### Guidance for requesting a new Password or Username for ESR

You will receive your Username and Password from our Pay team once they have received your New Starter form. This will be sent to your NHSBT email You Username with look like the example below: **918JSMITH01**

One 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 which is the ESR hub providing you with information, tips and downtime on the ESR system.
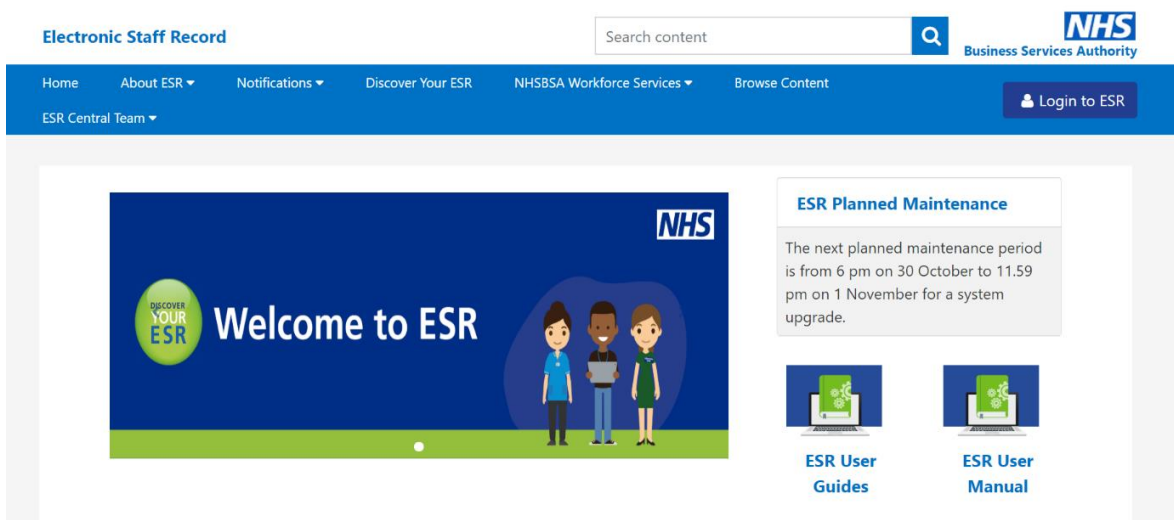
- **Step 3** click on the Login button

  This will take you to the login screen;

- **Step 4** click on 'Forgotten | Request Username/Password | Unlock Account' 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. If known, entering your username will enable you to receive details for that account only.

Email* [   ]

(Example : first.last@domain.com)

Date of Birth* [1 ▼] [1 ▼] [2019 ▼]

Date   Month   Year

Username [   ]

[Submit]

- **Step 5** enter your **WORK** email address and your date of birth. If you know your Username you can add that in, if not the email you don't have to enter it. Your Username will be sent to you anyway when you request a password reset.

- **Step 6** click Submit

  Note. Once requested the reset password link will be useable for 4 hours after which you will need to request a new one.
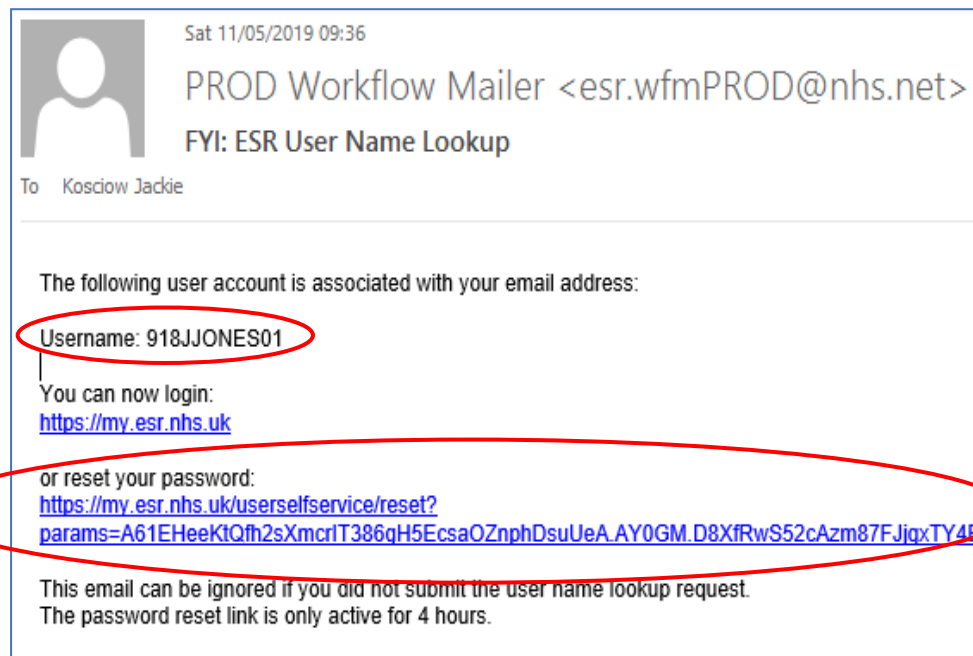
  A confirmation window will appear

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 7** open your NHSBT work email account and retreive your email. The email will look like this:

Sat 11/05/2019 09:36

PROD Workflow Mailer <esr.wfmPROD@nhs.net>

FYI: ESR User Name Lookup

To   Kosciow Jackie

The following user account is associated with your email address:

Username: 918JJONES01

You can now login:
https://my.esr.nhs.uk

or reset your password:
https://my.esr.nhs.uk/userselfservice/reset?
params=A61EHeeKtQfh2sXmcrIT386qH5EcsaOZnphDsuUeA.AY0GM.D8XfRwS52cAzm87FJjgxTY4E

This email can be ignored if you did not submit the user name lookup request.
The password reset link is only active for 4 hours.

- **Step 8** open the email and note your Username

- **Step 9** click on the link for resetting your password

- **Step 10** enter your Username and a new password of your choice and click on the confirm password button.

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 8 characters or more in length
- Passwords must contain at least one letter and one number
- Passwords may not be the same as previous passwords
- 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 Createword82 it would be Cre@tew&rd82