



SHSC ESR & Workforce Information User Guide November 2018

✘ [E.Learning General Facts, access from non SHSC devices, help and contacts](#)

✘ [How to use my "ESR Portal"](#)

✘ [My ESR Calendar](#)

✘ [My Payslips](#)

✘ [My Personal Information](#)

✘ [ESR Notifications](#)

✘ [Troubleshooting](#)

✓ [Working on Non-SHSC computers](#)

✓ [How to take a screenshot](#)

✓ [Has my E.Learning saved?](#)



ESR General Facts

ESR (Electronic Staff Records) is the system used by a majority of NHS trusts to keep track of employee information. This includes personal information, pay information, mandatory training information and other types of staff information.

All SHSC staff are encouraged to consult their profile and check the accuracy of the information held. Staff can also choose to opt out of paper payslips using the ESR portal.

Training information including which topics are mandatory and expiry dates are accessible through ESR. ELearning as a way to complete training is available on the Oracle platform through ESR.

Access from non-SHSC devices (See ESR Access User Guide)

This is now enabled as standard for users accessing ESR using a Username and Password combination. Smartcard users will need to set up a password for remote access, and will only have access to limited functionality (not affecting the ESR Spine). Remote Access allows you to set up access the ESR from a non-trust computer. For example, if you regularly work at GP surgeries, in other trusts, at university, or you would like to log on and view your online payslips from home, you are able to do this from your most convenient site rather than coming to an SHSC site.

Please use the following web link to access ESR: <https://my.esr.nhs.uk/>

Please be aware the support you can access when using a non-SHSC device will be limited. Start by using the [troubleshooting guidelines](#).

