


UN3569 1 of 2 4 th March 2025	Electronic Staff Record Programme USER NOTICE	
Title	ESR Service Desk contact details	
Purpose	To provide guidance to those Organisations using alternative communication methods	
Intended Audience	All ESR Service Desk authorised contacts	

SUBJECT

ESR Service Desk Authorised Contacts at Organisations where desk telephones are no longer used may encounter difficulties when ESR Support representatives cannot make contact using the contact numbers held in the ESR Service Desk.

DETAIL

It is imperative that the telephone numbers held for each Authorised Contact in the ESR Service Desk are up to date.

The ESR Service Desk Support Teams will attempt contact via telephone for Critical and Severe calls (P1 and P2), regardless of the preferred ESR Service Desk Contact Method.

If contact cannot be made a message will be left, where possible, and this will result in the SR being set to a status of Customer Response (CR) until the contact responds.

The Business Impact level will remain unchanged and the ESR Service Desk will leave an appropriate note for the contact in the SR.

Please note that Password reset requests are also dealt with via a telephone call.


ACTION REQUIRED


All ESR service Desk Authorised contacts are asked to check the contact number held in their account.

Please note that changing information will not work if the security questions have not been completed. If this has not been done please follow these steps;

Please click on the profile icon  (Top right) and then “personal information”


To select your four unique questions, perform the following steps:

1. Click the magnifying glass  icon next to the question you want to set:
2. Select the question by clicking on the question in the **Value** or **Description** column.
3. The question will appear in the **Question 1** field. Enter the answer in the **Answer 1** field.
4. Repeat for 3 further questions.

UN3569 2 of 2 4 th March 2025	Electronic Staff Record Programme USER NOTICE	
Title	ESR Service Desk contact details	
Purpose	To provide guidance to those Organisations using alternative communication methods	
Intended Audience	All ESR Service Desk authorised contacts	

5. Save by clicking OK

When the security questions are completed the telephone number can be amended;

1. Click on the profile icon  (Top right)
2. Click on personal information
3. Click the icon next to the primary phone field
4. From the pop up please click new row
5. Add the new number and choose Work or Personal
6. Tick the "Primary" box
7. Please then click Ok on the pop up and Ok on the person information

FURTHER INFORMATION

Contacts encountering difficulties updating their details should raise an SR using the following trail;

Request a New Service > ESR Service Desk > Request Changes to ESR service desk account details

Complete the questions, ensuring that the number provided in the telephone number field starts with the word NEW.

Where multiple VPDs are accessed please enter "no change"

For any issues or guidance please feel free to contact your dedicated IBM Client Relationship Manager or email their group mailbox at ESR.IS-ESRCRM@nhs.net

NEXT UPDATE

None.