

# NHS ELECTRONIC STAFF RECORD

## ESR-NHS0297 SELF SERVICE BEST PRACTICE GUIDE

Information Classification: Public

Owner:	NHS ESR Development and Operations
Author:	Pushpa Mistry
Creation Date:	29/05/2018
Last Updated:	24/12/2024
Next Update:	23/12/2025
Version:	7.0

### Approvals:

Name	Chris Moorley
Title	Director of Development and Operations

# 1. DOCUMENT CONTROL

## 1.1. CHANGE RECORD

Date	Author	Version	Change Reference
29 May 18	Matt Lye	0.1	New Document
02 Jul 18	Matt Lye	0.2	Release 39 changes
31 Oct 18	Matt Lye	0.3	Release 40 changes
27 Nov 18	Nick Adcock	1.0	Updated to V1.0
08 Jan 19	Matt Lye	1.1	Release 41 changes
26 Mar 19	Nick Adcock	2.0	Updated
09 May 19	Matt Lye	2.1	Release 42/42.2 changes
05 Sep 19	Matt Lye	2.2	Release 43 changes
04 May 20	Matt Lye	2.3	Release 44/45 changes
07 Dec 21	Matt Lye	2.4	General review
23 Mar 22	Nick Adcock	3.0	Uplifted
04 May 22	Tumi Mafe	4.0	Information classification change only
07 Aug 23	Pushpa Mistry	4.1	Updated
18 Sep 23	Pushpa Mistry	4.2	Updated following further comments
17 Oct 23	Chris Moorley	5.0	Changes accepted and document uplifted
20 Jun 24	Pushpa Mistry	5.1	Annual Review no change to content updated the links to the User Manual
21 Jun 24	Pushpa Mistry	6.0	Updated
24 Dec 24	Pushpa Mistry	6.1	Release 63 changes
28 Mar 25	Pushpa Mistry	7.0	Updated

## 1.2. REVIEWERS

Name	Position
NHS Development Team	
NHS Functional Account Managers	

## 1.3. DISTRIBUTION

Copy No.	Name	Location
1	Library Master	Programme Library
2		

## 2. CONTENTS

<b>1. DOCUMENT CONTROL.....</b>	<b>2</b>
1.1. CHANGE RECORD .....	2
1.2. REVIEWERS.....	2
1.3. DISTRIBUTION.....	2
<b>2. CONTENTS.....</b>	<b>3</b>
<b>3. SELF SERVICE OVERVIEW .....</b>	<b>5</b>
3.1. BENEFITS .....	5
<b>4. SELF SERVICE SET UP .....</b>	<b>7</b>
<b>5. SELF SERVICE URP ALLOCATION .....</b>	<b>8</b>
5.1. APPLICANT ACCESS.....	8
5.2. EMPLOYEE LEVEL URPs.....	10
5.3. SUPERVISORY URPs.....	14
5.4. LEAVERS DASHBOARD URP.....	18
<b>6. PORTAL .....</b>	<b>19</b>
6.1. CONSIDERATIONS .....	19
6.2. FURTHER INFORMATION.....	19
<b>7. USER ACCESS.....</b>	<b>20</b>
7.1. ACCOUNT CREATION AND INTERNET ACCESS .....	20
7.2. CONSIDERATIONS .....	20
7.3. FURTHER INFORMATION.....	20
7.3.1. <i>Employee Guides</i> .....	21
7.3.2. <i>ESR BI</i> .....	21
<b>8. PROXY USER .....</b>	<b>21</b>
8.1. CONSIDERATIONS .....	21
8.2. FURTHER INFORMATION.....	21
8.2.1. <i>Self Service Guide</i> .....	21
8.2.2. <i>ESR BI</i> .....	21
<b>9. MAINTAINING THE SUPERVISOR HIERARCHY .....</b>	<b>22</b>
9.1. CONSIDERATIONS .....	22
9.2. FURTHER DETAILS .....	22
9.2.1. <i>HR</i> .....	22
9.2.2. <i>Self Service Guides</i> .....	22
9.2.3. <i>ESR BI</i> .....	22
<b>10. NOTIFICATIONS.....</b>	<b>23</b>
10.1. CONSIDERATIONS .....	23
<b>11. PAY AND REWARDS .....</b>	<b>24</b>

11.1. PAYSLEIPS.....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
11.1.1. <i>Considerations</i> .....	24
11.1.2. <i>Further Details</i> .....	24
11.1.3. <i>Employee guides</i> .....	24
11.2. TOTAL REWARD STATEMENTS.....	24
<b>12. CONFLICT OF INTEREST DECLARATIONS .....</b>	<b>25</b>
12.1. CONSIDERATIONS .....	25
12.2. FURTHER INFORMATION.....	25
12.2.1. <i>Self Service</i> .....	25
12.2.2. <i>HR</i> .....	25
12.2.3. <i>ESR BI</i> .....	25

### 3. SELF SERVICE OVERVIEW

Self Service within ESR enables applicants, employees and managers to have access to ESR at a time of their choosing, either at work via the HSCN access route or through any device that can access the internet.

