

How do I reset my password?

This guidance provides instructions on how to reset your password when accessing ESR over the Internet.

If you are accessing ESR over the Internet you are provided with 5 attempts to enter your password correctly before your account is locked.

If you have forgotten your password or locked your account please follow these instructions to reset your password.

Please Note: This is dependent on you being able to access the email account that is recorded in ESR. If you cannot access your work email account then you will need to contact your local ESR Team/Helpdesk who will reset the password for you.

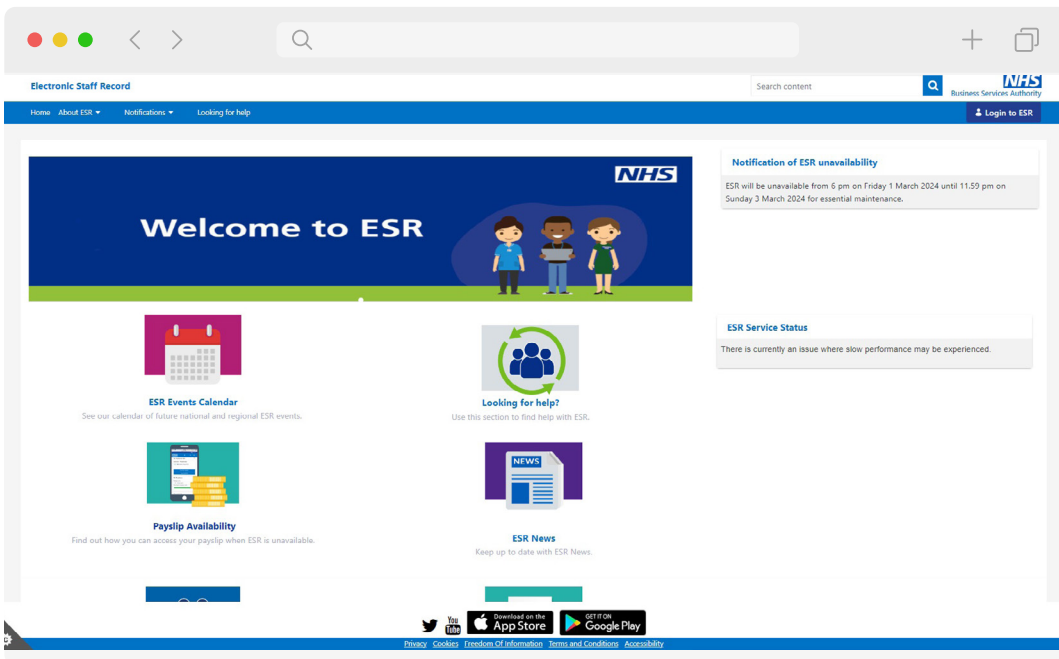
Every NHS Organisation provides local system support for employees via their local ESR Team.

Some Organisations may have provided contact details for their local ESR team on the following website: <http://www.esrsupport.co.uk/access.php>



The ESR Hub is the landing page when accessing ESR - <https://my.esr.nhs.uk> and contains useful information and links to helpful resources.

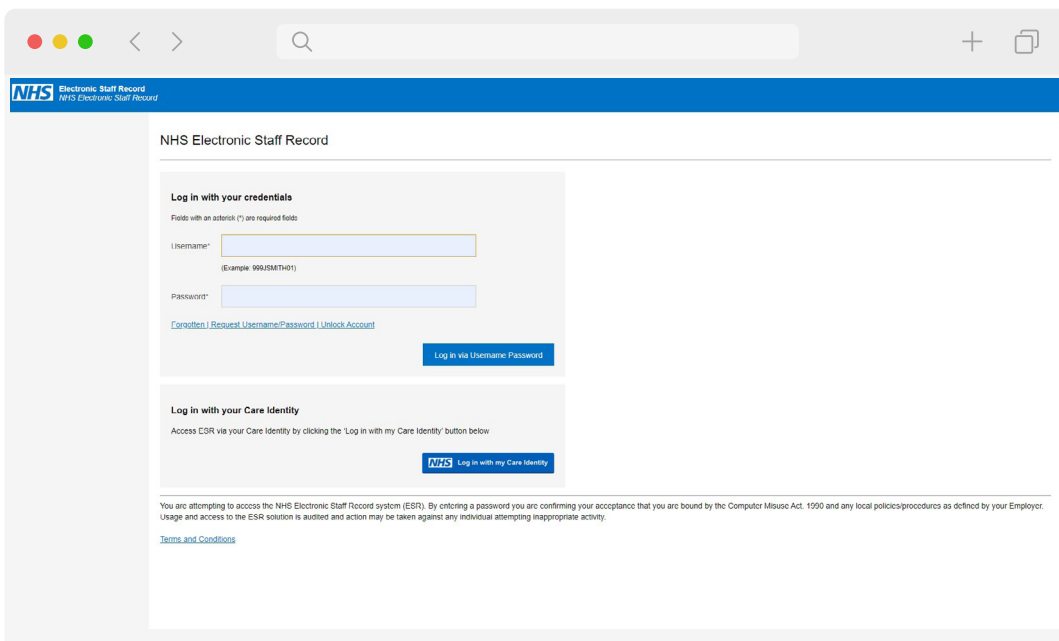
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1 Click **Login to ESR**.

