

# eLearning on ESR

For Support or Advice Email: [esh-tr.onlinetraining@nhs.net](mailto:esh-tr.onlinetraining@nhs.net)  
Or Call: 13) 3213, 6246, 6211 or (14) 8402

## What is eLearning on ESR?

eLearning on ESR provides a way for staff to use online courses for personal development, Mandatory and role specific purposes. The Electronic Service Record (ESR) is a nationally provided HR system that also includes eLearning functionality. It is used by the majority of healthcare Trust nationally and the system allows access to hundreds of nationally provided healthcare related eLearning courses, some of which the Trust uses for mandatory training purposes. You can browse the national catalogue of courses available on ESR via this website: <http://www.esrsupport.co.uk/catalogue.php5>.

**ESR Login:** <https://my.esr.nhs.uk>

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## First time access

You can access ESR using a Smartcard if you have one - see Login via Smartcard below. Smartcards will be issued at F1 shadow week or at induction. If you have a Smartcard from your previous Trust this will need to be reassigned to ESHT. The Smartcard team can be contacted via [esh-tr.rsmartcards@nhs.net](mailto:esh-tr.rsmartcards@nhs.net) When you login for the first time with the username & password we provide, the system will prompt you to create your own password. See **Login via Username & Password**, below, and note the [password policy](#) on acceptable formats.

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## Login via username and password

Go to <https://my.esr.nhs.uk>

1. Enter your **Username**
2. Enter your **Password**
3. Click **Login**

If you have forgotten your login details then email or contact eLearning support for a password reset. See page 7 [eLearning support](#).

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## Login via smartcard

Go to <https://my.esr.nhs.uk>

1. Scroll down the page until you see the login via smartcard button
2. Click on **login via smartcard**
3. Put your smartcard in to an attached smartcard reader
4. Enter your smartcard **passcode**
5. Click on **OK**
6. ESR will then log you in automatically

If you have forgotten you passcode then contact your local smartcard agent.

See page 7 [Smartcard Support](#)

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## Finding your eLearning homepage

Once you have successfully logged in to the ESR portal select the **My Learning** menu item on the left to open your eLearning homepage.

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## Password policy

Where a user must create a password in ESR the following rules apply.

- Passwords must be 8 characters or more in length
  - Passwords must contain at least one letter and one number
  - Passwords may not be the same as previous passwords
  - Passwords may not contain repeating characters or more than 3 sequential characters or numbers (such as 'ABCD' or '1234')
  - Certain words and terms are not permitted within passwords. Users should avoid using words associated with the system, their name, roles, or their locality.
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## Home access

Home internet access is now automatic when you log in with a username and password.

**Smartcard users** must set up a password at work and note their account username to gain access as follows:

1. Login to ESR at work by going to <https://my.esr.nhs.uk>
  2. Once you are logged in to the portal select  found in the top right of the screen where you will see your **ESR Username 374xxxxxxx**
  3. Enter a password twice, to confirm, and select **Submit**.  
The system will indicate any issues with your chosen password in red. See page 1 [Password policy](#).  
Should your home access password ever need resetting then follow steps 1& 2 to see 
  4. If successful, the status will say approved, confirming internet home access. See **Login to ESR at Home** below.
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## Login to ESR at home

To login at home go to <https://my.esr.nhs.uk>. Please note: Payslips can be viewed on most devices, however if completing any eLearning at home then see below eLearning system requirements.

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## eLearning system requirements

When attempting to use eLearning on ESR at home, you should try and use a computer that matches the following.

**Use a Desktop or Laptop.** NOT a Tablet or Smartphone.

**Windows Operating System.** NOT a Mac OS or Android OS.

**Internet Explorer IE11.** NOT EDGE / Firefox / Chrome / Safari etc. Windows 10 OS by default uses the EDGE browser, to find Internet Explorer you can locate it by using the Search box on the Taskbar, and type in Internet Explorer, and then click on the internet explorer icon to open the browser.

Once you have met the requirements you can check your computer has the required software installed by performing a **PC Check**. On the computer you are going to use, go to [www.esrsupport.co.uk/pccheck.php](http://www.esrsupport.co.uk/pccheck.php) and find any faults with your software that need installing or upgrading, you can use the download links via the help buttons on the pc checker results screen to upgrade or install missing software.

