

## ESR Email Notifications

ESR email notifications will no longer show as 'encrypted'. You will now be able to see the details of what the notification is about on the email.

Emails will come from 'PROD Workflow Mailer <esr.wfmPROD@nhs.net>'

Please ensure any rules you have set up that automatically move emails from 'PROD Workflow Mailer' to your 'Junk' or 'Deleted' folders are removed.

Examples of the type of information sent in the emails are below (identifiable data in the examples has been removed).

### Example 1 – Expiring Mandatory Training Competency

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**From:** PROD Workflow Mailer <esr.wfmPROD@nhs.net>  
**Sent:** Wednesday, July 10, 2024 4:22 AM  
**To:**  
**Subject:** For Your Information: Competence Expiry - 3 Months

To  
Sent **10-JUL-2024 04:22:04**  
ID **1253890913**

The training that you completed to achieve your competence, NHS|CSTF|Health, Safety and Welfare - 1 Year|, is due to expire on 08-Oct-2024.

Please log in to ESR and view the My Compliance Portlet. From here you can play or search for available training to update your record.

This information has also been sent to your manager for their records.

<https://my.esr.nhs.uk>

### Example 2 – Competency completion

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**From:** PROD Workflow Mailer <esr.wfmPROD@nhs.net>  
**Sent:** Tuesday, July 9, 2024 8:33 AM  
**To:**  
**Subject:** For Your Information: Competency Profile of ... has been updated

From  
To  
Sent 09-Jul-2024 08:30:59  
ID

Competency  
has completed the Learning Certification 918 NHSBT Business Continuity v1.2 - Sep 2022, automatically updating their personal competency profile with the following competencies:

Competency Updated	Level
918 LOCAL NHSBT (M) Business Continuity - 1 Year	