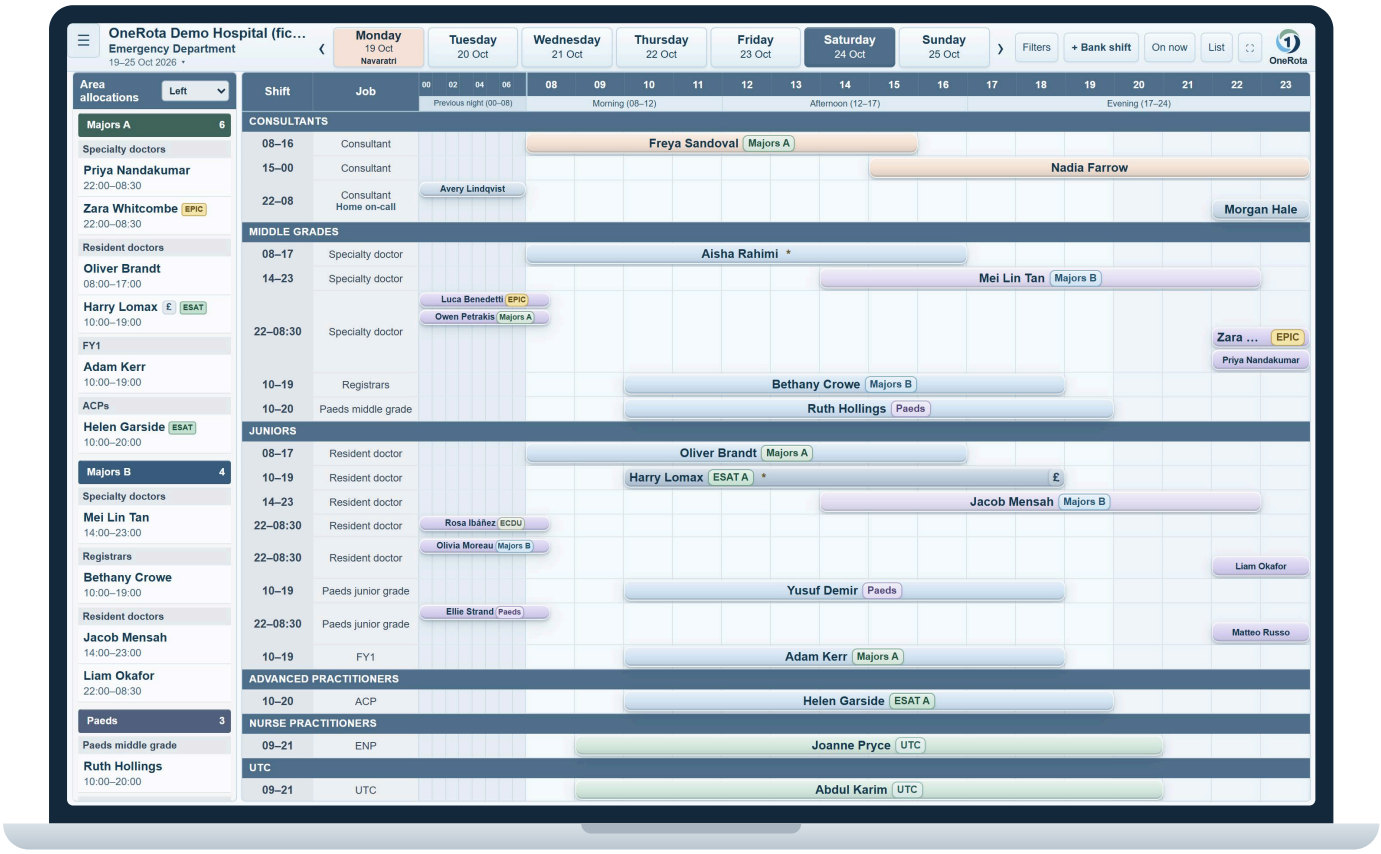
MENU	WHAT IT IS FOR
Department roster	The whole department, day by day
My calendar	Your shifts, statistics and calendar export
Bank shifts and requests	Bank shifts, leave, changes and swaps
Notifications	My account: notices, messages, settings and history
Hospital on now	Who is working in departments that share
Contacts	The department's phones and bleeps

Coordinators also see Rota planning, Reports and exports, Staff and Settings.

3 · THE DEPARTMENT ROTA

Every clinician. *Every shift.*

The **Department roster** shows one day for the whole department: each shift as a bar on a 24-hour timeline, grouped by staff group, with the person's name and area.



The department roster on a computer, with area allocations on the left.

Moving around

- Tap a day in the week strip, or ‹ and › for another week.
- Tap the dates, for example **19–25 Oct 2026** ▾, to jump to any day.
- Holiday names appear on the day buttons when themes are on.

The buttons along the top

- **Filters**: show only some groups or areas.
- **On now**: only the people working at this moment.
- **List** or **Table**: switch the layout. ⛶: full screen.
- **+ Bank shift**: coordinators only (page 20).

3 · THE DEPARTMENT ROTA

Reading *a shift.*

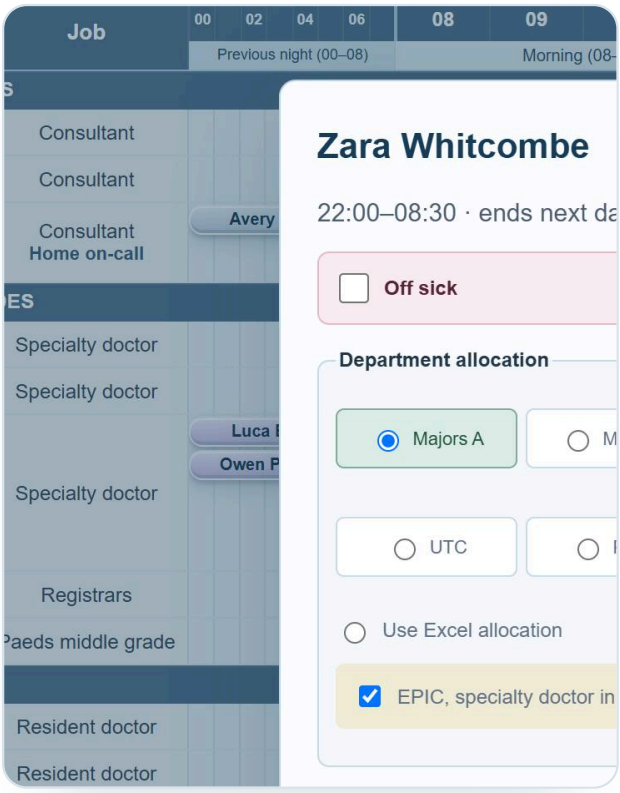
What the marks mean

Striped section	Protected time, such as FY1 teaching or GP VTS, inside the shift.
*	A note or a swap. Tap to read it, for example "Swapped with …".
EPIC	Emergency physician in charge, always in Majors A.
£	A bank shift.
Red outline	Coordinators and the wall see **SICK**; colleagues see **UNAVAILABLE**.

Tap a shift for its details

- **Everyone** can read the time, area, teaching and notes, and tap **Request swap**.
- **The person whose shift it is** and coordinators can tick **Off sick**.
- **Coordinators and the wall screen** can set the **Department allocation** and tick **EPIC**.
- **Coordinators** can add a note and choose **Offer to colleagues**.

Every change is recorded, with who made it and when.



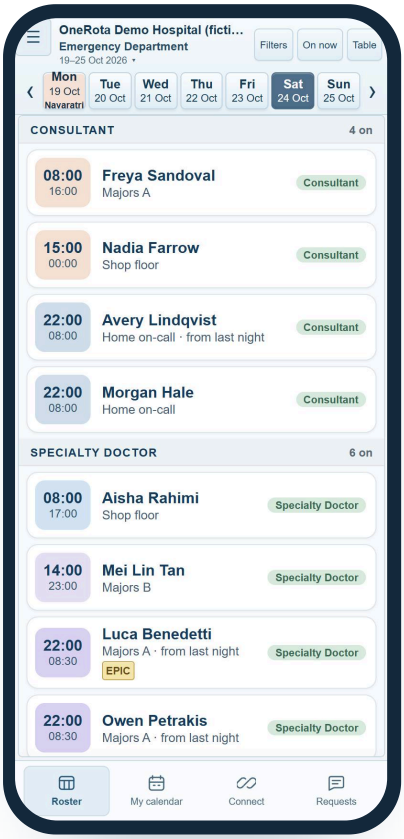
Shift details, as a coordinator sees them: sickness, area, EPIC, notes, swap and offer.