Applicants have a dedicated dashboard where they can review progress against actions related to their upcoming employment, view and update personal information and view and update bank account details transferred from a previous organisation. They can also monitor their compliance and access e-Learning.

Employees can view and update personal information, view details about pay and rewards and participate in learning opportunities available from their organisation.

The ESR Portal provides a range of portlets displaying key information for employees such as pay details, absence information, compliance, access to e-Learning and personal information.

Managers have access to additional functionality and controls. For example, approving employee requests, maintaining assignment and personal information.

The ESR Portal provides a range of portlets showing key workforce information. Managers can see at a glance with helpful dashboards where actions need to be taken to manage their team, and maintain compliance around a range of workforce indicators. Managers can also view a range of ESR Business Intelligence dashboards giving them key information about their employees. This is in addition to being able to view and update employee information (with the exception of protected characteristics).

Interactions between employees, managers and professional users are managed by workflows which generate notifications to inform the appropriate user when action is required. These can be viewed and actioned directly from a user's email account.

Organisations can maintain control of information that can be updated and the approvals required to update information by choosing from a suite of employee and supervisory level User Responsibility Profiles (URPs) which can be assigned to employees and supervisors. They can also target key messages to all employees or selected target groups using the Announcement Portlet.

#### 3.1. BENEFITS

*Empowerment of managers to:*

- Perform actions relating to employees (e.g. absence, learning and development).
- Enable authorised users to make changes on their behalf using proxy access.
- View, report and manage key areas such as absence, turnover, training spend and competencies.
- View key performance indicators for absence, compliance and appraisals on the Manager Dashboard with direct links to these areas and the ESR BI reports directly from the portlets.
- View upcoming events for employees, for example appraisal dates, annual leave, learning and expiry dates for professional registrations from dedicated portlets.
- Colour co-ordinated absence calendar to identify absence patterns and view all staff absences.
- Manage the career path of an employee via learning paths, qualifications, competencies and appraisals.
- Access key career information for employees through the Talent Profile, with the ability to produce PDF reports.
- Further role based approvals for pay affecting changes provide additional governance.

*Using ESR BI, managers can access summary (graph) and detail (table) views of:*

- Staff Requirements (e.g. Pay Progression, DBS checks, Right to Work, Appraisals, Prof Reg and Revalidation dates).
- Learning Compliance (competency matching).
- Education and Learning.
- Certifications.
- Staff in Post (Headcount/FTE by a number of diversity measures).
- Absence (Timeline, Occurrences, custom absence 'triggers').
- Pay Bill (from payroll costing).
- Staff Movements (Starters/Leavers).

*Empowerment of employees to:*

- Access key functionality via a range of dedicated portlets from the My ESR Dashboard.
- View and amend personal information including: home address; bank details; emergency contacts.
- View and print PDF copies of payslips, P60s, P45s and P11D's.
- View Total Reward Statements.

- View and enrol onto learning opportunities and take responsibility for ensuring up to date compliance.
- Play e-Learning.
- Record equality, diversity and disability information.
- Record My Wellbeing Information
- Participate in appraisals and personal development plans including NMC Revalidation if appropriate.
- Apply for and manage leave, using the Absence Portlet and Absence calendar.
- Apply for a flexible working request.
- Make a declaration of a conflict of interest or declare no interest.
- Access key career information through the Talent Profile, with the ability to produce printable PDF versions.

*Empowerment of applicants to:*

- Monitor status of application.
- Update personal information.
- Record equality and diversity information.
- Play required e-Learning.
- Take responsibility for ensuring that they are up to date with compliance.

***Data is entered once at the closest point to its source thereby ensuring:***

- Accuracy, quality and timeliness of information available.
- Reduction in checking and administrative overheads.
- Eliminating the duplication of input and therefore reducing time and effort.
- Reduction or removal of additional forms by having data entered at point of source.
- Flow of information is streamlined, made consistent and delivery is instant (no reliance on forms arriving with central departments for input).
- Improved, quicker decision-making ability due to information being immediately available to managers.
- Devolved data entry frees time and reduces queries in central functions such as Payroll, HR, Training and Recruitment, allowing a reduction in resource requirements and freeing up time from administrative duties to allow other more pro-active work to be undertaken.

## 4. SELF SERVICE SET UP

There are some key steps that organisations should take to ensure that Self Service users can use ESR effectively with minimum administration from Core HR.