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## How to complete mandatory training on ESR

### Renewable eLearning explained and the process

All mandatory training you wish to complete online via eLearning on ESR **must be completed as a Learning Certification**. Certifications are renewable eLearning courses and allow the completion date to be updated in line with the frequency set ie yearly or 3 yearly. Completing an eLearning course as a Certification is also the only way your competencies will update.

See the next page for [a list of mandatory certifications available](#).

**Please note:** There may not be an eLearning option for your staff group. If not, then refer to the Learning and Development Extranet page, 'Learning Opportunities' for more information on classroom sessions and how to book a place.

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## First check your existing certifications

See Page 1 [Finding your eLearning homepage](#). From your Learning homepage follow these steps.

1. Click on the [**Certifications Tab**] to see which Certifications you have already and their status.
    - A. If the Progress Column shows Expired **see Renew a Learning Certification**.
    - B. If you don't already have the course you need then **see Add a Learning Certification**.
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## Renewing a learning certification

If you see the course you need, under the [**Certifications Tab**] check the [**renew date**] to see when you can re-complete the course. If on or past the renew date then you can.

1. Click on the renew icon 
  2. Click 
  3. Click 
- 

## Add a learning certification

1. In the search bar located near the top left of the screen, change it from Course to Learning Certification.



2. Type in 374 or a small part of the certification title ie Fire.
3. then click on 'Go'.
4. Select from the results the appropriate mandatory training course for your role. If there isn't one then you will need to book on to a classroom session.

Once you have clicked on the Learning Certification you require, click on the following to play it or return to the Certifications Tab. **DO NOT PLAY FROM E-LEARNING ENROLMENTS OR ENROLMENTS TABS.**

- 1 
  - 2 
  - 3 
  - 4 
  - 5 
- 

## Exit and save a learning certification



Click on the Blue home icon located in the top right corner when completed to exit & save, or at any time during to save your progress.

**Please Note:** eAssessments do not allow you to carry on from where you left off.

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## A list of mandatory training available on ESR (renewable)

Course - Learning Certification Title	Refresher period	Completion
<b>374 Antimicrobial Prescribing Policy For Adults And Children - eLearning</b>	3 Yearly	e-learning
374 <b>Blood Transfusion:</b> Blood Components And Indications For Use – eLearning/Safe Transfusion Practice – eLearning	3 Yearly	Face to face at Induction. Update e-learning
374 <b>Conflict Resolution - Level 1</b> eLearning	3 Yearly	e-learning
374 <b>Consent</b>	Once	e-learning
374 <b>End of Life Care for doctors</b>	Once	e-learning
374 <b>Equality, Diversity and Human Rights - Level 1</b> eLearning	3 Yearly	e-learning
374 <b>Fire Safety - Level 1</b> eLearning	Yearly	e-learning
374 <b>Health, Safety and Welfare - Level 1</b> eLearning	3 Yearly	e-learning
374 <b>Infection Prevention and Control - Level 2</b> eLearning	Yearly	e-learning
374 <b>Information Governance Data Security &amp; GDPR – Level 1</b> eLearning	Yearly	e-learning
374 <b>Moving and Handling</b> Level 1	3 Yearly	e-learning
374 <b>Prevent awareness</b>	Once	e-learning
374 <b>Safeguarding Adults - Level 2</b> eLearning	3 Yearly	e-learning
374 <b>Safeguarding Children - Level 2</b> eLearning	3 Yearly	e-learning

# Personal development and proof of training

## The ESR national catalogue

There is a wealth of eLearning available to all NHS staff on ESR. The National catalogue contains hundreds of eLearning courses for knowledge, CPD and personal development purposes. You can search the wide range of courses available via the ESR national catalogue website here: <http://www.esrsupport.co.uk/catalogue.php5>

## How to search for non-renewable courses

Using the search engine on your learning homepage follow these steps.

1. Set to course
2. Type a unique part of the name of the course
3. Click go



4. Click on the **Enrol** button

5. Then on the next screen click **Apply**. It will then go back to your learning home page, and the course will now be added to your **eLearning enrolments list**.

