



My ESR Frequently Asked Questions (FAQ's)

Accessing My ESR

How do I log on to My ESR for the first time?

Instructions can be found in the guidance below on how to obtain your username and set up your password.

[Getting Access and Logging In](#)

[Password Guidance](#)

I am a new starter at the Trust, how do I access My ESR?

Please email esrselfservice@nth.nhs.uk confirming your full name, date of birth and/or national insurance number and your work email address. The team will respond with guidance for you to follow.

I am struggling to set up a password, can you help?

The password rules for My ESR are very strict in order to protect your personal details. Please refer to the password guidance below for the password criteria.

[Password Guidance](#)

The system does not recognise me when I try to request my user name. What should I do?

Please email esrselfservice@nth.nhs.uk to explain this, providing your full name, date of birth and/or national insurance number and your work email address.

I can't log in to My ESR, please can you help?

Please provide specific details of any error messages you are receiving to esrselfservice@nth.nhs.uk.

Can I use my Trust log in details to access My ESR?

No, you require a username and password specific to My ESR.



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How do I set up access so I can view My ESR from outside the Trust?

Please refer to the guide below.

[Requesting Remote Access](#)

How do I get the My ESR app?

Search for My ESR on the App Store or Google Play. Look for the ESR logo shown below.



Can I access My ESR with my smartcard?

The majority of staff must access My ESR with a username and password.

I have recently changed my name, will my username change?

No, your username is created when you join the Trust therefore we are unable to change it.

I have recently flexi retired, what will happen with My ESR access?

You will need to contact the ESR Self Service team on esrselfservice@nth.nhs.uk as you will need a new username. **Please ensure you save any payslips and P60's that you may require from the system prior to flexi retiring.**

I am employed by the LET or another organisation, can I access My ESR?

You won't be able to access My ESR for North Tees and Hartlepool Foundation Trust but you should be able to access at your employing Trust if they use My ESR.

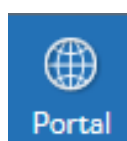


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Dashboard and Personal Information

What is the dashboard?

The dashboard is the first screen you see when you log in to My ESR. It is also known as the Portal. To get back to this page please ensure you click on the Portal button on the top right hand side of the screen on the navigation bar.



Please do not use the back button on your browser if the portal button is available.

How do I log out of My ESR?

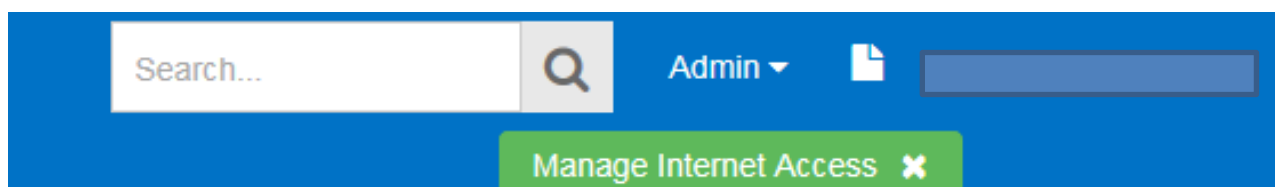
To log out of My ESR from the dashboard page, click on the arrow next to your name on the top right hand side of the screen. There is a Log Out option at the bottom of the list.

If you are not on the dashboard page, there is a Log Out button on the navigation bar.



How do I view and delete my notifications?

Click on the document icon next to Admin shown below. From here you will be able to view your open notifications. To remove a notification, click OK and it will disappear from your list. Please note if you click Display Next Notification, you will be able remove open notifications quicker.



How do I change my personal details on My ESR?

Please follow the guidance below or the captivate link to change your personal details.

[Updating Personal Information](#)



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[Captivate How to Change Your Personal Details](#)

What details am I able to change in My ESR?

Under Personal Information on the left hand side of the dashboard you can update the following information:

Phone numbers

Personal email address

Home address

Emergency contact details

Disability information

Sexual Orientation

Religious Belief

For any other changes, for example, a name change, this must be done via the Payroll department.

I need to change my address, how do I do it?

Follow the instructions below to update your address:

1. Click Update My Personal Information in the My Personal Information portlet
2. Click Update next to Addresses
3. You will then need to select the type of change required – Correct or amend this address; or enter a new address if you have moved
4. Click Next
5. Click the Find Address button
6. Enter your postcode and click Next
7. Select the correct address and click Next
8. Confirm the address is correct by clicking Ok
9. Click Next
10. Review the changes made and click Submit if correct or go Back to change any details



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eLearning

What courses are available to do as eLearning on My ESR?

