

## Helping You, to Help Your Staff Access Employee Self Service

As the number of organisations implementing Employee Self Service increases, so does the amount of employees that need additional support in accessing ESR. As a programme we want to help, so we have launched the **Employee Self Service Toolkit**.

Focused on initial login, password reset processes and basic use of ESS, the '**Employee Self Service Toolkit**' will be available in the Covid-19 Resource Hub on our [www.discover.esr.nhs.uk](http://www.discover.esr.nhs.uk) website and includes:

- Employee Password Reset video
- Password Reset process captivate lesson
- ESR User Manual – login step-by-step guide



### Employee Access Issues

Outlined below are the 3 main issues that adversely impact the employee experience of accessing ESR:

#### 1. Missing Email Address

A valid email address that the employee can access via the internet, outside their work setting, must be recorded on their ESR record. Where an email address is not recorded the employee will be instructed to contact their Local System Administrator or local ESR Helpdesk, to manually re-set their password (subject to verification of ID).

#### 2. No Automatic Internet Access

Automatic Internet Access should be enabled by the organisation, without this the employee will be required to manually request internet access that must be subsequently approved by the organisation. Please note this is still the process for smartcard users.

#### 3. Local System Administrator is unknown

Local contact details of who employees should contact if they lock themselves out of their ESR record.

**The information outlined in this document is designed to help organisations overcome these issues.**

### 1. Missing Email Address

The employees email address:

- Must be recorded in the Office Detail tab of their ESR record.
- Ideally, but not exclusively, this should either be nhs.net or an approved secure domain. Click [here](#) for guidance on Kbase (HSCN/N3 access and Kbase login required).
- Must be accessible outside of the NHS network (HSCN/N3) via the internet, to enable the password reset email to be accessed.

- As new employees are recruited, it is part of an organisation's standard processes to record an email address. If a temporary address is recorded as no Trust address is available, organisations need to implement an audit process to update email addresses as a Trust account is created.
- Email Mass Upload – If you have large numbers of email addresses to be recorded, organisations can request a Mass Upload by raising a Service Request via the ESR Service Desk.
- The organisation could consider implementing the Active Directory outbound interface with the option to add the email inbound interface to facilitate the flow of email addresses into ESR. The NHS ESR Central Team can help with this. For more information please raise a Service Request via the ESR Service Desk.



## 2. No Automatic Internet Access

Self Service gives the NHS workforce the ability to access ESR remotely at anytime, anywhere from all desktop and mobile devices. Setting up Automatic Internet Access will enable employees to access ESR via the internet.



### Follow Step-by-Step Instructions for set up

1. Login to ESR > XXX Local Workstructures Administration > Organisation > Description.
2. Search for your Organisation (using 'Type' of Trust).
3. Click in Description Flex Field DFF (beer mug).
4. Set 'Automatic Internet Access' field to 'Yes'.

Target Organisation	
Foundation Trust Effective Date	
Auto User Creation	Employee SSHR - No Approval Required for Remote Access
Bank Inactivation Opt Out	
Auto IAT Approval	Yes
Deactivate Waitlisting in OLM	
User Can View Or Amend Their Own Record	Yes
Learning Auto Enrol Opt Out	
Exit Questionnaire Required	No
Send Change of Contract and Working Terms Notification	
Automatic Internet Access	Yes
Leave Accrual By Days	

Click [here](#) for the Enabling Remote Access factsheet or [here](#) for further guidance (HSCN/N3 access required).

## 3. Local System Administrator is unknown



Employees can reset their password and request their ESR username by clicking on the 'Forgotten | Request Username/Password | Unlock Account' link on the ESR Portal login page: <https://my.esr.nhs.uk>.



After three failed attempts by a user to log in to their account over the internet (five attempts over HSCN/N3), their account will be automatically locked. The user can unlock their account by resetting their password. Where users are not able to do this themselves they should contact their Local System Administrator. Our new guidance in the Employee Self Service toolkit will include this link <http://www.esrsupport.co.uk/access.php>, in which the user can search for their organisation to identify their Local System Administrator.

Find Your ESR System Administrator

If you're not sure who your ESR System Administrator is, then you can enter your organisation name below to find out who you can contact. If you cannot find your organisation in the below list, [Click Here](#).

We recommend you check this [link](#) for your recorded Local System Administrator. You can also display a short message to users i.e. to contact HR/IT. If changes are required to these details then please provide the information to your regional [NHS ESR Functional Account Manager](#) as soon as possible who will ensure it is updated for you.

Ensure a minimum of two ESR professional users are assigned the Local HRMS Systems and User Administration URP. Please note, to assist in reducing the reliance on System Administrators, a Local User Password Reset URP is available. This URP can be used to reset user account passwords (where a person does not and has never had a Smartcard linked to their Person record). This URP cannot update user accounts in any other way or create new user Accounts.



Where can I obtain further support and guidance?



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

#### Further guidance available:

- [Implementing ESS](#)
- [Turning off Paper Payslips](#)
- [Enabling Internet Access](#)