

## FAQ – Logging in to the staff website/intranet

### 1. What is my username?

Your username is not necessarily the one you use to log into your computer or LEaD or EmployeeOnline. This is a separate login and you would have chosen one when you registered. We normally encourage users to have their last name and first initial e.g. **smithb** and to ensure that the username doesn't contain any special characters e.g. **@**. **This means you cannot use your email address as your username.**

### 2. I am a new member of staff, why can't I login to the staff website?

Staff are not automatically assigned a login to the staff website and will need to register for an account to gain access. When inputting your information, please ensure you are using your Southern Health email address ending **@southernhealth.nhs.uk** as this is the only way we can identify you as a member of staff.

Note: You cannot use your nhs.net login for an account.

### 3. I have created an account and still can't login?

Once you have created an account, you will be prompted to check your emails for a verification email. This email includes a link that you can click on to verify your account. Only once you have done this will you be able to login to the staff website. Please ensure to check your junk mail.

### 4. I am trying to log in but I keep seeing the registration section – am I logged in?

You will know that you are logged in if you see 'Hello, 'your name'' at the top of the page. Just click on any of the tabs to see more of the staff website.

### 5. How do I reset my own password?

At the top of the page you will see 'Hello, 'your name''. Next to this is a small icon that looks like a person's head and shoulders. Click on this and scroll right to the bottom of the page, under the save tab you will see a link to 'change password'.

### 6. Am I in the right place?

We understand that it can be very confusing to know where you are and where you need to be! The staff website is a hub of information with links to gain more information. We can only help you with your login to the staff website. If you're looking to access your training 'LEaD', EmployeeOnline or MyESR, you'll need to contact those teams directly.

Please note, you can access the below systems without logging into the staff website, the links to these sites are at the bottom of the login page.

ERostering (EmployeeOnline): [hp-tr.erosteringteam@nhs.net](mailto:hp-tr.erosteringteam@nhs.net) | 023 8047 5160

LEaD (training): [lead@southernhealth.nhs.uk](mailto:lead@southernhealth.nhs.uk) | 023 8087 4091

MyESR (pay slips): [MyESR@southernhealth.nhs.uk](mailto:MyESR@southernhealth.nhs.uk) | 023 8047 5783