



NLMS FAQ and troubleshooting guide.

Question.

[What is ESR and NLMS?](#)

Electronic Staff Record (ESR) is a workforce solution for the NHS, ESR supports the delivery of national workforce policy and strategy. It provides NHS organisations with a range of tools that facilitate effective workforce management and planning; thereby enabling improved quality, improved efficiency and improved patient safety. The comprehensive suite of workforce management functionality within ESR is exclusive to managers and employees within the NHS in England and Wales.

National Learning Management System (NLMS) is a functionality within ESR which allows staff to access and complete mandatory training offerings as well as additional CPPD. This removes the need for staff to locate courses from several sources.

Question.

[How do I access ESR and NLMS?](#)

All SWAST employees now have access to ESR self-service which allows you to view pay slips, personal information and learning dashboards. Follow instructions within NLMS quick start guide or follow this link:

https://my.esr.nhs.uk/localresponse/?TAM_OP=W3login&PAGE=ForgotUsernameOrPassword&source=gl&pInternet=Y

Question.

I have forgotten my ESR password, how do I reset this?

The reset link can be found at the bottom of the ESR login home page. This will send a reset link to your SWAST email address. Follow instructions with reset link.

Log in with your credentials

Fields marked with an asterisk (*) are required fields.

Username*

(Example: 999JSMITH01)

Password*

[Forgotten I](#) [Request Username/Password I](#) [Unlock Account](#)

Question.

When I try to login to ESR I receive the following notification:



Login Failed. Please verify your login information or contact the system administrator.

NHS Electronic Staff Record

What do I do?

Username and passwords are case sensitive, so firstly check the details entered are correct. Personal devices may not allow access if they are running older versions of Windows/Mac software which are unsupported. Please see below requirements:

Requirement	Supported	Version
Operating System	Microsoft Windows	7**
Internet Browser	Microsoft Internet Explorer	11
Java Runtime Environment (JRE) *	Oracle JRE	1.8.0_152
Office Software *	Microsoft Office	2010
Smartcard Reader Software (smartcard users only) *	NHS Digital Identity Agent	2
Flash Player (e-Learning content only) *	Adobe Flash	10.3
Silverlight Player (Helpdesk users only) *	Microsoft Silverlight	5
PDF Reader	Adobe PDF Reader	Latest

Further information can be accessed via the following link:

<http://intranet.swast.nhs.uk/TrustDevelopments/ESR%20Solution%20Document%20PDF.pdf>

If this problem persists please contact OD.Team@swast.nhs.uk

Question.

[I have already completed the learning assigned to me; do I need to complete this again?](#)

Each e-learning course has a certification time allocated to it, this is usually 1, 2 or 3 years. Once complete the course is valid for the given time after which point you will be required to complete this again. Fire and Information Governance training are monitored on a rolling year, so the renewal date will be specific to when you last completed the course.

If you have recently completed the e-learning and you feel there is an error in your allocated learning please contact: john.ball@swast.nhs.uk – 07814223999. This can be easily amended.

Question.

I feel the learning allocated to me is excessive for my role as I do not have patient contact. How do I query this?

Each role has a specific set of learning competencies associated to it. Some roles require higher levels of training as they may have face to face or telephone based patient contact. If you feel an error has been made in the competencies aligned to your role, please contact john.ball@swast.nhs.uk – 07814223999.

Question.

Am I able to complete additional learning which has not been assigned to my role?

You are able to search the course catalogue and enrol as you see fit, however please be mindful that any enhanced skills acquired will require the usual governance and authorisation before deployment in practice (as per the enhanced skills policy).

Question.

Can I access ESR/NLMS from outside of the workplace?

Yes, ESR self-service will work from most modern devices which are able to run the latest Windows/Mac software. Please ensure internet browsers are updated to the latest versions.

There is also a free myESR smartphone app:

<https://play.google.com/store/apps/details?id=com.app.myesre>

<https://itunes.apple.com/gb/app/myesr/id1200762096?mt=8>

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