**eESS Quick-Start Guide - Employees**

This guide has been designed to give you a quick-start to using the system as an employee, and details what you should do when you logon to eESS for the first time.

**To Avoid Waiting in Call or E-Mail Queues**

**Please use this Guide in the first instance to try and troubleshoot any logon or user issues.**

**We anticipate an extremely high level of calls and e-mails post Go Live on the 23rd and would welcome your support in troubleshooting any logon issues as per the guidance below.**

**Accessing eESS**

To access eESS, click [here.](https://eess.mhs.scot.nhs.uk/OA_HTML/RF.jsp?function_id=28716&resp_id=-1&resp_appl_id=-1&security_group_id=0&lang_code=US&params=VSPMcTD.1Fu-VWAI4E7iVA&oas=byJd5bIy6FBwRN7AEHZtTw..)

Alternatively, access eESS via your ‘favourites’ menu on your Internet Explorer toolbar (just as you would access SSTS). Select favourites -> GGC Shortcuts -> Admin -> eESS

By 23rd November 2018, you will have received an e-mail with your Username and Password.

(Note - this is a temporary password and you will be required to change this when you first log-on)

There is also an option for login assistance on the logon page.

**Troubleshooting**

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| I haven’t received my user ID and Password | If you have not received this, please contact the eESS Support Team at [eESS@ggc.scot.nhs.uk](mailto:eESS@ggc.scot.nhs.uk).  Your details will be resent to you so please ensure you have sufficient space in your mailbox to receive new emails. Please keep these details safe for future use. |
| Where can I find eESS on my computer? | The link to the eESS site is found within Favourites on your Internet Explorer toolbar (just as you would access SSTS). Select **Favourites -> GGC Shortcuts -> Admin -> eESS** |
| I have forgotten my user ID or password | Passwords on eESS are reset via a link sent by email. Click on the log-in assistance button on the log-in page and follow the instructions given. You can also have an email reminder of your user ID sent to you by following the link on the log-in page. |
| I can’t connect to the eESS site | First of all, check that you have a valid internet connection by ensuring you can access another external website successfully.  If this works, you should contact the eESS Support Team at [eESS@ggc.scot.nhs.uk](mailto:eESS@ggc.scot.nhs.uk). to report the issue |

**First Thing to Check**

Check and Update Your Personal Details and Equality Information. To do this:

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| 1. **Navigate to NHSS \*Employee\* Self Service** | 1. **Click Personal Information** |
| 1. **Scroll to Basic Details. Current details will show. Click Update.** | 1. **Choose whether to correct information or enter new information. Click next.** |
| 1. **Amend Effective Date if entering new information**   **Scroll down and update equalities data.** | 1. **Enter new details in blank field or overwrite information if already populated, click Next** |
| 1. **Review the changes, indicated by the blue dots** | 1. **Click Submit** |

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| **ADD/ UPDATE YOUR PHONE NUMBER** | |
| **1. Follow Steps 1-2 as ‘Update your Personal Details’** | 1. **Scroll to Phone Numbers, current details will show. Click Add/Update** |
| 1. **Overwrite number if record is to change / add a new row for a new number. NB – eESS will only accept one type of each number, e.g. one personal mobile number.** | 1. **Click Next.** 2. **Follow steps 7-8 as per ‘Update your Personal Details’** |

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| **ADD YOUR EMERGENCY CONTACTS / NEXT OF KIN DETAILS** | |
| 1. **Follow Steps 1-2 as ‘Update your Personal Details’** | 1. **Scroll to Emergency Contact/Next of Kin, current details will show. Click Add/Update. If you enter a value under Emergency Contact it will automatically appear under Dependants/Next of Kin** |
| 1. **Correct address if record is to change / enter a new address if you have moved.** | 1. **Click Next.** 2. **Follow steps 7-8 as per ‘Update your Personal Details’** |

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| **ADD/ UPDATE YOUR HOME ADDRESS** | |
| 1. **Follow Steps 1-2 as ‘Update your Personal Details’** | 1. **Scroll to Home Address, current details will show. Click Add/Update** |
| 1. **Correct address if record is to change / enter a new address if you have moved. eESS will only accept 1 type of each address, e.g. 1 primary home address.** | 1. **Click Next.** 2. **Follow steps 7-8 as per ‘Update your Personal Details’** |

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| **ADD NON NHS EMPLOYMENT** | |
| 1. **Navigate to Employee self service** | 1. **Click Other Non NHS Employment** |
| 1. **Click Add** | 1. **Complete,** Click **Apply,** then **Next** 2. **Follow steps 7-8 as per ‘Update your Personal Details’** |

**Training and Support**

We would encourage staff to read the step-by-step user guides and/or view the short e-learning videos on how to make changes on eESS. These are available at [**https://www.eess.nhs.scot/**](https://nhsggc.us12.list-manage.com/track/click?u=0f385b5aea37eaf0213bd19fb&id=89b3999271&e=5af5e1832c)**.**

Thank you for taking the time to read and use this Guide. We hope it has helped you get started on eESS and fix any logon queries.