Maximising the ESR Portal

1st May 2018

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The purpose of this webinar is to build upon the launch of the new ESR Portal, to further educate and raise awareness of the functionality available, and to engage and inspire organisations to fully optimise the system to meet their needs.

Webinar Content:

• ESR Portal & Portlets – the latest statistics
• Employee Self Service – Portal Benefits
• Manager Self Service – Portal Benefits
• Professional Users Dashboards
• Benefits to the organisation
• Our Portal: Yeovil District Hospital and Royal Cornwall Hospitals
• Portal Developments
• Next steps for organisations
• Summary & Support
ESR Portal Statistics
March 2018

709,429 individual employees have now accessed the Portal

46.4% of all employees with user accounts have now accessed their Portal

Total Portal logins are now 11,538,364. 1,908,894 logins during March 2018.

510,624 users logged into ESS/ESSLA in the 30 day reporting period to 5th March 2018

74.36% of SSHR users in March 2018 used my.esr only. A further 8.9% used both routes during month.

22.37% – 416,596 of employees now opted out of Printed Payslip

159,713 employees viewed their payslip through the ESR Portal in March 2018. 230,906 directly from self service.

16.74% of Personal/Absence/Assignment changes undertaken in SSHR
12 Month Timeline - ESS/ESSLA Logins - Based on Previous 30 days
Data Extracted 5 March 2018

*December 2017 was a shorter month due to the 12.2 downtime
March 2018

Access Points for Payslips - Total Views

Payslip Portlet
Payslip - Non Portlet my.esr
Payslip - Non Portlet MHAPP

- 2017-08
- 2017-09
- 2017-10
- 2017-11
- 2017-12
- 2018-01
- 2018-02
- 2018-03

Electronic Staff Record Programme
Employee Self Service
The Portal is the new gateway into ESR for all NHS employees

- It is an easy to use browser-based system that can be accessed in the workplace or on the move via the internet
- Self Service functionality gives every ESR user the ability to manage their own data
- Self Service via the Portal has been designed to be intuitive
- Employees are presented with information portlets on the landing page as soon as they log in – presenting key Information immediately.
Employee Self Service

Easy to navigate user interface

The Portal is designed to be intuitive and easy to use, giving you access to all Employee Self Service functionality.

1. Announcement and Payslip Portlets are fixed
2. Other Portlets can be removed or relocated by the Portal Administrator

Electronic Staff Record Programme
Improved Data Quality

The Portal and Portlets encourage the employee to feel a greater sense of ownership about their personal & professional data.

The employee feels empowered to manage their own data, thus maintaining its accuracy.

This can enable the organisation to remove the need for paper forms for these changes.

My Personal Information portlet provides the employee a quick link to their personal data, with the added ability to allow them to update this immediately.

Planned developments – to create a collapsible region in the portlet containing the current visible information. Only the photo and name will be initially visible.
Employees have access to their payslips before payday.

Moving to online payslips has the ability to reduce internal payslip distribution costs and eliminates missing paper payslips.

**My Payslip** Portlet will display a link to the most recent payslip. Historical payslips can also be accessed and be printed or saved to a secure location.

Planned development - Update to Payslip Portlet to include link to P60 and ability to opt out of Paper Payslips.
Real Time Management of Information

ESR is a live real-time system. Any changes made in the Portal or the core system are immediately reflected in the other.

Compliance is displayed by positions held.

My Compliance Portlet provides an easy to view compliance summary.

1. The button will launch the Compliance and Competency page where employees can view their compliance in more detail.

2. Ability to search for and undertake/book learning from compliance matrix associated with training requirements.
My Annual Leave Portlet provides key information about annual leave entitlements e.g. hours taken vs. hours remaining, if the organisation uses ESR to record absence.

1. Annual leave can be requested directly via the portlet.
2. The employee can view their absence calendar directly via the portlet.

Real Time Management of Information

Any information recorded in ESR is immediately reportable, giving real time information for employees and managers.
Links to other web-based systems and internet links can be added by the Organisation.

This enables the ESR Portal to seamlessly become the **gateway to other internal & external systems**.