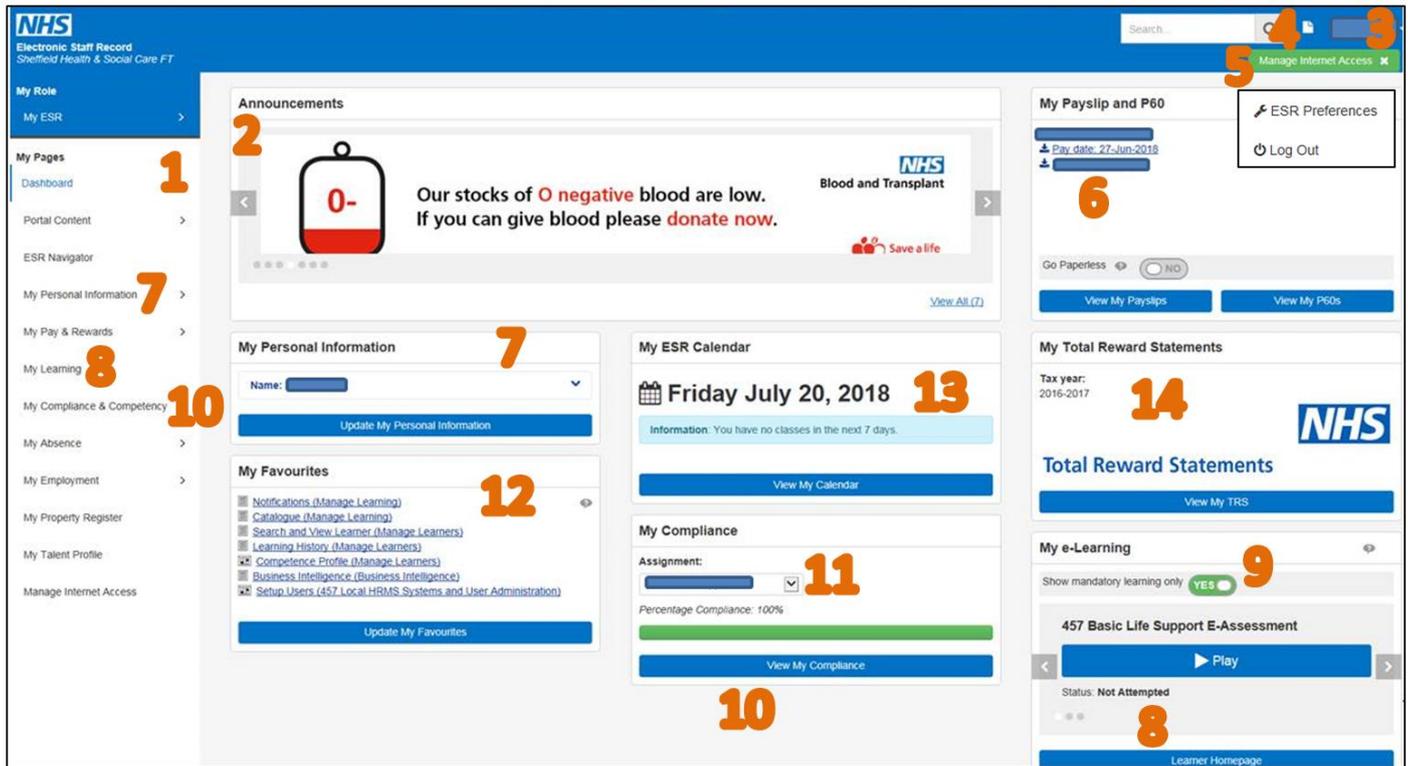
Help and contacts

- For any ESR related queries, ring 011422 (63301) then press 2 and 2 or email workforce@shsc.nhs.uk
- If your query is training or E.Learning related please ring 011422 (62233) or email training@shsc.nhs.uk

[Back to the Content Page](#)

How to use my ESR Portal

The ESR Portal is a way for you to view information about yourself. You can manage your information for HR & Training related purposes. You can access the content of the portlets by clicking on the blue title under each of them.



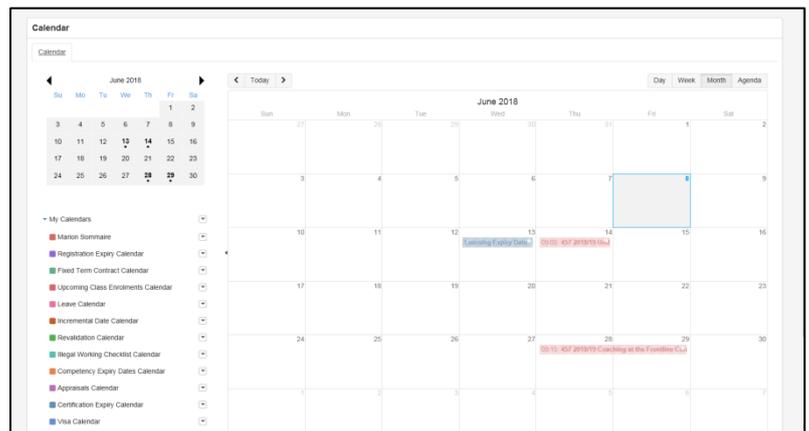
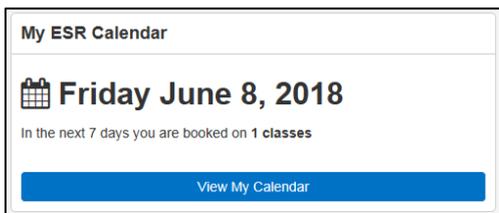
The screenshot shows the NHS ESR Portal interface. On the left is a navigation menu with categories like 'My Role', 'My Pages', 'My Personal Information', etc. The main area contains several portlets: 'Announcements' (1), 'My Personal Information' (7), 'My Favourites' (12), 'My ESR Calendar' (13), 'My Compliance' (11), 'My Payslip and P60' (6), 'My Total Reward Statements' (14), and 'My e-Learning' (9). Each portlet has a blue title bar and a 'View All' or 'View My' button. The 'My e-Learning' portlet shows a '457 Basic Life Support E-Assessment' with a 'Play' button. The 'My Compliance' portlet shows a 'Percentage Compliance: 100%' bar. The 'My ESR Calendar' portlet shows 'Friday July 20, 2018' and 'Information: You have no classes in the next 7 days.' The 'My Payslip and P60' portlet shows 'Pay date: 27-Jun-2018' and 'Go Paperless' toggle. The 'My Total Reward Statements' portlet shows 'Tax year: 2016-2017' and 'View My TRS' button. The 'My e-Learning' portlet shows 'Status: Not Attempted' and 'Learner Homepage' link.

- ESR Navigator:** The ESR Navigator shows what you can access on ESR. Select your ESR role if you have more than one. Expand and collapse the categories using the arrows next to the headings.
- Announcements:** Latest news, view different announcements by clicking on the left and right arrows.
- By Clicking on your name, make the link appear to your “ESR Preferences” and the “Logout” button.
- The white page is a link to your **ESR notifications**. You may receive emails letting you know you have notifications to access.
- “**Manage Internet Access**”, this is useful for ESR Smartcard users, explained in the [ESR Access User Guide](#)
- “**Payslips portlet**”, go paperless using this and consult your payslips. More information on this: “[My Payslips](#)”
- “**Personal information**”, collapse and expand using the arrow. More information on this: “[My personal information](#)”
- “**My Learning**” page can be accessed there, more information in the [ESR & Training User Guide](#)
- E.Learning enrolments:** View up to 20 E.Learning enrolments and play from this portlet, if you use the “mandatory training only” function, the portlet will show only E.Learning connected to valid certifications. [We recommend using this.](#)
- “**My Compliance and Competency**” page is explained more in depth in the [ESR & Training User Guide](#).
- “**My Compliance**” shows at a glance your percentage of compliance on your primary assignment. If you have more than one assignment, use the drop down menu to select the assignment you want to consult. You may have different training requirements for your different assignments resulting in a different compliance status.
- Set **favourites** in this portlet so the pages you access most often appear on your Dashboard.
- “**ESR Calendar**”: you can view key dates related to events that are kept track of on ESR, more information on “[ESR Calendar](#)”
- “**Total Rewards Statements**” portlet: use this to launch your TRS page, including pension information.

