

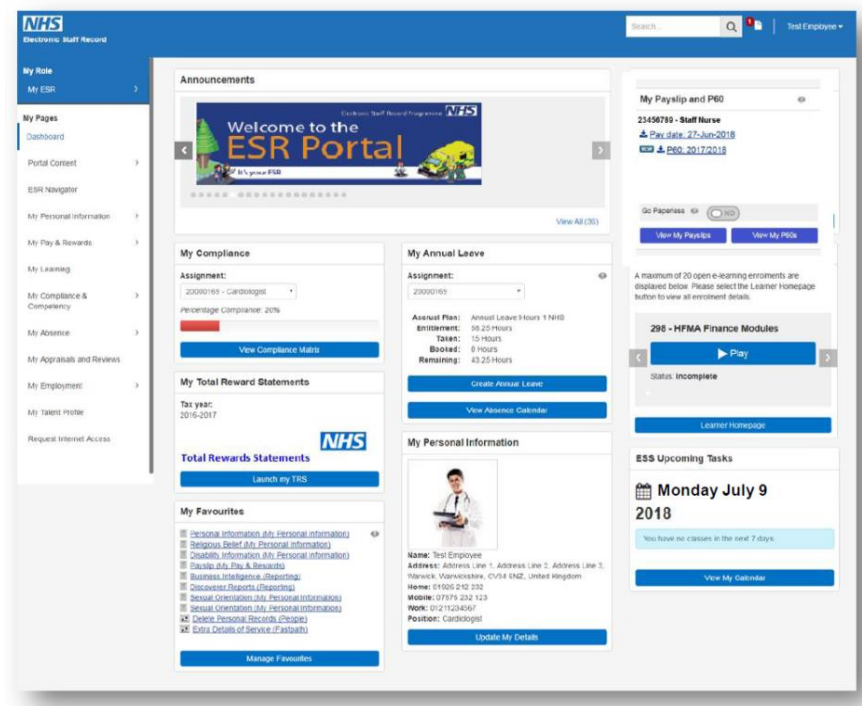


**Employee Self-Service – MyESR**

This facility is not open to the general public and is restricted to staff who have been provided with a login.

If you are a smartcard user, please ensure you have setup your remote access password first on a Trust machine. Read the guidelines on [Remote MyESR access for Smartcard users](#)

Access Employee Self-Service here: <https://my.esr.nhs.uk/>



**Frequently Asked Questions**

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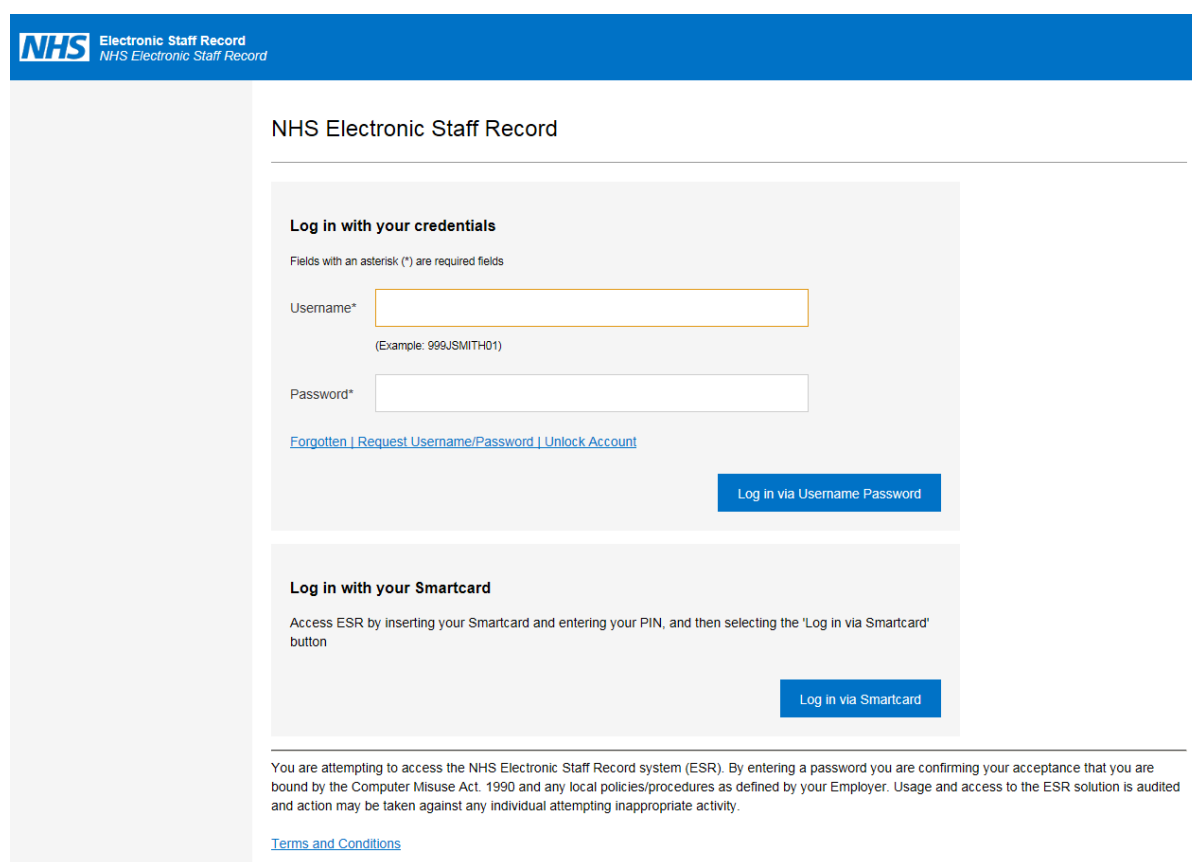
## Frequently Asked Questions – Answers

### *What is Employee Self-Service/My ESR?*

Employee Self-Service enables staff to view their personal details online via My ESR, to submit changes to their personal information such as bank accounts, address and contact telephone numbers and gives access to e-Learning content. The system provides staff with access to electronic pay slips, P60s and the annual Total Rewards Statement (which contains a NHS Pension Statement).