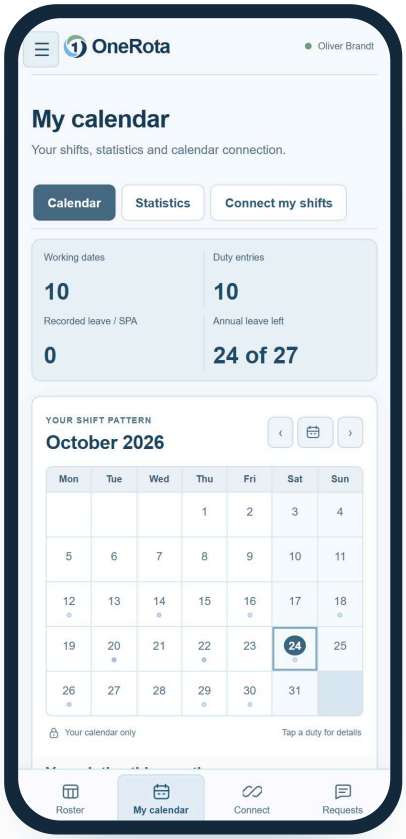
Night shifts show on the day they start. Next morning they appear again as "from last night", so the people still at work are never missing from the day.

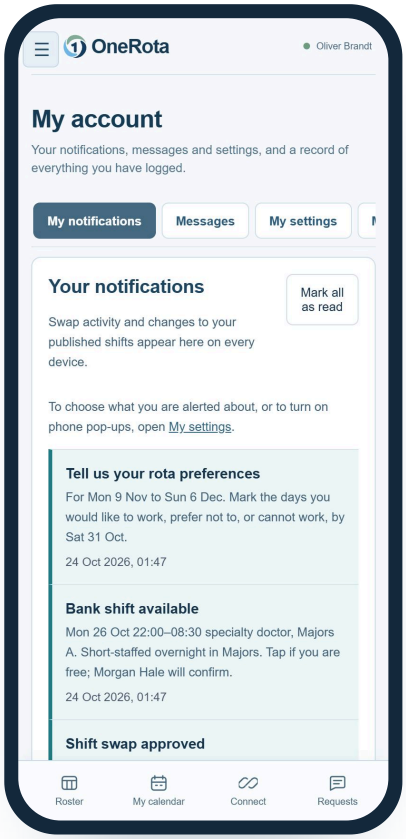
4 · ON YOUR PHONE

Your rota, *in your pocket.*

On a phone the day opens as simple cards, one per shift, with the timeline a tap away. Your calendar and your notifications are one tap from the bottom bar.







The day, as cards

Each shift shows its times, area and role. Tap **On now** for who is working this minute, or **Table** for the timeline. A red outline means unavailable.

My calendar

Your month at a glance, with leave left and what is coming up. Tap a day for its details.

My account

Everything you have been told, on every device, plus your messages, alert choices and history.

Tap a shift

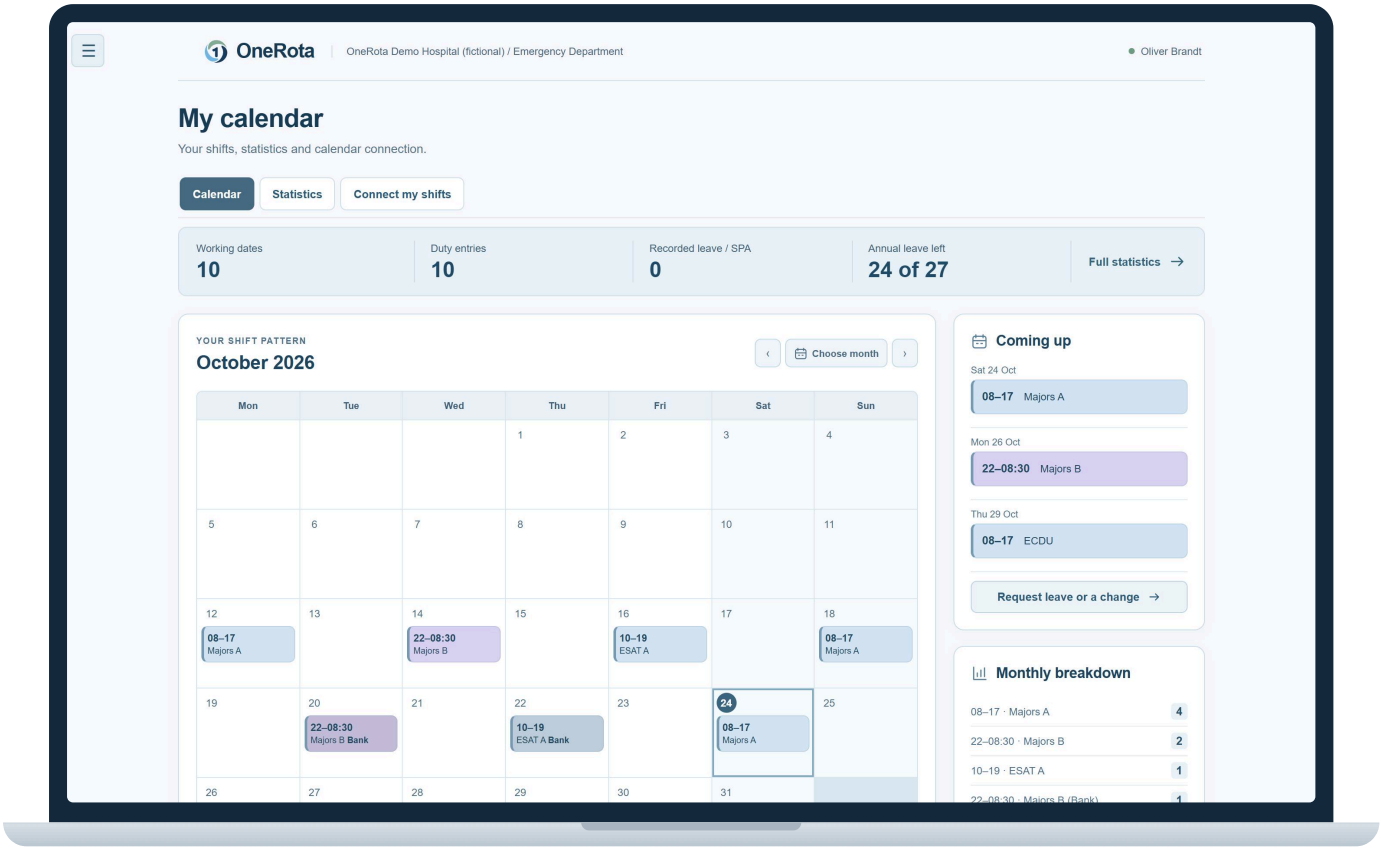
Any card opens the shift's details: times, area, teaching and notes, with **Request swap** for a colleague's shift.

Same account, every screen

Sign in on your phone and your computer: your calendar, alerts and colours are the same on both.

5 · YOUR OWN SHIFTS

My calendar, *statistics and export.*



My calendar: your month, what is coming up and the monthly breakdown.

Calendar

Your shifts month by month, annual leave left and what is coming up. Tap a duty for its details, or **Request leave or a change**. You will also see your supervisors here, and can add your own work number or bleep.

Statistics

Choose a period and press **Update** to see hours, nights, weekends and bank shifts. Under **My work record**, confirm duties you worked and note extra minutes, a missed break or missed teaching. **Download CSV** saves it.

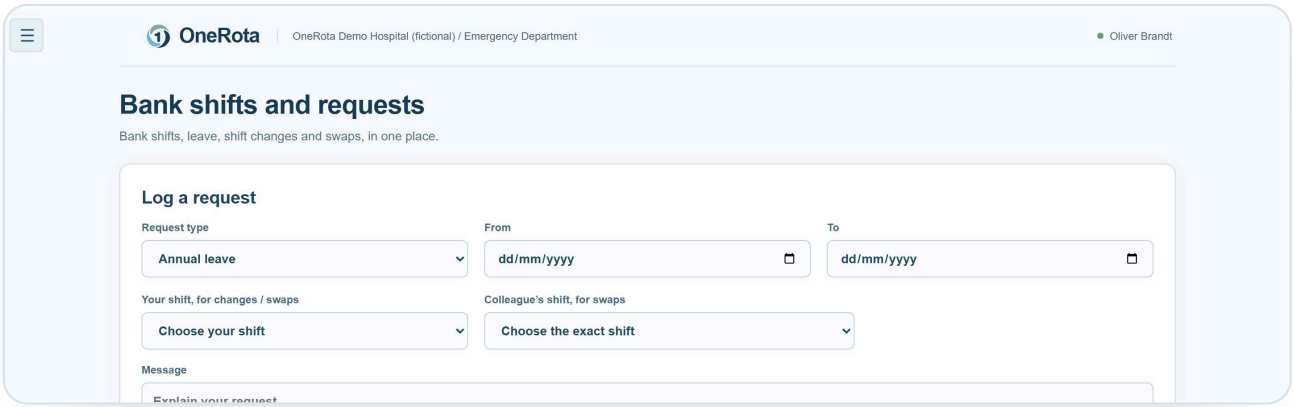
Connect my shifts

Export my calendar (.ics) gives a copy of your shifts for Apple Calendar, Google Calendar or Outlook. It does not update itself, so export again after the rota changes.

