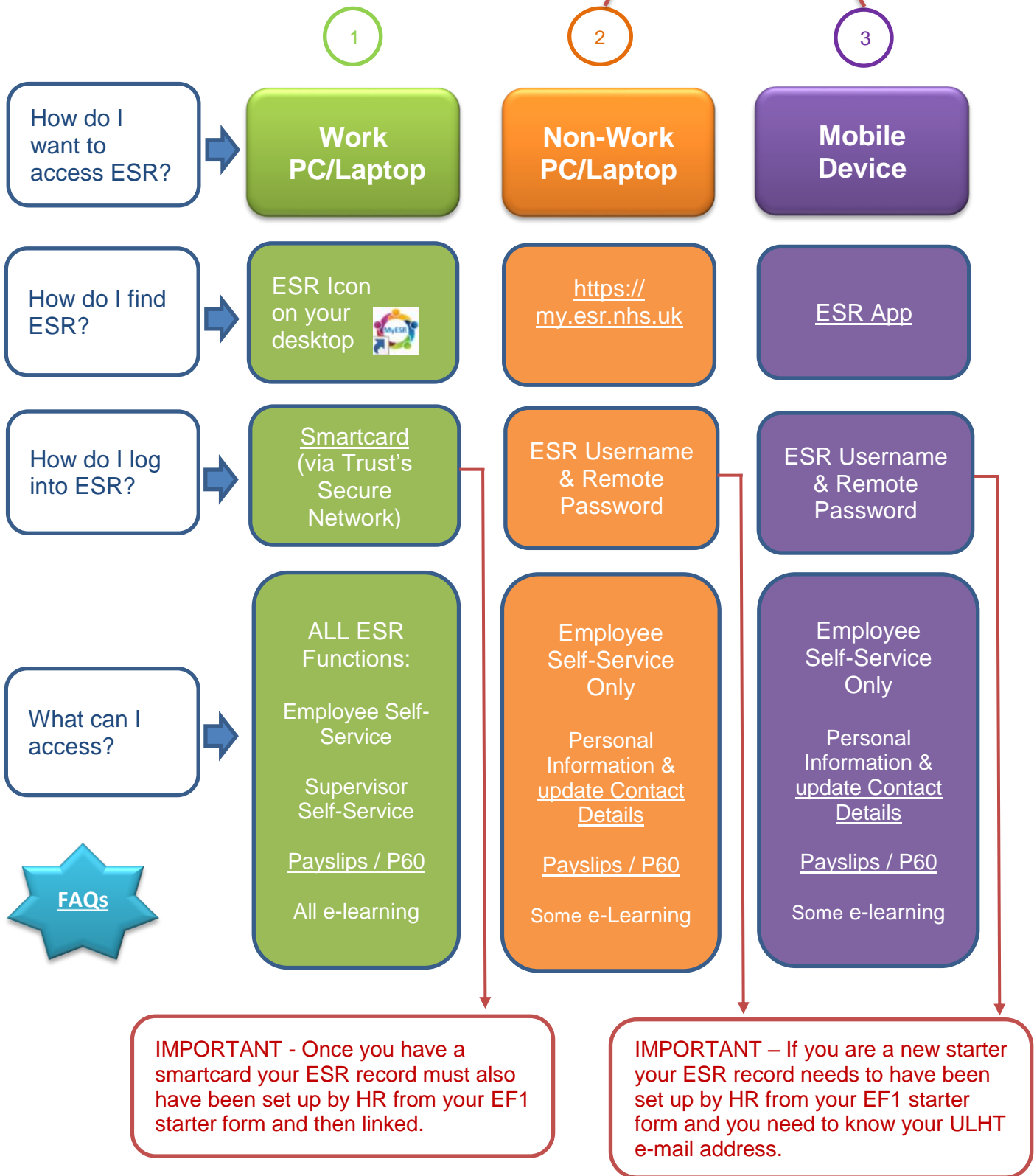


Access to ESR:

There are 3 options for accessing ESR. Click on the links within the chart for further information/support

IMPORTANT – Access via Options 2 & 3 'Remote Access' can either be set up via Option 1 with your smartcard or by carrying out a password reset at home. View '[How to Set Up ESR Remote Access](#)' Guide from our [ESR from Home](#) intranet page.



ESR Remote Access Set Up Guide



ESR remote access is for logging into ESR Employee Self-Service from home or a non ULHT computer or device without a smartcard.

IT support is not available for non ULHT machines. Please run the PC Checker by using this link <http://www.esrsupport.co.uk/pccheck.php> to ensure your computer is compatible

There are 2 ways to set up Remote Access:

1. The most convenient method is from a ULHT PC with your smartcard **via the ESR portal.**
2. If you do not have access to a ULHT PC you can follow **Forgotten Username and Password.**

Via ESR Portal - Step 1

Log into the ESR portal from a work PC with your smartcard and click on the green 'Manage Internet Access' button at the top right of your screen

Manage Internet Access x

My Payslip and P60

Via ESR Portal - Step 2

Create a remote access password

Your ESR Username will be displayed. Make a note of this as you will need to use it to log in.

ESR Username 357BLOGGS01

Password

Retype Password

Status

Submit Cancel

Via ESR Portal - Step 3

Test your access.

Log out. Remove your smartcard and go to <https://my.esr.nhs.uk> or download the My ESR app and login.