- Ensure all employee email addresses are populated in the Office Details tab and that a process is in place to enter new starter email addresses in a timely manner.
- Run the Data Quality Dashboard in ESR BI to identify issues such as email addresses which are not populated and the same email address is being recorded against more than one employee.
- Encourage employees to change their email preferences to receive [Actionable Notification emails](#).
- Ensure that a role holder is assigned to the Auto User Account Details role (new accounts will not be created unless someone is in the role). [Guidance on role maintenance is available in the ESR User Manual](#).
- Change [Auto User Creation Settings](#) so that:
  - Accounts are created automatically for new and future employees.
  - Requests for Internet Access are automatically approved.
- Set [Automatic Internet Access](#) to Yes so that Internet accounts are automatically created as part of the account creation process.
- Enable [Manager Self Service and Professional User Upgrade](#) access so that they can login to ESR via the Internet.
- Where the Administrator Self Service URPs are being used, [ensure that the correct Administrator Action Approval settings have been applied](#) on the associated employee record and that the Manager Tick Box has been selected on the Assignment record for the approving manager.
- Where further approvals are required for assignment changes by managers, ensure that there are role holders assigned to the XXX\_SSHR Payroll Approvals role or [locally created](#) equivalents.
- Ensure that IAT has run so that the [Stat and Mand Competencies Notification role holder](#) can approve/update the competence profile as required, ensuring that data is current for applicants and employees.
- Ensure that there are role holders assigned to the [Multi-Employer Comp Update role](#) to approve competences achieved at other organisations outside of the IAT process.

## 5. SELF SERVICE URP ALLOCATION

It is recommended to give all staff with the following Employee Person types within an organisation the Employee Self Service URP.

- Contractor No PAYE
- Contractor PAYE
- Employee
- Honorary
- Seconded (To Professional Training)
- Seconded (Non Paid from External Body)
- Trainee
- Volunteer

This ensures that they can make all possible updates to their records, enrol on training and initiate appraisals with suitable approval where required.

Where organisations have not created a supervisor hierarchy, certain functions of the Employee Self Service URP will not function as they require manager approval. In this scenario, organisations may wish to consider using the Employee Self Service (Limited Access) URP instead as this URP does not enable access to functions that require approval. Where this is the case, the intention should be to migrate users to Employee Self Service as the hierarchy is created on ESR.

For people who are not employed by an organisation but require access to ESR in order to complete face to face training or e-Learning it is recommended to give them the External Learner URP.

Where employees are in a supervisory position, it is recommended that they are assigned the Manager Self Service (No Approvals Required) URP which gives them full rights to all functionality available without the need for additional approvals from Professional Users for certain actions.

Organisations can centrally monitor changes made to records using the ESR BI Change Event Log Dashboard including the percentage of changes made by core users that could have been made by self service.

Where organisations do not wish to provide full access or require further approval before changes are made, there are a number of different URPs to choose from which offer different levels of access and control.

The Self Service URPs are as follows:

URP Name	Abbreviation
Administrator Self Service (Payroll Approvals Not Required)	ADM-NR
Administrator Self Service (Payroll Approvals Required)	ADM-AR
Employee Self Service	ESS
Employee Self Service (Limited Access)	ESS (LA)
External Learner	ExL
Manager Self Service (Payroll Approvals Not Required)	MSS-NR
Manager Self Service (Payroll Approvals Required)	MSS-AR
Supervisor Self Service	SSS
Supervisor Self Service (Limited Access)	SSS (LA)

### 5.1. APPLICANT ACCESS

Applicant access is restricted to the Applicant Dashboard. For applicants to be able to use ESR, they must be given either the Employee Self Service or the Employee Self Service (Limited Access) URP. This will either be assigned automatically via the Auto User Creation process when their record has a status of Offer Accepted or assigned manually. In addition they must meet the following criteria.