**Local Links** are available to the Portal Administrator to populate with useful local links for the organisation.

1. They can be viewed via the navigation pane.
2. They can be viewed via Local Links Portlet, which can be added to the employees portal view.
Employee Self Service

Accessible on different platforms

Employee Self Service is available outside of NHS networks.

It is also available on different devices. Making it truly portable.

Planned development – To enable automatic remote access.

If an employee logs into ESR with a username & password this can be used to access ESR away from the workplace. If a Smartcard is used a different Password has to be created. Initial setup for Internet Access has to take place on an NHS network (i.e. N3), and can be done via the Portal. Once approved (automatic available) the employee can access ESR via the internet at any time and on any device.
The ESR app is easy to use across Apple, Android and Blackberry devices.

Once an employee has requested Internet Access via ESR at work (and it’s been approved), they can download the My ESR App by searching for “ESR NHS”. Username & Password are required for log in.
Manager Self Service
Manager Dashboard

The Manager Dashboard is available for all users with Manager, Supervisor or Administrator Self Service.

A manager can navigate to full ESR functionality by using the navigation pane.

Manager Self Service now available securely over the internet.

National BI Portlets use the BI reports to create easy to understand gauges.

Additional Portlets can be added that relate directly to locally written BI reports. More manager Portlets can be added by the organisation’s Portal Administrator.
A manager can see what their team absence rate is providing ESR is used for all absence recording. (The gauge is updated the previous evening).

The Portlet gives a quick entry point into ESR functionality and BI reporting.

Team Absence Portlet displays a gauge showing the percentage absence rate for the Manager’s team.

1. Clicking the gauge will launch the NHS Team Absence KPI Report in the ESR BI reporting tool, allowing Managers to analyse the figures in more detail.

2. The Manage Absence button enables the manager to view and create absences for their staff.
Manager Self Service

Team Appraisals

A manager can see how their team is currently performing within their appraisal cycle.

The Portlet gives instant access to appraisal data via the NHS Team Absence KPI report.

A manager is given the ability to manage appraisals directly from the Team Appraisals Portlet.

1. Displays a gauge showing the percentage of employees that have completed appraisals. Clicking on the gauge will allow Managers to analyse the figures in more detail.

2. View further details of the completed appraisals for the members of a team by clicking the Manage Appraisals button.

Electronic Staff Record Programme
Manager Self Service

Team Compliance

From this one Portlet a manager can see their whole team’s compliance percentage. Making it quick and easy to manage their staff compliance rating.

This Portlet gives the manager access to the NHS Team Compliance KPI report in BI.

A manager is given the ability to manage and analyse their team’s compliance directly from the Team Compliance Portlet.

1 Displays a gauge showing the compliance percentage for the whole team. Clicking on the gauge will allow managers to analyse the figures in more detail.

2 Further details of the team compliance can be accessed and analysed by clicking the Manage Compliance button.
Manager Self Service

Organization Chart

The Organisation Chart Portlet gives the manager the opportunity to view their staff hierarchy in a purely visual way. It can help to identify where staff are sitting in the incorrect hierarchy within ESR as it's based on the supervisor hierarchy.

The newly developed **Organisation Chart** Portlet showing in one click the staff hierarchy for a manager.

1. Clicking on the Launch Organisation Chart button takes the manager into the visual chart.
2. Clicking on any of the employee nodes will display an action menu, where the manager can access normal ESR functionality.
The Team Actions Portlet gives the manager direct access to their team’s ESR diary events.

The events are:

- Class Enrolments
- Absence
- Appraisal Due Date
- Registration Expiry Date
- Learning Certification Expiry Date
- Visa Expiry Date
- Valid Illegal Working Checklist
- Fixed Term Contract End Date
- Competency Expiry Dates
- Increment End Dates

The **Team Actions** Portlet will give a quick view of the next seven days' events for the manager’s staff.

By clicking on the View Team Calendar, the manager can view more than one employee calendar at once.
Managers have the ability to access ESR from a non-N3 network in the same way employees can.