Make it yours. Under **My account** → **My settings** → **My rota colours**, choose one of eleven colour schemes and turn on holiday themes; only you see your choice.

6 · REQUESTS AND SWAPS

Ask once. *Know where it stands.*



Bank shifts and requests, as a clinician sees it.

Leave, changes and messages

1. Open **Bank shifts and requests** and go to **Log a request**.
2. Choose the type: annual, study or professional leave, a shift change, or a message to the coordinator.
3. Choose the dates, and for a change, your shift.
4. Add a message and tap **Send request**. You get a pop-up when it is decided.

Swapping a shift

1. Tap your colleague's shift on the rota and choose **Request swap**, or use **Log a request** and choose your shift and your colleague's.
2. Your colleague sees both shifts in a pop-up and agrees or declines.
3. If they agree, a coordinator approves it, after OneRota checks rest and safe-working limits.
4. The rota changes straight away and you both get a pop-up.

Swaps are only possible with colleagues who have OneRota.

Rota preferences. When a coordinator opens a round, mark each day **Would like to work**, **Prefer not** or **Can't work** and tap **Save my preferences**.

How a swap travels

1. **You ask** — Both shifts are sent to your colleague
2. **They agree** — The coordinators are told
3. **Coordinator approves** — After the safety checks
4. **Rota updates** — Both of you get a pop-up

7 · BANK SHIFTS AND RECORDS

Bank shifts, *offered fairly.*

Picking up a bank shift

1. When cover is needed, a pop-up arrives and the shift appears under **Bank shifts** on the **Bank shifts and requests** page.
2. Tap **I'm free for this**, with an optional note for the coordinator, for example "only 18:00–20:00". You can withdraw later.
3. A coordinator chooses one person, who gets "The bank shift is yours". It joins the rota marked £.
4. Everyone else is told it has been allocated.

Can't do a shift you were given? Send the coordinator a message through Log a request. They can offer it to colleagues again.

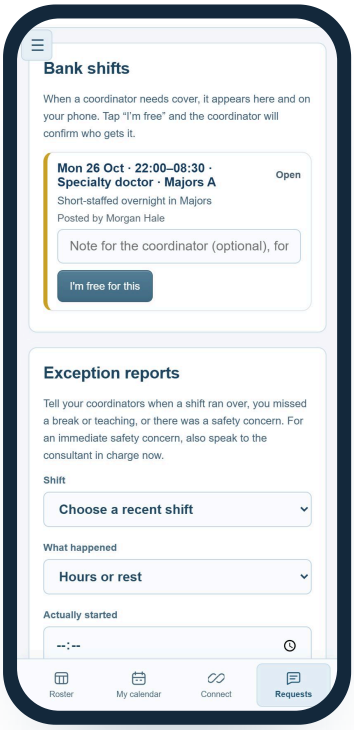
Bank shift timesheets

After a bank or extra shift, you enter your hours, the consultant on shift signs to confirm them, and a coordinator signs them off for pay. The next page shows each step.

Exception reports

1. Under **Exception reports**, choose a recent shift.
2. Choose what happened: hours or rest, missed teaching, service support or an immediate safety concern.
3. Enter your actual times, tick **I missed my break** if so, add details and tap **Send exception report**.

The coordinator records an outcome and you are told. This is the department's own record; your Trust's official system still applies.



An open bank shift, with a note box for the coordinator.

The pop-ups you will see

ONEROTA — now
Bank shift available
Sun 25 Oct 22:00–08:30 specialty doctor, Majors A. Tap if you are free; Morgan Hale will confirm.

ONEROTA — now
The bank shift is yours
Sun 25 Oct 22:00–08:30 specialty doctor, Majors A. Confirmed by Morgan Hale. It is now on the rota.

ONEROTA — now
Bank shift already allocated
Sun 25 Oct 22:00–08:30 has gone to a colleague. Thank you for offering.

7 · BANK SHIFTS AND RECORDS

Timesheets the *consultant signs.*

Three people, three steps: you confirm your hours, the consultant on shift signs, a coordinator signs them off for pay. Each timesheet shows how far it has got.

1. **Sent** — You enter your hours
2. **Consultant signed** — Once the shift has ended
3. **Signed off** — In the coordinator inbox
4. **Sent to payroll** — Never paid twice

For the clinician

1. Open **Bank shifts and requests** and find **Bank shift timesheets**. Your bank and extra shifts from the last 60 days are listed.
2. Enter when you started and finished, any unpaid break and a note. OneRota suggests the consultant who was on the rota with you; change it if needed.
3. Once the shift has ended, tap **Consultant signs here** and hand your phone to the consultant. They type their full name, sign in the box and tap **Approve**.
4. If the consultant is not with you, tap **Send to consultant's OneRota** instead.

If anyone queries it, you get a notice with their note: correct it and send it again. It goes back to the consultant first.

For the consultant

Signing opens only when the shift has ended. When you sign on a colleague's phone, a copy arrives in your own OneRota notifications. Check it: if a signature is not yours, open **Timesheets you signed** and tap **This wasn't me**. The timesheet stops and the coordinators are told.

Timesheets sent to you appear under **To confirm as consultant on shift**: sign, or **Query** with a note.

For the coordinator

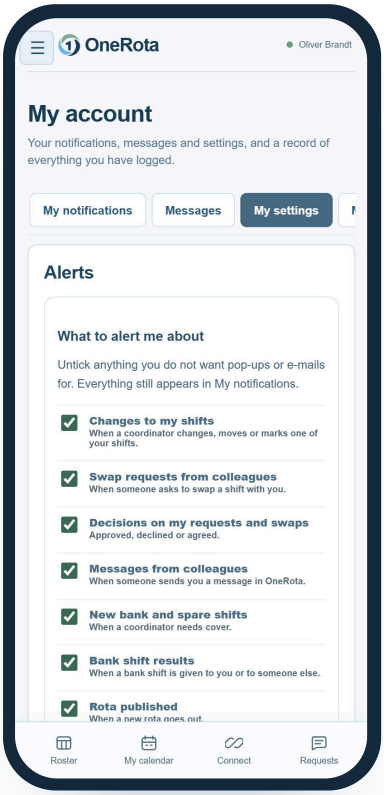
Signed timesheets wait in the **Coordinator inbox**, with the signature: **Sign off for pay** or **Query**. Set the weekly **Pay cut-off** (for example Thursday 17:00); the day before, you and any waiting consultants are reminded. **Send to payroll** downloads the new signed-off hours and marks them, so they are never sent twice.

Three different people. Nobody can sign off their own timesheet, and the consultant who signed it cannot also sign it off as coordinator.

8 · MY ACCOUNT, CONTACTS AND THE HOSPITAL

My account. *All yours.*

Tap your own name in the menu, or **Notifications**, to open **My account**. It has four tabs: your notifications, your messages, your settings and your history.



My settings: tick what you are alerted about.

My notifications

Every notice you have been sent, on every device, with **Mark all as read**.

Messages

Write to a colleague who has OneRota: type their name, tap **Message** with their first name in a shift's details, or use the Message link beside a supervisor on My calendar. They get a notice saying "Message from …" without the text, and only the two of you can read it.

My settings

What to alert me about has a tick box for each kind of notice, such as changes to your shifts, swap requests, decisions, messages and new bank shifts. Unticking stops the pop-up and any e-mail copy, but the notice still appears in My notifications. **E-mail copies** are under **How I get them**, and **My rota colours** (scheme, heading colour and background) with **Set as my default** are here too.

My history

Everything you have logged, newest first, with what happened to it: leave, shift changes and swaps, messages to the coordinator, bank shifts, exception reports and timesheets. **Export to Excel** or **Save as PDF**.

