

## ESR HOW TO GUIDE:

# Accessing ESR via Username & Password

You can access ESR with your username and password internally and externally, using a range of different devices e.g. you can check your payslip on your mobile phone on the go.

**Please note:** it is recommended that eLearning is completed on a windows PC or laptop. Testing of other devices e.g. iPads is currently underway. We do not recommend completing eLearning on your mobile phone.

This guide will show you how to access ESR if:

1. You have a username and password
2. You need a username and password
3. You need to reset your password e.g. because you have forgotten it

## 1. If you have a username and password

To access ESR with your username & password enter <https://my.esr.nhs.uk/> into your web browser.  
e.g. Microsoft Edge or Chrome

### 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](#)

Enter your username and password in the relevant fields and click [Log in via Username Password](#)

## 2. Getting a user name and password

### If you have a Smartcard

If you already have a smartcard then you can easily set up your username and password using the following steps at a work computer.

**Step 1** - Log into the ESR portal using your smartcard.

**Step 2** - Click on Manage Internet Access

**Step 3** - Make a note of your username and use the reset password functionality to create a password – **password criteria:** no less than 8 characters, inc. a number, no repeated or collative text, e.g. Moon / 123.

The screenshot shows the ESR portal interface. On the left, a sidebar lists various options: My Pay & Rewards, My Learning, My Compliance & Competency, My Absence, My Appraisals and Reviews, My Employment, My Property Register, My Talent Profile, and **Manage Internet Access** (highlighted with a red box). A red callout box points to 'Manage Internet Access' with the text 'Click on Manage Internet Access'. The main content area shows 'My e-Learning' with a message: 'Information: You currently do not have active e-Learning classes to play' and a 'Learner Homepage' button. Below this is a 'Local Links' section with links to 'Learning and Development Prospectus', 'PC Checker', and 'STAR Homepage'. A red arrow points from the 'Manage Internet Access' link to the right-hand side of the interface. On the right, the user's details are displayed: ESR Username: 427HOWSEA01, Password: \*\*\*\*\* (masked), and Status: Approved. Below this is a 'Reset Password' button, which is highlighted with a red box. A red callout box points to the 'Reset Password' button with the text 'Make a note of your username and use the reset password functionality to create a password.'

### 3. If you don't have a Smartcard

You will need an **NHS mail address**. (Contact the IT Service Desk if you do not have an nhs mail account.) You can set up your ESR access from inside or outside of the Trust.

**Step 1** - Type <https://my.esr.nhs.uk/> into your internet browser.

**Step 2** – Click on the link highlighted below.

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**Step 3** – Enter your NHS email address and date of birth, leave the username section blank and click on Submit.

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**Username and password:** you will receive an email containing your username and a link to reset your password.

**Password only:** you will receive an email containing a link to reset your password.

**For further information and support contact: Lisa Harvey, eLearning Support Officer**  
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