This gives them access to BI Reports and ESR Manager functionality via a mobile device.

A manager is required to request manager access initially from a work machine. (ie via N3).

A mobile number will have to be entered to enable an access code to be sent every time a manager wants to access the manager dashboard. Similar to on-line banking access codes.
Professional Users Dashboard
In addition to the Manager Dashboard, there are further Dashboards available for Core Users:

- Recruitment
- HR
- Payroll
- Learning

The Professional Dashboard can be accessed by those who have the relevant URP assigned to them.

1. These are accessed by clicking the down arrow next to My ESR in the Navigation Pane.
Professional Users Dashboard

Recruitment Dashboard

The Recruitment Dashboard allows the user to easily monitor and track the progress of applicants.

The three current portlets are connected to BI reports which can present further detailed information when clicked on.

They are:

1. **Applicant Summary**
2. **Applicant Management**
3. **Open Vacancies**

This Dashboard assists monitoring recruitment processes, identifying any delays and giving the user an overall picture of the time from advert to hire.
The HR Dashboard allows quick access to BI reports on Establishment, Starters & Leavers and Leaver Reasons. All the graphs are clickable and take you to the relevant BI report and data.

1. **Actual vs Establishment FTE** encourages the use and management of Establishment Control.
2. **Starters and Leavers** and **Leavers by Reason** can both aid Recruitment in understanding recruitment and retention trends.
3. **HR Payroll Exceptions** shows any exceptions that have been assigned to the HR users, allowing them to quickly identify and manage any issues.
The Payroll Dashboard allows the user to quickly identify and manage any payroll exceptions.

1. The **Gross Pay vs Net Pay** Portlet gives access to a BI report with further data.

2. **Payroll Exceptions** show the exceptions that have been assigned to the user and the team, and can launch the Exceptions Management Tool in one click.

3. The **Concurrent Manager Portlet** shows where a process has failed or completed with warnings/errors. The Portlet will provide information relating to the following process: **Payroll Run (Monthly), Prepayments, RTI Prepayments & FPS Process, Retro Pay, RTI FPS EDI Process 2017/18.**
Having at a glance information available on the Learning Dashboard easily identify areas of concern and empowers users to take proactive action promptly.

The **Learning Compliance** Portlet shows the compliance percentage for the entire organisation. By clicking on the gauge you enter into BI where different organisation levels can be interrogated.

**DNA Rate** allows quick identification of any areas of concern, as does the **Bottom Orgs by Compliance**.

The **Upcoming Classes** Portlet allows the user to identify classes that have remaining spaces easily.

Learner’s status can be quickly updated using the **Update Attendance** Portlet, ensuring their Learning Record remains up to date.
BI and the Portal

ESR BI is accessible on different platforms

ESR BI can be enabled so that it becomes accessible outside of the N3 network, allowing users to access reports from home or mobile devices.

Learning Admin, Class Admin and Learning Instructor URPs can also be set up for access via Username & Password, and so allowing them to access these URPs on a mobile device – ideal for real time updates of class attendance.
Benefits to the Organisation
As well as the benefits for individuals, effective use of the Portal can benefit the whole organisation.

- The Announcement Portlet functionality can be used as internal Communications and Engagement method. It can be used as a ‘nudge’ to encourage employees to view information or undertake tasks.

- The Twitter Portlet can be configured with your organisation’s Twitter feed, which appears to the user in real time.

- Links to other web-based systems and internet links can be added by the organisation.

- Documents can be uploaded to the Portal by your organisation.

- Portlets can be removed or moved around at any time by your organisation.
As well as National Announcements, local announcements can be created by the organisation.

The flexibility of the functionality allows them to be scheduled.

Announcements can contain hyperlinks to other websites or local intranet sites as well as pictures.
The Twitter Portlet can be configured with your organisation’s Twitter feed, which appears to the user in real time.

This allows tweets that are posted by your organisation on Twitter to be pushed to a wider audience who may not see them otherwise.
Using the Local Links Portlet allows organisations to transform Self Service into a one-stop shop, where employees can find everything they need to do their jobs.

