



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

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Frequently Asked Questions MPS Users

National Employment Record (NER)

HSE National Doctors Training and Planning

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Purpose

The purpose of this document is to provide to Medical HR Departments answers to the most frequently asked questions.

Q1 I would like to apply for access to the Medical Practitioners System, what should I do?

A. Please contact National Doctors Training and Planning (NDTP) to request a 'System Access Form' doctors@hse.ie

Q2 I have forgotten my Medical Practitioners System password, what should I do?

A. Please contact National Doctors Training and Planning (NDTP) to have your password reset doctors@hse.ie

Q3 I no longer require access to the Medical Practitioners System, what should I do?

A. Please contact National Doctors Training and Planning (NDTP) doctors@hse.ie and inform them immediately that you no longer require access.

Q4 What should I do if an NCHD's NER account is not visible?

A. You must ensure that NCHD's in your employment are matched to a post on your site otherwise you will not see their NER account.

Q5 What should I do if an NCHD's account is not visible and I have matched them to a post?

A. You must check with the individual NCHD and ask have them if they have created an NER Portal account.

Q6 What should I do if I know an NCHD has created their portal account, and I have matched them to a post but it is still not visible?

A. When you select the 'Search' function and type in the NCHD's name their account will become visible however, you must ensure that you filter for 'All' accounts (the default is 'New' accounts).

Q7 What should I do if an NCHD's dashboard is not visible?

A. When you select the 'Search' function and type in the NCHD's name their account will become visible however, you need to double click on the account, before their dashboard will appear in the pane beneath.

Q8 When uploading an Occupational Health Certificate when should I complete the 'Valid To' field?

A. The 'Valid To' field should only be completed when you have been advised by your Occupational Health Department that the NCHD is fit for a defined period of time. This will be very rare. Otherwise this field should remain blank.

Q9 When uploading an EPP Certificate when should the 'Valid To' field be completed?

A The 'Valid To' field should only be completed when you have been advised by your Occupational Health Department that the NCHD is EPP fit for a defined period of time. This will be very rare. Otherwise this field should remain blank.

Q10 My Occupational Health Department provide EPP and Occ Health Status on one certificate – what do I do?

A You should save the certificate and 'Add' it twice, into both the EPP and Occ Health sections of the NCHD's dashboard.

Q11 Has Garda Vetting an associated defined validity period?

A No. Presently legislation is not in place to cap the period of time that Garda Vetting is valid.

Q12 When should I verify an NCHD's identity?

A You should verify an NCHD's identity when you have checked their identification. To do this you should check the photo id that they have uploaded against their details.

Q13 How do I verify an NCHD's identity?

A You should use the 'Search' tool within the NER module. Search for the NCHD using their name, IMC number or email address. Once you have selected the NCHD, you should highlight their account, review and verify their ID and select 'Verify Identity' option at the top left hand side of the screen.

Q14 When should I verify and NCHD's Hire Form?

A You should only verify an NCHD's Hire Form when all of the required fields have been completed including bank details, IMC Registration Number, PPSN and all other mandatory fields.

Q15 How do I verify an NCHD's documents?

A You should use the 'Documents' tool within the NER module. Search for the NCHD using their name and document type e.g. 'Hire Form'. Once you have selected the NCHD, you should highlight their account, review and verify the document and select 'Verify Identity' option at the top left hand side of the screen.

Q16 How do I reject an NCHD's documents?

- A** You should use the 'Documents' tool within the NER module. Search for the NCHD using their name and document type e.g. 'Hire Form'. Once you have selected the NCHD, you should highlight their account, review and verify the document and select 'reject document' option at the top left hand side of the screen.

Q17 If Medical HR rejected a document is the NCHD informed?

- A** Yes. When Medical HR reject a document, the system provides a drop down list of rejection reasons (one of which must be selected). The NCHD will then receive an automatic email from the system advising them.

Q18 If Medical HR rejected a document is the NCHD's portal dashboard updated?

- A** Yes. The NCHD portal dashboard symbols will change depending on the validity of their documents such that for example, when a document is valid but nearing expiry it will change from a green check symbol to an amber warning symbol. They will also receive automated emails advising them of a change in their document status.

Q19 How do I upload documents to an NCHD's NER Account?

- A** Medical HR are responsible for uploading an NCHD's Garda Vetting, Occupational Health, and if applicable their EPP, GNIB and Work Permits. You should use the 'Search' tool within the NER module. Search for the NCHD using their name, IMC number or email address. Once you have selected the NCHD, you should highlight their account, to view their dashboard. Then click 'Add' beside the document type, 'Browse' to where you have saved the document and click 'Open' then 'Next'. Type in the relevant dates if applicable.

Q20 Why should I make documents 'not required'?

- A** You should make documents not required so that they do not appear as missing on the NCHD's dashboard. Also when you run reports documents made 'Not applicable' will be removed from calculations to give accurate data on the compliance of documents.

Q21 Can I download an NCHD's Hire Form and edit the document?

- A** Yes. You should use the 'Search' tool within the NER module. Search for the NCHD using their name, IMC number or email address. Once you have selected the NCHD, you should highlight their account, to view their dashboard. Click the 'View' option beside the Hire Form and select 'View' again when the second window opens. You will have the option to View as a pdf or download as a pdf or MS Word document. To download and edit you must select 'download as MS Word Doc'

Should you require further assistance please refer to the 'Guide for Clinical Site Users' or contact National Doctors Training and Planning
doctors@hse.ie