UN3694 1 of 2 2nd December 2025	Electronic Staff Record Programme USER NOTICE	NHS
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 a further ad-hoc ESR Service Desk webinar.

The session will be delivered via MS Teams 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 16th December	11.00am – 12.00pm

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ACTION REQUIRED

This is a Microsoft Teams event, no registration details need to be provided.

To join click on the link below or copy the link into your diary as a reminder.

Click here to join the meeting

Details of this event are also 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