This can help embed Self Service within your organisation, and improves the employee experience.
Local Documents and Media

Documents can be uploaded to the Portal by your organisation - some examples could be:

- New HR policies
- Payslip Leaflets
- Organisation Site Maps
Portlets can be removed or moved around at any time by your organisation.

This allows you to promote certain initiatives or tasks – eg the TRS Portlet could be moved to a more prominent position when the new statements become available.
Our Portal
Yeovil District Hospital
Royal Cornwall Hospitals
ESR Portal

Employee Limited Self Service Within Yeovil District Hospital
Initial Set Up

- With the new portal being launched and our Trust outsourcing Payroll a cost saving was identified for online payslips rather than a courier between two counties
- Internal Working Group consisting of Communications, IT, Workforce Information, two Managers and Human Resources
- Chose 3 areas to pilot the online payslips (corporate area/clinical area and porters)

Preparation Prior to Launch

- Communications prepared a “count down to go live” which was communicated to all staff via posters/weekly brief media and Connect meetings with staff.
- The Working Group agreed that the month of July employees would have access to their online payslips but also receive their paper version.
- IT Trainers prepared their training sessions and the dates were advertised
- Human Resources prepared Draft User Guides and updated ESR with missing email addresses
- IT ensured the Trusts IT systems were compatible and put the link to my.esr onto every desktop
- Information Workforce prepared the mass upload
Launch Week

- Jo Milton joined the Working Group on switch over day
- We had the portlets and announcements in place on the first morning
- User Guides were reviewed and attached to the internal intranet
- IT Trainers used the guides to assist with their training sessions
- Human Resources manned a “drop in” desk in the Canteen with copies of the User Guides
- Communications advertised the “go live”

Pilot & Roll Out

- Once the User guides / training was complete the pilot areas were trained and then rolled out
- Known error log was set up so that common easy to fix issues could be shared within HR & IT

Important Learning Points

- Ensure it’s a team approach with IT and Communications
- Think outside the box for those whose computer knowledge is not so evident and consider their availability during their working hours
- Have a nominated person who is going to be responsible for any errors/problems – preferably someone who can raise SR’s
- Known error log – valuable so any errors could be resolved by the HR Helpdesk and not just one person
- Changed some of our internal processes to ensure this process is simplified ie New Starter Process – IT receive notification before someone starts so that the email address is set up. We currently have 99.1% of email addresses in ESR
Case Study: Portal Implementation at Royal Cornwall Hospitals

How we did it:

- Used the pre-provisioning planning questions
- Working with IT to deploy IE 11 & Java version
- After provisioned, ran a small pilot. Emailed Portal link and Survey Monkey for feedback on access and ease of finding key information
- Portal administrators configured required portlets
- Communications informed staff of what was changing and the improvements they'd see. Reminded staff of local ESR support contacts
- Ensured ESR held all staff email addresses to use ‘Forgotten Username or Password’ self-service
- Big Bang go live involved IT replacing the old desktop ESR icon with the new icon pointing to the Portal
High Impact Actions:

✔ ‘Coming Soon’ Communications
   On new simplified ‘look and feel’ for both My ESR and Manager screens

✔ Replacing the existing ESR desktop icon and previous intranet ESR page access routes

✔ Added locally branded announcements

✔ Added local links pointing to Trust HR policies and staff benefits intranet page

✔ Added the Portlet for the Trust Twitter feed

✔ Facilitated switching off paper payslips

✔ Subsequent staff communications on how to monitor training compliance and enrol themselves onto training and how to check and update their personal information incl. address and equality characteristics. Promoting self-service & ownership.
Portal Developments
Releases 2018

The schedule for 2018 releases are as per the table.