[Back to the Content Page](#)

My ESR Calendar

The portlet on the [ESR Portal](#) will show your events coming up.



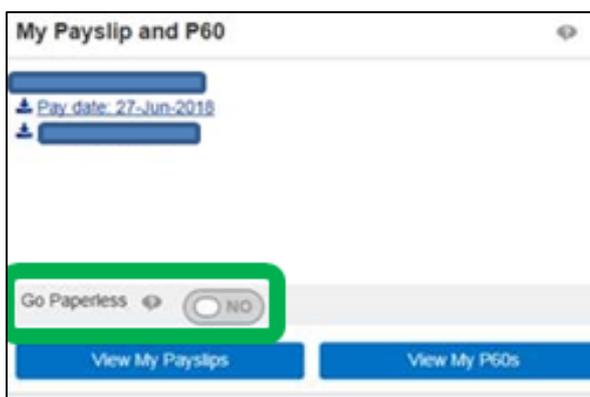
Calendar entry types are colour coded with the key on the left of the calendar (Please note SHSC does not use all the ESR calendar functionalities).

Please note:

- Competency Expiry Dates Calendar: this indicates mandatory training date expiries
- Certification Expiry Calendar: please do not use this as mandatory training expiry dates. A certification relates to E.Learning training only which means it will not take into account any face to face training you have completed.

[Back to the Content Page](#)

My Payslips



The most recent payslip is displayed on this portlet.

Payslips will be displayed for up to 4 assignments. You can download them from this portlet in a PDF format.

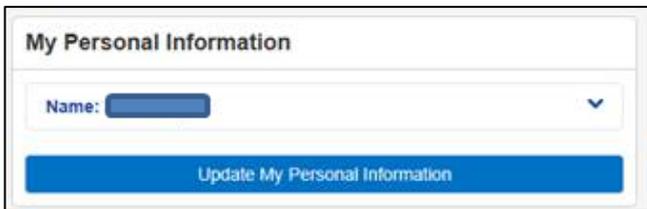
Please ensure that you save your payslip in a secure area and remove the downloaded file if you are using a public or shared computer.

For more information, you can click on the View all Payslips link which will take you directly to the ESR Online Payslip page where your full payslip history is available.

Go Paperless: You can stop receiving paper payslips, and access them through the online portal.

[Back to the Content Page](#)

My Personal Information



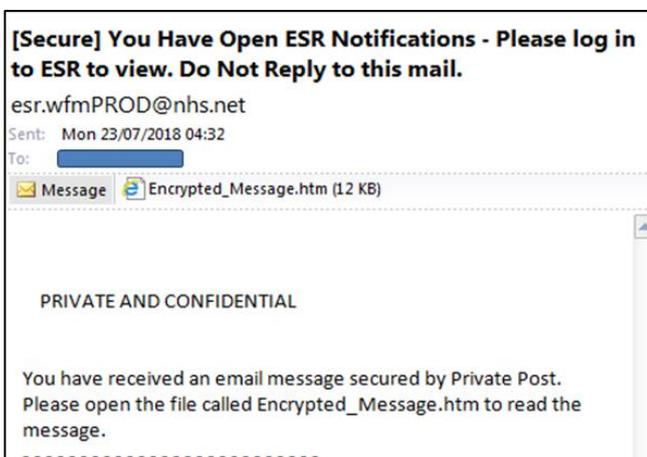
This contains summary of your personal information. You can collapse and expand this section of the portal by clicking on the blue arrow next to your name.

Clicking on the Update My Personal Information button will take you to the page where updates can be made. Please make sure your Work email address is correct, this will allow you to use the Forgot Password link to reset your own password.

You cannot amend all the information through “Employee Self Service (Limited Access)”, if there is information that is incorrect or needs to be changes, please complete the appropriate EForm of [Contact us](#).