Everything 4 | Leave 2 | Shift changes and swaps 1 | Messages to the coordinator 0 | Bank shifts 0 | Exception reports 0 | Timesheets 1

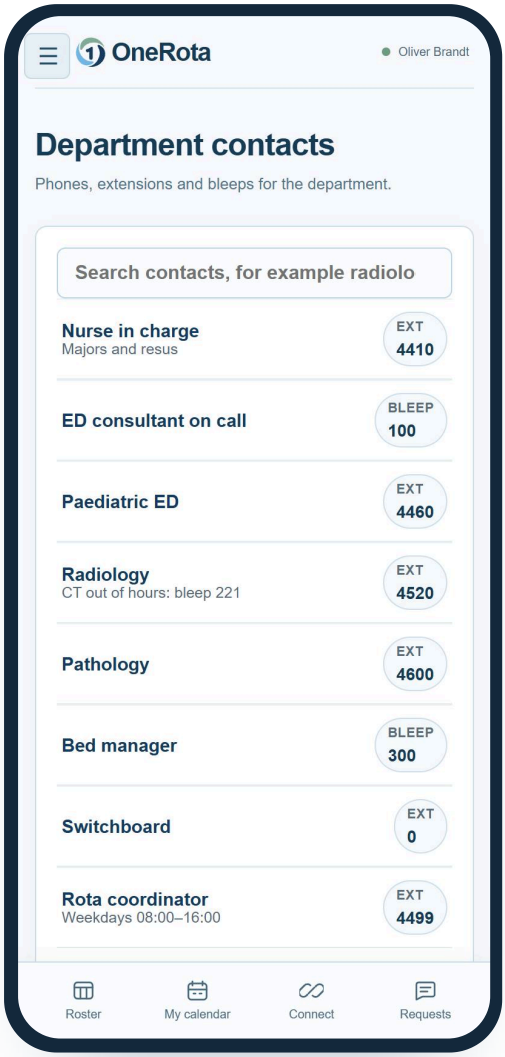
LOGGED	TYPE	WHAT	OUTCOME	NOTES
24 Oct 2026	Timesheets	Timesheet · shift on 20 Oct 2026	Submitted	Stayed for handover
24 Oct 2026	Leave	Study leave · 10 Nov 2026	Pending	ALS course
24 Oct 2026	Leave	Annual leave · 17 Nov 2026 to 19 Nov 2026	Pending	Wedding abroad
24 Oct 2026	Shift changes and swaps	Shift swap · 28 Oct 2026 to 29 Oct 2026	Approved	Family event - happy to swap?

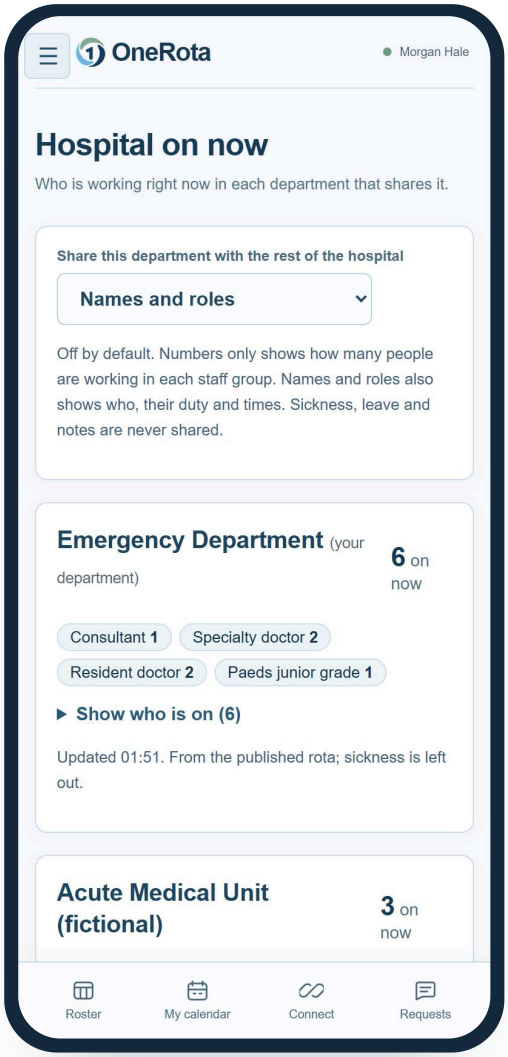
My history, filtered by type, with the outcome and your notes.

Messages are not monitored. For anything urgent about a patient, phone or bleep.

8 · MY ACCOUNT, CONTACTS AND THE HOSPITAL

Every number. *Every department.*





Contacts

The department's phones, extensions and bleeps in one list, with a search box. Tap a number on a phone to ring it. Coordinators use **+ Add contact** and the pencil beside each entry, and can set a dialling prefix so a tap on an extension rings from a mobile.

Hospital on now

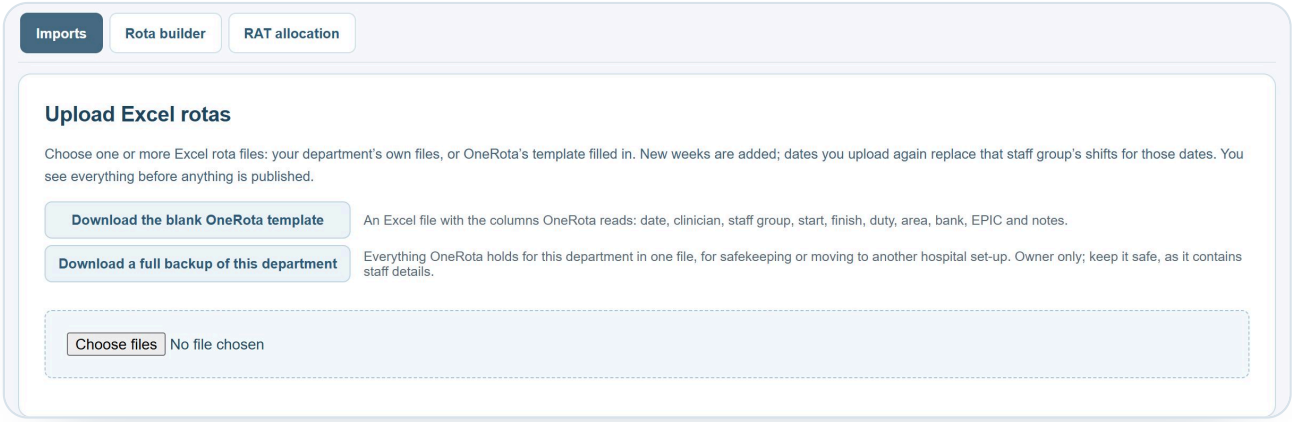
Who is working now in each department that chooses to share. Tap **Show who is on** for names. Coordinators choose **Not shared**, **Numbers only** or **Names and roles**; private details such as leave and notes are never shared.

Tip. Add the numbers people ring most, such as switchboard, the bed manager and the specialties you refer to, so the whole department works from the same list.

9 · FOR ROTA COORDINATORS

Rota planning. *Imports.*

Rota planning is in the menu for coordinators. It has three tabs: **Imports** for Excel rotas, **Rota builder** for rotas made from a pattern, and **RAT allocation**.



Rota planning → Imports: upload Excel rotas, download the blank template or a full backup.

Publishing from Excel

1. Choose **Upload Excel rotas** and pick one or more .xlsx files: your department's own rota files, or the OneRota template filled in.
2. Check the review: entries added and removed, duplicates merged, entries that need a decision (for example unclear hours) and any safe-working warnings.
3. Press **Publish reviewed rota**. Nothing goes live before this, and everyone affected gets a pop-up with their changes.

New weeks are added. Dates you upload again replace that staff group's shifts for those dates only.

The two downloads

Blank OneRota template. An Excel file with the columns OneRota reads: date, clinician, staff group, start, finish, duty, area, bank, EPIC and notes.

Full backup of this department. Everything OneRota holds for the department in one file. Owner only. It contains staff details, so keep it safe.

- Before the first consultant upload, set the **Consultant key**: one consultant per line, as INITIALS = Full name.
- **RAT allocation** proposes Admin 11:00–15:00 then RAT 15:00–19:00 for paired 11:00–19:00 shifts, for you to review.

1	2	3	4
Upload	**Review**	**Publish**	**Everyone told**
Your Excel files or the template	Changes and anything to check	Publish reviewed rota	A pop-up with each person's changes

9 · FOR ROTA COORDINATORS

Build a rota *from a pattern.*

The **Rota builder** turns a repeating pattern into weeks of rota for one staff group. Work down the page, one step at a time.

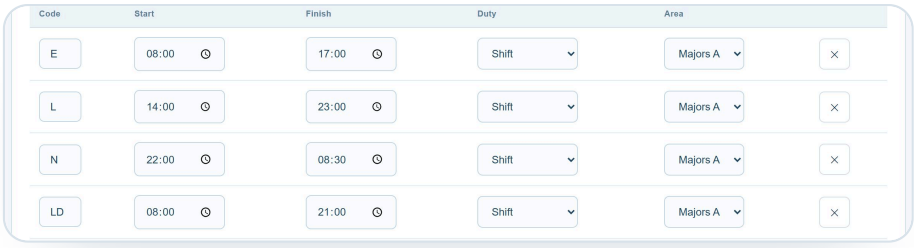
1 Template

Start a **New template** or open a saved one. Give it a name and choose the staff group.



