



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

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Version number:	V1
Date:	February 2016

Frequently Asked Questions Portal Users

National Employment Record (NER)

HSE National Doctors Training and Planning

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Purpose

The purpose of this document is to provide NER portal account users answers to the most frequently asked questions.

Q1 I can't access the NER Portal website www.nchder.ie

- A. In order to access the website your browser must meet the minimum version criteria. Minimum versions are Internet Explorer 10, Chrome 29 or Firefox 17

The latest version of Google Chrome can be downloaded free of charge if required, www.google.com/chrome.

Q2 I can't log into my NER portal Account

- A. In order to login to your portal account you must first register a new account.

Q3 I have yet to receive my Irish Medical Council Number, can I still register?

- A. Yes. You can proceed without your IMC number if you are awaiting registration. You must however select the Clinical Site of your employer. When you subsequently receive your IMC number, log back into your NER account and update your Hire Form. You will not be able to take-up employment until you have registered with the IMC.

Q4 I don't know my Personal Public Service Number (PPSN), can I still register?

- A.** Yes. You can proceed without your PPSN. When you subsequently receive your PPSN, log back into your NER account and update your Hire Form.

Q5 I can't log into my NER portal Account as I have forgotten my password

- A.** You should click on the 'forgotten password' link beneath the logon fields. When you enter your email address the system will generate an email to you which will contain a link to reset your password.

Q6 The forgotten password email link issued by the system will not work what should I do?

- A.** If the link does not work copy and paste it into your browser and press the enter key. Please ensure that your browser meets the minimum version criteria as per FAQ 1.

Q7 How do I agree to the Terms & Conditions of use?

- A.** When you register with NER you agree to the Terms and Conditions. Please ensure that you click on the link to the T&Cs and read them in their totality before you create your NER Account.

Q8 My Hire Form has an error message what should I do?

- A.** The message 'Hire Form is incomplete. Do you want to continue?' will appear when you save your Hire Form and leave some required but not mandatory fields incomplete. The system will allow you save your Hire Form however, each time you open your NER Portal Account, the Hire Form will open until all of the required fields are complete.

Q9 What document file types will the portal account accept?

- A.** The portal will only accept pdf, png and jpg document types (not MS Word).

Q10 Is there a limit on the size of the document which can be uploaded?

A. Yes the maximum size of any individual file is 5MB.

Q11 How do I remove a document from my dashboard?

A. To remove a document from the dashboard click 'Edit' then click 'Remove'.

Q12 I want to remove a document from my dashboard but there is no option to 'Remove'. How do I remove documents?

A. Only documents which have not yet been 'Verified' by Medical HR can be removed.

Q13 Can I edit my Hire Form if it has already been verified by my Medical HR Department?

A. Yes. You can edit your Hire Form at any time. If it has already been verified it will move from that status to the 'Submitted' status once more.

Q14 I have edited my Hire Form will my Medical HR Department be aware of the changes I have made?

A. Yes. Your Hire Form will be automatically resubmitted to Medical HR for verification. The changes that you have made (for example, a change of address) will be highlighted so that Medical HR are aware of which sections of the Hire Form have been updated.

Q15 Is my NER Portal Secure?

A. Yes. Your NER Portal account is secure and protected by a Secure Socket Layer (SSL) certificate. The browser will display a padlock symbol which means there is a secure connection; data transferred over the internet is encrypted and not visible to third parties. This technology is used e.g. for Internet Banking/Credit Card transactions.

Should you require further assistance please contact you Employer's Medical HR Department.