

Guidance for initial logon on to ESR Self Service Portal

You will receive a Username which will be sent to your NHSBT email to use for use when logging on to 'My ESR Self-Service'. The user name will look like the example below: **918JSMITH01**

Once you have received this you will need to follow the steps below:

- **Step 1** open a new internet web page (you can use any web browser e.g. Google Chrome, Internet Explorer, Edge, Safari).
- **Step 2** log on to the website <https://my.esr.nhs.uk>

This should open the following screen:

NHS Electronic Staff Record

Log in with your credentials

Fields with an asterisk (*) are required fields

Username*

(Example: 999JSMITH01)

Password*

[Forgotten](#) | [Request Username/Password](#) | [Unlock Account](#)

[Log in via Username Password](#)

Log in with your Smartcard

Access ESR by inserting your Smartcard and entering your PIN, and then selecting the 'Log in via Smartcard' button

[Log in via Smartcard](#)

Note: Login in via Smartcard is only for professional users with smartcards.

- **Step 3** click on 'Forgotten Username or Password link

The screen below should pop up:

NHS Electronic Staff Record

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

- **Step 4** enter your WORK email address and your date of birth.
- **NOTE.** You only need to add your Username if you have more than one NHS Employer and you need a password reset for a specific ESR account.
- **Step 5** click Submit

A confirmation window will appear

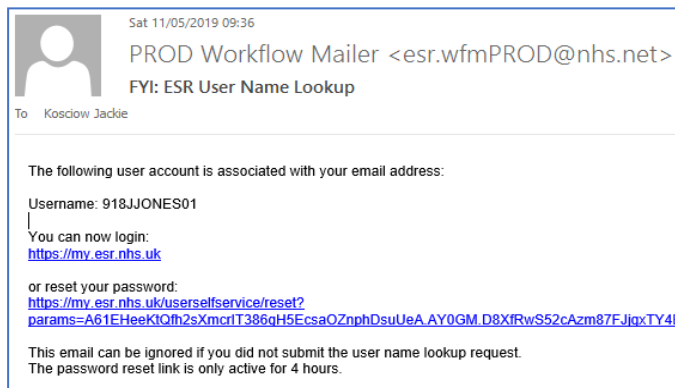
NHS Electronic Staff Record

Confirmation

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.

Ok

- **Step 6** open your NHSBT work email account and retrieve your email. The email will look like this:



- **Step 7** open the email and note your Username
- **Step 8** click on the link for resetting your password
- **Step 8** enter your Username and a new password of your choice and click on the confirm password button.

NHS Electronic Staff Record

Update Password
Fields with an asterisk (*) are required fields
Please enter your username and password below. The password you enter below will be used to replace your old password

Username*
(Example: 999JSMITH01)

Password*

Confirm Password*

[Confirm Password](#)

IMPORTANT. When creating a **password** you will need to ensure you follow this guidance to ensure it's a strong password and keeps your access secure;

- Passwords must be 12 characters or more in length
- Passwords may not be the same as the last 4 previous passwords you had
- Passwords may not contain repeating characters (e.g. password – as it contains a repeating 's') or sequential characters or numbers (such as 'ABCD' or '1234')
- Certain words and terms are not permitted within passwords. Users should avoid using words associated with the system, their roles, or their locality

TIP: If you are struggling to create a password, think about a password you might already use but replace some of the letters with signs e.g. instead of Createword01 it would be Cre@tew&rd01

- **Step 8** Once completed you will be returned to the original screen below where you can log on using your new password

NHS Electronic Staff Record

Log in with your credentials
Fields marked with an asterisk (*) are required fields.

Username*
(Example: 999JSMITH01)

Password*

[Forgotten](#) | [Request Username/Password](#) | [Unlock Account](#)

[Log in](#)