



ESR User Guide

Useful Contacts

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For queries regarding ESR:
Organisational Development
medwayft.od@nhs.net
01634 974101

For PAS, Extra Med, etc.:
Clinical Systems
medwayft.ittraining@nhs.net

For NHS emails, PC log ins, etc.:
IT
01634 975900

1. How to create an ESR account

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

Click Login to ESR

Click Forgotten | Request Username/Password | Unlock Account

Enter your email address and your date of birth and click Submit

This will trigger an email to you

Within this email you will see your username beginning with 275 and 2 links

Click the second link down that says or reset your password

Enter your username

Enter a password of your choice - this must be at least 12 characters long, include an uppercase and a lower case letter and a number and contain no repeating characters for example 99

Enter the password again and click Confirm Password

2. How to reset your password

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

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Enter a password of your choice - this must be at least 12 characters long, include an uppercase and a lower case letter and a number and contain no repeating characters for example 99

Enter the password again and click Confirm Password

3. How to log in to ESR

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

Click Login to ESR

Enter your username and password and click Log in via Username Password

This will take you to the Home Page

You can log in anywhere on any device by typing <https://my.esr.nhs.uk/> into your web browser

4. How to view, print and save your compliance

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

Click Login to ESR

Enter your username and password and click Log in via Username Password

This will take you to the Home Page

Click My Learning (or Learner Home Page if you are not yet an employee)

Click Compliance and Competency

Here your compliance will be displayed including expiry dates

How to print your compliance*

To view on one page or print for your appraisal click Printable Page

Right click with your mouse

Click Print

Choose your printer

How to save your compliance as a PDF

To view on one page or print for your appraisal click Printable Page

Take a screenshot using the Print Screen button on your keyboard

Open a Word Document and press CTRL and V at the same time to paste the screenshot

Click File, Click Save as, Change the Save as type to PDF, Click Save

*Please note ESR does not issue individual certificates. If you need your training verified please email medwayft.od@nhs.net

5. How to complete eLearning

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

Click Login to ESR

Enter your username and password and click Log in via Username Password

This will take you to the Home Page

Click My Learning (or Learner Home Page if you are not yet an employee)

Click the magnifying glass next to the topic you wish to complete

Underneath Certifications the eLearning will be displayed

Click the icon underneath Details

Click Subscribe*

Click Finish

Click Enrol

Click the Play icon (green triangle)

The eLearning will launch

Once you have completed this click the Blue house icon in the top right hand corner to exit

**What to do if the Subscribe button is greyed out*

Click the green Learning icon at the top of the screen

Click Certifications

Click on the topic you have chosen

Click the yellow icon underneath Choose or enrol in class

Click Apply

Click Play

6. How to book a classroom/webinar session

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

Click Login to ESR

Enter your username and password and click Log in via Username Password

This will take you to the Home Page

Click My Learning (or Learner Home Page if you are not yet an employee)

Click the magnifying glass next to the topic you wish to complete

Underneath Courses the classroom session will be displayed

Click the icon underneath Offering Details

A list of available classes will be displayed

Click the yellow icon underneath Enrol next to the class you wish to book

Click Apply

7. How to view classroom bookings you have made

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

Click Login to ESR

Enter your username and password and click Log in via Username Password

This will take you to the Home Page

Click My Learning (or Learner Home Page if you are not yet an employee)

Click Enrolments

Here all your classroom bookings will be displayed you can view the time and date here

8. How to cancel a classroom booking

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

Click Login to ESR

Enter your username and password and click Log in via Username Password

This will take you to the Home Page

Click My Learning (or Learner Home Page if you are not yet an employee)

Click Enrolments

Here all your classroom bookings will be displayed

Click Unenrol next to the class you wish to cancel

Use the drop down menu to select the reason why you are not attending

Click Finish

9. How to complete eLearning not listed on your profile

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

Click Login to ESR

Enter your username and password and click Log in via Username Password

This will take you to the Home Page

Click My Learning (or Learner Home Page if you are not yet an employee)

Make sure the drop down next to Search says Course

In the search box enter 275% then the key word you are searching for

E.G. 275% COSHH

Click the yellow icon underneath Choose or enrol in class

Click Apply

The eLearning will now be listed under your eLearning enrolments

Click Play

The eLearning will launch

Once you have completed this click the Blue house icon in the top right hand corner to exit

10. How to book a classroom session not listed on your profile

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

Click Login to ESR

Enter your username and password and click Log in via Username Password

This will take you to the Home Page

Click My Learning (or Learner Home Page if you are not yet an employee)

Make sure the drop down next to Search says Course

In the search box enter 275% then the key word you are searching for

E.G. 275%Blood

Click the yellow icon underneath Choose or Enrol in class

Click the yellow icon next to the class you wish to book

Click Apply

Alternatively you can search 275 to show all classroom sessions on offer

11. How to get access to your NHS email

Your Line Manager will be sent your NHS email log in details within the first week of your start date.

