How to Access ESR Employee Self Service (ESS)
For non-smartcard Users

Getting started

When accessing the system for the first time, using a Trust PC/laptop (or using VPN), paste **my.esr.nhs.uk** into your browser
- You can use this link to access ESS from work, home and your mobile. See page 3 for more details.

When you go through to the link (**my.esr.nhs.uk)**, you will see following **ESR Hub** page.
If this is not how your page looks, please see View Settings guide.

- From this page click on the **Login to ESR** button in the top right-hand corner for login options.

- Once you have clicked on the Login to ESR button it will take you to the log in page.

- When you first use the system, you will need to obtain your username and then setup a password. Click on the **Forgotten | Request Username/password | Unlock account**. See above
- This will take you to the following page

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*: [   ]

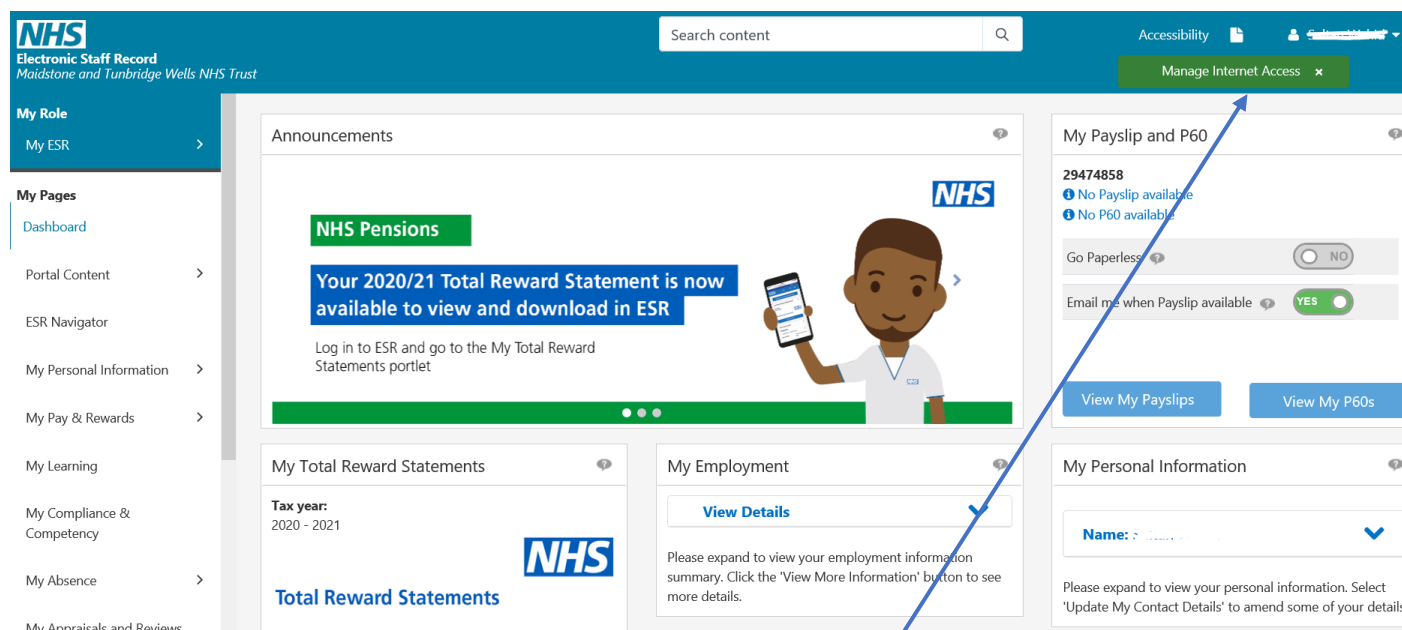(Example : first.last@domain.com)

Date of Birth*: [1 ⌄] [1 ⌄] [2019 ⌄]

Date Month Year

Username: [   ]

[Submit]

- Here, enter your NHS.net email address and your date of birth and click submit.
- You will receive an email with your username (make a note of this for future reference) and a link to help reset the password. See page 3 for guidance on creating a password

You can now click on the **login to ESR** button and input your username and password. This will take you into the system as shown below. More information on how to view and make amendments to your record can be found through the '[How to](#)' video links

Access Employee Self Service from a mobile device
- You can access ESS on your mobile, home laptop or tablet,
- You can use the same link (**my.esr.nhs.uk)**, your username and password

NOTE: If you are unable to login from outside the Trust network, please login from a Trust PC/laptop (or using VPN) and check to ensure your 'Manage Internet Access' status shows as 'approved's – if not please follow instructions on that screen to enable this, which will then allow you to access the system from any device.

Creating a valid Password (password must meet the following criteria)

• Passwords must be a minimum of 12 characters long.

• The password cannot be the same as any of your previous 4 passwords.

• Commonly used passwords, such as "password1", are not allowed.

• Password must not contain sequential characters or number (such as 'ABCD' or '1234') or have any spaces or commas

Note: If you receive an error when attempting to change your password, check that it meets the requirements listed above and try again.

• If in future you forget your password, you can go into the same **Forgotten | Request Username/password | Unlock account** link to reset.   Enter your username, email and date of birth to get a link to reset.

For more information on passwords see: https://my.esr.nhs.uk/dashboard/web/esrweb/password-help

Further information and support

You can find more information, along with 'How to videos' on the Employee Self Service intranet:
• http://mtwintranet.admtw-tr.mtw-tr.nhs.uk/directory/esr-employee-self-service
• https://my.esr.nhs.uk/dashboard/web/esrweb/video-guides

If you encounter any issues, please contact the Employee Self Service support team:
Email: mtw-tr.esrss@nhs.net
Call: **01622 228978 (Option 2)**