

NCHD Frequently Asked Questions

The following document contains the most frequently asked questions by NCHDs. The FAQs are divided per module for your convenience.

1. General NER Portal Queries

1.1 What is the NER Portal?

The National Employment Record (NER) Portal is an online portal that allows NCHDs to upload pre-employment documentation for review by their Medical HR department. This has greatly reduced the paperwork burden for NCHDs when rotating from clinical site to clinical site.

1.2 How can I create a NER Account?

To create a NER account, please visit www.nchder.ie. You will be asked to provide the following details in order to register for a new account.

- Name – Forename & Surname
- Date of Birth
- Email Address
- IMC Number – Please note if you have not received your IMC number yet you will still be able to register an account
- Create a Password - minimum of 9 characters in length, it must contain at least one capital letter, one number and one symbol (e.g.!, \$, %, *,).

1.3 I have yet to receive my Irish Medical Council (IMC) number, can I still register?

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 you must log back into your NER account and update your Hire Form accordingly.** You will not be able to take-up employment until you have registered with the IMC.

1.4 I am unable to access my NER Account – why is this?

There may be a few reasons as to why you are unable to access your account:

- You have not yet created a NER account. Please see FAQ 1.2 for more information on how to create an account.
- Your NER account has become deactivated. This is due to more than 365 days of inactivity. See FAQ 1.8 for more information on this
- You are entering the incorrect details. Please make sure you are entering the email address that you registered with the account and the date of birth should be entered in the following format dd/mm/yyyy.
- Check that you are using one of the following web browsers Internet Explorer 11, Google Chrome 29 or Firefox 17

1.5 I'm trying to register an account but it's saying my IMC/Email is already in use?

Please make sure you haven't already created an account. If so please use these details to login. Each NCHD should only have one NER Account.

1.6 I cannot log in to my NER Account as I have forgotten my password – what do I do?

You should click on the 'forgotten password' link beneath the logon fields. You will be asked to enter your email address and click 'reset password'. An email will be sent to the user with a link to a 'Change Password' screen within 60 minutes. **(Please ensure you check your Spam/Junk mail folders as the email may appear here). Please do not click reset password more than once as this will result in your account being locked!**

1.7 My email address is no longer in use and I am unable to reset my password – what do I do?

If you no longer have access to the email address that you registered your NER account with you will need to contact your local Medical Manpower/HR Department to update your email address for you. If you do not have a current employer please contact dime.team@hse.ie

1.8 Why has my account become deactivated and how can I reactivate it?

NER accounts become deactivated after more than 365 days of inactivity. To reactivate your account, please contact your local Medical Manpower/HR Department. If you do not have a current employer please contact dime.team@hse.ie

1.9 I have been locked out of my account – what should I do?

For security, if you enter your password incorrectly more than three times the system will lock your account. In order to unlock your account please contact dime.team@hse.ie

2. HIRE Form Queries

2.1 My Hire Form has an 'incomplete' warning message what should I do?

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 to 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.

2.2 I am trying to update my Bank Details however, they are not saving?

The NER portal is configured to only accept Republic of Ireland Bank Account Details. Revolut or other non-Irish bank account details will not be accepted. Please ensure you are entering details of your Irish bank account. **Please note that if you are updating Bank Details on your NER Hire Form please ensure to notify your Medical HR Department of this change by email also.**

2.3 Am I required to enter the Account Number and Sort Code as well as the BIC and IBAN?

The BIC and IBAN are mandatory fields and thus must be included in order for you to be able to save your Hire Form. We advise also entering the Account Number and Sort Code in case the clinical site(s) you are working in use these details to ensure payment.

2.4 Can I edit my Hire Form if it has already been verified by my Medical HR Department and will my Medical HR Department be aware of the changes I have made?

Yes. You can edit your Hire Form at any time. If your Hire Form has already been verified it will change from status *'Verified'* to *'Submitted'*. Any changes you make will then be submitted to Medical HR to be verified again. The changes that you have made (for example, a change of address) will be highlighted so that your Medical/Manpower HR are aware of which sections of the Hire Form have been updated.

3. Training Certificates & Other Documents

3.1 What document file types will the portal account accept?

Only documents saved as pdf, zip or jpg will be accepted by NER. **Please note all other document types including MS Word cannot be uploaded.**

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

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

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

Only documents which have not yet been 'Verified' by Medical HR can be removed from your NER Portal. You can contact your employer directly and request that they remove a document if necessary.

3.4 Why am I required to upload the following documents to my NER Portal?

Document	Reason
Passport	For security reasons your passport is required to verify your identification. It is also required for Garda Vetting purposes
Birth Certificate	Your birth certificate is a requirement to be registered in the superannuation scheme. It is also required for Garda Vetting purposes.
Training Certificates	The training certificates listed on your portal are the mandatory certificates required by your employer. Some training certificates are mandatory and if there are some not required your employer may make the document type 'not required'.
Fire Safety and Patient Handling	These are legislative requirements for all employees.

If you require further information on the list of all documents that you are required to upload to your NER Portal, please see the Privacy Notice within the NER Terms & Conditions.

3.5 Some certificates on my dashboard are not required by me for my current post. What should I do?

Your employer will set the certificates required by you on your dashboard. You can contact them directly if you require documents to be made either 'required' or 'not-required' on your dashboard.

3.6 A document has been made not required by my employer but I would like to add it, what should I do?

You should contact your employer and ask them to make this document 'required' on your portal dashboard; you will then be able to add this document.