If your Line Manager has not received your log in details they can request them via the IT Service

Desk: <https://servicedesk.medway.nhs.uk/>

If you do not have access to your NHS email account as you have forgotten your password, please

call IT on ext. 01634 975900

If you would like to transfer your NHS email across from another Trust please email

medwayft.od@nhs.net with the email address you'd like to transfer.

12. ESR Tutorial YouTube Video <https://youtu.be/jvTG5t7-aus>

[00:00](#) How to retrieve your ESR account details

[03:29](#) What to do if you get a red error message

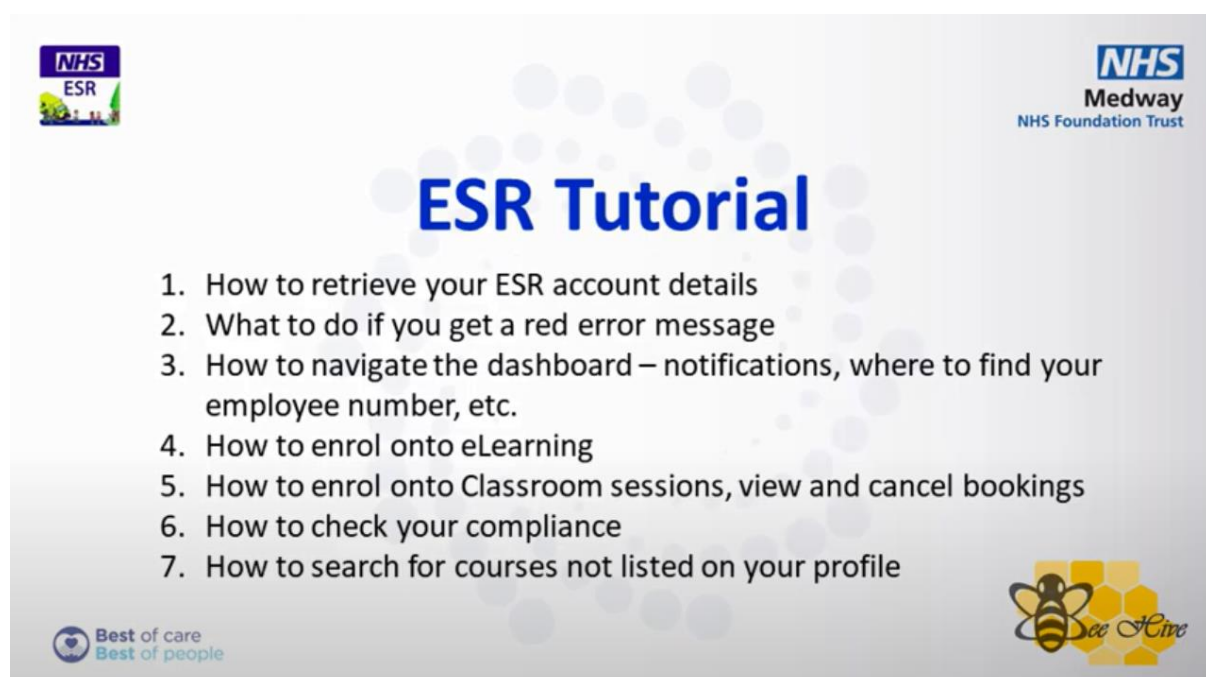
[04:27](#) How to navigate the dashboard – notifications, where to find your employee number, etc.

[05:45](#) How to enrol onto eLearning

[10:52](#) How to enrol onto Classroom sessions, view and cancel bookings

[13:59](#) How to check your compliance

[15:53](#) How to search for courses not listed on your profile



The thumbnail features the NHS ESR logo in the top left and the NHS Medway NHS Foundation Trust logo in the top right. The title 'ESR Tutorial' is centered in large blue font. Below the title is a numbered list of seven topics. At the bottom left is the 'Best of care Best of people' logo, and at the bottom right is a logo featuring a bee and the text 'See It Creed'.

ESR Tutorial

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