

# Logging in to Employee Self Service and Total Reward Statements

## HOW TO GET YOUR USERNAME AND PASSWORD TO LOG IN FOR THE FIRST TIME

Click the link below or copy and paste it into your browser

[https://esr.mhapp.nhs.uk/OA\\_HTML/AppsLogin](https://esr.mhapp.nhs.uk/OA_HTML/AppsLogin)

You will see the login screen. To get your username, click the link that says **Forgotten Username or Password** to go to the **Forgotten Username or Password Screen**.

The screenshot shows the NHS Electronic Staff Record login interface. At the top is a blue header with the NHS logo and the text 'Electronic Staff Record' and 'NHS Electronic Staff Record'. Below the header, the main content area is titled 'NHS Electronic Staff Record'. There are two main sections: 'Forgotten Username or Password' and 'Forgot Username'. The 'Forgotten Username or Password' section has a sub-header 'Forgot Password' and a description: 'Enter your username and the email address associated with your account, instructions for how to reset your password will be emailed to you.' It contains two input fields: 'Username' and 'Email', with an example '(Example : first.last@domain.com)' below the email field. A blue button labeled 'Forgot Password' is at the bottom right of this section. The 'Forgot Username' section has a sub-header 'Forgot Username' and a description: 'Enter the email address associated with your account and your date of birth, your username will be emailed to you.' It contains an 'Email' input field with the same example, and a 'Date of Birth' field with three dropdown menus for day, month, and year (showing '1', '1', and '2016' respectively). A blue button labeled 'Forgot Username' is at the bottom right of this section. At the bottom of the page, there is a disclaimer: 'You are attempting to access the NHS Electronic Staff Record system (ESR). 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 ESR solution is audited and action may be taken against any individual attempting inappropriate activity.' Below the disclaimer are links for 'Terms and Conditions' and 'Password Policy'.

In the bottom half of the screen, enter your Email address in the **Email** box and complete your **Date of Birth**. Click the **Forgot User Name** button. You will see the screen below, informing you that you will be emailed your username in the next 10-15 minutes – it is normally much faster than that.

*Note your email address will, in most cases, be your @gwh.nhs.uk email address or in a few cases @salisbury.nhs.uk or @nhs.net*

The screenshot shows the NHS Electronic Staff Record confirmation screen. It has a blue header with the NHS logo and the text 'Electronic Staff Record' and 'NHS Electronic Staff Record'. Below the header, the main content area is titled 'NHS Electronic Staff Record'. There is a 'Confirmation' section with the text: 'Your request to retrieve your username has been submitted. An email will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.' A blue button labeled 'OK' is at the bottom right of the confirmation section.

Click the **OK** button

You will receive an email from [esr.wfmPROD@nhs.net](mailto:esr.wfmPROD@nhs.net) detailing your username and also giving you the link to login or to reset your password if you are not sure of your password.

*Note – Remember not to write down your username and password anywhere that could be accessible to others.*

If you do NOT see the confirmation screen but get an error message, then the email address you have entered is not the one we have recorded for you on the system. If you have another NHS email address, try that, otherwise you will need to contact us so that we can record your correct email address on the system. To contact us, please email [AskHR@gwh.nhs.uk](mailto:AskHR@gwh.nhs.uk) confirming your full name, date of birth and NHS email address.

When you receive the email from [esr.wfmPROD@nhs.net](mailto:esr.wfmPROD@nhs.net), note your **username** and then click the **reset your password** link. You will be taken to the **Reset Password Screen**

Enter your **User Name**, choose a **Password** and then confirm your **Password**. Then click the **Confirm Password** button.

*Note – passwords must be a minimum of 8 characters (including at least 1 capital letter, 1 lower case letter and 1 number. They cannot be the same as your username, cannot have sequential/repeating numbers or letters and cannot be reused until you have had 5 different password changes in between.*

**Please refer to the main guide for information on navigating the system**