

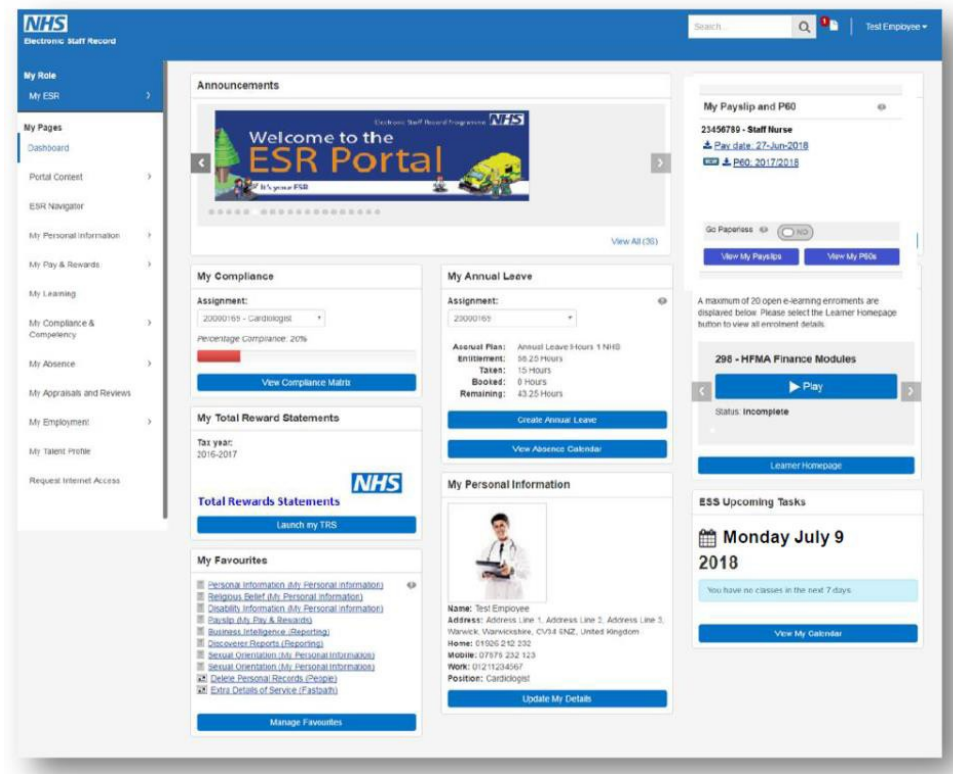


## Employee Self-Service – MyESR

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](#) (available to view on the Trust intranet).

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.

NHS Electronic Staff Record

**Log in with your credentials**

Fields with an asterisk (\*) are required fields

Username\*

(Example: 999JSMITH01)

Password\*

[Forgotten](#) | [Request Username/Password](#) | [Unlock Account](#)

[Log in via Username Password](#)

**Log in with your Smartcard**

Access ESR by inserting your Smartcard and entering your PIN, and then selecting the 'Log in via Smartcard' button

[Log in via Smartcard](#)

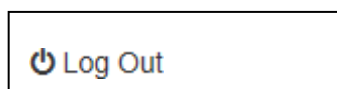
You are attempting to access the NHS Electronic Staff Record system (ESR). By entering a password you are confirming your acceptance that you are bound by the Computer Misuse Act, 1990 and any local policies/procedures as defined by your Employer. Usage and access to the ESR solution is audited and action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

[Terms and Conditions](#)

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:

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 is 'NHS Electronic Staff Record'. The main content area is titled 'Forgotten | Request Username/Password | Unlock Account'. Underneath, there are two sections: 'Forgot Password' and 'Forgot Username'. The 'Forgot Password' section has a text box for 'Username' and a text box for 'Email' with a placeholder '(Example : first.last@domain.com)'. Below these is a blue button labeled 'Forgot Password'. The 'Forgot Username' section has a text box for 'Email' with a placeholder '(Example : first.last@domain.com)' and a 'Date of Birth' field with three dropdown menus for 'Date', 'Month', and 'Year', with '2018' selected in the year dropdown. Below this is a blue button labeled 'Forgot Username'. 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.' and a link for '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)

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 is 'NHS Electronic Staff Record'. The main content area is titled 'Log in with your credentials'. There is a text box for 'User Name' and a text box for 'Password'. Below these is a blue button labeled 'Log in to NHS Electronic Staff Record'. To the left of the login form, there is a section for 'Password rules' which states: 'Minimum of 8 characters, with 1 number and 1 letter min', 'No repeating characters', 'No guessable words (eg. Names, 'Password', 'Computer')', and 'All passwords will be valid for 90 days.' Above the password rules, there is a URL: <https://my.esr.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:

