

# ESR – Frequently Asked Questions

## Why can't I get on to Google Forms?

You should now only use ESR for completion of online Mandatory Training.

The benefit of this is that your records will update automatically, meaning you do not have to wait for your records to be manually updated

Link to ESR: <https://my.esr.nhs.uk>

## My computer is on Windows 7 and wont load ESR

If your computer is still on Windows 7 and will not load ESR then please contact the IT department as there is a workaround that will allow you to access the website.

## I don't have a SmartCard or Log in details

You do not need a Smartcard to gain access to your eLearning on ESR. If you need support or need your log in details please contact the relevant team as listed below.

**Aintree Site:** [EESelfService-Access@Liverpoolft.nhs.uk](mailto:EESelfService-Access@Liverpoolft.nhs.uk)

**Royal Site:** [Workforce@rlbuht.nhs.uk](mailto:Workforce@rlbuht.nhs.uk)

## Why can't I find the right courses? / How do I know what I need to complete?

If you are unsure or cannot find the relevant training course please contact the Learning & Development Team who will be able to assist you on 0151-529-6224 or email

[Learninganddevelopmentdepartment@liverpoolft.nhs.uk](mailto:Learninganddevelopmentdepartment@liverpoolft.nhs.uk)

## What do I do if ESR has not recorded my completion of learning?

In the rare circumstance that a module has not recorded your completion please ensure you follow this advice:

- At the end of every test there will be a congratulations page that has a pop-up window that shows successful completion.
- Please take a screenshot as proof of completion (without this there is no evidence of a successful attempt on the course and we cannot update your compliance).
- If you do have a learning module that has not recorded please send your screenshot to the Learning and development team who will update this for you ASAP.

## I have competencies attached to me that I don't need to complete for my job role

If you believe that you have competencies that are attached to you that are not required for your job role, please contact the Learning and Development team who will provide you with a form to fill in to request removal of these competencies.

This form will then be sent to the Head of Clinical Education who will review the requests.

### **The eLearning will not load**

If you are experiencing any difficulties with accessing the eLearning content **please ensure you screenshot the error**, as this will help us identify what is wrong, and then contact the Learning and Development team