They must have one of the following Person Types

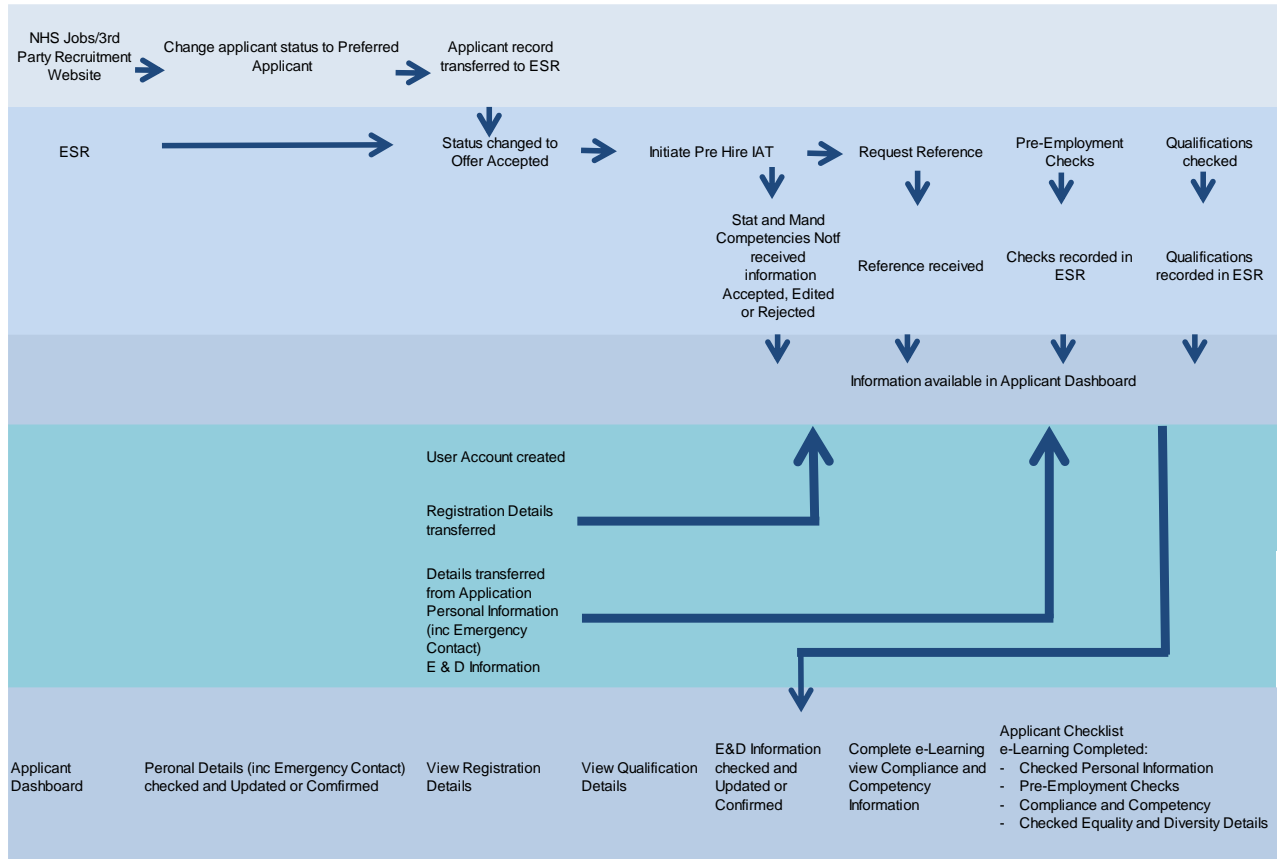
- Applicant
- Applicant, Ex-Employee.Applicant

They must have one of the following applicant status:



- Offer Accepted
- Offer Post Conditional
- Offer Post Unconditional

The below flow chart outlines how the information displayed on the Applicant Dashboard is transferred to their record by updates from NHS Jobs or other third party recruitment systems and running Inter Authority Transfers.



## 5.2. EMPLOYEE LEVEL URPs

Area	Functions	ESS	ESS (LA)	ExL
<b>My ESR Portlets</b>				
	<b>Announcements</b>	Y	Y	Y
	<b>My Pay Details</b>	Y	Y	N
	<b>My Personal Information</b>	Y	Y	Y
	<b>My Compliance</b>	Y	Y	Y
	<b>My Annual Leave</b>	Y	Y	N
	<b>My e-Learning</b>	Y	Y	Y
	<b>My ESR Calendar</b>	Y	Y	N
	<b>My Total Reward Statement</b>	Y	Y	N
	<b>My Appraisals and Reviews</b>	Y	Y	N
	<b>My Equality and Diversity</b>	Y	Y	N
	<b>My Employment</b>	Y	Y	N
	<b>My Bank Account Details</b>	Y <sup>9</sup>	Y <sup>9</sup>	N
	<b>My Class Search</b>	Y	Y	Y
<b>Applicant Dashboard<sup>8</sup></b>				
	<b>Announcements</b>	Y	Y	N
	<b>My Applicant Checklist</b>	Y	Y	N
	<b>My Applicant Details</b>	Y <sup>10</sup>	Y <sup>10</sup>	N
	<b>My Equality and Diversity</b>	Y	Y	N
	<b>Further Information/Help</b>	Y	Y	N
	<b>My Compliance</b>	Y	Y	N
	<b>My e-Learning</b>	Y	Y	N
	<b>My ESR Calendar</b>	Y	Y	N
	<b>Conflict of Interest Declaration</b>	Y	Y	
<b>Common Portlets</b>				
	<b>My Favourites</b>	Y	Y	Y

Area	Functions	ESS	ESS (LA)	ExL
	Local Links	Y	Y	Y
	Twitter	Y	Y	Y
Portal Content				
	Announcements	Y	Y	Y
	Local Links	Y	Y	Y
	Local Documents and Media	Y	Y	Y
My ESR				
	Notifications	Y	Y	Y
	All Actions Awaiting your Attention	Y	Y	N
	Transaction Monitor	Y	Y	N
My Personal Information				
	Personal Information	Y	Y <sup>3</sup>	Y
	Contacts	Y	Y	N
	Qualifications	Y	Y <sup>1</sup>	N
	Sexual Orientation	Y	Y	N
	Religious Belief	Y	Y	N
	Disability Information	Y	Y	N
	Registrations and Memberships	Y	Y <sup>1</sup>	N
	Conflict of Interest Declaration	Y	Y	N
My Pay and Rewards				
	Payslip	Y	Y	N
	Opt Out of Printed Pay Details	Y	Y	N
	Online P60	Y	Y	N
	Online P11D	Y	Y	N
	Online P45	Y	Y	N
	Bank Account	Y <sup>9</sup>	Y <sup>9</sup>	N

Area	Functions	ESS	ESS (LA)	ExL
	<b>Total Reward Statement</b>	Y	Y	N
<b>My Learning</b>				
	<b>Learning</b>	Y	Y <sup>2</sup>	Y
<b>My Compliance and Competency</b>				
	<b>Compliance and Competency</b>	Y	Y <sup>1</sup>	Y
<b>My Absence</b>				
	<b>Absence Calendar</b>	Y	Y <sup>1</sup>	N
	<b>Absence Summary</b>	Y	Y <sup>1</sup>	N
<b>My Appraisal and Reviews</b>				
	<b>Appraisals and Reviews</b>	Y	Y <sup>1</sup>	N
<b>My Employment</b>				
	<b>Employment Information</b>	Y	Y	N
	<b>Flexible Working</b>	Y	N	N
	<b>Job Plans</b>	Y <sup>1</sup>	Y <sup>1</sup>	N
	<b>End Employment</b>	Y	N	N
	<b>End Non-Primary Assignment</b>	Y	N	N
	<b>Supplementary Roles</b>	Y <sup>1</sup>	Y <sup>1</sup>	N
<b>My Property Register</b>				
	<b>Property Register</b>	Y <sup>1</sup>	Y <sup>1</sup>	N
<b>My Talent Profile</b>				
	<b>Talent Profile</b>	Y	Y	N
<b>My Payment Claims</b>				
	<b>Employee Claims</b>	Y	N	N
<b>My Access</b>				
	<b>Manage Internet Access</b>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>
	<b>Reset Password</b>	Y <sup>5</sup>	Y <sup>5</sup>	Y <sup>5</sup>
<b>Other</b>				

Area	Functions	ESS	ESS (LA)	ExL
	<b>ESR Preferences</b>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>

### 5.3. SUPERVISORY URPs

Area	Functions	SSS	SSS (LA)	MSS-AR	MSS-NR	ADM-AR	ADM-NR
<b>Manager Portlets</b>							
	Team Absence	Y	Y	Y	Y	Y	Y
	Team Appraisal	Y	Y	Y	Y	N	N
	Team Compliance	Y	Y	Y	Y	Y	Y
	Team Actions	Y	Y	Y	Y	Y	Y
	Team Pay Progression	Y	Y	Y	Y	Y	Y
	Organisation Chart	Y	Y	Y	Y	N	N
	Absence Triggers	Y	Y	Y	Y	Y	Y
	Professional Registrations	Y	Y	Y	Y	Y	Y
	Appraisals Due	Y	Y	Y	Y	Y	Y
<b>Common Portlets</b>							
	Configurable BI Portlet x3	Y	Y	Y	Y	Y	Y
	Local Links	Y	Y	Y	Y	Y	Y
	My Favourites	Y	Y	Y	Y	Y	Y
	Twitter	Y	Y	Y	Y	Y	Y
<b>Portal Content</b>							
	Upgrade Access	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>

Area	Functions	SSS	SSS (LA)	MSS-AR	MSS-NR	ADM-AR	ADM-NR
<b>Supervisor/Manager/Administrator</b>							
	<b>Notifications</b>	Y	Y	Y	Y	Y	Y
	<b>All Actions Awaiting your Attention</b>	Y	Y	Y	Y	Y	Y
	<b>Transaction Monitor</b>	Y	Y	Y	Y	Y	Y
<b>My Team</b>							
	<b>Talent Profile</b>	Y	Y	Y	Y	N	N
	<b>Organisation Chart</b>	Y	Y	Y	Y	N	N
<b>My Team Personal Information</b>							
	<b>Personal Information</b>	Y	Y <sup>7</sup>	Y	Y	Y	Y
	<b>Contacts</b>	Y	Y	Y	Y	Y	Y
	<b>Absence Calendar</b>	Y	Y	Y	Y	Y	Y
	<b>Absence</b>	Y	Y	Y	Y	Y	Y
	<b>Property Register</b>	Y	Y	Y	Y	Y	Y
	<b>Conflict of Interest Declarations</b>	Y	Y	Y	Y	N	N
<b>My Team Career Information</b>							
	<b>Learning</b>	Y	Y	Y	Y	Y	Y
	<b>Appraisals and Reviews</b>	Y	Y	Y	Y	N	N

Area	Functions	SSS	SSS (LA)	MSS-AR	MSS-NR	ADM-AR	ADM-NR
	<b>Compliance and Competency</b>	Y	Y	Y	Y	Y	Y
	<b>Qualifications</b>	Y	Y	Y	Y	Y	Y
	<b>Registrations and Memberships</b>	Y	Y	Y	Y	Y	Y
	<b>Suitability Matching</b>	Y	Y	Y	Y	N	N
<b>My Team Assignment Information</b>							
	<b>Employment Information</b>	Y	Y	Y	Y	Y	Y
	<b>Flexible Working</b>	Y	Y	Y	Y	Y	Y
	<b>Assignment</b>	N	N	N	Y	N	Y
	<b>Assignment (Approval Required)</b>	N	N	Y	N	Y	N
	<b>Hours</b>	N	N	N	Y	N	Y
	<b>Hours (Approval Required)</b>	N	N	Y	N	Y	N
	<b>Supervisor</b>	N	N	Y	Y	Y	Y
	<b>Additional Supervisor</b>	N	N	Y	Y	N	N
	<b>Location</b>	N	N	Y	Y	Y	Y
	<b>Job Plans</b>	Y	Y	Y	Y	Y	Y
	<b>End Employment</b>	N	N	N	Y	N	Y
	<b>End Employment (Approval Required)</b>	N	N	Y	N	Y	N



Area	Functions	SSS	SSS (LA)	MSS-AR	MSS-NR	ADM-AR	ADM-NR
	End Non-Primary Assignment	N	N	N	Y	N	Y
	End Non-Primary Assignment (Approval Required)	N	N	Y	N	Y	N
	Supplementary Roles	Y	Y	Y	Y	Y	Y
<b>Manage Hires</b>							
	Manage Hires	N	N	N	Y	N	Y
	Manage Hires (Approval Required)	N	N	Y	N	Y	N
<b>Reporting</b>							
	Business Intelligence	Y	Y	Y	Y	Y	Y
<b>My Access</b>							
	Manage Internet Access	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>
	Reset Password	Y <sup>5</sup>	Y <sup>5</sup>	Y <sup>5</sup>	Y <sup>5</sup>	Y <sup>5</sup>	Y <sup>5</sup>
<b>Other</b>							
	ESR Preferences	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>	Y <sup>4</sup>
	Manage Proxies	Y <sup>6</sup>	Y <sup>6</sup>	Y <sup>6</sup>	Y <sup>6</sup>	Y <sup>6</sup>	Y <sup>6</sup>

## 5.4. LEAVERS DASHBOARD URP

Area	Functions	
Portlets	Announcements	Y
	My Payslip	Y
	My P60	Y
	My P45	Y
	My P11D	Y

1 – Read Only Access

2 – Can enrol on learning that does not require approval

3 – Limited to items that do not require approval

4 – Not available via the Internet

5 – Only available via the Internet

6 - For English Organisations, a Smartcard user cannot grant proxy access to a Non Smartcard user, but a Non Smartcard user can grant access to a Smartcard user. Not available via the Internet

7 - Read only access to items in the name block

8 - Person types of Applicant/Applicant.Ex-employee only

9 - Read only via the Internet [unless MFA enabled](#)

10 - Bank account details tab read only via the Internet [unless MFA enabled](#)

## 6. PORTAL

The ESR Portal is the gateway to ESR for all staff. Dedicated dashboards provide access to portlets which give staff the ability to action common tasks or access key information directly without the need for further navigation.

Organisations have the ability to customise the Dashboards by selecting the portlets that will complement their business needs.

### 6.1. CONSIDERATIONS

Content Editor and Content Administrator URPs can create content for the Portal.

This includes:

- Announcements to push organisational messages to all staff, specific staff groups or designated URPs.
- Web Content to add to custom portlets to provide information to staff.
- Upload of documents such as policies, letters to staff.

Organisations will require at least one user with the Portal Administrator URP to publish content created and to configure the Portal Dashboards.

### 6.2. FURTHER INFORMATION

List of Dashboard Portlets and description - [ESR Dashboard Portlets](#)

Overview of the My ESR Dashboard - [My ESR Dashboard](#)

Overview of the Manager Dashboard - [Manager Dashboard](#)

Overview of the Applicant Dashboard - [Applicant Dashboard](#)

Overview of the Leavers Dashboard - [Leavers Dashboard](#)

## 7. USER ACCESS

Ensure that email addresses are held against employee and applicant records to ensure that they can utilise the Forgotten Request Username/Password Unlock Account functionality.

This functionality can also be used so that new starters can receive their username and password without central assistance. Requests to do this require additional security checks in that the email address and date of birth entered must match those on the ESR record of the person.

Self Service users have the option to upgrade their access with extra security by enabling Multi-Factor Authentication (MFA).

Smartcards are required for the following URPs to login to ESR:

- Administrator Self Service (Payroll Approvals Not Required)
- Administrator Self Service (Payroll Approvals Required)
- Manager Self Service (Payroll Approvals Not Required)
- Manager Self Service (Payroll Approvals Required)
- Supervisor Self Service

A Smartcard is not required for the following URPs:

- Employee Self Service
- Employee Self Service (Limited Access)
- Supervisor Self Service (Limited Access)
- External Learner

It is possible to request that the Smartcard mandate for access to Employee Self Service is removed where this is already in place [by raising an SR](#) with the service provider.