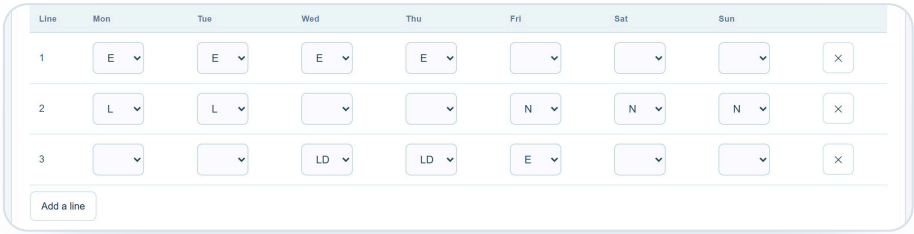
2 Shift codes

One short code for each kind of shift, with its start and finish, for example E = 08:00–17:00 or N = 22:00–08:30. Duty and area are optional.



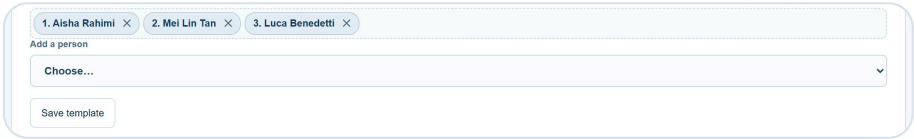
3 Pattern

One line for each week, Monday to Sunday. Choose a code for each day, or leave it blank for a day off. Usually there is one line per person.



4 People

Add people in the order they start, then press **Save template** so you can use it again.



5 Build and review

Choose the first Monday and the number of weeks, then press **Build and review**.



The Rota builder with a small worked example: three specialty doctors on a three-week pattern.

Templates that travel. Use one standard template layout for every department, plus a short shift-codes sheet for each department that maps its codes to times, areas and DCC or SPA. New departments then start in minutes.

9 · FOR ROTA COORDINATORS

How the pattern *rotates.*

In the first week person 1 works line 1, person 2 works line 2, and so on. Each week everyone moves down one line, and the last line wraps round to the top, so the pattern rotates fairly through the team.

USING THE EXAMPLE	WEEK 1	WEEK 2	WEEK 3
1 · Aisha Rahimi	Line 1: E E E E	Line 2: L L · · N N N	Line 3: · · LD LD E
2 · Mei Lin Tan	Line 2: L L · · N N N	Line 3: · · LD LD E	Line 1: E E E E
3 · Luca Benedetti	Line 3: · · LD LD E	Line 1: E E E E	Line 2: L L · · N N N

· is a day off. Week 4 starts again from week 1.

Check, then publish



After Build and review: the result opens on the same review screen as an Excel upload.

- Check the review, then press **Publish reviewed rota**. Nothing changes on the rota before that.
- **Back to the builder** lets you change the pattern and build again.
- People who are not in the pattern keep their shifts.
- Staff preferences (**Can't work**, **Would like to work**) show below the builder, and building leaves out days people cannot work.

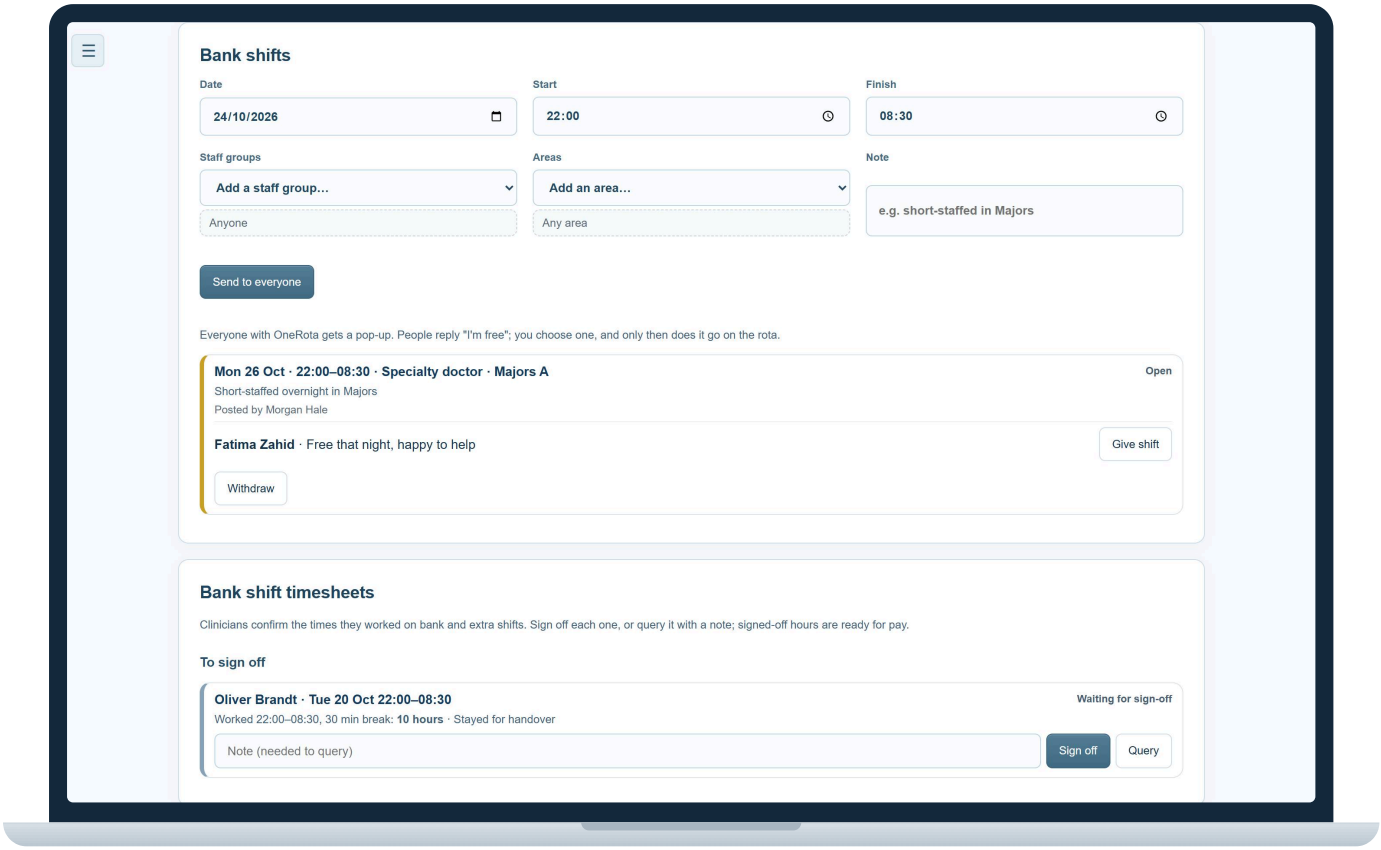
Safe-working warnings

OneRota warns you; you decide. For everyone it checks at least 11 hours' rest, double booking and a 48-hour weekly average. For resident doctors it also checks shifts of no more than 13 hours, 72 hours in any 7 days, runs of long shifts and nights, 7 shifts in a row and 1 weekend in 2.

CHECK	APPLIES TO	LIMIT
Rest between shifts	Everyone	At least 11 hours
Average weekly hours	Everyone	48, over a rota of four weeks or more
Hours in any 7 days	Resident doctors	72 at most
Weekends	Resident doctors	1 in 2 at most

9 · FOR ROTA COORDINATORS

Decide quickly. *Fill gaps fairly.*



Posting a bank shift, with a reply waiting.

Requests and swaps

The **Coordinator inbox** shows what is waiting. Tap **Approve request** or **Decline**; the clinician is told. A swap only reaches you once the colleague has agreed. If it breaks a rest or safe-working rule you are asked to confirm, and the decision is recorded.