### *How do I log into Employee Self-Service – My ESR?*

Click on the MyESR link. A new login page will open.

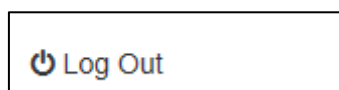


The screenshot shows the NHS Electronic Staff Record login page. At the top, there is a blue header with the NHS logo and the text 'Electronic Staff Record' and 'NHS Electronic Staff Record'. Below the header, the page title 'NHS Electronic Staff Record' is displayed. The main content area is divided into two sections. The first section is titled 'Log in with your credentials' and includes a note: 'Fields with an asterisk (\*) are required fields'. It contains two input fields: 'Username\*' and 'Password\*'. Below the Username field, there is an example: '(Example: 999JSMITH01)'. Below the Password field, there are three links: 'Forgotten', 'Request Username/Password', and 'Unlock Account'. A blue button labeled 'Log in via Username Password' is positioned to the right of the Password field. The second section is titled 'Log in with your Smartcard' and includes the text: 'Access ESR by inserting your Smartcard and entering your PIN, and then selecting the 'Log in via Smartcard' button'. A blue button labeled 'Log in via Smartcard' is positioned to the right of this text. At the bottom of the page, there is a disclaimer: 'You are attempting to access the NHS Electronic Staff Record system (ESR). By entering a password you are confirming your acceptance that you are bound by the Computer Misuse Act, 1990 and any local policies/procedures as defined by your Employer. Usage and access to the ESR solution is audited and action may be taken against any individual attempting inappropriate activity.' Below the disclaimer is a link for 'Terms and Conditions'.

Enter your Username and Password (please note your password is case sensitive). Select 'Log in via Username Password'. Note: If this is your first time logging in or after a password reset, the system will prompt you to change your password. Enter a new memorable password and confirm. (Passwords must be a minimum of 8 characters, with a mixture of letters and numbers, with no repeating characters or easily guessable words)

### *How do I log out of Employee Self-Service – My ESR?*

Click on your name in the top right corner. Click on the log out button:



## What should I do if I forget my password or username?

If you have access to your Trust email address, you can click on the Forgotten | Request Username/Password | Unlock Account link:

NHS Electronic Staff Record

**Forgotten | Request Username/Password | Unlock Account**

**Forgot Password**

Enter your username and the email address associated with your account, instructions for how to reset your password will be emailed to you.

Username

Email

(Example : first.last@domain.com)

**Forgot Password**

**Forgot Username**

Enter the email address associated with your account and your date of birth, your username will be emailed to you.

Email

(Example : first.last@domain.com)

Date of Birth

Date Month Year

**Forgot Username**

You are attempting to access the NHS Electronic Staff Record system (ESR). By entering a password you are confirming your acceptance that you are bound by the Computer Misuse Act. 1990 and any local policies/procedures as defined by your Employer. Usage and access to the ESR solution is audited and action may be taken against any individual attempting inappropriate activity.

[Terms and Conditions](#)

For Password reset instructions, enter your Username and Trust email address and click 'Forgot Password'

If you have forgotten your Username, enter your Trust email address and click 'Forgot Username'

Your login credentials will be emailed to you. Please note there is sometimes a brief delay as this is an automated function.

If you are still experiencing issues, please email [workforce.information@qehkl.nhs.uk](mailto:workforce.information@qehkl.nhs.uk) and ask them to manually reset your password.

## How do I get access if I am a new member of staff?

You should receive your login credentials at your Trust Core Induction, if you further assistance please visit the Workforce Information office (Inspire Centre) or email [workforce.information@qehkl.nhs.uk](mailto:workforce.information@qehkl.nhs.uk)



### *I can't access my account, what do I do?*

Please ensure you are using the correct Username and Password for the system.

Usernames will begin with 426 followed by your initial and up to 6 letters of your surname, ending with two numbers. ie. 426JBLOGGS01

If you are still experiencing issues, please email [workforce.information@qehkl.nhs.uk](mailto:workforce.information@qehkl.nhs.uk) or visit the Workforce Information office (Inspire Centre) for further advice.

### *How do I save a shortcut to MyESR on my desktop?*

If you are accessing MyESR from the Trust Intranet, you can use the shortcut on the homepage:



It is possible to create a shortcut to <https://my.esr.nhs.uk/> on the desktop of your home computer or laptop.

**Internet Explorer:** Navigate to the webpage. Click on any blank space in the web page. From the menu which pops up, select 'Create shortcut'. Click 'Yes'.

**Chrome:** Navigate to the webpage. Click on the wrench icon in the right corner of the screen. Scroll down to Tools and 'Create Application Shortcuts'. From the dialogue box choose 'Desktop' and click 'Create'.

**Firefox:** Navigate to the webpage. Resize the window so you can see both your desktop and the Firefox window at the same time. Click on the icon on the left of the address bar. While still holding the mouse button down, move the pointer to the desktop, then release the mouse button. The shortcut will be created.

### *How do I add the MyESR app to a smart phone or mobile device?*

You can download the MyESR app from your app store:

