# How do I reset my ESR 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.*

*The ESR system will **'hard-lock'** for 12 hours – 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 help. There is no other way around this – **you must wait the 12 hours.***

⚠️ **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 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.

**To complete an ESR password reset:**

- Go to the ESR login page as if you were logging into ESR as normal.



- Instead of typing in your username/password, click the link underneath these options.

  The link is written in **Blue** and reads **Forgotten| Request Username/Password| Unlock Account.**

- A new page should appear that asks for different information to the login screen.

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| **Forgotten \| Request Username/Password \| Unlock Account**<br><br>Enter the email address associated with your account and your date of birth, your login details will then be emailed to you.<br><br>Email* `[                    ]`<br>(Example : first.last@domain.com)<br><br>Date of Birth* `[1 ▼]` `[1 ▼]` `[2021 ▼]`<br>Date Month Year<br><br>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.<br><br>Username `[                    ]`<br><br>`Submit` | • Two of these options are **compulsory** – **email and date of birth**. You must enter your correct, up-to-date NHS.net email and your correct date of birth. Make sure not to rush when entering this information, and check you have typed your details into these two options correctly.<br>• The third option – **username** – **is not a compulsory field**. If you know your correct ESR username, you can enter this information if you feel you want to. However, if you do not know your correct username, or you are unsure of what your correct ESR username is, leave this box blank.<br>• TIP – If you fill in all three options (NHS.net email, DOB and ESR username) and you keep receiving an error message, try typing in your NHS.net email and your date of birth **NOT** your ESR username as this may be the thing stopping your password reset from working. |

- Click the **Submit** button to your bottom right-hand side.
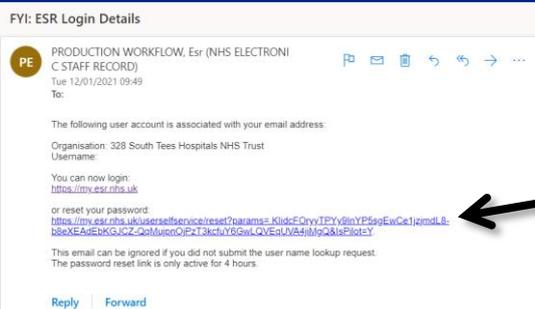
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| Confirmation<br><br>Your password-reset request has been submitted. An email with instructions will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes. | • Once submitted, you should also receive a confirmation notification.<br>• An automated email should be sent to your NHS.net inbox containing your password reset information and links. |

**NOTE:** If you have multiple ESR accounts and did not include your ESR username upon entering your password reset information, perhaps you have multiple jobs at different Organisations. If so, multiple emails will be generated to your inbox.

Once you receive the ESR password reset email, please keep in mind –
1) The password reset has a timeframe in which it needs to be completed. This is specified in the password reset email.
2) If the timeframe has expired, you **cannot** use this email to reset your ESR password. You must repeat the ESR password reset again from the beginning to generate a **new password reset email.**

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| FYI: ESR Login Details<br><br>PE  PRODUCTION WORKFLOW, Esr (NHS ELECTRONIC STAFF RECORD)<br>Tue 12/01/2021 09:49<br>To:<br><br>The following user account is associated with your email address:<br><br>Organisation: 328 South Tees Hospitals NHS Trust<br>Username:<br><br>You can now login:<br>https://my.esr.nhs.uk<br><br>or reset your password:<br>https://my.esr.nhs.uk/userselfservice/reset?params=.KlidcFQryvTPYy9lnYP5sgEwCe1jzjmdL8-b8eXEAdEbKGJCZ-QpMuionOjPzT3kcfuY6GwLQVEqUVA4jiMgQ&lsPilot=Y<br><br>This email can be ignored if you did not submit the user name lookup request.<br>The password reset link is only active for 4 hours.<br><br>Reply  Forward | • The ESR password reset email will include your ESR username.<br>• 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.

Enter a new password in the field **Password** and **Confirm Password**. Make sure you follow the criterion for creating a new ESR password; ESR passwords must meet these requirements before accepting a password reset.

- To find this criterion, hover over the grey - **?** Icon or by clicking on the **Password Policy** link at the bottom left-hand side of the page.

**ESR Password Requirements have changed. As of 29 March 2021 your password MUST:**
- contain at least 12 characters
- NOT contain your first name, surname, or user name
- NOT contain any words that are easy to guess
- NOT contain more than 3 sequential characters or numbers (for example: 1234, ABCD or QWERTY)

- Once you have successfully created a new password, you will be taken to your My ESR Dashboard.