


UN3264 1 of 2 13 th February 2023	Electronic Staff Record Programme USER NOTICE	
Title	ESR Education ESR Service Desk Webinar	
Purpose	To inform users of the ad-hoc ESR Service Desk Webinars.	
Intended Audience	ESR Users responsible for raising Service Requests (SRs)	

SUBJECT

ESR Education ESR Service Desk Webinar.

DETAIL

The ESR Education Team are pleased to offer ad-hoc ESR Service Desk webinars.

The sessions will be delivered by the ESR Education Team and NHS ESR Central Team to provide an overview of the ESR Service Desk functionality, which will include the following topics:

- Logging in to the Service Desk
 - Forgotten Password
 - Navigation and Portlets
- Raising an SR
 - Priority
 - Summary and Details
 - Attachments
- Managing Service Requests
- Contact Management
- Enhancement Process


The duration of the session will be no longer than 60mins and there is no restriction on the number of delegates that can attend the event.

SCHEDULE

The sessions are being held on the following dates and times:

DATE	TIME
Tuesday 28 th February	10:00am – 11:00am
Thursday 30 th March	10:00am – 11:00am

NOT PROTECTIVELY MARKED

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ACTION REQUIRED

No registration details need to be provided for these events.

To join, click on the link below on your preferred date/time:
<https://ibm.webex.com/meet/esr.education>

You may also wish to copy the link into your diary as a reminder.

NOTE: If you experience any difficulties accessing the site please try using a browser other than Internet Explorer 11.

Details of these events will also be available on the [ESR Events Calendar](#) on the ESR Hub.

FURTHER INFORMATION

If you have any questions, please email the ESR Education Team:
ESR.IS-ESRCourseReg@nhs.net

NEXT UPDATE

N/A