

## Can't see your Manager Access / lost your green 'Manage Internet' or 'Upgrade Access' button

There may be several reasons why you can't see your Manager access especially if you are working from home. Please follow the options below to see if this resolves your issues. If it doesn't, log a call with HR Direct and someone will set up a Skype call with you to resolve your issue.

### OPTION ONE

1. Log in to 'My ESR' as normal
2. On your navigation menu at the top of your screen, check if you have a 'Manager' option



3. If you do click on this and it will change your view to Manager view
4. To change back to you own ESR portal click on 'My ESR'

### OPTION TWO

1. Log in to 'My ESR' as normal
2. Click on 'Upgrade Access' button in the top left-hand corner of your screen



3. This will send a code to the mobile number you entered when you set up your Internet Access
5. Enter the Code
6. Follow steps 2 to 4 above (in Option One)

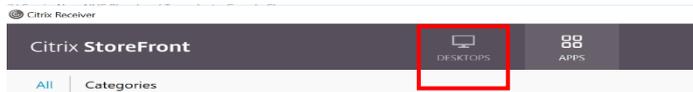
### OPTION THREE (if neither of the above options help/work)

If you are not on a NHSBT wifi (e.g. using your home wifi) you will need to log in via Citrix and set up Internet Access for ESR.

1. Open Citrix/Workspace through your hybrid/laptop. To do this click on the 'window' icon in the bottom left-hand corner of your computer and then in the search box that appears next to it type 'Citrix'



2. Click on the Citrix receiver option that shows from the search, this should take you to the Citrix StoreFront



3. Click on 'Desktops' option and then 'NHSBT Workspace'
4. This should open up Workspace (you may have to put your login details in, if this does not work contact the IT Servicedesk as you may need to be set up with remote access)
5. Now open either Google or Internet Explorer



6. Enter the website for My ESR <https://my.esr.nhs.uk/>
7. Add in your login details and password
8. You should then be able to either change your 'My Role' view to 'Manager' (as shown in Option One) or use the 'Upgrade Access' button to change your access (as shown in Option Two)
9. Once in My ESR if you have a 'Manage Internet Access' button on your homepage use this to set up your access so that you can then access your Manager section from your home Wifi without having to through Citrix/Workspace

