

NER App FAQs

NDTP are pleased to announce the introduction of the NER App. The App will act as an extension of the already existing NER Portal. NCHDs will now be able to access their NER Account while on the go.

1. Frequently Asked Questions (FAQs)

To complement the NER App user guide we have developed these FAQs, which will provide further information for you regarding the NER App.

1.1 Who are NDTP?

National Doctors Training & Planning (NDTP), HSE is responsible for the functions of medical education and training, medical workforce planning, the Consultant post approval process underpinned by the Doctors Integrated Management E-System (DIME).

1.2 What is the National Employment Record (NER)?

The National Employment Record (NER) is a national electronic solution to ensure a seamless transition for NCHDs when rotating between employers, negating the requirement to repeatedly complete pre-employment paperwork and reducing the administrative burden for both NCHDs and employers.

2. Downloading the App

2.1 How can I download the NER App?

The NER App can be downloaded from either the Google Playstore (Android Devices) or the IOS Store (IOS Devices). Please follow the steps for usual app download on your phone. [Please note you may need to sign into your google or apple accounts to download an app]

2.2 What does the NER App Icon look like?



2.3 Is the NER App free?

Yes. The NER App is free to download for all NCHDs.

2.4 Is the NER App secure?

Yes. The NER App is secure and we use JSON Web Tokens for securing access between the APP and the API.

2.5 I already have an existing NER account - do I need to create a new NER account on the App?

No. You do not need to create a new NER account as you can login to the App using your email address, date of birth and password you use to login on the web portal.

2.6 I do not already have a NER account – how do I create one?

You can either register for a NER account on the NER App by using the “**Register New Account**” button located on the NER App login screen.

Otherwise, you can use the web portal using the following link www.nchder.ie. Details on how to set up and access your NER account are available on www.hse.ie/doctors.

2.7 Is the App available on all Android and IOS devices?

The NER App is available for most devices. The app will not work on devices below Android 7 or iOS 9.

2.8 How do I update my App to the latest version?

The latest version of the NER App can be downloaded from either the Google Playstore (Android Devices) or the IOS Store (IOS Devices). Some devices will update the latest version of the NER App automatically depending on the device settings selected by the user.

2.9 I am having trouble downloading the App or Accessing the NER App?

If you need assistance trouble-shooting please contact dime.team@hse.ie

2.10 Can I still access the Web Portal when I have downloaded the App? Yes, you can access your NER Portal account online via the web portal.

2.11 My NER account is deactivated – how can I reactive it?

To reactivate your NER account you can contact your local medical manpower department or email dime.team@hse.ie with your IMC Number.

2.12 Where can I find the User Guide for the NER App?

User guides and further information can be found on our website [here](#) or scanning the following QR Code

