

# Electronic Staff Record Programme

## Implementing Employee Self Service

This guide has been designed to advise on how best to implement employee access to key Self Service information quickly during the COVID-19 pandemic.

Many organisations, having previously looked to implement ESR Self Service will have created user accounts for their employees but for a variety of reasons not allocated them. This means that the accounts are there and ready to be used with only a few simple checks required before enabling employees to access their information.



If ESR Self Service has not previously been considered then the implementation of Employee Self Service (Limited Access), can be achieved very quickly and without the need to setup supervisor hierarchies to manage requests needing approvals.

### Do user accounts already exist?



To establish which is the best option for you, firstly it is necessary to determine if there are existing user accounts that employees can be given access to. You can do this by using the BI Online ESR Access Tab in the Workforce Profile Dashboard. This analysis will show you the numbers of employees who have a user account, are registered for internet access and the last dates they logged into ESR. It will also show you accounts where the user has not accessed ESR.

If there are no user accounts, or there are insufficient numbers for the majority of your workforce then the implementation of Employee Self Service (Limited Access) will need to be a consideration.

### Can all users retrieve their login credentials?

Regardless of whether existing accounts or new accounts are issued, it will be imperative to ensure that users can retrieve their credentials to enable them to login to the system.

Therefore you will need to ensure that there is a valid email address held against employees requiring access to ESR, and that they can also access that email account. This will be needed for them to retrieve their username and password. To identify anyone without an email address the Employee Tab in the Data Quality Dashboard will identify any employees who do not have an email address saved in ESR (Email addresses should not be Null).



### System Requirements



Making sure that I.T. are aware of ESR MM-0100 is an important step as it contains all the information they will need regarding network settings. However, for most users who will only be accessing Self Service functions, viewing payslips etc. they will be able to do this using most modern browsers, tablets and mobiles devices.

## Alternative options for greater benefits

Employee Self Service can be used rather than the Limited Access version. This requires a supervisor hierarchy to be in place together with the allocation of Manager or Supervisor Self Service to action requests from employees.

Employee Self Service gives a richer experience and allows for more meaningful interaction between employees and supervisors; for example recording appraisal and review meetings, applying for leave and recording compliance. The introduction of Manager or Supervisor Self Service also brings with it the ability to record sickness on behalf of the employees they manage, the ability to perform both personal and assignment based changes, as well as a dedicated suite of Business Intelligence reports.



Removing the smartcard requirement for Employee Self Service is also an option. If you have not already done this please raise a Service Request outlining which responsibilities you require unlocking. Please note this can only include Employee/Employee Limited Access Self Service and Learning Administration responsibilities.

## Implementation Steps

### Step 1: Setting up Access

Allocate the Employee or Employee Self Service (Limited Access) User Responsibility Profiles (URPs) as required. If there are significant numbers then this can be performed via Mass Upload as follows:

- Raise a Service Request with the ESR Central Team to inform them that you wish to perform a Mass Upload for URPs.
- The Central Team will respond with the correct template.
- Use a BI Staff in Post report to obtain the relevant details for the template.
- The URP chosen will be the same for every entry, as will the date the URP should be applied from.

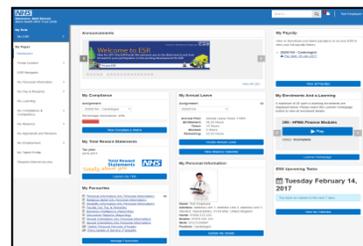
It may be advisable to make the date the URP is to be applied from the day before your Go Live date. This will ensure there are absolutely no delays if curious staff start logging in early in the morning.

### Step 2: Create and Administer the Employee Dashboard

The ESR Portal has been designed to offer employees direct access to the most used and critical information as soon as they log in. Its flexible design means that the ESR Portal is intuitive and user friendly, offering organisations the opportunity to promote access to areas of functionality which are important to them. A series of configurable portlets are available and organisations can customise the dashboard to include these or not as they wish, including Absence Management, Compliance, e-Learning, Equality and Diversity Local Links, Twitter and others. In addition to the portlets, there is the ability to create and publish announcements, so that staff can see key organisational messages when they login.

It will be necessary to identify an ESR Portal Administrator, ideally one person and at least one deputy who can create and manage a bespoke Portal for your organisation.

Use the [Portal Site Administrator](#) (HSCN/N3 access required) guide and [Portal Administration guides](#) for building and customising the ESR Portal to meet your needs.



## Step 3: Managing Usernames and Password

You will need to identify an individual or a team who can deal with queries. The details of this individual or team should be integral in your ESR Self Service communications plan.

Organisations should utilise the mechanism for automation of user account management already available in ESR. This includes setting up the [Automatic User Account Creation](#) (HSCN/N3 access required) and the [Automatic Internet Access](#) options with Workstructures.

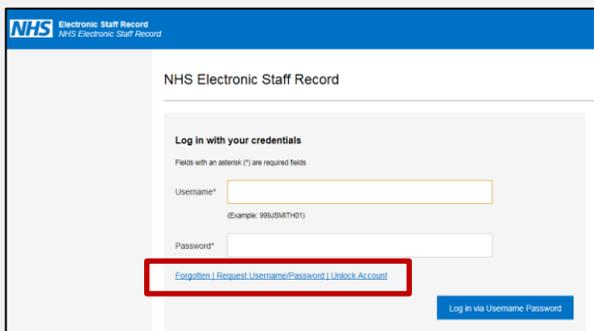
To enable your organisation to easily grant access to Self Service for employees, you must request that Employee Self Service and Employee Self Service Limited Access has the smartcard requirement removed. If this has not previously been requested please raise a Service Request asking for this process to be completed. Once this has been undertaken it is then a simple process for an employee to request access using the 'Forgotten/Request Password link' as explained in Step 4 below.

Organisations should ensure adherence to local Information Governance policies when contacting employees regarding their User Account credentials

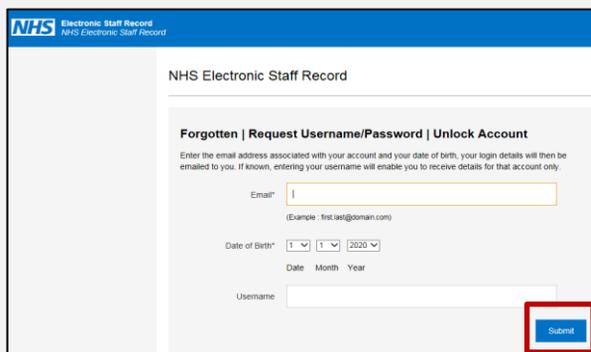
## Step 4: Retrieving User Credentials

Employees with an ESR User Account can retrieve their username and request or reset their password (either for the first time or if forgotten) by:

1. Click the 'Forgotten | Request Username/Password | Unlock Account' link on the ESR login page: <https://my.esr.nhs.uk>



2. Employees should then enter their email address (held as the 'Work Email Address' against their record in ESR in the 'Office tab') and Date of Birth, then click Submit:



3. If the information entered matches the information held in ESR, the employee will receive an email providing them with their username and also a link to follow to set a password.

There should be no need for a System Administrator to set a password for a user as long as the employee has access to their email inbox to retrieve their email.



Where can I obtain further support and guidance?



Contact your regional [NHS ESR Functional Account Manager](#)