

# NHS ELECTRONIC STAFF RECORD

## ESR-NHS0252 - NHS Email Notifications

Information Classification: Restricted: NHS ESR Programme Team and ESR organisation staff

|                |                         |
|----------------|-------------------------|
| Owner:         | NHS ESR Operations Team |
| Author:        | Matt Lye                |
| Creation Date: | 25/01/2017              |
| Last Updated:  | 11/01/2024              |
| Version:       | 5.0                     |

### Approvals:

|       |  |
|-------|--|
| Name  | Chris Moorley                              |
| Title | NHS ESR Head of Operations and Development |

# 1. DOCUMENT CONTROL

## CHANGE RECORD

| Date       | Author        | Version | Change Reference                                       |
|------------|---------------|---------|--|
| 25/01/2017 | Matt Lye      | 0.1     | New document   |
| 01/08/2017 | Matt Lye      | 0.2     | Updates to processes                                   |
| 21/09/2017 | Matt Lye      | 1.0     | Uplifted to version 1.0                                |
| 16/04/2018 | Matt Lye      | 1.1     | R38 Changes, ESR BI Alerting                           |
| 20/07/2018 | Matt Lye      | 1.2     | R39 Changes  |
| 23/10/2018 | Matt Lye      | 1.3     | R40 Changes  |
| 10/01/2019 | Matt Lye      | 1.4     | Reviewed against R41, updates to screenshots           |
| 01/04/2019 | Matt Lye      | 1.5     | R42 Changes  |
| 11/10/2019 | Matt Lye      | 1.6     | R43 Changes  |
| 09/01/2020 | Matt Lye      | 1.7     | R44 Reviewed. No Updates Required                      |
| 09/01/2020 | Nick Adcock   | 2.0     | Approved and Uplifted                                  |
| 18/03/2020 | Matt Lye      | 2.1     | Reviewed against R45, Changes to secure email provider |
| 30/04/2020 | Matt Lye      | 2.2     | Further updates on Secure email provider               |
| 20/05/2020 | Nick Adcock   | 3.0     | Approved and Uplifted                                  |
| 17/09/2021 | Matt Lye      | 3.1     | Reviewed against R51                                   |
| 23/03/2022 | Nick Adcock   | 4.0     | Approved and Uplifted                                  |
| 15/03/2023 | Matt Lye      | 4.1     | Reviewed up to R57.3                                   |
| 11/01/2024 | Chris Moorley | 5.0     | Approved and Uplifted                                  |

## REVIEWERS

| Name                            | Position |
|---------------------------------|----------|
| NHS Development Team            |          |
| NHS Functional Account Managers |          |

## DISTRIBUTION

| Copy No. | Name           | Location         |
|----------|----------------|------------------|
| 1        | Library Master | Document Library |
| 2        |                |                  |

# 2. CONTENTS

- 1. DOCUMENT CONTROL..... 2
  - CHANGE RECORD..... 2
  - REVIEWERS..... 2
  - DISTRIBUTION ..... 2
- 2. CONTENTS..... 3
- 3. INTRODUCTION ..... 4
- 4. EMAIL NOTIFICATIONS OVERVIEW..... 5
  - 4.1. SECURE EMAIL DOMAINS..... 5
  - 4.2. EMAIL PREFERENCES ..... 6
  - 4.3. EMAIL TYPES..... 7
    - 4.3.1. For Your Information..... 7
    - 4.3.2. For Your Action..... 7
    - 4.3.3. For Your Action (Suppressed)..... 11
    - 4.3.4. Summary..... 11
  - 4.4. SECURE EMAILS..... 12
- 5. PROCESSES THAT DELIVER EMAIL ..... 15
  - 5.1. FYI AND FYA PROCESSES ..... 15
  - 5.2. FORGOTTEN USERNAME OR PASSWORD ..... 24
  - 5.3. BANK ACCOUNT CHANGES ..... 25
  - 5.4. PAYSIP AVAILABILITY..... 26
  - 5.5. EMPLOYEE EXIT QUESTIONNAIRE ..... 27
  - 5.6. ESR LEARNING EMAIL NOTIFICATIONS..... 28
    - 5.6.1. *Joining Instructions*..... 29
    - 5.6.2. *Update of Class Details*..... 29
    - 5.6.3. *Cancellation of Class*..... 31
    - 5.6.4. *Withdrawal from a Class*..... 31
  - 5.7. ESR BI ALERTING ..... 32
    - 5.7.1. *Creating BI Agents* ..... *Error! Bookmark not defined.*

### **3. INTRODUCTION**

This document is a guide to the email functionality delivered by the ESR system. The document outlines:

- The requirements that must be in place for users to receive email notifications.
- The types of email that users will receive.
- The processes that will deliver emails to users.

## 4. EMAIL NOTIFICATIONS OVERVIEW

ESR provides the ability to approve, reject or request more information directly from a secure email account. There are two levels of email capability dependent on email domain security:

- Approval and summary emails – available to NHS.net and other approved secure domains;
- Summary email - other email domains outside an approved list.

ESR users have the ability to:

Receive Workflow Notifications via email (outbound For Your Information (FYI), For Your Action (FYA) and Summary) generated from ESR.

NHS ESR users, on receipt of an FYA email notification can take inbound actions such as Approve, Reject and Request for Information from the email notification. On receipt of the email response the workflow will be progressed within ESR based on the incoming action.

Where a VPD is SPINE enabled and where a notification will update a data item that triggers the SPINE Interface and the transaction requires additional workflow approval, the outbound FYA email will be suppressed and a secure FYI email will be sent to the user informing of the transaction and to login to ESR to take the required action.

Workflow Email Notifications will be sent to the email address held on the Office Details tab against the Person Record of the intended recipient.

### 4.1. SECURE EMAIL DOMAINS

For FYI and FYA emails to be delivered from ESR, the email system must meet the current Secure Email Standard (ISB 1596) which establishes the minimum security requirements for email systems in health, public health and adult social care. Organisations that use NHSmail automatically meet this requirement, Office 365 meets the requirement but organisations must register compliance with the NHSmail and include confirmation that the email service has been configured to securely communicate with NHSmail.

More information on this standard and how organisations can meet this standard is available here - <https://digital.nhs.uk/services/nhsmail/the-secure-email-standard>

The government systems that currently meet this standard are listed below

| Sector                             | Domain         |
|------------------------------------|----------------|
| Health and Social Care             | .nhs.net       |
| Local Government / Social Services | .gcsx.gov.uk   |
| Central Government                 | .gsi.gov.uk    |
| Central Government                 | .dhsc.gov.uk   |
| Central Government                 | .gse.gov.uk    |
| Central Government                 | .gsx.gov.uk    |
| Criminal and Justice               | .cjsm.net      |
| Criminal and Justice               | .scn.gov.uk    |
| Criminal and Justice               | .pnn.police.uk |
| Military                           | .mod.uk        |

Where the email system being used by an organisation is not secure, emails will be prefixed with the word [Secure]. This encrypts the email with the contents only accessible by using NHS Mail's Egress Encryption Service. More information about this feature can be found on the NHS Mail help website - <https://support.nhs.net/article-categories/encryption/> in the Accessing Encrypted Emails Guide for non-NHSmail users section. The steps to sign up for this solution are covered in section 4.4

## 4.2. EMAIL PREFERENCES

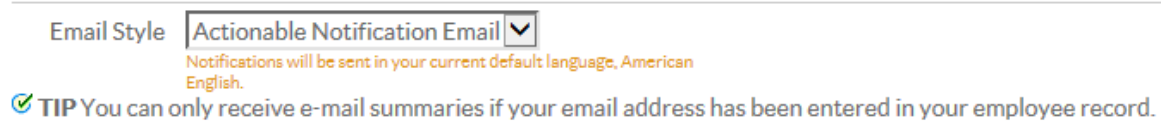
The options available for the receipt of emails can be found in the Preferences section of ESR (N > Preferences > Notifications > Email Style).



The options available will be dictated by the email domain of the user e.g. `firstname.lastname@domain.net`. Where the domain is classed as a secure email i.e. `@nhs.net`, then the following options will be available:

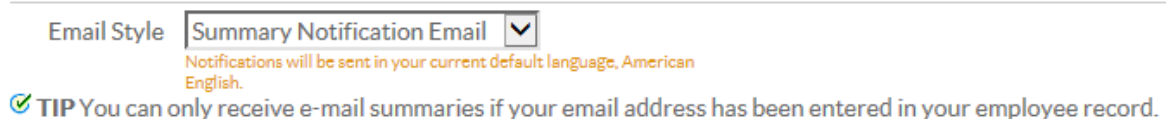
- Actionable Notification Email
- Summary Notification Email
- Do not send me mail

### Notifications



Where the user does not have a secure email domain then the option to Actionable Notification E mail will not be available.

### Notifications




An overnight summary email will be provided with more detailed information including notification type and who it relates to.

## 4.3. EMAIL TYPES

### 4.3.1. For Your Information

Leave of Absence has been forwarded to Leese, Vivian

[← REPLY](#)   [← REPLY ALL](#)   [→ FORWARD](#)   [☰](#)


**PRODUCTION WORKFLOW, Esr (ELECTRONIC STAFF RECORD)**  
 Fri 11/01/2019 12:11
 Mark as unread

To: JACKSON, Sam (ESR HOSPITAL)

From: SYSADMIN  
 To: Jackson, Sam  
 Sent: 11-JAN-2019 12:10:46  
 ID: 559092070

Last Approver: Jackson, Sam  
 User Name: 5045JACKSON01  
 Comments: As discussed


Next Approver: Leese, Vivian  
 User Name: 504VLEESE01

This notification is for information only.

### 4.3.2. For Your Action

Action Required: Leave of Absence for Jackson, Sam

[✕ DELETE](#)   [← REPLY](#)   [← REPLY ALL](#)   [→ FORWARD](#)   [☰](#)


**PRODUCTION WORKFLOW, Esr(ELECTRONIC STAFF RECORD)**  
 Mon 28/01/2019 17:05
 Mark as unread

To: LEESE, Vivian (ESR HOSPITAL)

From: Jackson, Sam  
 To: Leese, Vivian  
 Sent: 14-Nov-2018 14:48:25  
 Due: 12-Dec-2018 14:48:25  
 ID: 322488158

Attachments

Employee Name: Jackson, Mr. Sam  
 Employee Number: 200959980

**Absence Details**

| Proposed         |                      |
|------------------|----------------------|
| Absence Status   | Confirmed            |
| Absence Type     | Annual Leave Hours 1 |
| Absence Category | Annual Leave         |
| Absence Reason   | Annual Leave         |
| Start Date       | 13-Dec-2018          |
| End Date         | 14-Dec-2018          |
| Hours            | 15                   |
| Comments         | As discussed         |

**View Entitlement Balances**

View Entitlement Balance

**Supporting Documents**

| Title            | Type | Description | Category | Last Updated By | Last Updated | Usage | Update | Delete |
|------------------|------|-------------|----------|-----------------|--------------|-------|--------|--------|
| No results found |      |             |          |                 |              |       |        |        |

**Action History**

| Num | Action Date          | Action | From         | To            | Details |
|-----|----------------------|--------|--------------|---------------|---------|
| 1   | 14-Nov-2018 14:48:25 | Submit | Jackson, Sam | LEESE, Vivian |         |

**Related Applications**

[Return For Correction](#)

Please click on one of the following choices to automatically generate an E-mail response. Before sending the E-mail response to close this notification, ensure all response prompts include a desired response value within quotes.  
 Action: [Approve](#) [Reject](#) [Request Information](#)

Options available from a FYA email are as follows:

- Approve
- Reject
- Request Information

### Note

When responding to notifications the following must be adhered to:

- No changes must be made to the email address that notifications are sent to.
- No changes must be made to the Subject of the email.
- Action for the response must not be changed.
- Responses must be entered between the quotes where guided.
- No other text must be entered in the body of the email.


The options available are outlined below:





# Reject

SEND DISCARD INSERT

To:  esr.wfmPROD@nhs.net

Cc:

**Subject:** Action Required: Leave of Absence for Jackson, Sam

Calibri 12 B I U List Bulleted Numbered Undo Redo Bold Italic Link Unlink

Action: 'Reject'


Comments From Last Approver  
Note: 'Record Your Rejection Comments Here'

NID[522488158/230756288643819876862578962710449188849@WFMAIL]

The requestor will receive the following

Leese, Vivian rejected your Leave of Absence changes for Jackson, Sam.

← REPLY ← REPLY ALL → FORWARD ⋮

 PRODUCTION WORKFLOW, Esr (ELECTRONIC STAFF RECORD)  
Wed 16/01/2019 11:32 Mark as unread

To: JACKSON, Sam (ESR HOSPITAL);

From: SYSADMIN To: Jackson, Sam Attachments  
Sent: 16-Jan-2019 09:59:42  
ID: 562213671

**Employee Name:** Jackson, Mr. Sam  
**Employee Number:** 20095980

**Absence Details**

|                         |                      |
|-------------------------|----------------------|
| <b>Proposed</b>         |                      |
| <b>Absence Status</b>   | Confirmed            |
| <b>Absence Type</b>     | Annual Leave Hours 1 |
| <b>Absence Category</b> | Annual Leave         |
| <b>Absence Reason</b>   | Annual Leave         |
| <b>Start Date</b>       | 18-Feb-2019          |
| <b>End Date</b>         | 22-Feb-2019          |
| <b>Hours</b>            | 37.5                 |
| <b>Comments</b>         | As discussed         |

**View Entitlement Balances**  
View Entitlement Balance

**Supporting Documents**

| Title             | Type | Description | Category | Last Updated By | Last Updated | Usage | Update | Delete |
|-------------------|------|-------------|----------|-----------------|--------------|-------|--------|--------|
| No results found. |      |             |          |                 |              |       |        |        |

**Action History**

| Sequence | Name          | Action | Date                 | Notes   |
|----------|---------------|--------|----------------------|---|
| 1        | Jackson, Sam  | Submit | 11-Jan-2019 12:10:43 |   |
| 2        | Leese, Vivian | Reject | 16-Jan-2019 09:59:38 | As discussed I have rejected this leave request |

**Related Action History**

| Num | Action Date          | Action | From                     | To                           | Details |
|-----|----------------------|--------|--------------------------|------------------------------|---------|
| 1   | 16-Jan-2019 09:59:42 | Submit | <a href="#">SYSADMIN</a> | <a href="#">Jackson, Sam</a> |         |

## Request Information

✉ SEND
✕ DISCARD
📎 INSERT
⋮

**To:** esr.wfmPROD@nhs.net

---

**Cc:**

---

**Subject:** More Information Requested: Action Required: Leave of Absence for Jackson, Sam

---

Calibri

12

**B**

**I**

U

☰

☰

☰

☰

ab

A

A

📅

⌵

Request more information from: '504SJACKSON01'  
 Question: 'Enter your question here'

NID[522488158/230756288643819876862578962710449188849@WFMAIL][3]

This will then send an email to the original requestor

More Information Request: Leave of Absence for Jackson, Sam

✕ DELETE
↩ REPLY
↩↩ REPLY ALL
➡ FORWARD
⋮

**PRODUCTION WORKFLOW, Esr (ELECTRONIC STAFF RECORD)**

Thu 07/02/2019 10:59

Mark as unread

**To:** JACKSON, Sam (ESR Hospital);

Question: **Have you arranged suitable cover during this absence? Thanks**

Please click on the following link to automatically generate an E-mail response for this question. Before sending the E-mail response, ensure desired comments within quotes.

[Answer Question](#)

**Notification Details:**

**Information**

Leese, Vivian has requested information: Have you arranged suitable cover during this absence? Thanks

From Leese, Vivian  
To Jackson, Sam  
Sent 07-Feb-2019 10:59:25  
Due 27-Feb-2019 14:01:33  
ID 570912747

Attachments

**Employee Name** Jackson, Mr. Sam  
**Employee Number** 20095980

**Absence Details**

|                         |                      |
|-------------------------|----------------------|
| <b>Proposed</b>         |                      |
| <b>Absence Status</b>   | Confirmed            |
| <b>Absence Type</b>     | Annual Leave Hours 1 |
| <b>Absence Category</b> | Annual Leave         |
| <b>Absence Reason</b>   | Annual Leave         |
| <b>Start Date</b>       | 15-Apr-2019          |
| <b>End Date</b>         | 18-Apr-2019          |
| <b>Hours</b>            | 30                   |
| <b>Comments</b>         | As discussed         |

**View Entitlement Balances**

View Entitlement Balance

**Supporting Documents**

| Title             | Type | Description | Category | Last Updated By | Last Updated | Usage | Update | Delete |
|-------------------|------|-------------|----------|-----------------|--------------|-------|--------|--------|
| No results found. |      |             |          |                 |              |       |        |        |

**Action History**

| Num | Action Date          | Action              | From                          | To                            | Details   |
|-----|----------------------|---------------------|-------------------------------|-------------------------------|---|
| 1   | 30-Jan-2019 14:01:33 | Submit              | <a href="#">Jackson, Sam</a>  | <a href="#">Leese, Vivian</a> |   |
| 2   | 30-Jan-2019 14:20:54 | Request Information | <a href="#">Leese, Vivian</a> | <a href="#">Jackson, Sam</a>  | Have you arranged suitable cover during this absence? Thanks. |

Who can respond

To: esr.wfmPROD@nhs.net

Cc:

Subject: Request Information: More Information Request: Leave of Absence for Jackson, Sam

Calibri 12 B I U List icons

Question : 'Have you arranged suitable cover during this absence? Thanks'
Answer: 'Enter your answer here'

NID[570912747/50148669185632553102854210435453251644@WFMAIL][4]

4.3.3. For Your Action (Suppressed)

Where the requests that are being made will change information on the SPINE, an approver will receive an email informing them that they will need to login to ESR to approve the change.

Action Required: NHS Employee Personal Information Process for Jackson, Sam

DELETE REPLY REPLY ALL FORWARD



PRODUCTION WORKFLOW, Esr (ELECTRONIC STAFF RECORD)
Thu 07/02/2019 09:42

Mark as unread

To: LEESE, Vivian (ESR HOSPITAL);

Notification NID 573210615

This notification contains secure content which cannot be sent through email. Please access the online version of this notification to see the details.

4.3.4. Summary

[Secure] You Have Open ESR Notifications - Please log in to ESR to view. Do Not Reply to this mail.

DELETE REPLY REPLY ALL FORWARD



PRODUCTION WORKFLOW, Esr (ELECTRONIC STAFF RECORD)
Sat 26/01/2019 20:02

Mark as unread

To: JACKSON, Sam (ESR HOSPITAL);

You have 2 new open ESR notifications. Please log into ESR https://my.esr.nhs.uk/ to review and action your notifications as appropriate. Please do not reply to this email.

Notification Summary:

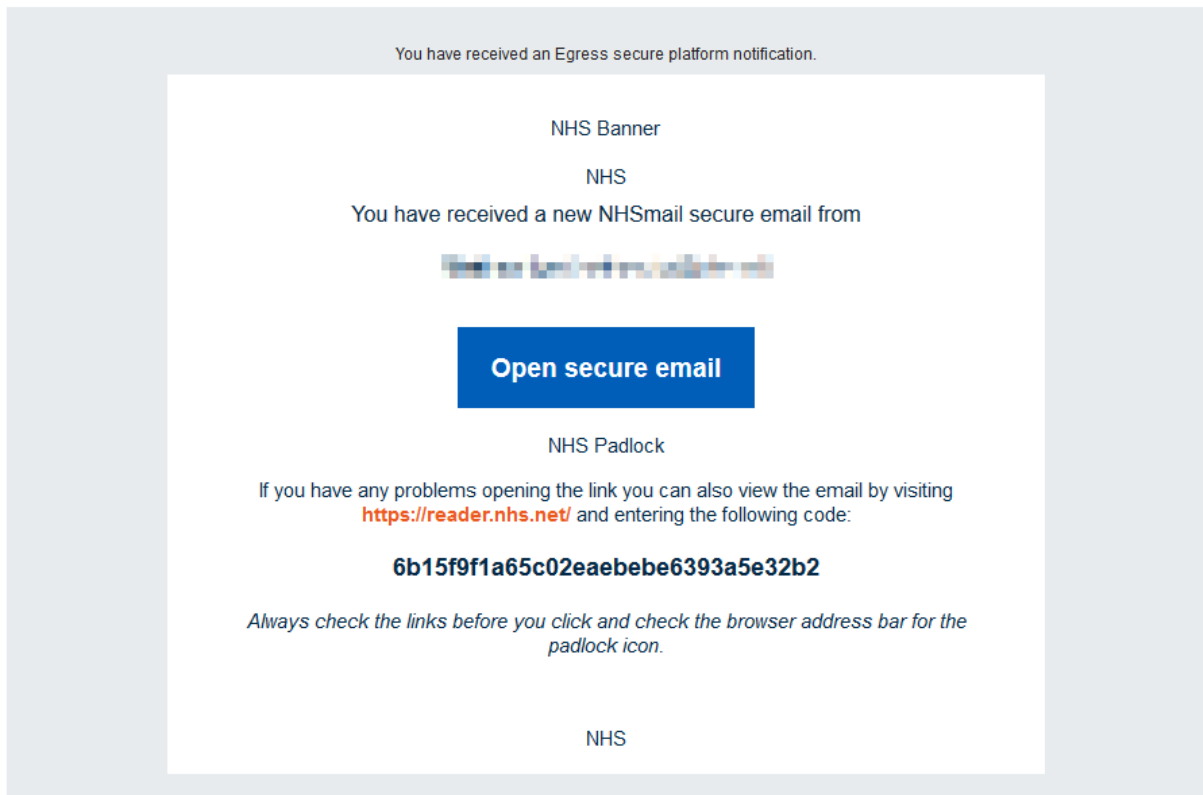
- (1) You have successfully enrolled in the class.
(2) FYI: Leese, Vivian rejected your Leave of Absence changes for Jackson, Sam

## 4.4. SECURE EMAILS

Where the email domain is not classified as secure, e-mails will be prefixed with [Secure].

To view the body of the e-mail follow the steps below:

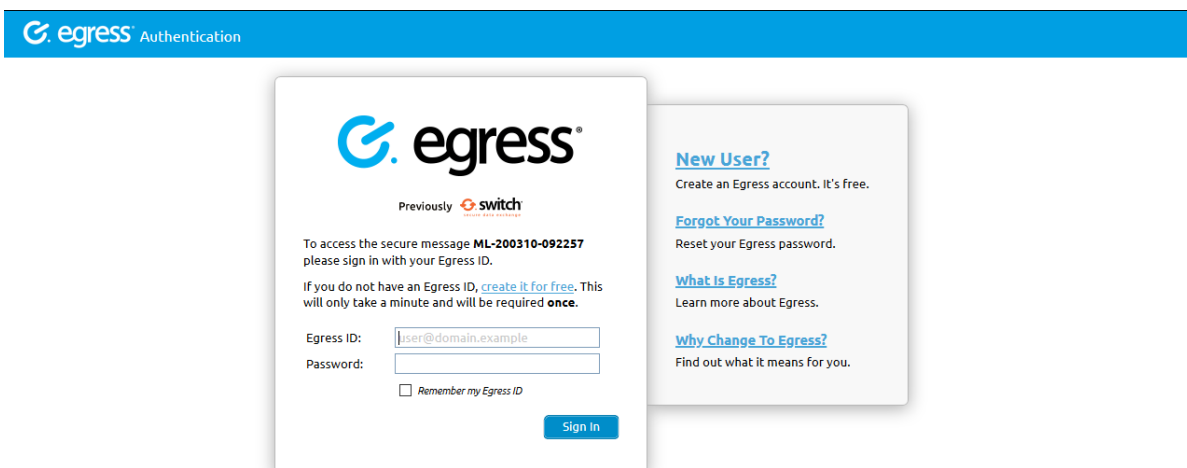
- You will be prompted to open the secure email.



- You will be prompted to login with your Egress ID

If the email address is not registered, you will be required to register and validate the address.

- Click New User



- Complete the form

egress Registration
Sign in to Egress

### Sign Up

**1** To sign up for a free user account, please complete each part below:

Email (Egress ID):\*

First name:\*

Last name:\*

Phone number:

We will not contact you unless you forget your password and security questions

Email me about product updates and services from Egress

**2** Choose a strong password to protect your identity:

Password:\*

Confirm password:\*

Minimum 8 characters, with at least 1 lower case and either 1 upper case /number

Question #1:

Answer #1:\*

Question #2:

Answer #2:\*

**3** To complete the sign up process please enter the security code shown below.

Security code:\*

The code contains 6 characters and may contain digits and letters A-F

We'll store the information you give us in accordance with [Privacy Statement](#). Please read it before clicking "Create Account" below.

If the email address you use is owned or controlled by an organisation (like your employer) we may share the existence of your account registration with them.

I accept the [free user terms](#) and have read the [Privacy Statement](#)

[Create Account](#)

#### The Service

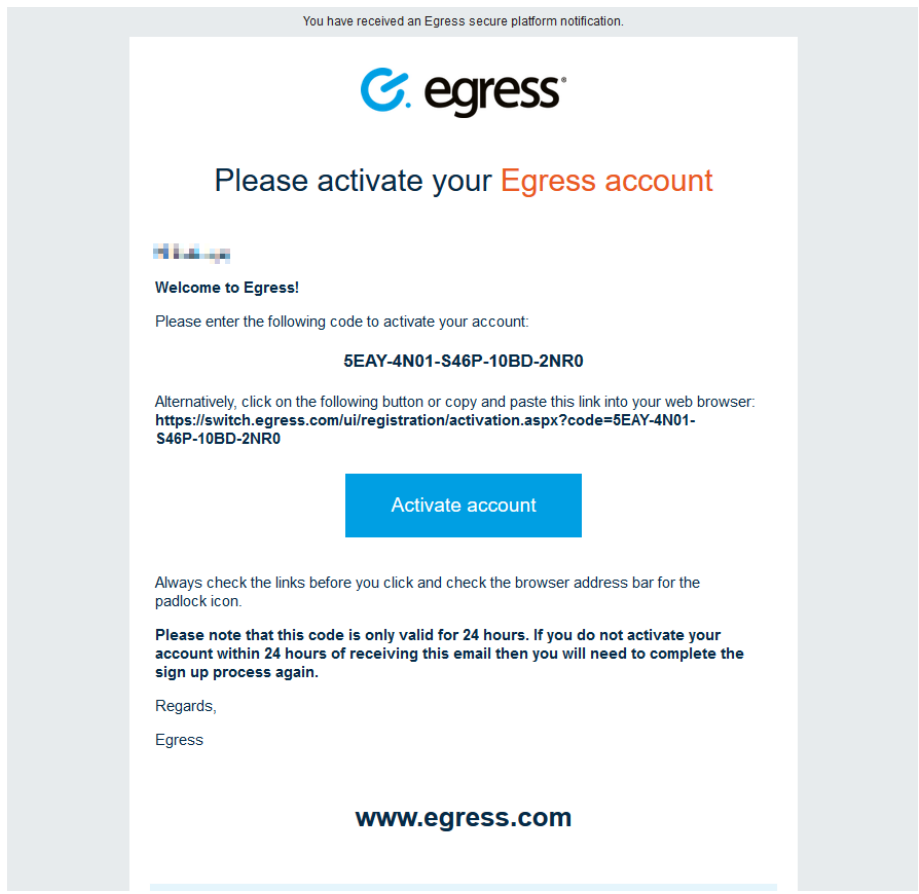
Egress products and services enable millions of users (both paying and free) to protect the sensitive data they need to share. For more information on our customers, visit [case studies](#).

#### Service Benefits

- Your Switch ID/Egress ID is a secure identity. This allows you to read and reply to encrypted emails as well as access large files that have been sent to you securely.
- Free users can send and reply to paying subscribers an unlimited amount, totally free of charge.
- Free users are automatically provided with 25 credits to communicate with non-registered users.
- Enhance the service experience by downloading our desktop, Outlook and mobile apps, totally free of charge: <https://www.egress.com/downloads>
- Track in real-time when your secure emails or files are opened.
- Revoke access to a sent email or file in real-time.

You will receive an email to validate your address.

- Click the Activate Account link



- Enter the Activation code provided in the email.

The screenshot shows the Egress Registration page. At the top, there is a blue header with the Egress logo and the word "Registration" on the left, and a "Sign in to Egress" link on the right. The main content area is divided into two columns. The left column is titled "Almost done" and contains the following text: "A new Egress account with Egress ID [redacted] has been created but is not active yet. A message with an activation code was sent to your address." "To activate your Egress account please click on the link contained in the email, or copy the activation code into the box below." "Note: if you don't get the email within 3-5 minutes, please verify that the email address **matt\_lye@hotmail.com** was typed correctly and check your Spam folder." "If the address was entered incorrectly, return to the previous page and register again." Below this text is a text input field labeled "Activation code:" containing the code "5EAY-4N01-546P-10BD-2NR0". A blue button labeled "Submit Activation Code" is positioned below the input field. The right column is titled "Next steps" and contains the following text: "Mobile and Web Access" (with a link), "You can access your messages at anytime using Web Access." "Learn more about Egress secure platform" (with a link), and "Take a quick tour and learn how to access secure messages."

You will be able to view the email and any further emails by opening the secure email and logging in with your Egress ID.

Full details on how to use the Encryption service are available on the NHS Net support website - <https://support.nhs.net/article-categories/encryption/>

## 5. PROCESSES THAT DELIVER EMAIL

The table below lists the following processes which will result in an email being generated.

Where the Employing Authority is SPINE enabled and the action taken in the email would update a data item that triggers the SPINE Interface then the outbound FYA email will be sent but it will not contain any Action buttons. The user will need to login to ESR using an NHS CRS Smartcard to take the required action.

### 5.1. FYI AND FYA PROCESSES

| Process                    | Employee   | Manager   | Role Holder   |
|----------------------------|--|---|---|
| Absence Trigger Points     | N/A  | Notification sent to manager when the Return to Work Discussion flag against an employee absence record has been left blank or absence end date has not been entered. | N/A   |
| Absence Timeout            | Notification sent to initiator after 28 days when no action taken against a request for Annual Leave.    |   |   |
| Applicant Details          | N/A  | N/A   | Notification sent to Applicant Details Role Holder when an applicant makes a change to their personal details.  |
| Appraisals                 | Notifications sent for interaction with appraisal e.g. appraisal transferred to employee by appraiser.   | Notifications sent for interaction with appraisal e.g. appraisal transferred to appraiser by appraisee.   | N/A   |
| Approve Learning Enrolment | N/A  | Notification sent when an employee enrolls on a shared class.   | Notification sent to a Shared Training Centre (STC) Learning Administrator Role Holder to approve an enrolment on a class from an employee who is in a STC customer organisation. |
| Assessment Submission      | Notification sent to an employee following the successful completion of a test associated with a course. | Notification sent to manager when an employee has successfully completed a test.  | N/A   |

| Process                                    | Employee  | Manager   | Role Holder  |
|--|---|---|--|
| Auto User Notification                     | N/A   | N/A   | Notification sent to the Auto User Account Details Role Holder to advise of user account details created as part of the Auto User Create Process.  |
| Bank Assignment Set to Inactive Not Worked | N/A   | N/A   | FYI notification sent to <a href="#">NHS CRS RA Agents</a> Role Holders to advise of Bank staff that have not been paid for 17 consecutive weeks (4 consecutive months) and as a result their Assignment status has been updated to "Inactive Not Worked". |
| Cancel Learning Enrolment                  | Notification sent to an employee when a class they are enrolled on is cancelled.  | Notification sent when the class that an employee is enrolled on is cancelled.                                    | N/A  |
| Capability Review Notification             | Notification sent to the person who is recorded as the HR Contact against the capability record when an employee's capability review date is today's date + 18 days and today's date + 10 days.   | Notification sent when an employee's capability review date is today's date + 18 days and today's date + 10 days. |  |
| Certification Notifications                | <p>Notifications sent to an employee</p> <ul style="list-style-type: none"> <li>• When they have been subscribed to a learning certification.</li> <li>• Following the successful completion of a learning certification.</li> <li>• When a learning certification they were subscribed to has expired.</li> <li>• When a learning certification they are subscribed to needs to be completed by today +1 day.</li> <li>• When a learning certification they are subscribed on is available for renewal.</li> </ul> | N/A   | N/A  |



| Process                                  | Employee  | Manager   | Role Holder |
|--|---|---|-------------|
|  | <ul style="list-style-type: none"> <li>When they unsubscribe from a learning certification.</li> </ul>                                      |   |             |
| Change Hours                             | N/A   | Notification sent to the manager where approval is required for a change in hours made to an employee by an administrator in self service.                            |             |
| Change Location                          | N/A   | Notification sent to the manager where approval is required for a change in location made to an employee by an administrator in self service..                        | N/A         |
| Change Supervisor                        | N/A   | Notification sent when a supervisor has new staff assigned to them  | N/A         |
| Change to Assignment EIT                 | N/A   | Notification sent to the manager where approval is required for a change to an assignment made to an employee by an administrator in self service.                    | N/A         |
| Competence Update                        | Notification sent to employee to advise request to update competence record following learning has been forwarded for manager approval.     | N/A   | N/A         |
| Competence Update (Approval Required)    | Notification sent to the employee when a manager has approved the update to their competence record following their completion of learning. | Notification sent to manager when an employee has completed learning and the manager is required to give approval before the employee's competence record is updated. | N/A         |
| Competence Update (No Approval Required) | Notification sent to the employee when their competence record is updated following their completion of learning.                           | Notification sent to manager when the competence record of their employee has been updated.   | N/A         |
| Competence Update (No Update)            | Notification sent to employee advising their competency profile is eligible for update following their completion of learning.              | Notification sent to manager when the competence record of their employee is eligible for updated.  | N/A         |

| Process                                 | Employee   | Manager   | Role Holder  |
|---|--|---|--|
| Competence Update (Rejection)           | Notification sent to the employee when a manager has rejected the update to their competence record following their completion of learning.                      | N/A   | N/A  |
| Competency Expiry Notification          | Notification sent to employee when their competence is due to expire in 4 months, 1 month and short notice.  | Notification sent to manager to advise they have an employee who has a competence that is due to expire within 1 month.   | FYI Notification sent to the Expiry Notification Role Holder to advise of employees with competencies due to expire within 1 month.                  |
| Course Evaluation Notification          | Notification sent when an employee has successfully attended a class that has an evaluation associated with it inviting them to complete the on line evaluation. | N/A   | N/A  |
| Conflict of Interest Notification       | Notification sent to an employee when the NHS Decision Maker notification process is run.  |   | Notification sent to Conflict of Interest Reviewer Role Holders on a monthly basis outlining new or updated declarations made in the previous month. |
| DBS Reminder Process                    | Notification sent to an employee when the subscription to the DBS Update Service is due to expire within the next 30 days.                                       | N/A   | N/A  |
| Employment Checklist Notifications      | N/A  | N/A   | Notification sent to Employment Checklist Role Holders to advise of employees occupational health records that have been updated.                    |
| Error Action Notification               | N/A  | Notification sent to a person when a transaction (e.g. approval) has failed because the record is locked by another user. | N/A  |
| External Learning                       | Notification sent to an employee when they submit a request to add external learning to their record.  | Notification sent to manager when an employee submits a request to add external learning to their record.                 | N/A  |
| Fixed Term Contract Expiry Notification | N/A  | Notification sent when an employee's fixed term contract end date expires in 4 months, 1 month and short notice.          | Notification sent to Expiry Notification Role Holders when an employee's fixed term contract end date expires in 4 months, 1 month and short notice. |

| Process                         | Employee  | Manager   | Role Holder   |
|---------------------------------|---|---|---|
| Flexible Working                | Notifications sent for confirmation of submission of request and ending of flexible working arrangements.   | Notifications sent when Decision Date not entered, when a request is withdrawn and ending of flexible working arrangements.   | Notification sent to Role Holder where the Agreed Arrangements End Date has been populated.   |
| Generic Attendance Notification | N/A   | N/A   | The Role Holder will receive a notification to advise of successful receipt of the NHS Generic Attendance File.   |
| IAT Update Competence           | N/A   | N/A   | Notification sent to Stat & Mand Competencies Ntf role holder to action competences transferred at the pre hire stage.  |
| Internet Access Approval        | N/A   | Notification sent when an employee requests remote access to Employee Self Service, Employee Self Service (Limited Access).   | Notification sent to Internet Access Approval Role Holder when an employee requests remote access to Employee Self Service, Employee Self Service (Limited Access). |
| Learner Enrolment Status Change | Notification sent when enrolment to a class the employee is waitlisted to attend is confirmed.  | N/A   | N/A   |
| Learning Path Notifications     | <p>Notifications sent</p> <ul style="list-style-type: none"> <li>• Following the successful completion of a learning path</li> <li>• Reminder notification sent when the employee is subscribed to a learning path which needs to be completed by + 1 day of the learning path creation date</li> <li>• Notification sent when the an employee has been subscribed to a learning path</li> <li>• Notification sent when an employee has been unsubscribed from a learning path</li> </ul> | <ul style="list-style-type: none"> <li>• FYI notification sent when an employee has successfully completed a learning path</li> <li>• Notification sent when the manager has created a learning path that their employee then successfully completes</li> </ul> | N/A   |

| Process                        | Employee  | Manager  | Role Holder   |
|--------------------------------|---|--|---|
| New Starter Notification       | N/A   | N/A  | Notification sent to role holders / external users to advise of new starters with a start date in the next 14 days.   |
| NHS Diary Reminder Process     | N/A   | N/A  | Notification sent to Person reminder or Assignment reminder Role Holders when the diary reminder has a review date of today or has a due date which is 30 days from today's date. |
| NHS Employee Relations         | N/A   | N/A  | Notification sent to the Employee Relations Role Holder when the 'Warning Expiry Date' field for any of the Employee Relations processes is completed.                            |
| NHS Reset Internet Password    | Notification sent to the employee to advise that their internet password has been reset.  | N/A  | N/A   |
| NMC Revalidation Notifications | Notification sent when an employee's NMC Revalidation needs to be renewed in the next 12 months.  | Notification sent when an employee's NMC Revalidation needs to be renewed in the next 12 months. | Notification sent to NMC Revalidation Role Holder when employees need to review their revalidation within the next 12 months.   |
| OLM Class Notify               | Notification sent to all selected class enrolments using the Notify functionality available on the Manage Classes form.   | N/A  | N/A   |
| OLM Instructor Notifications   | If the person is recorded as the instructor of an OLM course, notifications will be sent when a booking for them is confirmed, cancelled or rescheduled or if the location of the class changes.                    | N/A  | N/A   |
| OLM Manual Waitlist            | Notification sent to the person who is the Class Administrator when a place becomes available on a class but the system cannot automatically enrol a waitlisted learner as the start of the class is within 7 days. | N/A  | N/A   |

| Process                                      | Employee  | Manager  | Role Holder  |
|--|---|--|--|
| Pay Progression                              | Notification sent to an employee to remind them of an upcoming pay step progression point.                                    | Notification sent to a manager when they have staff with an upcoming pay step progression point within the next 90 days.   | Notification sent to a role holder when employees have an upcoming pay step progression point within the next 45 days.                       |
| Professional Bodies Notifications - Decision | N/A   | N/A  | Notification sent to role holders when there are lines on the Professional Bodies Interface which require a decision on being accepted.      |
| Professional Bodies Notifications - Failed   | N/A   | N/A  | Notification sent to role holders when there are failed lines on the Professional Bodies Interface.  |
| Professional Bodies Notifications - Success  | N/A   | N/A  | Notification sent to role holders when the Professional Bodies Interface has successfully updated lines.                                     |
| Property Register                            | N/A   | Notification sent to manager one week before the employee is due to leave and again on the actual termination date/last working day and they still have property assigned. | Notification sent to Property Register Role Holders 1 week before an employee is due to leave and they still have property assigned to them. |
| Proxy Notification                           | Notification sent to a person who has been granted proxy access.  | N/A  | N/A  |
| Qualifications                               | N/A   | Notification sent when an employee has requested an addition or change to their recorded qualifications.   | N/A  |
| Registration Expiry Notification             | Notification sent to employee when their registration is due to expire at today's date + 120 days and today's date + 30 days. | Notification sent to manager when their employees registration is due to expire at today's date + 120 days and today's date + 30 days.                                     | Notification sent to role holders when an employee registration is due to expire at today's date + 120 days and today's date + 30 days.      |
| Returning Employee (Maternity)               | N/A   | Notification sent when an employee is due to return to work following maternity leave in 21 days from the system date.   | N/A  |
| Reverse Termination Notification             | N/A   | N/A  | Notification sent to the role holder when an employee's termination is reversed  |

| Process  | Employee  | Manager   | Role Holder   |
|--|---|---|---|
| Review Due Notification                        | Notification sent to an employee when their development review due date is within 1 month.  | Notification sent when an employee's development review date is due within 1 month.   | Notification sent to Expiry Notifications Role Holder when employee's have a development review date which is due within 1 month. |
| Review your Equality and Diversity Information | Notification sent to an employee when they have not updated or verified their equality and diversity information within the last 12 months.                         |   |   |
| Review your Personal Details                   | Notification sent to an employee when they have not updated or verified their personal details within the last 12 months.   |   |   |
| Self Service Generic Approval                  | Notification sent to employee when absence or competence is approved.   | Notification sent to manager/administrator when an absence or competence has been added to an employee record and is subsequently approved.                           | N/A   |
| Shared Training Centre                         | Notification sent to an employee to advise that a competence has been awarded following the successful completion of a course provided by a Shared Training Centre. | Notification sent to a manager to advise their employee has been awarded a competence following successful completion of a course provided by Shared Training Centre. | N/A   |
| Staff Acceptance Notification                  | N/A   | Notification sent to the manager when a new employee has been assigned to them e.g. they have been set as the supervisor against an employee's record.                | N/A   |
| Supervisor Assignment Status Change            | N/A   | N/A   | Notification sent to Supervisor Hierarchy Notification Role Holders to advise of a change to a supervisors assignment status.     |
| Termination Notification                       | N/A   | N/A   | Notification sent to role holders to advise of employees leaving within the next 14 days.   |


| Process                         | Employee  | Manager  | Role Holder |
|---------------------------------|---|--|-------------|
| Work Permit Expiry Notification | Notification sent to employee when their work permit is due to expire at today's date + 90 days and today's date + 30 days. | Notification sent to manager when their employee has a work permit that is due to expire at today's date + 90 days and today's date + 30 days. | N/A         |

## 5.2. FORGOTTEN USERNAME OR PASSWORD

When a user requests their username or password, they will receive an email for each user account associated with an email address. If they supply a username they will receive an email for that specific user account.

The name of the employing authority is included in the email.

FYI: ESR Login Details

 DELETE  REPLY  REPLY ALL  FORWARD 



PRODUCTION WORKFLOW, Esr (ELECTRONIC STAFF RECORD)

Mark as unread

Thu 28/02/2019 08:49

To: USER, A (ELECTRONIC STAFF RECORD)

The following user account is associated with your email address

Organisation: 123 Electronic Staff Record  
User Name: 123AUSER01

You can now login  
<https://my.esr.nhs.uk>

or reset your password  
<https://my.esr.nhs.uk/usersselfservicereset?params=fldafflaifqghhhss>

This email can be ignored if you did not submit the user name lookup request  
The password reset link is only active for 4 hours.







### 5.3. BANK ACCOUNT CHANGES

An email will be sent to an employee when any change is made to the bank account details held on their record. A change is defined as an addition, update or deletion of details.

Multiple changes within 5 minutes will only generate one email

No workflow notification is generated for the changes, this is an email only notification.

#### Bank Account Details

 DELETE    REPLY    REPLY ALL    FORWARD   



PRODUCTION WORKFLOW, ESR (ELECTRONIC STAFF RECORD)

Thu 28/02/2019 08:49

Mark as unread

To: SMITH, Ben (ESR HOSPITAL)

This is an automated alert email from the NHS Electronic Staff Record (ESR) system.

Your Bank Account details have been added or changed for your ESR record in 123 ESR Hospital for assignment 12345678.

This may be because you have just started employment, had a new Job (Assignment) created or used a bank account switching service.

If you did not make the amendment or authorise them to be entered on your behalf, then please login to ESR Self Service and check that the details are correct <https://my.esr.nhs.uk/>.


If you do not have access to ESR Self Service please contact your usual Payroll team to confirm your Bank Account details are correct.

Please DO NOT reply to this automated email as it will not be received.

## 5.4. PAYSリップ AVAILABILITY

Employees can opt into an email notification which will alert them when their payslip is available to view in the My Payslip and P60 Portlet. It is sent to all email address types and can be turned on and off as the employee wishes.

**ESR Payslip Now Available**

 PROD Workflow Mailer <esr.wfmPROD@nhs.net>  
Mon 1/17/2022 00:33  
To: Harrison, Ann (NHS HOSPITAL)

Dear Ann

Your latest ESR Payslip from NHS Hospital for assignment number ending xxxxx123 is now available. To view and download, login to your ESR account.

If you are due to leave NHS Hospital please remember that you will need to download any previous payslips or P60s before you leave as you will not be able to do this once you have left.

If you have recently left NHS Hospital and are unable to login to ESR you will need to contact the Organisations Payroll or Human Resource Department to find out how to gain access to this payslip.

Thank you.

[Reply](#) | [Forward](#)

## 5.5. EMPLOYEE EXIT QUESTIONNAIRE

Employees with a termination date entered at employee or assignment level are sent an email prompting them to login to ESR and complete their exit questionnaire.

### Exit Questionnaire



PRODUCTION WORKFLOW, ESR (NHS ELECTRONIC STAFF RECORD)

Thu 9/17/2020 15:51

To: Perkins, Richard



Your employing organisation has indicated that you are leaving and as such would like to understand more about your experience whilst working for the organisation. We are asking you to complete a short exit questionnaire to gather information that will help to improve the working lives of staff in the NHS and to provide better care for patients.

Your organisation will be able to use the results of the survey to improve local working conditions and practices and to increase involvement and engagement with staff. Other organisations, including NHS England and NHS Improvement or NHS Wales for those employed in Wales, will make use of the non-identifiable and nationally aggregated results.

To complete the questionnaire please check your ESR Worklist Notifications.

Please read each question carefully, but give your immediate response by selecting the answer which best matches your personal view.

If you have any queries about this questionnaire, or would like to undertake a face to face interview, please contact the HR/People department in your organisation.

