Electronic Staff Record

Manager Self Service – Internet Access

Manager Self Service (MSS) provides managers with access to a vast array of information about their teams, and the ability to act upon the information directly in the system. To support a more flexible workforce and ease of access to required information, managers can access the Manager Dashboard over the Internet at anytime, anywhere from all desktop and mobile devices.

The use of two-factor Authentication ensures that security remains a priority, enabling managers to access ESR without the use of their Smartcard, which is required for accessing full Supervisor Self Service and Manager Self Service across the HSCN network.

Manager Internet Access is available to the following groups of users:

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

The Manager Dashboard can be configured by organisations to include portlets that are relevant and where the ESR functionality is used. If an organisation has yet to start recording Appraisals for example through Self Service, then this portlet can be removed so as not to confuse the manager or provide inaccurate information.

The Manager Dashboard provides access to a number of national portlets that provide the manager with valuable information regarding their team. It is also possible for organisations to develop up to 3 locally configured BI Portlets to enable reporting on specific local items. The national portlets available include:

- Team Absence
- Team Appraisals
- Team Compliance
- MSS Team Actions Calendar
- Organisation Chart
- Local configurable ESR BI Portlets
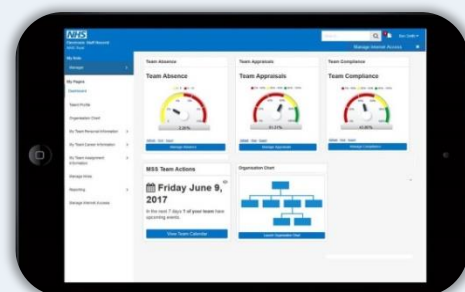
Before enabling MSS over the Internet, the organisation should ensure it has reviewed the Manager Dashboard to ensure that all relevant portlets have been activated and are available.

Electronic Staff Record

Manager Self Service – Internet Access

Benefits

- ✓ Managers can access and perform all MSS tasks securely over the internet, so not restricted to the office.
- ✓ Managers can complete updates at a convenient time and location, not in a busy ward in front of the team, e.g. writing up Appraisals.
- ✓ Managers can check the latest information available on their team whenever needed.
- ✓ No discrepancies or time delays between reporting. The Employee, Manager and Corporate Teams all see information based on the same data set.
- ✓ Accessible using any device, including Desktops, Mobiles and Tablets.
- ✓ Supports a flexible and modern working approach; access is available in a community setting and from home if necessary.
- ✓ Upskills and Improves managers.

How it works

How to enable Upgraded Access

In order for Managers to use Manager Self Service over the internet, the organisation must activate the Upgrade Access setting within the Portal Administration. Full details can be found within the Portal Administration section on ESR Education Online.
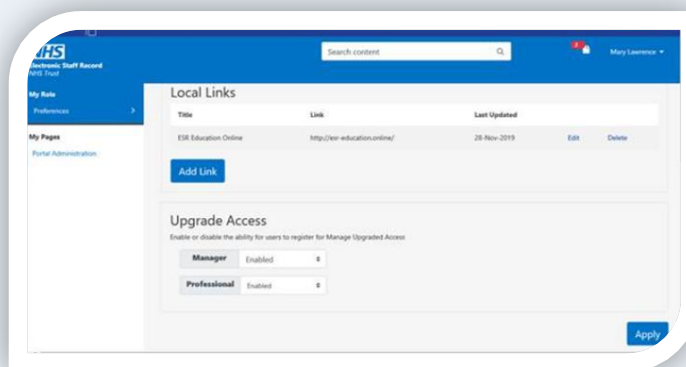
Secure Access – Two-Factor Authentication

The Manager must have Employee Self Service (ESS) internet access set up and approved. This can be set at an organisational level to ensure that all user accounts have automatic approval for ESS Internet Access. Once this has been set the manager can then look to set up their two-factor authentication details. Please note this action must be completed whilst logged in via the HSCN Network.
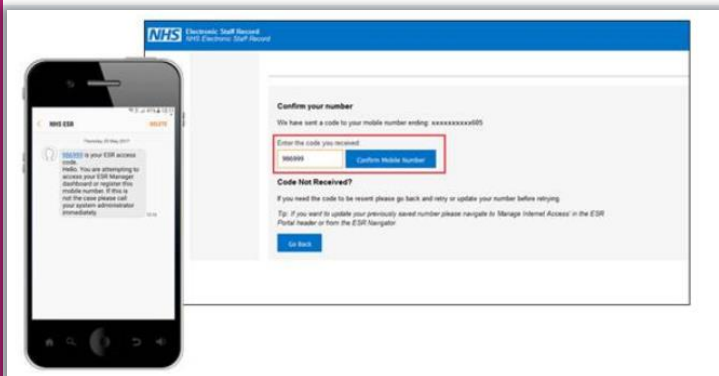
Manager Registration

To enable upgraded access the manager will need to provide their mobile phone number. A One Time Password (OTP) will be sent to the registered number via SMS text, which will need to be entered in the Manage Internet Access screen to complete the registration process.

Once logged on, the Manager will have effectively the same access as if they were accessing normally through the NHS Network, providing greater flexibility with the administrative actions to be completed.

Electronic Staff Record

Manager Self Service – Internet Access

Once registered for Upgraded Access, the Manager will use their Employee Self Service (ESS) Access as per normal, and then select the **Upgrade Access** option in the top right hand corner of the screen.

This will generate a OTP text message that will be issued to the registered mobile phone number.

Logging in to MSS over the Internet

Once logged in to ESS and having clicked on the Manage Internet Access option, the OTP will be received via text message and must be confirmed on the login form.

Confirm your number

We have sent a code to your mobile number ending: xxxxxxx374

Enter the code you received:

1320 - [   ] **Confirm Code**

Code Not Received?

If you need the code to be resent please go back and retry or update your number before retrying.

Tip: If you want to update your previously saved number please navigate to 'Manage Internet Access' in the ESR Portal header or from the ESR Navigator.

Go Back

The OTP can only be used once and will expire 10 minutes after being issued.

Next steps?

Firstly, you need to contact your NHS ESR Functional Account Manager who can help advise on which of the options is most suitable for you to progress. Your NHS ESR Functional Account Manager details can be found on the ESR Hub. Details for your regional contacts can be found via the links below:-

• London
• South of England
• Midlands and East of England
• North of England
• Wales.

Interested in rolling out Manager Self Service over the Internet? Your NHS ESR Functional Account Manager can talk to you about how to do this.

Before you get started, why not access our helpful guides on our support sites by clicking here.