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

Forgotten Username or Password

- ✓ Go to ESR log in screen - <https://my.esr.nhs.uk>
- ✓ Click on the forgotten link
- ✓ Complete the fields using your WORK e-mail as this is linked to your ESR account
- ✓ You will be sent an automated e-mail with instructions which is valid for 4 hours.
- ❖ View [Video Guide](#) (please note: central password reset is not available)
- All ULHT staff can access their work e-mail from home via www.office.com logging in with their work e-mail and network password.
- Further information about 365 is available at <http://ulhintranet/covid-19-microsoft-office-365>

Forgotten | Request Username/Password | Unlock Account

Enter the email address associated with your account and your date of birth, your login details will then be emailed to you. If known, entering your username will enable you to receive details for that account only.

Email* (Example: first.last@domain.com)

Date of Birth* 1 1 2020

Date Month Year

Username

Submit

Updating Personal Contact Information:



Step 1
Log into ESR via a PC or the My ESR App

Step 2
Click on the 'Update My Personal Information' Portlet

Name: Sandeep Mistry >

Address: 1 Peachtree Avenue, Warwick
Warwickshire, CV34 2WE
United Kingdom

Email: sandeep.mistry@esrhospitals.uk

Home: 01926 123123

Position: Position 7583514

Update My Personal Information

Step 3
Select the update button against the information you want to update.
This example shows how to update your address.

Personal Information

Employee Name: Mistry, Mr. Sandeep
Employee Number: 20000247

Basic Details

Full Name: Mistry, Mr. Sandeep
Marital Status: Married
Date of Birth: 12-May-1976
NI Number: AB123456A
Employee Number: 20000247
Work Email Address: [redacted]

Phone Numbers & Personal E-Mail

Home: 01926 123123

Addresses

Address Line 1: 1 Peachtree Avenue
Address Line 2: [redacted]
Address Line 3: [redacted]
Town: Warwick
County: Warwickshire
Post Code: CV34 2WE
Country: United Kingdom

TIP: Any of the Personal Information displayed can be modified by clicking the Update button in the relevant section.

Step 4

- Select the option to enter new address
- Select the date from and address type
- Click the spyglass to find the address

Correct or amend this address.
 Enter a new address if you have moved.

Effective Date: 01-Jul-2019

Find Address: [spyglass icon]

Type: Home

Step 5

- Enter postcode with a space - click GO
- Quick select your address from the list
- Address is populated - click Next
- Review your updates - click Submit

Search By: Postal Code [CV34 7AV] [X] [Go]

Quick Select 2 Harper Close

Emergency Contacts
From the portal menu click My Personal Information followed by Contacts and Add/Update relevant contact details

My Personal Information >

Personal Information

Contacts

Accessing online Payslips through ESR:

Step 1

Log into the ESR either on a PC or via the My ESR App



If you are using the My ESR App, tap the My Payslip icon to take you to the login screen

Step 2

Look for the My Payslip Portlet.

Your most recent payslip will be displayed at the top – up to 4 assignments.

You can open or save in PDF format by clicking the pay date link



My Payslip and P60

11223344 - Officer Band 4

NEW [Pay date: 27-Apr-2020](#)

NEW [P60: 2018/2019](#)

[View My Payslips](#) [View My P60s](#)

Step 3

To view previous payslips click the 'View My Payslips' button (shown above). There is also a button to view your P60s.

Use the dropdown arrows to select the payslip you want to view.



NHS

Search

* Assignment Number

Position Name: 2739489 | Officer Band 4

Year

Payslip

If blank, payslip is not produced for this period. Please contact your payroll administrator.

[View Payslip](#) [Clear All](#)

Optional - Step 4

Once your payslip is displayed, you have the option to print it. If you are at work and you do not know your printer code, [click here](#) for the guide

Video Guides: [How to view my online payslips](#) [How to view my online P60](#)

If you have queries regarding your Payslip or P60:
E-mail the Payroll Team - lpn-tr.ULHTPAYROLL@nhs.net

Frequently Asked Questions – User Help

ESR Remote Access Set Up:

- ESR has strict password conventions – at least 8 characters, 1 letter, 1 number, not the same as previous passwords, no repeating or sequential characters/numbers like ABC/123, certain terms and words not allowed, avoid words associated with the system, your role or locality.
- The central password unlock facility (mentioned in the video) is not available. Users are now able to reset their own passwords.
- ***I did not receive my e-mail*** – ensure you are using your work e-mail address which is usually firstname.surname@ulh.nhs.uk although it may also include a number. If it is still not working contact Workforce.Intelligence@ulh.nhs.uk providing your work e-mail address, Date of Birth and National Insurance Number.
- ***Can the reset e-mail be sent to my personal e-mail?*** – this is not possible as your work e-mail is associated with your ESR account and used for work purposes.
- ***I do not know my username*** – this always starts with 357 eg 357ASMITH01 and displays in the top right of your ESR Navigator screen. Your username will be sent to you in your password reset e-mail.
- ***I have received the reset e-mail but it does not work*** - you need to action within 4 hours of receipt, if not request again. Do not request more than once within a 4 hour period.
- When using the mobile app it is recommended not to save your password.
- If you have retired and returned you may have been issued with a new ESR Username in which case you will need to set up a new password.

Updating My Personal Information:

- Fields provided with a green * are mandatory
- Always use the postcode search facility when entering an address
- Only update/amend information if it is incorrect. If you have a new telephone number or address, you would add this and end date the previous.
- If your work e-mail address is incorrect e-mail workforce.information@ulh.nhs.uk
- If your date of birth is incorrect e-mail recruitment.team@ulh.nhs.uk

Core e-learning via Remote Access:

- **Please Note** - Not all of the Trust's e-learning packages will play on a mobile device as they require Java to run.