You can use the link on the ESR login page to reset a password.

2 Click the **Forgotten | Request Username/Password | Unlock Account** link.

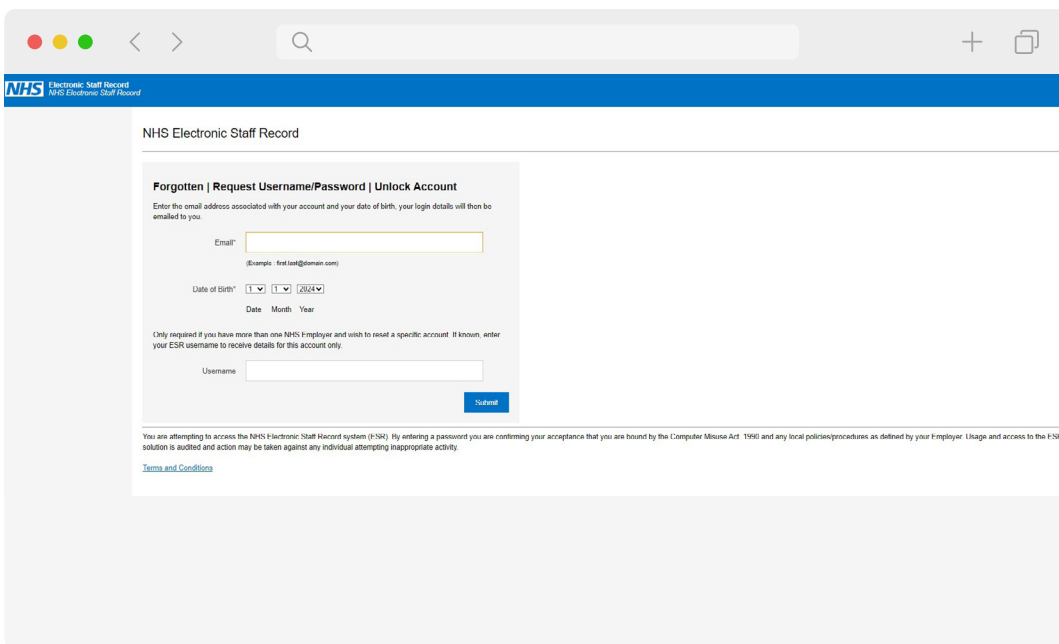


Click in the Email field and enter as applicable.

- 4 Click the dropdown arrow in the **Date**, **Month** and **Year** fields to enter your Date of Birth accordingly.

These are mandatory fields and are required as a minimum.

- 5 Click in the **Username** field and enter as applicable.



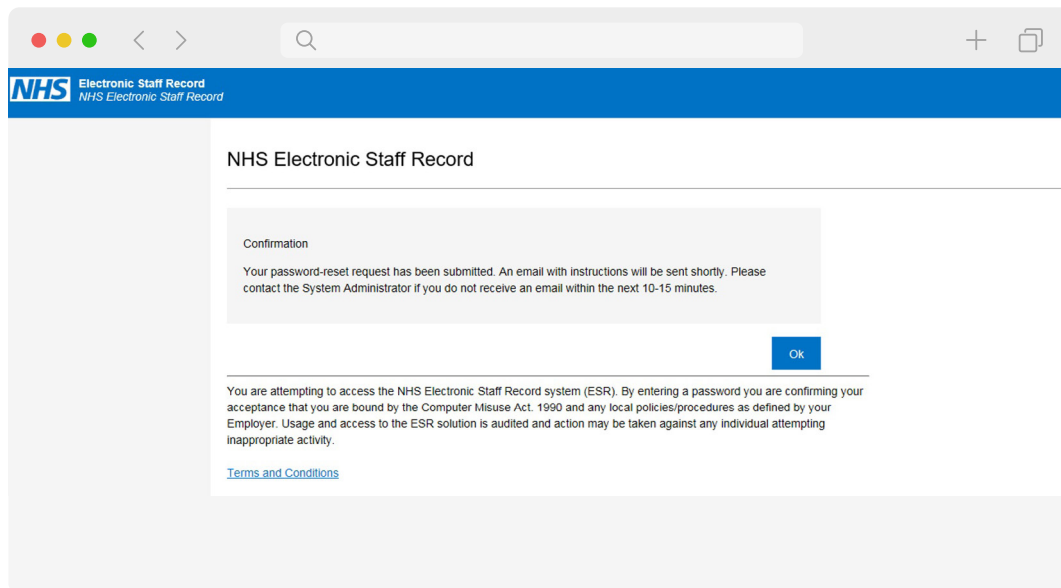
The screenshot shows a web browser window displaying the NHS Electronic Staff Record login page. The page title is "NHS Electronic Staff Record". The main heading is "Forgotten | Request Username/Password | Unlock Account". Below this heading, there is a sub-heading "Enter the email address associated with your account and your date of birth; your login details will then be emailed to you." The form contains the following fields: "Email" (text input), "Date of Birth" (three dropdown menus for Date, Month, and Year), and "Username" (text input). A "Submit" button is located at the bottom right of the form. Below the form, there is a disclaimer: "You are attempting to access the NHS Electronic Staff Record system (E-SR). By entering a password you are confirming your acceptance that you are bound by the Computer Misuse Act 1990 and any local policies/procedures as defined by your Employer. Usage and access to the E-SR solution is audited and action may be taken against any individual attempting inappropriate activity." A link for "Terms and Conditions" is also present.

