

NHS Total Reward Statements – Manager’s information pack (ESR organisations)

Note for employers:

This pack has been developed to help your managers handle the common questions we expect employees to have about their Total Reward Statement.

Please ensure managers do not attempt to provide employees with financial advice. If employees need any financial advice they should consider contacting an independent financial adviser.

Helping employees access their statement

How do I access my Total Reward Statement via ESR self service without a smartcard?

- Go to https://esr.mhapp.nhs.uk/oa_servlets/AppsLogin (the self service log in page)
- Enter the requested log in information.
- Once on the ‘Oracle Applications Home Page’ click on the ‘259 Employee Self Service’ link.
- Click on the ‘Total Rewards Statements’ link in the column on the right.
- You will then be taken to your Total Reward Statement.

A visual step by step guide to this process can be found here:

<http://www.esrsupport.co.uk/TotalRewards/index.html>

How do I access my Total Reward Statement via ESR self service with a Smartcard?

- Go to:
https://esr.mhapp.nhs.uk/OA_HTML/xxnhs/smartcard/loginSmartcardMonitor.jsp
- Insert your smartcard.
- Once on the ‘Oracle Applications Home Page’ click on the ‘259 Employee Self Service’ link.
- Click on the ‘Total Reward Statements’ link in the column on the right.
- You will then be taken to your Total Reward Statement.

A visual step by step guide to this process can be found here:

<http://www.esrsupport.co.uk/TotalRewards/index.html>

We don't use ESR self service and I don't have a Government Gateway user ID. How do I access my Total Reward Statement?

- Visit <https://www.totalrewardstatements.nhs.uk/>
- Click on the 'log in or register' button on the homepage.
- Then click on the 'log in' button under 'New Government Gateway User'. You'll be prompted to enter some personal details.
- A 12 digit Government Gateway user ID will be generated – please take a note of it, this is your User Name.
- Follow the rest of the instructions and an activation code will be sent to you in the post, this should take 5-7 working days and will be sent to the address that your employer holds for you. If you do not receive an activation code within 28 days of requesting it you will need to request a new one.
- Please note your activation code will expire if you do not use it within 28 days of issue. If this happens you will need to request a new code by contacting the TRS helpdesk on 0300 330 1351.
- Once you have the activation code click on the 'log in or register' button on the home page and follow the instructions under 'Existing Government Gateway User'. You will be taken back to the home page one more time.
- Enter all your details again by clicking on the 'log in or register' button.
- You will then be able to view your statement.

A visual step by step guide to this process can be found here:

<http://www.esrsupport.co.uk/TotalRewards/index.html>

I already have a Government Gateway User ID. How do I access my Total Reward Statement?

- Visit www.totalrewardstatements.nhs.uk/
- Click on the 'log in or register' button on the homepage.
- Then click on the 'log in' button under 'Existing Government Gateway User'. You will be prompted to enter your user ID and password.
- Follow the rest of the instructions and an activation code will be sent to you in the post.
- Once you have your activation code follow the same steps. You will be taken back to the home page one more time.
- Enter all your details again by clicking on the 'log in' button.
- You will then be able to view your statement.

A visual step by step guide to this process can be found here:

<http://www.esrsupport.co.uk/TotalRewards/index.html>

What do I do if I lose or forget my log in details?

- Visit the Total Reward Statement website www.totalrewardstatements.nhs.uk/

- Once on the home page click the 'log in or register' button.
- Under 'Existing Government Gateway User' click the 'log in' button.
- Select either the 'Forgotten your User ID?' or 'Forgotten your password?' link and follow the instructions.

A visual step by step guide to this process can be found here:

<http://www.esrsupport.co.uk/TotalRewards/index.html>

General questions

What does the information on my statement mean?

If you're unsure what any of the information on your statement means visit the 'Need help?' section of the Total Reward Statement website www.totalrewardstatements.nhs.uk/

How long will my statement be available online?

Your statement will be available to view online until the next refresh and will be updated annually. You will be advised when this has happened. Only the current year's statement will be available to view, so we advise you to print or save a copy for your records.

Why haven't I received a Total Reward Statement?

The Total Reward Statements are based on the data we held for all employees on 31 March this year. If you started working for us after 31 March this year we were therefore unable to produce a statement for you. You will be able to access your statement when we produce them next year.

Why haven't I received the NHS pension information?

If the employee joined the NHS Pension Scheme after 31 March this year	The statements are produced based on data we hold on 31 March this year. If you joined the Pension Scheme after this date your pension information cannot therefore be shown this year. You will however see pension information next year.
If the employee joined the NHS Pension Scheme before 31 March this year	There are some employees we cannot automatically produce pension information for. If you joined the Scheme before 31 March this year and haven't received any pension information you can contact the TRS help desk on 0300 3301 351.

Who do I contact for local benefit queries?

Note to TRS leads / HR managers: please provide managers with specific contact details.

Who do I contact for employment information queries?

Note to TRS leads / HR managers: please provide managers with specific contact details.

Who do I contact for NHS Pension queries?

Contact the TRS help desk on 0300 3301 351.

Where can I find out more information about the NHS Pension Scheme?

There is a wealth of information on the NHS Pensions website at www.nhsbsa.nhs.uk/pensions