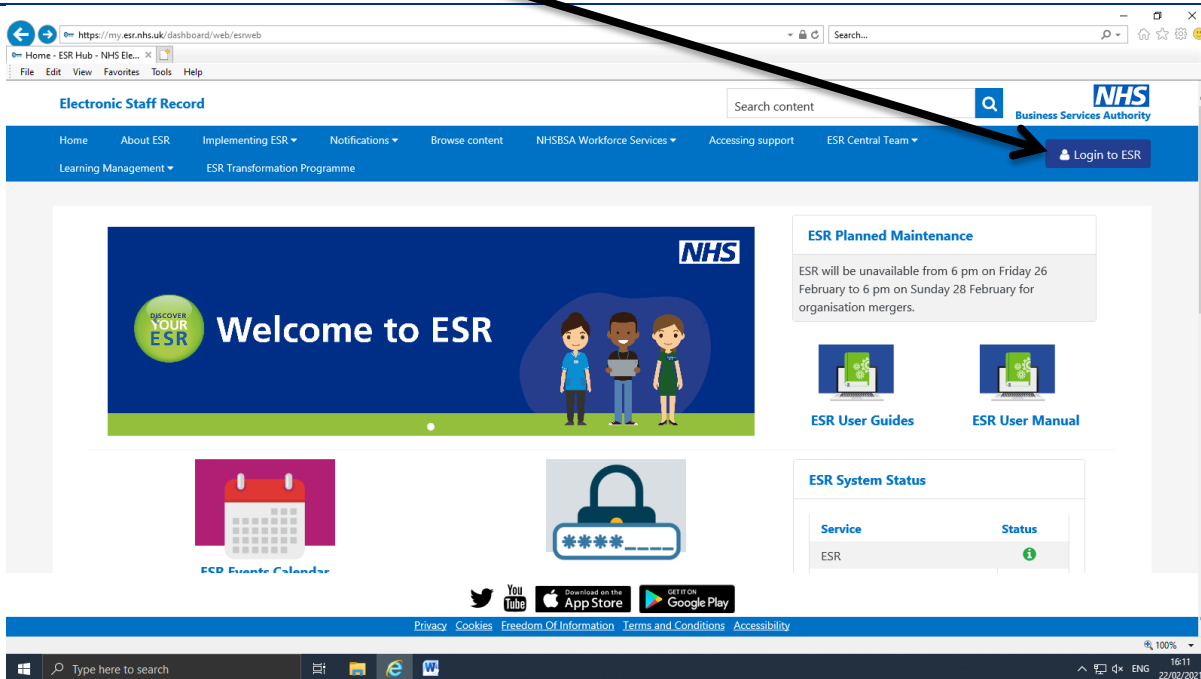
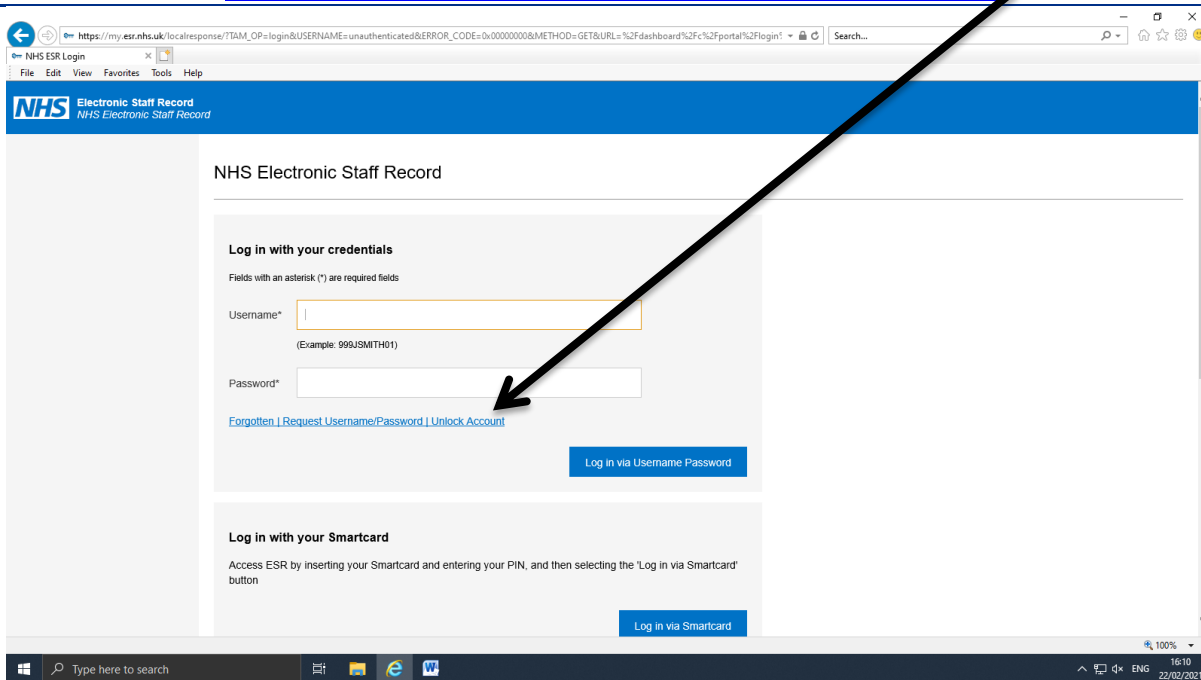


# How do I access ESR for the first time?

- Go to the ESR login page which is listed as a favourite on every Trust PC or navigate to <https://my.esr.nhs.uk/dashboard/web/esrweb> then click on **Login to ESR** on the top right hand corner of the screen



- Click the link [Forgotten | Request Username/Password | Unlock Account](#)



### 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.

Email\*

(Example: first.last@domain.com)

Date of Birth\*

Date Month Year

Only required if you have more than one NHS Employer and wish to reset a specific account. If known, enter your ESR username to receive details for this account only.

Username


Submit

- On the following page in the **email box** enter your **nhs.net** email address. This must be your nhs.net email address so if you do not have access please call IT to retrieve you login details.
- Enter your **Date of Birth** (DOB) in the next box.
- We would advise to leave your **Username** (ESR Username) blank as this information will be sent in the email along with your password reset.
- Click the **Submit** button.
- You will also receive a confirmation notification as soon as you press submit.

### Confirmation

Your request to retrieve your username has been submitted. An email will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.

Ok

- Once submitted, an email will be sent to your **NHS.net** inbox containing a link to reset your password.
- Login to your nhs.net email to retrieve your password reset
  - <https://portal.nhs.net/>
- Once you receive the ESR password reset email, the link must be used within 4 hours. After this, you **cannot** use this email to reset your ESR password as it will have expired. You must repeat the ESR password reset process again from the beginning to generate a **new password reset email**.
- The ESR password reset email will include your **ESR username**.
- There will be a link within the ESR password reset email. Click this link to reset your ESR password.
- Enter your ESR username as stated in the ESR password reset email. We advise you to copy and paste to avoid input errors
- Enter a new password in the field **Password** and **Confirm Password**.
- ESR has certain criteria on which passwords can be used. If you are struggling to set a password, hover over the  icon to the right of the Password box and ESR will display the requirements
- Once your password reset has been completed, you will be taken to the initial **ESR login** page.
- Login with your ESR username and new password.

*When logging into ESR, you will have a total of 3 attempts to enter your password correctly. If you surpass the 3 attempts, your account will lock this means you cannot complete a password reset until 12 hours has passed. If your account does lock for 12 hours, no-one in ESR Administration will be able to override.*



### **Some things to keep in mind before attempting a password reset for ESR**



- If attempting a password reset through a Trust computer, please make sure you are logged into the computer through your personal IT login. If the Trust computer is logged in through a shared or ward login, sometimes the ESR password reset will not work.
- If your nhs.net email address has changed because your email address expired then please inform [stees.mandatorytraining@nhs.net](mailto:stees.mandatorytraining@nhs.net) of your new email address. The ESR password reset requires you to use your **NHS.net** email as the information within ESR is confidential and must be sent to a secure work email address.
- You will need to complete a new password reset every time you forget your username/password for ESR. You cannot reuse old password reset emails; the password reset must be done from the beginning.