Bank shifts

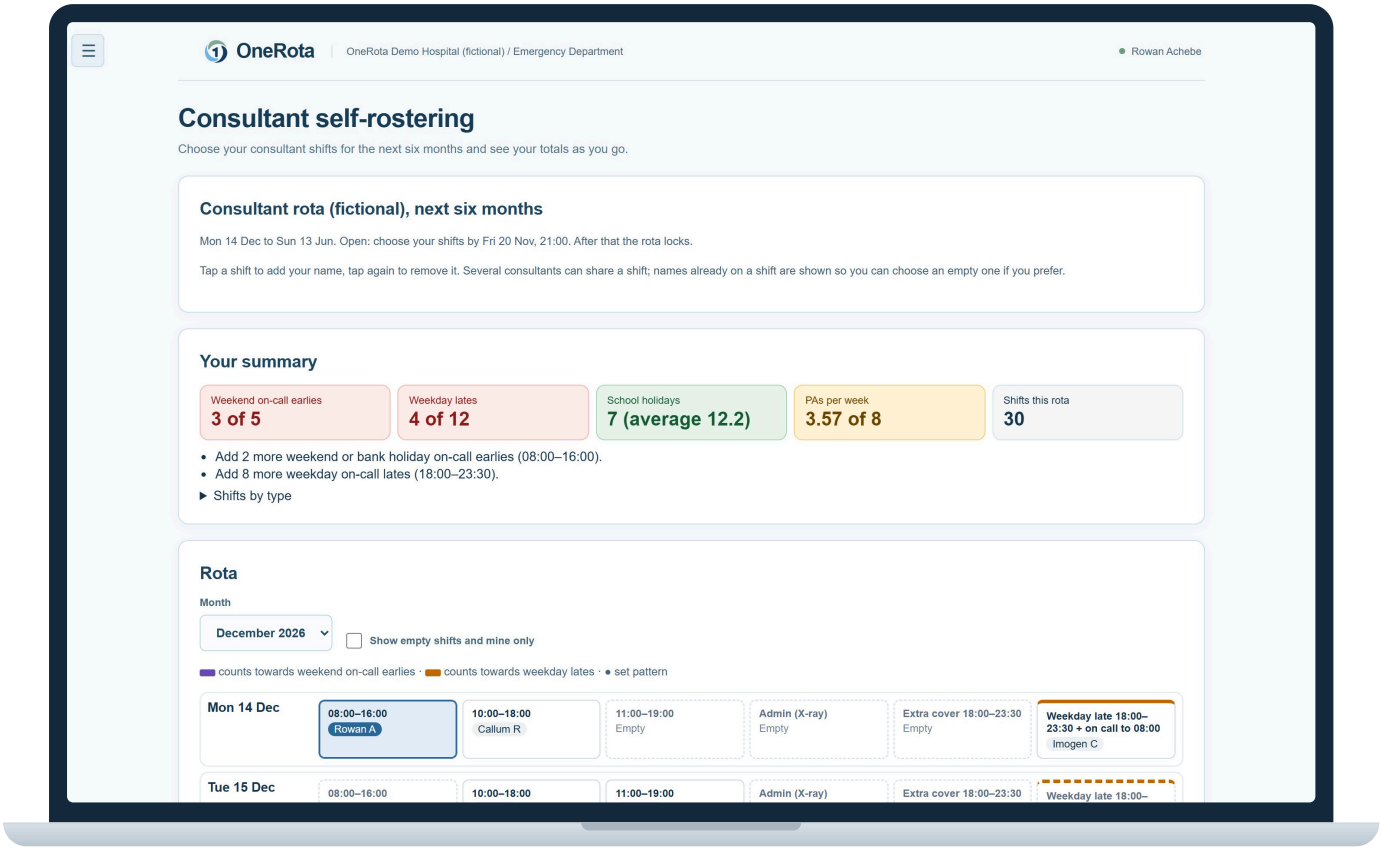
1. Tap **+ Bank shift**. Enter the date and times, add staff groups and areas (none means anyone), and a note.
2. Tap **Send to everyone**. Replies appear under the shift.
3. Tap **Give shift** beside one person, or **Withdraw**.

To put out an existing shift, tap it on the rota and choose **Offer to colleagues**.

1	2	3	4
Post	**Replies**	**Give**	**On the rota**
Date, times, groups and areas	Staff tap “I’m free”	Safety-checked for that person	Marked £, and everyone is told

9 · FOR ROTA COORDINATORS

Consultants choose *their own shifts.*



A consultant's summary turns green as each minimum is met.

For consultants

1. Open **Consultant self-rostering** while the rota is open. It shows the next six months and the date it locks.
2. Tap a shift to add your name; tap again to remove it. Several consultants can share a shift, and names already on it are shown.
3. Watch **Your summary**: weekend on-call earlies, weekday lates, school holidays and PAs per week. A total stays red until your minimum is met, then turns green.

Show empty shifts and mine only hides the shifts others have already filled.

For administrators

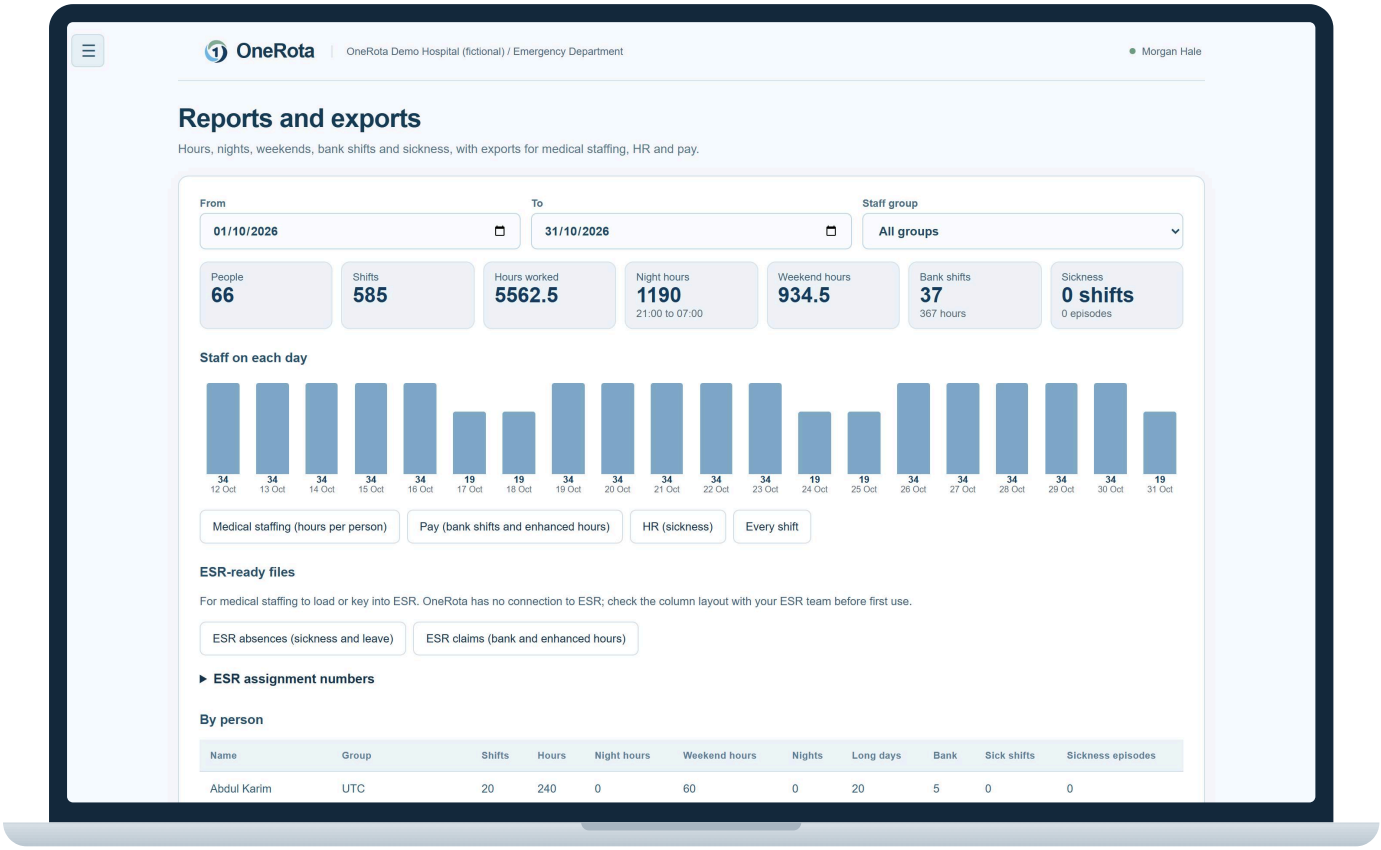
Administrators and rota coordinators see **Rota**, **Everyone**, **Set-up and lock** and **History**.

- **Set-up and lock:** open the rota, lock it early, reopen it for one, several or every consultant, and add fixed patterns.
- **Everyone:** every consultant's totals and the shifts still empty.
- **Changing shifts for:** choose a name to change anyone's shifts at any time; they are told.
- **History:** every change, also kept in the audit trail.

When it is complete, send it to **Rota planning** to check and publish like any other rota.

9 · FOR ROTA COORDINATORS

Reports, *ready to send.*



Reports and exports: shifts, hours, nights, weekends, bank and sickness per person.

