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| UN3738 1 of 1 8 th April 2026 | Electronic Staff Record Programme USER NOTICE |  |
| Title | ESR Service Desk downtime | |
| Purpose | To provide Users with details about the downtime for the ESR Service Desk | |
| Intended Audience | All Registered Service Desk Users | |

SUBJECT

The ESR Service Desk will be withdrawn from service on Friday 10th April 2026 for a technical upgrade.

Purpose & Intended Audience

This Notice is intended to advise all registered Users of the downtime, taking place for the ESR Service Desk

Description

The system will be unavailable for 26 hours between 18:00 Friday 10th April 2026 and 20:00 Saturday 11th April 2026. Please note that during the downtime period:

- Users that need to raise a new Service Request (SR) are asked to call the ESR Service Desk Line on 01606 663670.
- Users that wish to update existing Service Requests (SRs) are asked to wait until the system is available again following the downtime.

ACTION REQUIRED

None

NEXT UPDATE

None