<table>
<thead>
<tr>
<th>Release date</th>
<th>Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 February 2018</td>
<td>Release 37.2.3.0 - deployed</td>
</tr>
<tr>
<td>1 March 2018</td>
<td>Release 37.3 - deployed</td>
</tr>
<tr>
<td>30 March 2018</td>
<td>Release 38 - deployed</td>
</tr>
<tr>
<td>7 April 2018</td>
<td>Release 38.1.1</td>
</tr>
<tr>
<td>28 April 2018</td>
<td>Release 38.2</td>
</tr>
<tr>
<td>25 May 2018</td>
<td>Release 38.3</td>
</tr>
<tr>
<td>29 June 2018</td>
<td>Release 39</td>
</tr>
<tr>
<td>28 September 2018</td>
<td>Release 40</td>
</tr>
</tbody>
</table>

Full details of the final enhancements will be included in the ESR Release Notice and/or Guide to Enhancements at the time of release.

The ESR Development Schedule includes details of planned developments to the ESR solution.

The information in this schedule is subject to change and any deployment will be subject to successful development and final testing. The schedule for changes is laid out below (subject to the constraints noted above). Full details of the final enhancements will be included in the ESR Release Notice and/or Guide to Enhancements at the time of release.
The additional information for smartcard users displayed on the log in page will be removed. The log in page will display to fit onto the screen and will show both log in routes (user name/password and smart card) without the need to scroll.
The My Personal Information Portlet will be updated to enable the user to select to collapse the information in the Portlet so this is not visible when landing on My ESR portal.

The collapsible region will encompass address, home phone, mobile phone and position meaning that only photograph and name are displayed. Where no photograph is associated with the user, the Portlet will resize accordingly.
**CCN092 – Show required only e-Learning in My Enrolments Portlet**

A check box will be added to the My Enrolments And e-Learning Portlet to enable only mandatory learning to be displayed.

**CCN093 – Update to Payslip Portlet to include link to P60 and ability to opt out of Paper Payslips**

My Payslip Portlet will be updated to include view of P60, so will be renamed My Payslip and P60. The ability for a user to opt out of paper payslips will also be provided in the Portlet.
The following changes will be made to assist with user password management:

1. The password policy rules page will be added to the password create and reset pages, and in account management general preferences.

2. The link on the log in page will be amended from Forgotten Username and Password to Forgotten | Request Username/Password | Unlock Account.

3. The ability for an organisation to set an automatic internet access option at VPD level will be provided. This will be a new Trust level setting, which will not be set by default and will require an organisation to choose to set it. This will only work where there is no smartcard requirement for ESS, ESSLA and External Learner URPs. It will work in conjunction with the existing Auto User Account Creation process.
Next Steps for Organisations

Key Priorities and Mhapp Removal Timescale
Next Steps – Mhapp Removal

Key Messages

Letter from Paul Spooner to HRDs 13th March 2018 – A copy to ESR Leads.

The withdrawal of the non-portal URL will take place no later than 30 September 2018.

UN2514 – 29th November 2017
From 1st December 2017, all users logging in via non Portal URL’s are presented with an option to continue to access ESR via this route, or via the new Portal.

Key Actions

• Ensure Portal is configured for Self Service and Professional Users.

• If you are experiencing Portal issues, raise an SR and ensure that you respond to them.

• Remove mhapp URL’s from desktop icons, intranet links etc.

• Provide relevant learning / guides for end users regarding the change.

• Communicate and publicise the change to ensure all users are aware.
Summary

• The new ESR Portal is the gateway into ESR for all NHS employees and managers.

• From the Portal employees can quickly and easily access a range of Portlets that display information that is important to them, whether they are a busy nurse, doctor, manager responsible for a team or a core ESR user (e.g. Payroll or HR activities).

• The Portal Dashboards are a valuable resource for professional users.

• The Portal is continually developing to help and support employees, managers and the organisation. Ensure you keep up to date with progress.
Support

- Contact your regional ESR Functional Adviser or Account Manager [https://www.electronicstaffrecord.nhs.uk/nhs-esr-team-directory/](https://www.electronicstaffrecord.nhs.uk/nhs-esr-team-directory/)


- Known Error Log

- Raise an SR

- Special Interest Groups – ESR provides an update at all meetings
Questions?

Please leave ask any questions via the question facility in the webinar.

We will be sending out a PDF copy of the slides shortly along with a “next steps” checklist for the removal of Mhapp.

Thank you

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