

How to access ESR and recover your login details

Use these steps to sign in to ESR or retrieve your username and reset your password.

Accessing ESR

- 1 Go to <https://my.esr.nhs.uk>.
- 2 Select Login to ESR.
- 3 Enter your ESR username and password.
- 4 Select Log in via Username and Password.

If you have forgotten your username or password

- 1 Go to <https://my.esr.nhs.uk> and select Login to ESR.
- 2 Select Forgotten | Request Username/Password | Unlock Account.
- 3 Enter the email address recorded on your ESR account and your date of birth. Enter your ESR username if known; otherwise, it can normally be left blank.
- 4 Select Submit.
- 5 Look for an automated ESR email containing your username and a link to create or reset your password.
- 6 Open the email and follow the link promptly. It will expire after the period stated in the email.
- 7 Enter the username shown in the email.
- 8 Create and confirm a new password that meets the requirements displayed on screen.
- 9 Select Confirm Password, then return to the ESR login page and sign in using your username and new password.

Important points

- You must be able to access the email account recorded against your ESR record.
- Check your junk or spam folder if the email does not arrive.
- If you work for more than one NHS organisation, you may receive more than one email. Each may relate to a different ESR account.
- If the reset link expires, repeat the request from the beginning.
- If your email address is incorrect, inaccessible or no longer active, contact your local ESR team or helpdesk.
- Avoid repeatedly trying an uncertain password, as this may lock your account.

Based on the video [Accessing ESR and recovery of credentials](#) and ESR password-reset guidance. Screen labels may change following system updates.