[Back to the Content Page](#)

ESR Notifications



You will receive notifications from ESR on your email address recorded on the system. As we do not use nhs.net email addresses, you need to log on to the system to read the content of the notification.

You can do this by clicking on the white page at the top right corner of the portal welcome page. 

For notifications about training expiries:

- Ignore the notifications about “Certification Subscriptions”
- Training expiry notifications will mention “Competency update/expiry date” (See ESR & Training User Guide for more information)

[Back to the Content Page](#)

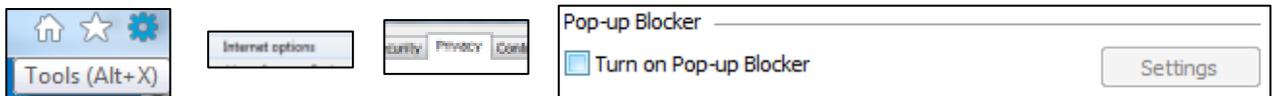
Troubleshooting

Working on a non-SHSC device

If you are using a computer on the SHSC network, the settings below should be your default settings when using ESR.

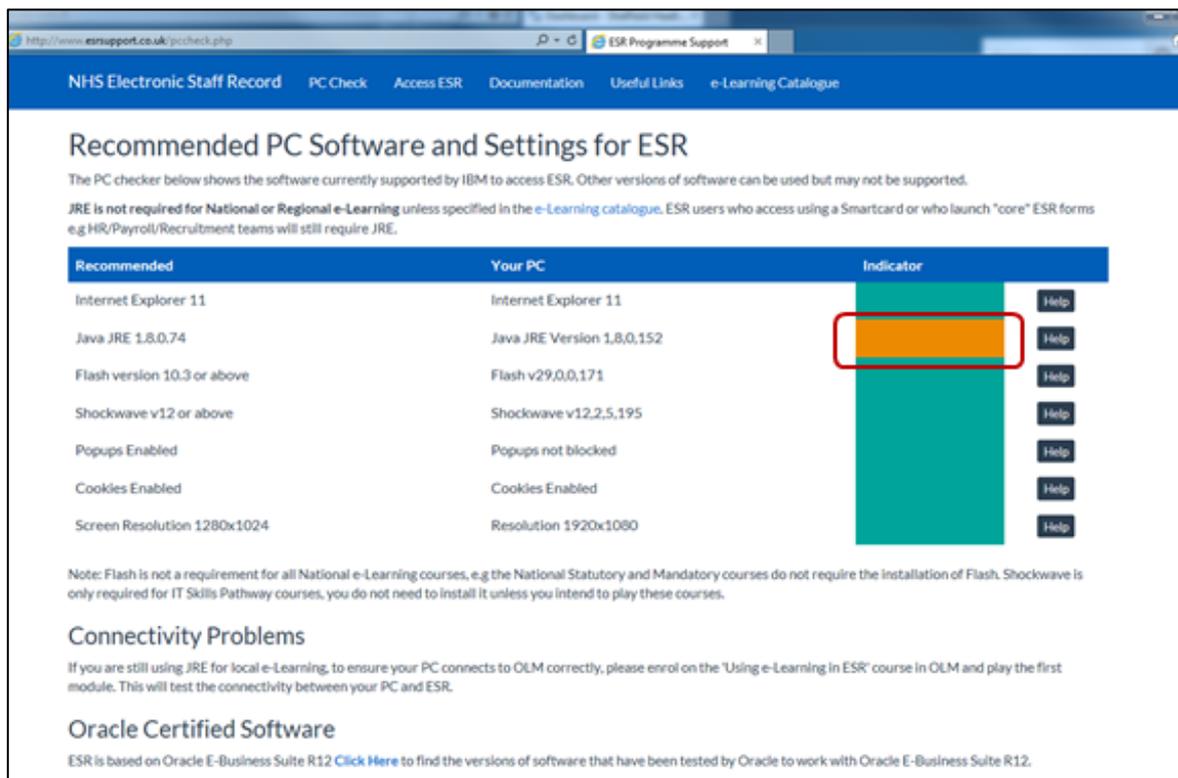
If you are using your own device or a device at another employer's, please follow the guidelines as below:

- Use Internet Explorer 11; Note: other browsers may appear to work but issues will need to be replicated in IE11 to be reported with our suppliers.
- Turn off pop up blockers (click on "Tools" (or Alt+X Keyboard shortcut); Select "Internet Options"; "Privacy" tab; un-tick the box next to "Turn on Pop-up Blocker". If you are using an SHSC computer, the box will be ticked, but the ESR website is an exception in the "Settings".



