

UN3626 1 of 1 30 th June 2025	Electronic Staff Record Programme USER NOTICE	
Title	ESR Service Desk Caller Verification	
Purpose	To remind Organisations about the security process to be followed when contact is being made by ESR representatives	
Intended Audience	All NHS Organisations	

SUBJECT

Reminder of the ESR Service Desk Security Process when calling or receiving calls from Authorised Contacts, and the responsibilities of those Authorised Contacts

DETAIL

Following on from UN3569, this is a reminder that ESR Service Desk authorised contacts **MUST** hold up to date telephone numbers.

Where an alternative telephone number is requested or used, authorised contacts must undertake a security check **before** ESR representatives will either provide a password update or discuss live SRs.

Should the contact be unable to complete the caller verification a change of telephone number will need to be raised as a new SR by another authorised contact within the same VPD or Client Group.

There will be no exceptions.

ACTION REQUIRED

All Authorised contacts should follow the guidance to update their telephone details and should also complete the Security Questions within the ESR Service Desk.



When logged into the ESR Service Desk click the **Profile** icon and select **Personal Information**, within the **Personal Information** drop down box please review any recorded contact details and update as necessary. A series of 4 security questions is provided within the Personal Information dropdown box, please fill out all 4 questions, answers **must** also be provided.

Users are also able to set a telephone password via the **Personal Information** drop down box. When requesting for a call to an alternative number, an ESR analyst will ask random characters (letters or numbers) from your telephone password to verify your identify.

FURTHER INFORMATION

Authorised Contacts will be emailed directly by the CRM Team to provide a detailed update on the actions required.

NEXT UPDATE

None