This is an optional field and is only required if you have multiple ESR accounts because you are an employee at more than one Organisation.

NOTE: Entering your Username will enable you to receive details for that account only.

6 Click **Submit**.

A confirmation message is displayed advising an email with instructions will be sent to you shortly.



7 Click **OK**.

Email Reminder

Entering at least your email address and date of birth will generate an email reminder.

The email reminder will contain your ESR Username and a link to follow to reset your password.

If you have multiple ESR accounts because you are an employee at more than one Organisation and you do not enter your Username, you will receive multiple emails, each containing a single Username relating to a single account.

Where your Username is also entered on the Forgotten | Request Username/Password | Unlock Account page, an email will be generated for that account only.

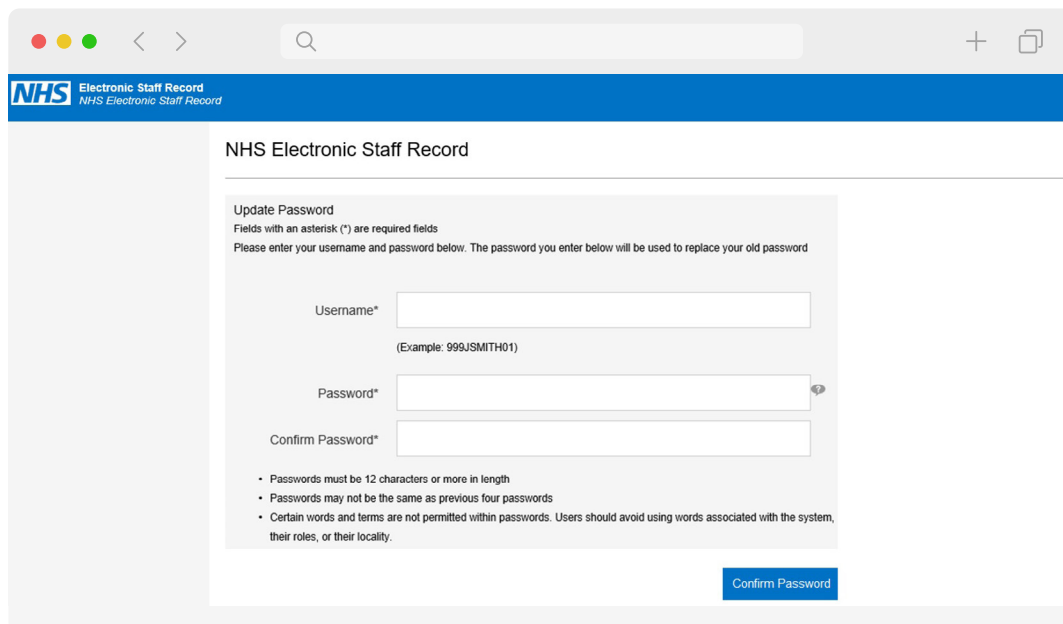
Please ensure you check for receipt of the email sent from the ESR System and follow the instructions promptly as:

- A timeframe for resetting your password is specified in the email.
- If the timeframe has expired you will need to repeat the process to reset your password.

Remember: The ability to reset your password is dependent on you being able to access the email account that is held in your ESR record. If you cannot access the email account then you will need to contact your local ESR Team/Helpdesk who will reset the password for you.

Resetting your Password

- 1 Click the **link** provided in the email to reset your password.



The screenshot shows a web browser window displaying the NHS Electronic Staff Record 'Update Password' page. The page title is 'NHS Electronic Staff Record'. Below the title, there is a section titled 'Update Password' with the following text: 'Fields with an asterisk (*) are required fields. Please enter your username and password below. The password you enter below will be used to replace your old password.' There are three input fields: 'Username*' with a placeholder '(Example: 999JSMITH01)', 'Password*', and 'Confirm Password*'. Below the fields, there are three bullet points: 'Passwords must be 12 characters or more in length', 'Passwords may not be the same as previous four passwords', and 'Certain words and terms are not permitted within passwords. Users should avoid using words associated with the system, their roles, or their locality.' A blue 'Confirm Password' button is located at the bottom right of the form.

- 2 Click in the **Username** field and enter as applicable.
- 3 Click in the **Password** field and enter your new password.
- 4 Click in the **Confirm Password** field and re-enter your new password.

NOTE: When creating your new password, you must ensure that you meet the requirements of the criteria displayed on screen.

- 5 Click **Confirm Password**.

You will be returned to the ESR Login page where you can now login using your new password.

Electronic Staff Record

in partnership with



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