- To diagnose issues, and if you are reporting a problem, please send a screenshot of the PC Checker when you are having the issue. This checks if your PC has the components it needs to use ESR:
Link to PC Checker: <http://www.esrsupport.co.uk/pccheck.php>

Example: Java is a slightly different version from the optimum to play some of the E.Learning content.



Recommended	Your PC	Indicator	Help
Internet Explorer 11	Internet Explorer 11	Green	Help
Java JRE 1.8.0.74	Java JRE Version 1.8.0.152	Orange	Help
Flash version 10.3 or above	Flash v29.0.0.171	Green	Help
Shockwave v12 or above	Shockwave v12.2.5.195	Green	Help
Popups Enabled	Popups not blocked	Green	Help
Cookies Enabled	Cookies Enabled	Green	Help
Screen Resolution 1280x1024	Resolution 1920x1080	Green	Help

Note: Flash is not a requirement for all National e-Learning courses, e.g the National Statutory and Mandatory courses do not require the installation of Flash. Shockwave is only required for IT Skills Pathway courses, you do not need to install it unless you intend to play these courses.

Connectivity Problems
If you are still using JRE for local e-Learning, to ensure your PC connects to OLM correctly, please enrol on the 'Using e-Learning in ESR' course in OLM and play the first module. This will test the connectivity between your PC and ESR.

Oracle Certified Software
ESR is based on Oracle E-Business Suite R12 [Click Here](#) to find the versions of software that have been tested by Oracle to work with Oracle E-Business Suite R12.

All the components may not have the same importance, e.g. some E.Learning will need Java which is not needed to use the rest of ESR in Employee self-service.

If your problems persist: [Contact us](#), send us a screenshot of the full screen when you have an issue, if there is an error message, send us the exact text of the error. How to I take a screenshot?

[Back to the Content Page](#)

How do I take a screenshot?

A screenshot is a way to take a picture of the screen you are working on; you may want to take a screenshot either for your own records or to show someone else.

1. Navigate to the screen you want to take a screenshot of.
2. Press the “print screen” button on your keyboard. This may be abbreviated “PrtScn”, depending on your keyboard, you may need to press Alt+PrintScreen or Windows+PrintScreen.
3. Open a Word document or an email
4. Paste (right click and paste or Ctrl+V keyboard shortcut) in the document or email.
5. You can then manipulate, change size or crop the picture.
6. If you are sending us a screenshot because there is an issue with ESR, please send the full screen, we will need to look at what browser you are using. If you are completing E.Learning, we need to know the time and date the system registered to narrow our searches. This is displayed in the bottom right of the screen if you send us full screen screenshots and is very useful to us.

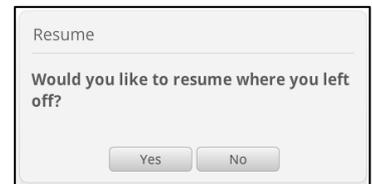


Has my E.Learning saved?

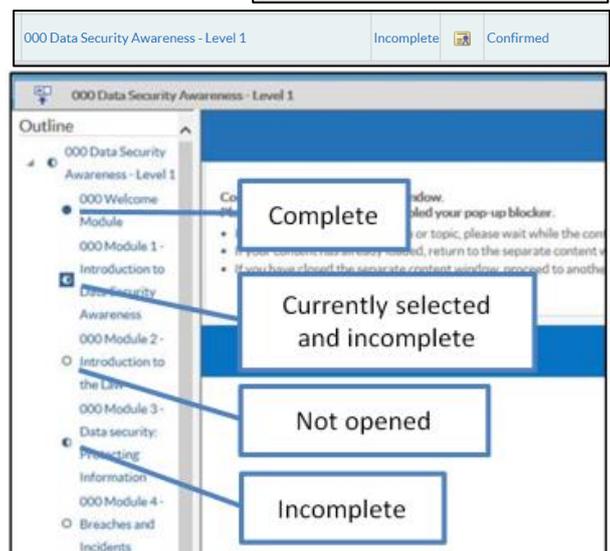
- To make sure your E.Learning course saves, click the house button when you exit the course.



This saves where in the course you are leaving so you can pick up in the same place when you are ready to continue.



- If you think you have completed a course but the competence has not updated and the status still shows “Incomplete”: Check you have completed all the modules in the course. Click to play the course again and select “pick up where you left off”. Check that you have completed all the modules for the course, then clicked the house button in the top right corner of the screen.



- If the status on the course is “Completed” but the competence has not updated, you may not have been subscribed to an up to date certification. [Contact us](#) if this happens with your full name or employee number and the name of the course. More on this in the [ESR & Training User Guide](#).