## 5.6. ESR LEARNING MEETING REQUESTS

Meeting requests are generated for learners by the events specified below. This is different to the processes specified in section 5.1 above.

| Email Name              | Trigger(s)  |
|-------------------------|---|
| Joining Instructions    | New enrolment with status 'Confirmed' or current enrolment with status updated to 'Confirmed'.        |
| Update of Class         | Update of any of the following items against a class: Time, Date, Venue (this is held as a Resource). |
| Cancellation of Class   | Enrolment status is updated to 'Course Cancelled'.  |
| Withdrawal from a Class | Enrolment status is updated to 'Withdrawn'.   |

Notes:

- 1) Meeting requests will only be triggered where a 'Class Start Date' is a future date.
- 2) All meeting requests are triggered irrespective of the source of the change. For example: if a user withdraws themselves from a class, they will receive the 'Withdrawal from a class' meeting cancellation, as they would if a learning administrator had withdrawn them.
- 3) Meeting requests will only be generated for classroom based learning. i.e. classes that are part of an offering with one of the following delivery modes: Classroom, Conference, Course, Instructor-Led, Local Delivery, Seminar, Virtual Classroom
- 4) All meeting requests are triggered instantly (i.e. there is no overnight process. As soon as one of the above triggers is activated, the meeting request is sent).
- 5) Meeting requests have a default reminder of 1 day before the class unless this is overridden using the Remind Before Class Start Date field on the offering or class.
- 6) The standard text cannot be locally amended. The Joining Instruction invite can include additional information using the HTML enabled Offering Joining Instructions and Class Joining Instructions fields. Both can hold up to 2000 characters.
- 7) Administrators are not able to locally 'switch off' the automatic meeting requests, however they can be prevented by not entering (or removing) an email address against the enrolment.
- 8) The email address used to send a meeting request to a learner is the email address held against the enrolment. By default, this is populated by the email address held against the 'Office Details' tab on the person record, however this can be amended by the learning administrator should the meeting request need to be directed elsewhere.
- 9) Meeting requests will be generated for customer contacts, where an email address is entered against the enrolment (this does not automatically pull through from the customer contact email address and will need to be entered at the time of enrolment).

The table below outlines the fields that are used in ESR Learning meeting requests:

| Field                         | Comments  |
|-------------------------------|---|
| Course Title                  | Name of the Course  |
| Class Start/End Times/Dates   | Dates/Times as detailed against the Class                                   |
| Venue Name                    | Primary Venue Resource name booked against the Class                        |
| Location Address Details      | Address of the location set against the primary venue resource.             |
| Offering Joining Instructions | HTML enabled free text field which holds up to 2000 characters..            |
| Class Joining Instructions    | HTML enabled free text field which holds up to 2000 characters..            |
| Training Centre               | Training Centre Organization name (with VPD removed), taken from the Class. |
| Location Phone Number         | Phone number of the location set against the Primary Venue.                 |

The information held in the meeting requests is detailed below:

## 5.6.1. Joining Instructions

### Meeting Header

Subject: <Course Title>, Running from <Class Start Date> until <Class End Date>

Location: <Location Address Line 1>, <Location Address Line 2>, <Location Address Line 3>, <Location Address Town>, <Location Address County>, <Location Address Postcode>.

Start time: <Class Start Date> <Class Start Time>

End time: <Class End Date> <Class End Time>

### Meeting Body

We are pleased to confirm a place has been reserved for you as above.

Details of the course are provided below:

Start time: <Class Start Time>

End time: <Class End Time>

Venue: <Venue Name>

Location: <Location Address> <Location Line 1>, <Location Line 2>, <Location Line 3>, <Location Town>, <Location County>, <Location Post Code>.

<Offering Joining Instructions>

<Class Joining Instructions>

Please let us know of any support or disabilities you may need/have which you would like to make us aware of. If you would like to discuss this please contact us on the details provided.

If for any reason you are unable to attend please contact the department as soon as possible so that the place can be offered to delegates on the waiting list.

Please note, declining this meeting request does not cancel your enrolment on the class.

Yours sincerely

Course Administrator

For further details contact

<Training Centre>

<Location Phone number>

Please do not reply to this meeting request

## 5.6.2. Update of Class Details

### Meeting Header

Subject: Update: <Course Title>, Running from <Class Start Date> until <Class End Date>

Location: <Location Address Line 1>, <Location Address Line 2>, <Location Address Line 3>, <Location Address Town>, <Location Address County>, <Location Address Postcode>.

Start time: <Class Start Date> <Class Start Time>

End time: <Class End Date> <Class End Time>

### Meeting Body

We are pleased to confirm a place has been reserved for you on the above course.

Please review the course details below as these may have changed.

Start time: <Class Start Time>

End time: <Class End Time>

Venue: <Venue Name>

Location: <Location Address> <Location Line 1>, <Location Line 2>, <Location Line 3>, <Location Town>, <Location County>, <Location Post Code>.

<Offering Joining Instructions>

<Class Joining Instructions>

Please let us know of any support or disabilities you may need/have which you would like to make us aware of. If you would like to discuss this please contact us on the details provided.

If for any reason you are unable to attend please contact the department as soon as possible so that the place can be offered to delegates on the waiting list.

Please note, declining this meeting request does not cancel your enrolment on the class.

Yours sincerely

Course Administrator

For further details contact

<Training Centre>

<Location Phone number>

Please do not reply to this meeting request

### 5.6.3. Cancellation of Class

#### Meeting Header

Subject: Class Cancelled: <Course Title>, Running from <Class Start Date> until <Class End Date>

Location: <Location Address Line 1>, <Location Address Line 2>, <Location Address Line 3>, <Location Address Town>, <Location Address County>, <Location Address Postcode>.

Start time: <Class Start Date> <Class Start Time>

End time: <Class End Date> <Class End Time>

#### Meeting Body

Unfortunately it has been necessary to cancel the above class. We apologise for any inconvenience caused.

Yours sincerely

Course Administrator

For further details contact

<Training Centre>

<Location Phone number>

Please do not reply to this meeting cancellation.

### 5.6.4. Withdrawal from a Class

#### Meeting Header

Subject: Enrolment Cancelled: <Course Title>, Running from <Class Start Date> until <Class End Date>

Location: <Location Address Line 1>, <Location Address Line 2>, <Location Address Line 3>, <Location Address Town>, <Location Address County>, <Location Address Postcode>.

Start time: <Class Start Date> <Class Start Time>

End time: <Class End Date> <Class End Time>

#### Meeting Body

Our records indicate your place on the above course has been cancelled. If you believe this is in error please contact your manager or the training department.

Yours sincerely

Course Administrator

For further details contact

<Training Centre>

<Location Phone number>

Please do not reply to this meeting cancellation

## **5.7. ESR BI ALERTING**

Local BI Administrators can create BI Agents which can deliver limited parts of analyses or dashboard pages to the ESR BI Homepage/Dashboard and to an email address.

More information is available in the [ESR BI Alerting guide](#).