


UN3366 1 of 2 20 <sup>th</sup> November 2023	Electronic Staff Record Programme  USER NOTICE	
<b>Title</b>	ESR Education ESR Service Desk Webinar	
<b>Purpose</b>	To inform users of the ad-hoc ESR Service Desk Webinars.	
<b>Intended Audience</b>	ESR Users responsible for raising Service Requests (SRs)	

## SUBJECT

ESR Education ESR Service Desk Webinar.

## DETAIL

The ESR Education Team are pleased to offer a further ad-hoc ESR Service Desk webinar.

The session 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
Thursday 30 <sup>th</sup> November	11:00am – 12:00pm

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<p><b>Purpose</b></p>	<p>To inform users of the ad-hoc ESR Service Desk Webinars.</p>	
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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.

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](mailto:ESR.IS-ESRCourseReg@nhs.net)

**NEXT UPDATE**

N/A