

To setup remote access for Smartcard Users

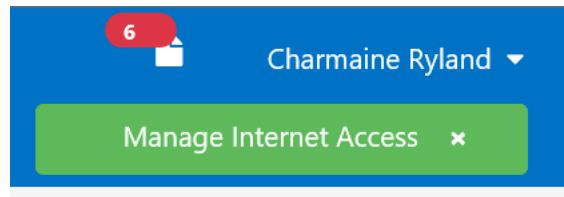
Log in as usual with your smartcard via the Trust N3 Network. You can launch ESR straight from the Intranet landing page:

The screenshot shows the NHS Intranet landing page. On the left is a navigation menu with categories like 'Phone Book', 'Corporate', and 'Information'. The main content area features a grid of tiles: 'BETTER TOGETHER with Caroline', 'Policies', 'Clinical Guidelines', 'Duty of Candour', 'The best of work', 'Datix Incident Reporting', 'CORPORATE STRATEGY OUTLINE', 'COVID-19 (Coronavirus)', 'OUR VISION, MISSION AND VALUES', 'Room for Improvement', 'Team OEH AWARDS NOMINATE NOW', 'CORPORATE IDENTITY GUIDELINES', 'New discounts and offers for you during COVID-19 pandemic', 'NHS ESR', 'Be Well', and 'WHO CAN I TELL?'. A red circle highlights the 'NHS ESR' tile. To the right are search boxes for 'Datix Incident Reporting', 'Phonebook search', and 'Search the Intranet'.

The screenshot shows the NHS Electronic Staff Record (ESR) login page. At the top is the NHS logo and 'Electronic Staff Record NHS Electronic Staff Record'. Below is the heading 'NHS Electronic Staff Record'. A blue banner reads 'COVID-19 | ESR Resources for Organisations and Users'. There are two login sections: 'Log in with your credentials' and 'Log in with your Smartcard'. The 'Log in with your credentials' section has fields for 'Username*' and 'Password*', with a 'Log in via Username Password' button. The 'Log in with your Smartcard' section has a 'Log in via Smartcard' button, which is circled in red. A note below the Smartcard button says 'Access ESR by inserting your Smartcard and entering your PIN, and then selecting the 'Log in via Smartcard' button'.

If you require your smartcard to be unlocked, please contact ICT on extension 4422 and select option 1

Once logged in, click on Manage Internet Access:



You will see the following screen displaying your ESR Username. Click on Change Password

Manage Internet Access

Your request for Internet Access:

ESR Username: **426CRYLAND01**

Status: **Approved**

[Change Password](#)

You can now use this username and password to access **your own** my.ESR account from any device.

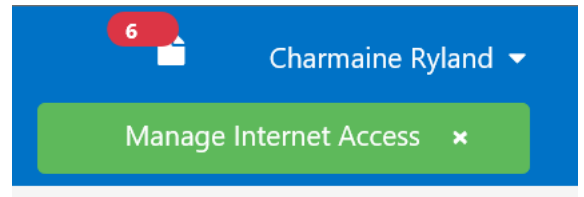
Go to www.my.esr.nhs.uk or download the My.ESR app from your preferred App Store

If you are setup as a Supervisor of other staff, you can also sign up to see your Supervisor Self-Service access.

To setup remote access to Supervisor Self-Service for Smartcard Users

Log in as usual with your smartcard via the Trust N3 Network.

Once logged in, click on Manage Internet Access:



Enter your phone number, confirm and you will receive a code

Manage Internet Access

Your request for Internet Access:

ESR Username: 426CRYLAND01

Status: **Approved**

[Change Password](#)

To enable upgraded access to ESR on the internet your request for internet access must be approved and your mobile number must be set.

Your mobile number: **To be set**

Enter your mobile number and a code will be sent to you:

+44 [Confirm Mobile Number](#)

[Go Back](#)

Enter your confirmation code and press the Confirm Code button

Confirm your number

We have sent a code to your mobile number ending: xxxxxx030

Enter the code you received:

4811 - [Confirm Code](#)

Code Not Received?

If you need the code to be resent please go back and retry or update your number before retrying.

Tip: If you want to update your previously saved number please navigate to 'Manage Internet Access' in the ESR Portal header or from the ESR Navigator.

[Go Back](#)

Success

Your mobile number has been set.

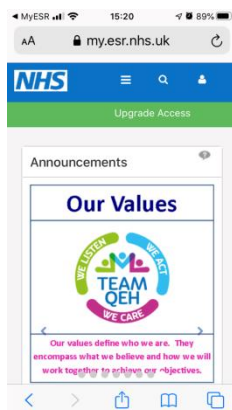
When you next login to the ESR Portal using the internet you will see an "Upgrade Access" option which will allow you to access further ESR functions.

Tip: If you want to update your previously saved number please navigate to 'Manage Internet Access' in the ESR portal header or from the ESR Navigator

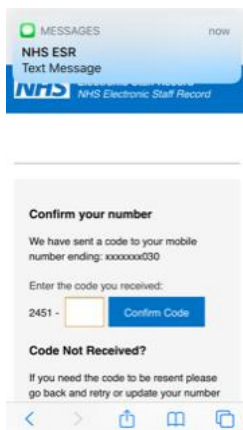
[Continue to My ESR Dashboard](#)

On your mobile phone

Log in using your username and password (this must also be set up on the Trust N3 network if you have not already done so) Click on Upgrade Access:



You will receive a text message with another code to enter:



You should then be able to select ESR Navigator as normal to access Supervisor Self Service

