

How to log into Unit4 ERP for Non-Shropshire Council domain users

		Last Updated
1	Scope: This guidance is to show you how to log into the ERP for anyone who does NOT have a Shropshire.gov.uk email address.	05.08.2026
2	Introduction: There are many functions and requests that need to be completed in the ERP including accessing payslips.	05.08.2026
3	Navigate to Unit4 ERP Link	05.08.2026
4	Step by step process	
4.1	You will need to call Shropshire Council's ICT team on 01743 252200 and with your National Insurance number. Once the ICT team have confirmed your National Insurance number, they can set up your access and when this is complete, they will email you the following instructions on how to log in. Please ensure all internet tabs are closed prior to clicking on the ERP link (as above.) You will need to have access to your emails at the same time as logging into the ERP. If you are using a phone or a tablet, this means opening the ERP in a separate app or browser to your emails (something like Google Chrome or Safari.) Press and hold on the link, to get the option to Copy Link/Address. Then open your internet app or browser on your phone/tablet, and tap in the website address box to get the Paste option. If you are on a computer or laptop, simply clicking the link is fine. Enter your email and click Next. Check that the ERP says Welcome 2XXXXX (your ERP Resource ID Number.) If it says Welcome Null, please close all the tabs in your internet browser and try again. If it still says Null, please call 01743 253030 option 1 for assistance. Enter your password. If you do not know your password, please select Forgot password below the password box, and confirm	05.08.2026



	your email or ERP number. You will then get an email sent to your log in email with a link to reset your password. The password rules are: • Must have a minimum of 13 characters • Must have a minimum of one capital letter • Must have a minimum of one lower case letter • Must have a minimum of one number Password used to be a combination of national insurance numbers and years of birth, but we encourage you to move away from this. It may say Authentication error once you have made a password, if this happens close the page and click into the link again. Try to log in with that password and it should work. If you have just made your password, you'll have the option to use Email OTP. Click Email OTP and navigate to your emails, keeping the ERP open with the verification code box. Copy the 6 digit code from the email, enter it into the authenticate box and click Authenticate. You should now be logged into Unit4 ERP.	
5	Related guidance and policies <u>Video Links</u> • Logging into the ERP on a personal device for the first time • Accessing the ERP with a personal email address • Logging into the ERP with a personal email address	05.08.2026