### 7.1. ACCOUNT CREATION AND INTERNET ACCESS

Set Auto User Creation settings so that accounts are automatically created at Offer Accepted stage for applicants and requests for Internet Access are automatically approved.

Set Automatic Internet Access to Yes so that Internet accounts for Employee Self Service and Employee Self Service (Limited Access) users are automatically created as part of the account creation process. Ensure that supervisors can request Internet Access for access to the Manager Dashboard and associated functionality via Portal Site Administrator settings. Security for manager access is enhanced by a further authentication step requiring a one time passcode that is sent to a mobile phone.

Leavers will be assigned the Leavers Dashboard URP for a maximum of 90 days after their termination date.

In the event of a late Pay Award, access will be automatically added, extended or reinstated for a period of 90 days.

### 7.2. CONSIDERATIONS

A Smartcard is required for all supervisory URPs with the exception of Supervisor Self Service (Limited Access).

Smartcard users are not automatically granted Internet Access, they must request Internet Access whilst logged in via HSCN.

Passwords can still be reset centrally by Local HRMS Systems Administration, Local HRMS Systems and User Administration and Local User Password Reset URPs.

A Professional User must be in the Auto User Account Details role so that the accounts are created and that a notification is sent containing user account details created using the automated process.

### 7.3. FURTHER INFORMATION

Enabling Manager Self Service/ESR BI over the Internet - [Portal Site Administrator](#)

Manually create accounts and assign URPs - [User Account Setup](#)

Reset passwords centrally - [Local User Password Reset](#)

Organisation level settings for automatic creation of Employee Accounts and Automatic Approval of requests for Internet Access - [Automated User Account Creation](#)

Organisation level setting removing the need for users to request Internet Access before being able to use ESR over the internet.- [Automatic Internet Access](#)

Register for Multi Factor Authentication - [Multi-Factor Authentication](#)

### **7.3.1. Employee Guides**

Request Employee access to ESR via the Internet - [Accessing ESS from the Internet](#)

Request Manager level access to ESR via the Internet - [Accessing ESR Over the Internet](#)

### **7.3.2. ESR BI**

Identify responsibilities assigned to employees - [User Administration Dashboard](#)

## **8. PROXY USER**

The Manage Proxies functionality can also be used to allow managers to delegate access to one or more proxy users. The delegator can grant access to specific Self Service responsibilities to the proxy user.

Access can be granted to the following URPs:

- XXX Manager Self Service (Payroll Approvals Required)
- XXX Manager Self Service (Payroll Approvals Not Required)
- XXX Administrator Self Service (Payroll Approvals Required)
- XXX Administrator Self Service (Payroll Approvals Not Required)
- XXX Supervisor Self Service
- XXX Supervisor Self Service (Limited Access)

## **8.1. CONSIDERATIONS**

For English Organisations, a Smartcard user will be unable to grant proxy access to a Non Smartcard user, but a Non Smartcard user can grant access to a Smartcard user.

The person who granted proxy access can report on what actions the delegated user carried out on their behalf.

Professional users can use the NHS Employee Change Event Log to report the name of the user that has delegated the access in the Proxy User column. The user to whom proxy access has been granted will be reported in the Changed By and Changed By Name columns.

## **8.2. FURTHER INFORMATION**

### **8.2.1. Self Service Guide**

Proxy user functionality - [Manage Proxies](#)

### **8.2.2. ESR BI**

Change Event Log Dashboard - [Change Event Log Dashboard](#)

Identify users granted proxy access - [User Administration Dashboard](#)

## 9. MAINTAINING THE SUPERVISOR HIERARCHY

Maintaining the supervisor hierarchy in ESR is key to ensuring that approvals for requests from employees are managed correctly. It is recommended that managers maintain their own hierarchy using one of the Manager Self Service URPs as they will be more familiar with the structure of their department.

Where managers job share, use the Additional Supervisor functionality to give all managers access to the appropriate staff.

### 9.1. CONSIDERATIONS

Where organisations are using URPs that do not allow managers to maintain their own hierarchy e.g Supervisor Self Service, then they can make use of the Mass Update facility to maintain their hierarchy.

Organisations and managers can use the Supervisor Hierarchy Graph in the ESR BI Staff in Post Dashboard to display an organisation's supervisor hierarchy. Organisations can also monitor changes to the hierarchy using the ESR BI Change Event Log Dashboard. Organisations can identify 'loops' in a hierarchy using the Supervisor Tab in the Data Quality Dashboard.