3.7 I have a document I would like to add but it is not listed on the dashboard. Where should I add this document?

There is an option to add further documentation to the dashboard. Use the 'Other' option within the 'Other Documents' list on the dashboard.

3.8 I do not have an option to upload my work permit or Garda Vetting?

Your Medical Manpower/HR Department will upload your work permit and Garda Vetting documentation for you. You will not be required to do this. If your Garda Vetting Certificate is not on your NER Portal and you have a copy of this please email your Medical Manpower/HR Department and they can upload for you.

3.9 Will I be notified when a document is no longer valid?

Yes. The system will automatically generate an email warning you when documents are nearing expiry. The documents with associated warning emails are:

- Occupational Health Documents
- Mandatory Training Certificates
- Work Permits/GNIB Documents if applicable

Your dashboard symbols for a document will also change depending on the status of the document (i.e. valid, nearing expiry, expired or rejected).

—  Missing or Expired  Rejected  Submitted  Warning: document nearing expiry  Verified

3.10 I don't have access to a scanner. How can I upload my documentation?

You may use your tablet/phone to take a picture of your document and upload it directly.

4. Occupational Health Queries

4.1 Why do I need to upload my Immune Status Documents and complete my OH Form?

In order for the NCHD to be cleared Fit for Employment by their Occupational Health Department the NCHD must have their Occupational Health Form and Immunisation documents screened and verified. Having this functionality on DIME reduces the paperwork required for the NCHD's and also ensures that they are not over screened.

4.2 I can't upload my EPP certificate - why is this?

Your Occupational Health Department will upload this document on your behalf.

4.3 I am rotating to a new clinical site, how do I contact my Occupational Health Department (OHDs)?

The NCHD can access a list of OHDs nationally by clicking the *“View OHD Service Provides and Contact Details”* link which is available at the top right-hand side of the Occupational Health Documents section on the Dashboard.

5. Training Supports Scheme (TSS)/Clinical Course & Exam Refund (CCERS) Queries

Note: Please note that all Training Supports Scheme (TSS)/Clinical Course & Exam Refund Scheme (CCERS) applications are processed by your local Medical Manpower/HR Department and queries should be directed to them locally.

5.1 I am not sure what scheme I should be applying for reimbursement through – what should I do?

If you are unsure what scheme you should be applying through please see the TSS and CCERS policy documents which outline the eligibility requirements of each scheme <https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/>. Please note only Travel expenses associated with eligible courses/conference/exams can be claimed via TSS. No travel costs can be claimed via CCERS.

5.2 I am unable to make a TSS/CCERS application – why is this?

If you see a padlock symbol on the make new application button of the TSS/CCERS module it could be for one of the following reasons:

- **TSS & CCERS: You are currently not matched to a post on DIME** – Please contact your local Medical Manpower/HR department to update this
- **TSS & CCERS: You have not included your IMC number on your Hire Form** – Update your Hire Form to include your IMC number
- **TSS Only: You have yet to receive a TSS balance** – Please contact your local Medical Manpower/HR department to update this
- **TSS Only: You have spent your TSS balance entitlement for the training year.** You will not be able to submit an application for the remainder of the training year.
- **TSS Only: You cannot make a new application for 4 weeks after the end of the training year** as the TSS Module is in 'lockdown' in order to allow Medical Manpower/HR Departments to process any outstanding applications from the previous training year

5.3 My TSS balance has not been updated – what do I do?

If you have not received your TSS entitlement for the training year please contact your local Medical Manpower/HR Department who will update your balance

5.4 My TSS/CCERS application has been Submitted but not actioned?

If you have submitted a TSS/CCERS application and it has not been approved or rejected within 4-6 weeks of submission please contact your local Medical Manpower/HR Department.

5.5 My TSS/CCERS application has been submitted but my Medical Manpower/HR Department cannot see it – what should I do?

Firstly you should check to see which clinical site you have submitted the application to. You will get this information in the 'TSS/CCERS Log of Applications' section. Only the site you have sent the application to will be able to see your application.

You should then check the status of the application. If the application has status 'New' it has not yet been submitted to your Medical Manpower/HR Department. Only when the status is 'Submitted' will your Medical Manpower/HR Department be able to view the application. You can submit an application with status 'New', via the 'Edit Application' section of TSS/CCERS.

5.6 My TSS/CCERS application has been approved but I have not received reimbursement – what do I do?

Please check your bank account to make sure you have not received reimbursement. If not, please contact the Medical Manpower/HR Department to where you submitted the application, in order to get an update on this.

5.7 Why has my TSS/CCERS application been rejected?

If you are unsure as to why your TSS/CCERS application was rejected, you can check the reason that is displayed on the system generated email you will receive. You can also see this information in the '*TSS/CCERS Log of Applications*' section. If you are still unsure please contact the Medical Manpower/HR Department that you submitted the application to.

5.8 My TSS/CCERS application has status '*Further Information Required*' – how do I submit this back for review to my Medical Manpower/HR Department?

Only applications with status '*Submitted*' can be actioned by your Medical Manpower/HR department. To return an application with status '*Further Information Required*' you will need to resubmit the application using the '*Edit Application*' Section

For further TSS Policy related FAQs please see the most up to date version of the TSS Guidance Document at the following link on our webpage at <https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/>

Please use this FAQ document in conjunction with the NER user guides we have created for each section of the NER Portal. These user guides can be found on our website at <https://www.hse.ie/eng/staff/leadership-education-development/met/database/userguides/>

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