Acute Kidney Injury	Preventing Radicalisation - Levels 1 & 2 (Basic Prevent Awareness)
Basic Life Support	Preventing Radicalisation - levels 3,4 & 5 (Prevent Awareness)
Blood Transfusion Training	Safe Management of Hypoglycaemia
BOC Basic Gas Training (for Porters only)	Safe Use of Insulin
Clostridium Difficile (C-Diff)	Safeguarding Adults - Level 1
Consent Awareness	Safeguarding Adults - Level 2
Dementia - Level 1	Safeguarding Children - Level 1
Equality, Diversity and Human Rights	Safeguarding Children - Level 2
Fire Safety	Scan4Safety
Food Hygiene - for Food Handlers only	Sepsis
Food Hygiene - for Food Preparation Staff	Venous Thromboembolism
Health Record Keeping	Waste Management
Health, Safety and Welfare - Level 1	
Infection Prevention and Control - Level 1	
Infection Prevention and Control - Level 2	
Information Governance	
Investigating of Incidents, Complaints & Claims	
Medical Gases for Clinical Staff	
Medicines Management	
Moving and Handling - Level 1 - Object Handling	
NHS Conflict Resolution	
Paediatric Basic Life Support	
Patient Falls Management	



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How do I access my eLearning?

Please use the guide and eLearning below to help you access your eLearning on My ESR

[Accessing eLearning](#)

[How to access your eLearning](#)

Why do I have to subscribe to a certification?

Certifications are there for the following reasons:

- They link the e learning programme and the competency associated with it to your learning record so that when you complete the programme and exit your training record correctly the competency will be updated.
- They enable you to enrol onto the appropriate course.
- They initiate a reminder that a competency is due to expire and therefore training needs to be completed.

Completing a course without subscribing to a certification will not update your competency.

Why are there so many steps in the process?

The steps are there to ensure you are completing the correct e learning programme, recommended by the Trust. The steps are:

1. Subscribe to the certification.
2. Enrol in the course (if there is more than 1 course, you will need to enrol and complete both of these if 1 is course content and 1 is e-assessment).
3. Complete the e learning programme and ensure you exit correctly so that your learning record is updated.

Will my compliance automatically update once I have successfully completed my eLearning?

Yes. Your record will reflect a completion of the reading or a pass of the e-assessment immediately.

I have completed a course but my compliance hasn't updated, why is this?

Please make sure you close the e-Learning down correctly using the **blue house symbol** in the top right corner of the e-Learning page or it will not record the completion of e-Learning.

It is also very important that you subscribe to the e-Learning during the enrolment process. If you do not subscribe to the e-Learning and try to complete the e-Learning it will not record your completion either.



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I have tried to enrol onto a course but I get the following error. What do I do?

“This transaction cannot be completed as there is no Supervisor/Manager linked to your ESR record. Please report this error to your Supervisor/Manager who will need to raise this with HR for correction. Any further Self Service action requiring approval will fail until the link is re-established. The approval group get_emp_action_approved_by had no members, and the ALLOW_EMPTY_APPROVAL_GROUPS attribute has the value 'false'.”

You have forgotten to subscribe to the e-Learning course. Click on the **Spyglass** next to the appropriate e-Learning, then the top right **details button** and finally the **blue subscribe button** on that page. You will then need to complete the e-Learning again to record it on ESR.



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Payroll and Pensions

When will my payslip be ready to view on My ESR?

Month	Payday	Payslip available on My ESR	My ESR Downtime
February	Monday 26 th February	Sunday 25 th February	23 rd -25 th February
March	Tuesday 27 th March	Monday 26 th March	29 th March – 1 st April
April	Thursday 26 th April	Wednesday 25 th April	TBC
May	Tuesday 29 th May	Monday 28 th May	TBC
June	Wednesday 27 th June	Tuesday 26 th June	TBC
July	Friday 27 th July	Thursday 26 th July	TBC

How do I change my bank account details on My ESR?

[Amending Bank Account Details](#)

Please see the Captivate link below:

[Captivate How to Change My Bank Account Details](#)

What should I do if I have a discrepancy with my absence?

Please contact payroll@nth.nhs.uk who will be able to assist you.

I have a query about my employment information, who do I contact?

Please contact payroll@nth.nhs.uk who will be able to assist you.