6. To play the course click the **play** button 

7. To exit the course or save your progress/completion click on the **Blue House** icon 

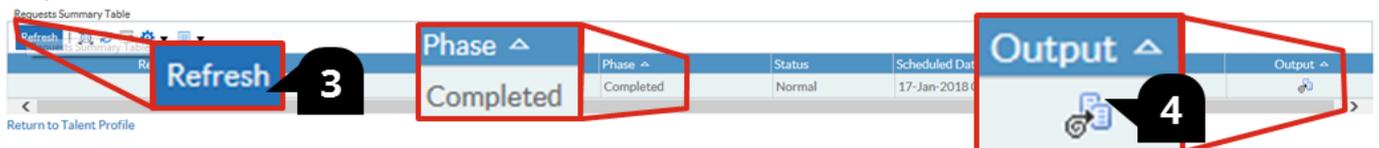
## Proof of training

The Talent Profile provides an overview of your ESR learning record and could be used as evidence for appraisal. To save or print your Talent Profile click on the following from the portal home page.

**First** logon via: <http://my.esr.nhs.uk> and complete the following.

1. Select [**My Talent Profile**] from the menu on the left hand side, it is the second to last menu item.
2. Click on the [**Printable Profile Full**] Button. ESR will then begin to gather your Info.

Requests



3. After a minute or less you can click on [**3. refresh**] until it has [completed] the process.

4. When it has completed you can click on the [**4. Output icon**] this will open a PDF document that contains your Learning Record and can be saved or printed by clicking on File in the top left corner and selecting [**save as**] or [**print**]

# eLearning Completion Issues, PC check and Support Contacts

## Certification/Course completion Issues

A common issue when completing certifications or courses that use what is called the outline as a way to navigate through the modules and assessments. Such as the following courses.



- 000 Blood Courses, including the mandatory certifications
- 000 Safeguarding Children Level 3, including the mandatory certification
- 000 Accessible Information Standard
- 000 Dementia Care Courses

1. Once you have finished the **first section** you will need to complete all, ie
2. Go on to the **next section** until all have been completed. Only then will the course register as completed.

## How to check PC software is up to date

A **PC check** is an important step to do to confirm the computer has the software and settings needed to play the eLearning content correctly.

1. Go to [www.esrsupport.co.uk](http://www.esrsupport.co.uk)
2. Once on the website click on [**PC Check**] found at the top of the page.

Recommended	Your PC	Indicator	Help
Internet Explorer 11	Internet Explorer 11	Green	Help
Java JRE 1.8.0.74	Java JRE Version 1,6,0,39	Orange	Help
Flash version 10.3 or above	Flash v16,0,0,296	Green	Help
Shockwave v12 or above	Shockwave v12,0,9,149	Green	Help
Popups Enabled	Popups not blocked	Green	Help
Cookies Enabled	Cookies Enabled	Green	Help
Screen Resolution 1280x1024	Resolution (1440x900)	Orange	Help

When results listed under the 'indicator' column are missing or shown in **RED**. **Call the IT Service Desk 0800 021 3337**. All orange results should mean it will function but may cause some unexpected behaviour with certain courses.

## Support Contacts

This guidance is designed to help you use and complete eLearning on ESR. Should you have difficulties, please refer to the appropriate support contacts shown below.

**eLearning support** - For a username and password for ESR, password reset, or simply help in using eLearning on ESR. **Email:** [esh-tr.onlinetraining@nhs.net](mailto:esh-tr.onlinetraining@nhs.net)

**Smartcard support** - For all Smartcard enquiries or support, contact a local RA Agent. **Email:** [esh-tr.rsmartcards@nhs.net](mailto:esh-tr.rsmartcards@nhs.net) or **Phone:** (13) 6217 or 07580971825, EDGH or (13) 6626 or 07811809344 Conquest.

**IT support** - For technical support regarding error messages, Internet or software problems, contact the IT Service desk **Phone:** 0800 021 3337 or raise an online support request (SR) following the instructions on the **ESHT Digital Extranet** page.