### 9.2. FURTHER DETAILS

#### 9.2.1. HR

Mass update to assignments - [Mass Update](#)

#### 9.2.2. Self Service Guides

Assign additional supervisors to an employee - [Multiple Supervisors](#)

Assign direct reports to a manager - [Assign Direct Reports](#)

Assign a new manager to an employee - [Assign a New Manager to an Employee](#)

Visual representation of a manager's hierarchy - [Organisation Chart](#)

#### 9.2.3. ESR BI

Data Quality Dashboard - [Data Quality Dashboard](#)

Staff in Post Dashboard - [Staff in Post](#)

Change Event Log Dashboard - [Change Event Log Dashboard](#)

## 10. NOTIFICATIONS

The key method for informing employees, managers and professional users of changes or actions related to records on ESR is via Workflow Notifications.

To ensure that all users receive notifications and associated emails, organisations should ensure that:

- Email addresses are held against all employee records.
- The hierarchy is maintained so that approvals are routed to the appropriate person.
- A professional user is assigned to the Workflow Administrator URP to troubleshoot, reassign or cancel workflows if appropriate.

### 10.1. CONSIDERATIONS

Consider moving to NHSmail or ensure that the organisation's email system complies with [NHS England secure standards](#) so that workflows can be actioned directly from email clients.

Ensure that appropriate role holders are in place to receive notifications that may be generated from self service transactions:

Role	Purpose
AfC Increment Deferral	To support AfC terms and conditions for incremental pay progression the AfC Increment Deferral role is available, with holders receiving notifications to alert them of action required.
Applicant Details	Holders of this role will receive details of changes made by an applicant on the My Personal Information tab of the My Applicant Details Portlet
Auto User Account Details	Holders of this role will receive a notification advising of user account details created using the automated process. Accounts will not be automatically created if there is no role holder.
Conflict of Interest Reviewer	Holders of this role will receive a monthly summary of the Conflict of Interest declarations made or updated in their organisation in the previous month.
Internet Access Approval	Allows the holder to manage requests for remote access for Employee Self Service and Employee Self Service (Limited Access).
Multi-Employer Comp Update	Allows the holder to approve or reject competencies that may be achieved by an employee in another organisation where they are employed.
New Starter Notification	Sends an automated list of new starters that are due to join the organisation to the role holder.
Pay Progression	Holders of this role will be sent notifications on a monthly basis, outlining all employees due a pay affecting increment in the next 45 days
SSHR Payroll Approvals	Allows the role holder to approve payroll impacting changes generated from self-service Managers and Administrators. Local versions of this role can also be created.
Supervisor Hierarchy Ntf	Users with this role will receive a notification each time that a Supervisor's assignment in their Organisation is changed to a particular status.
Termination Notification	Sends an automated list of employees due to be terminated to the role holder.

## 11. PAY AND REWARDS

All payslips, including P60, P45, and P11D are available to view online.

### 11.1.1. Considerations

Employers are able to define locally how many days prior to payday that the online payslip should be made available to their employees by setting the Payslip Offset Date against the Payroll description.

Employees are able to opt into receiving an email when their online payslip, P60 and P11D are available.

### 11.1.2. Further Details

Turn off printed versions of payslip and P60 for all staff - [How to Suppress Payslip/P60 Printing](#)

Enable printed versions based on Assignment Sets - [Mass Update of Print Payslip EIT](#)

Guidance on setting up payroll including payslip offset dates - [How to Set Up a New Payroll](#)

### 11.1.3. Employee guides

My Pay Details

[How to view an Online Payslip](#)

[How to view an Online P60](#)

[How to view an Online P11D](#)

## 11.2. TOTAL REWARD STATEMENTS

Ensure that employees can view their Total Reward Statements directly from the dedicated portlet, reducing administrative enquiries.

[TRS Employee Self Service](#)



## 12. CONFLICT OF INTEREST DECLARATIONS

Conflict of Interest functionality allows employees and applicants to make a declaration of a conflict of interest or declare no interest.

Managers and 'Conflict of Interest Reviewer' role holders receive a monthly summary notification of declarations made within the previous month.

Managers are also able to view and add actions that have been taken to declarations made by their staff.

### 12.1. CONSIDERATIONS

Organisations can send notifications to remind decision making staff to make a declaration.

- Decision makers are defined centrally to be assignments with grades XN11, XN12, XR11 and XR12 (Band 8d and above) or job roles defined as Director or Consultant level.
- Organisations can add the supplementary role, 'Decision Maker' to other employees who fall outside of this definition.

Where organisations wish for all staff to make a declaration then they will need to consider other means of communication.

Applicant declarations can be viewed in the monthly summary notification or in the ESR BI reports.

### 12.2. FURTHER INFORMATION

#### 12.2.1. Self Service

Employee Self Service - [Recording a Declaration](#)

Manager Self Service - [Manager Actions](#)

#### 12.2.2. HR

Decision maker notification process - [Conflict of Interest Notifications](#)

#### 12.2.3. ESR BI

Staff in Post Dashboard - [Staff in Post Dashboard](#)