Choosing what to see

Pick the dates and a staff group. Figures come from the published rota, including approved swaps and bank shifts; home on-call is not counted as worked hours. Bank timesheets signed by the consultant wait in the **Coordinator inbox**; the pay download is under **Bank shift timesheets**.

Exports

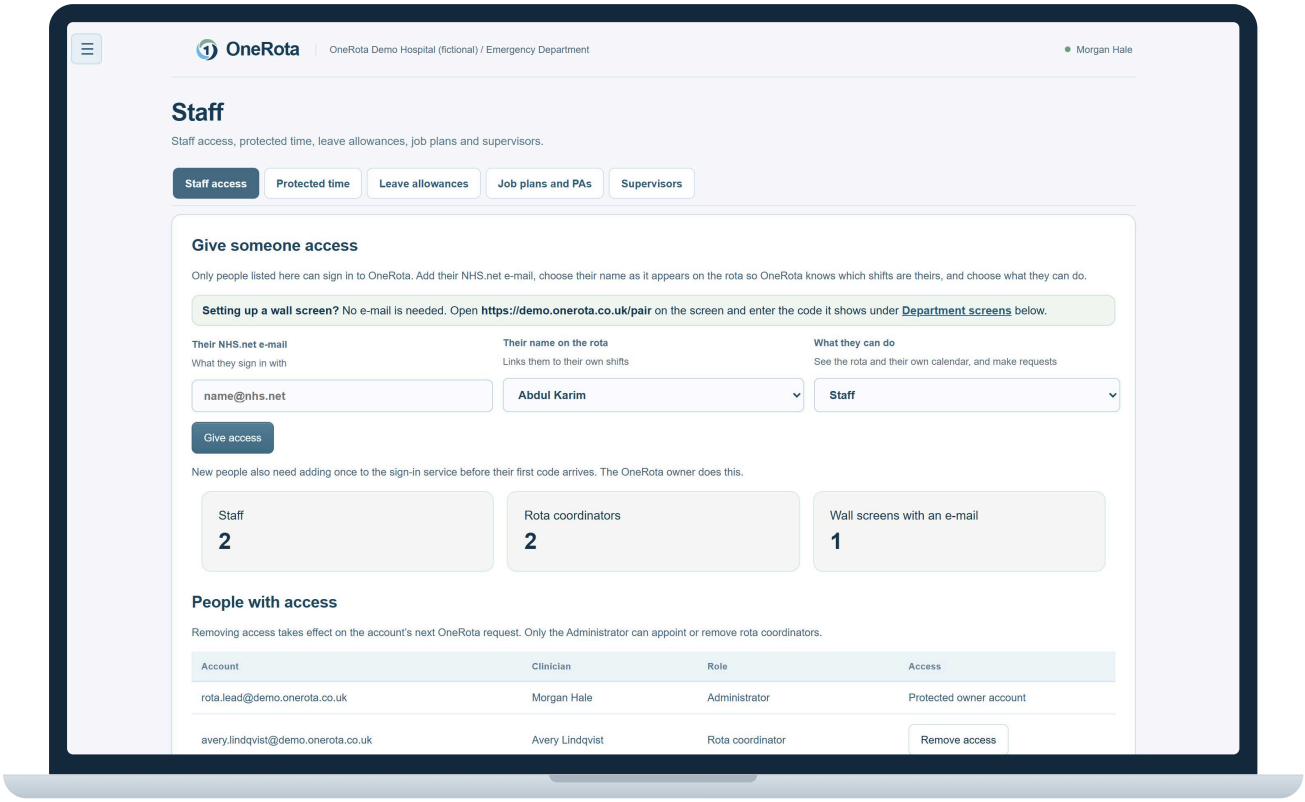
Medical staffing	Hours per person
Pay	Bank shifts and enhanced hours
HR	Sickness
ESR absences	Sickness and leave, for ESR
ESR claims	Bank, night and weekend hours

OneRota does not connect to ESR. Ask your ESR team to confirm the file layout before first use.

Tip. Run the report for the pay period first, then use the export buttons: each file opens straight in Excel.

10 · STAFF AND SETTINGS

Your team, *in one place.*



Staff → Staff access: give someone access, see who has it, and remove it.

Staff access

Enter their NHS.net e-mail, choose **Their name on the rota** so OneRota knows which shifts are theirs, choose what they can do, then **Give access**. **Remove access** takes effect on their very next request. Only the administrator appoints coordinators. Wall screens need no e-mail: they pair with a code (page 24).

Protected time and leave

List each type of protected time, such as FY1 teaching or governance, with **Add a type**, **Edit** and **Remove**, and match people to a grade so it shows inside their shifts. Under **Leave allowances**, set each person's annual and study leave; used, booked and left are counted for you.

Job plans and supervisors

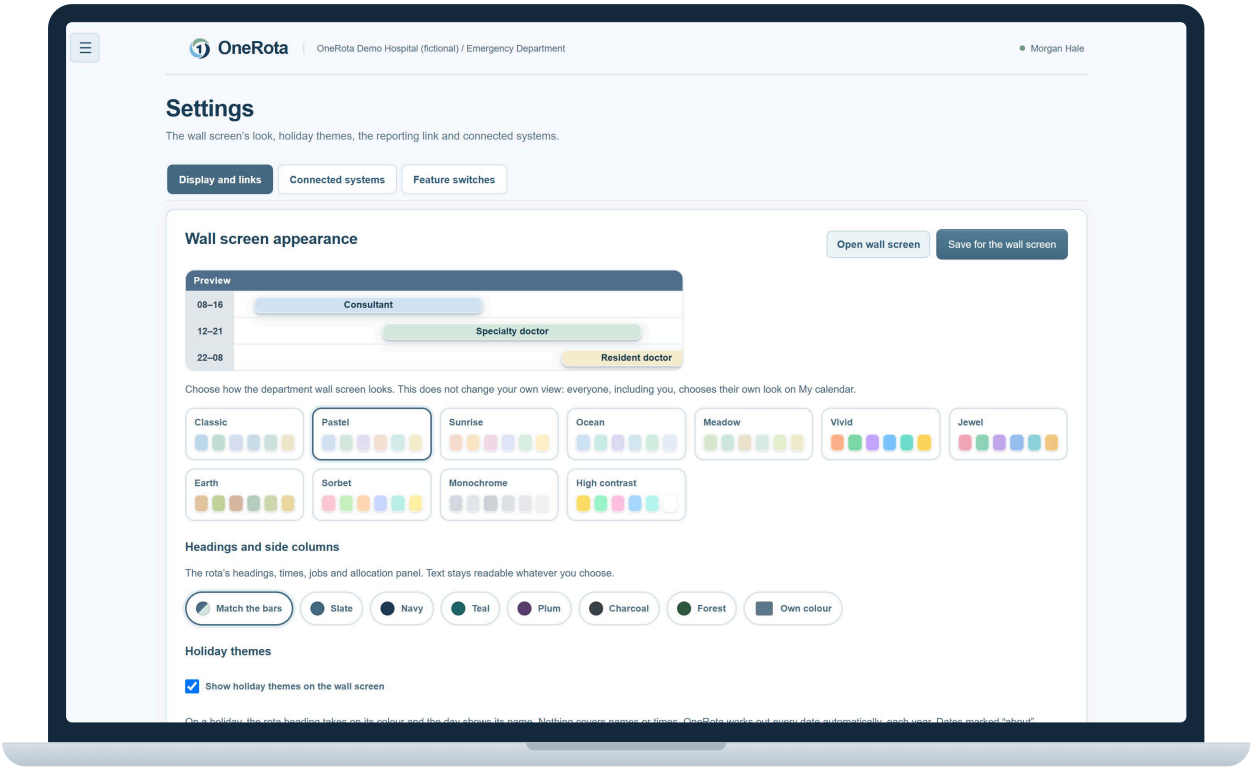
Record consultants' agreed PAs and see clinical PAs this year and this cycle, marked On track or Behind. Choose which shifts count as SPA; confirm the counting rule with medical staffing. Give each clinician an educational and a clinical supervisor: type a name, or choose **Not listed – add new supervisor**.



Job plans and PAs: clinical PAs this year and this cycle, against each consultant's agreed PAs.

10 · STAFF AND SETTINGS

Settings, *simply.*



Settings: the wall screen's look, holiday themes, the Trust reporting link, connected systems and feature switches.

Display and links

- **Wall screen appearance:** choose its colours, then **Save for the wall screen**. **Open wall screen** previews it.
- **Holiday themes:** choose which of 44 to show on the wall. Dates are worked out each year; "about" means a date can move by a day.
- **Trust reporting link:** your Trust's exception-reporting website, shown on staff work records.

