



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



National Doctors Training & Planning

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Frequently Asked Questions- National Employment Record (NER) Module

FAQs for Portal Users



HSE National Doctors Training and Planning

Purpose

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

Q1 I am unable to 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 recommended browser when accessing DIME is Internet Explorer 11 (IE11)
Please note the browser version used by your device must be minimum IE10, Firefox 17 or Chrome 29.
The latest version of Google Chrome can be downloaded free of charge if required, www.google.com/chrome

Q2 I cannot 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 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.

Q4 What are the criteria for creating a password?

- A. The password you create must meet the criteria set by HSE Office of the Chief Information Officer (OoCIO). Therefore your password must be a minimum of 9 characters in length, it must contain at least one capital letter, one number and one symbol (e.g.!, \$, %, *,). Using symbols other than the ones recommended may cause password issues.

Q5 I cannot log into my NER Portal Account as I have forgotten my password. What do I do?

- A. 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 to check Spam / Junk mail folders as email may appear here).** **Please do not click reset password more than once as this will result in your account being locked!**

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 I have been locked out of my NER Portal Account. What should I do?

A. For security, if you enter your password incorrectly more than three times the system will deactivate your account. You will need to contact your employer and request that they reactivate your account. You will then need to reset your password as per FAQ5

Q8 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 Portal Account.

Q9 I don't know my Personal Public Service Number (PPSN), can I still logon after I register?

A. Yes. You can proceed without your PPSN. When you subsequently receive your PPSN, log back into your NER Portal Account and update your Hire Form. Your PPSN will be required by your employer for payroll purposes.

Q10 My Hire Form has an 'incomplete' warning 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 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.

Q11 What document file types will the portal account accept?

A. Only documents saved as **pdf, png or jpg** will be accepted by NER **(all other document types including MS Word cannot be uploaded!)**

Q12 Why am I required to upload my passport?

A. For security reasons your passport is required to verify your identification. It is also required for Garda Vetting purposes

Q13 Why am I required to upload my birth certificate?

- A. Your birth certificate is a requirement to be registered in the superannuation scheme. It is also required for Garda Vetting purposes.

Q14 Why are the training certificates required?

- A. 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' and this will then be excluded from your portal account.

Q15 Some certificates on the dashboard are not required by me for my current post. What should I do?

- A. 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.

Q16 Why is evidence of Fire Safety and Patient Handling required?

- A. These are legislative requirements for all employees.

Q17 A document has been made not required by my employer but I would like to add it, what should I do?

- A. 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.

Q18 I have a document I would like to add but it is not listed on the dashboard. Where should I add this document?

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

Q19 I don't have access to a scanner. How can I upload my documentation?

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

Q20 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.

Q21 How do I remove a document from my dashboard?

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

Q22 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. You can contact your employer directly and request that they remove a document if necessary.

Q23 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?

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. 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 Medical HR are aware of which sections of the Hire Form have been updated.

Q24 Why do I need to upload my Immune Status Documents and complete my OH Form?

A. 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.

Q25 Will I be notified when a document is no longer valid?

A. Yes. The system will automatically generate an email warning you when documents are nearing expiry. The documents with associated warning emails are: Occupational Health Documentation, Garda Vetting, Mandatory Training Certs, and Work Permits /GNIB Documents if applicable, etc... Your dashboard symbols will also change depending on the status of all your documentation (i.e. valid, nearing expiry, expired or rejected).

Q26 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.

Q27 Who has access to my Portal Account?

- A. Only you, your employer, NDTP and IT System Support can access your NER data. Each employer must request access to NER from NDTP. A current employer will have access to information for 60 days post-employment to allow the site add any residual documents after you have moved to your next post.

Also, your future employer can access your NER documentation provided you have been matched to a post on their site, this is to ensure a smooth rotation from one place of employment to another.

Q28 I am rotating to a new clinical site, how do I contact my Occupational Health Department? (OHDs)

- A. 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 on the Dashboard. This is a convenient way for NHCDs to contact the correct OHD.

Q29 I am rotating to a new clinical site, how do I find my New Employers Registered Number for Revenue?

- A. The NCHD can access a list of Employers Registered Numbers by clicking the “View Employer’s Registered Numbers” link which is available at the top of the portal. This is a convenient way for NHCDs to get their new employer’s registered number to pass onto the Revenue.

Please use this FAQ document in conjunction with the Portal Quick Step Guide (available from your employer or at www.hse.ie/doctors on the NDTP-DIME tab. Should you require further assistance please contact your Employer’s Medical HR Department.