Connected systems

Create read-only keys so other hospital systems can see who is working. Each key is shown once and can be revoked at any time. Keys never give sickness, leave, requests, notes or contact details.

The wall's look is separate: everyone, including you, still chooses their own colours under My account → My settings.

Feature switches (administrator only)

Under **Settings** → **Feature switches**, turn whole features off or on for everyone: bank shifts, rota preferences, exception reports, timesheets, leave allowances, job plans, supervisors, messages, Hospital on now, connected systems and holiday themes. Press **Save switches**. Switching off hides a feature; nothing is deleted.

11 · THE DEPARTMENT SCREEN

Everyone sees *the same rota.*



The wall screen: the department, the date, when it last updated, and today's rota in large type.

What it does

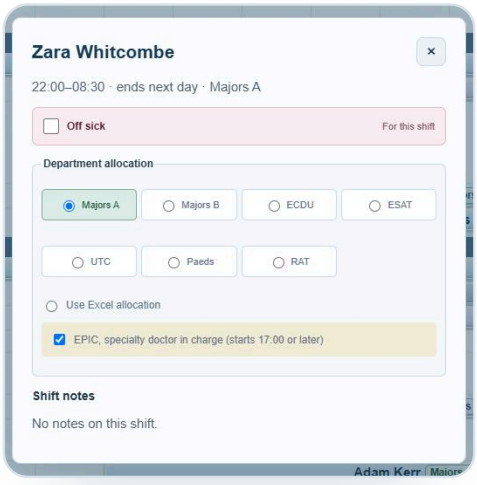
Refreshes itself every 30 seconds, so approved swaps and new rotas appear on their own. Staff can step to another day; it returns to today after 10 minutes.

Updating from the wall

Tap a shift to tick **Off sick**, change the **Department allocation** or tick **EPIC**. That is all it can do: it cannot change times or read notes. Every change is recorded.

Setting it up

On the screen, open your OneRota address followed by **/pair** to show a code. A coordinator enters it under **Staff** → **Staff access** → **Department screens** and taps **Pair screen**. Nobody signs in on the screen.



Tapping a shift on the wall

The card shows only what the wall is allowed to change: **Off sick**, the **Department allocation** and **EPIC**. Close the card and the change is saved for everyone.

12 · PRIVACY AND SECURITY

Your department's data *stays your department's.*

No passwords to steal
One-time codes, sent only to approved NHS.net addresses.

Each hospital sealed off
One hospital's team never sees another's.

Checked on every request
Encrypted connections, and every request checked on the server.

Every change on the record
Publications, access, sickness, areas, EPIC and decisions are logged.

Remove access in one step
It takes effect on the very next request.

Sickness kept private
Colleagues see "unavailable". Sickness never appears in a pop-up, on a lock screen, in Hospital on now or in a system key.

Information is held in the EU. OneRota is provided by Auda Medical Ltd, registered in England and Wales (company 08487817) and with the Information Commissioner's Office (ZC265391). Your hospital's own privacy notice explains how it uses staff information. Questions about data: privacy@onerota.co.uk.

WHO	WHAT THEY SEE
Colleagues	The rota, with "unavailable" instead of sickness
Rota coordinators	The rota, sickness, requests and staff records for their department
The wall screen	Today's shifts, sickness, areas and EPIC; no notes or requests
Other departments	Nothing, unless your department shares Hospital on now

13 · QUESTIONS AND ANSWERS

Questions *people ask.*

SIGNING IN AND THE APP

I didn't get my sign-in code.

Check your NHS.net junk folder and the spelling of your address, then ask for a new code: codes expire quickly. If it still fails, ask your coordinator to check your address is approved.

Do I need a password?

No. OneRota sends a one-time code to your NHS.net e-mail each time you sign in on a new device.

Is there an app in the App Store or Play Store?

No. Sign in on the web, then add OneRota to your home screen (pages 5 and 6). It works just like an app.

Why do I have to sign in again after adding it to my home screen?

On some phones the home-screen app keeps its own sign-in. Sign in once more and it will remember you.

ALERTS

Pop-ups aren't arriving.

Open OneRota from its home-screen icon, tap Turn on phone alerts and allow notifications. Check What to alert me about under My account → My settings. Everything also appears in My notifications.

Can I change the alert sound?

No. Pop-ups use your phone's own alert sound.

SHIFTS, SWAPS AND BANK SHIFTS

Who can see that I'm off sick?

Coordinators and the wall screen see "sick"; colleagues see "unavailable". Sickness never appears in a pop-up or on a lock screen. Your supervisors get a return-to-work reminder that does not say "sick".

Who approves a swap?

Your colleague agrees first, then a rota coordinator approves. The rota changes as soon as it is approved.

Why was there a warning about rest or hours?

OneRota checks the Working Time rules and, for resident doctors, the 2016 contract limits. Warnings help the coordinator decide; they do not block a change on their own.

I said I'm free for a bank shift. Is it mine?

Not until a coordinator gives it to you; you will get "The bank shift is yours". Otherwise you will be told it has been allocated.

13 · QUESTIONS AND ANSWERS

More *answers.*

LEAVE AND RECORDS

How is my leave counted?

Used leave is leave on the rota plus approved requests, counted Monday to Friday. Booked leave is waiting for a decision.

Is an exception report here the same as the Trust's system?

No. It is your department's own record. Use your Trust's official system as well; its link is on your work record.

Will my phone's calendar update when the rota changes?

The calendar export is a one-off copy: export again after a change. Live subscriptions appear once your hospital switches them on.

Why does a holiday date say "about"?

Some festivals depend on the moon or a local sighting, so the date can move by a day. OneRota works the dates out each year.

EVERYDAY USE

How do I find a phone number or bleep?

Open Contacts from the bottom bar or the menu, and type in the search box, for example "radiology".

Who can read my messages?

Only you and the person you wrote to. Messages are not monitored, so phone or bleep about anything urgent.

Can I stop the e-mail copies?

Yes, where your hospital offers them: under My account → My settings → How I get them. Pop-ups and My notifications carry on.

Can I change how the rota looks?

Yes. Under My account → My settings → My rota colours, choose one of eleven colour schemes. Only you see your choice.

YOUR DEVICES AND YOUR DATA

Can I use OneRota on several devices?

Yes: phone, tablet and computer. Your colours, alerts and notifications follow you.

What can the wall screen change?

Only sickness, areas and the EPIC, and every change is recorded.

Where is the data held?

In the EU. Only approved staff in your department see your department's rota.

I'm leaving the department.

Your coordinator removes your access; it stops on your next request.

Still stuck? Your rota coordinator can help with anything about your rota or your account. For anything else, see Getting help on page 29.

14 · GETTING HELP

Who to *contact.*

Most questions are answered fastest by your own department. For anything about OneRota itself, we are here to help.

Your rota, leave, swaps and bank shifts
Your department's rota coordinator

Your account or access
Your rota coordinator or department administrator

Something not working in OneRota
support@onerota.co.uk

Your personal data
privacy@onerota.co.uk

A security concern
security@onerota.co.uk

A demonstration for your department
hello@onerota.co.uk · onerota.co.uk

When you write to us, tell us your hospital and department, what you were trying to do, and what you saw. Never send patient details, and please do not send screenshots that show colleagues' sickness.

Your department's details

Fill these in when you first sign in, so they are always to hand.

Your OneRota address _____

Your rota coordinator _____

Their phone or bleep _____

15 · QUICK REFERENCE

Where to *find it.*

I WANT TO…	GO TO
See who is working now	Department roster → On now
Message a colleague	Tap their shift → Message, or My account → Messages
Request leave or a change	Bank shifts and requests → Log a request
Swap a shift	Tap the colleague's shift → Request swap
Reply to a bank shift	Bank shifts and requests → I'm free for this
Mark myself off sick	Tap your shift → Off sick
Record a bank timesheet	Bank shifts and requests → Bank shift timesheets
Report an exception	Bank shifts and requests → Exception reports
Choose my alerts or colours	My account → My settings
See everything I have logged	My account → My history
Put shifts in my calendar	My calendar → Connect my shifts

For rota coordinators

I WANT TO…	GO TO
Publish a rota	Rota planning → Imports
Build a rota from a pattern	Rota planning → Rota builder
Post a bank shift	+ Bank shift
Approve requests, swaps and timesheets	Bank shifts and requests → Coordinator inbox
Export hours, pay, HR or ESR files	Reports and exports
Approve or remove staff	Staff → Staff access
Change the wall screen's look	Settings → Display and links
Pair a wall screen	/pair on the screen, then Staff → Staff access
Add or change a contact	Contacts → + Add contact, or the pencil

OneRota

Built by clinicians. Tailored to your department.

onerota.co.uk · hello@onerota.co.uk

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