Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Prepared by:	Anna Merrigan HSE NDTP
Approved by:	Eddie Staddon HSE NDTP
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Guide for Medical HR Users

National Employment Record (NER)

HSE National Doctors Training and Planning

NDTP Support Contact details

doctors@hse.ie 01 635 2000

anna.merrigan@hse.ie 01 635 2892

Health Service Executive
National Doctors Training and Planning
Room 2.41
Dr. Steevens' Hospital
Dublin 8

National Employment Record (NER)

Guide for Clinical Site Users

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Section 1 – NCHD NER Portal

The NER Portal can be accessed from any PC, Laptop, Apple or Android device. Please note the browser version must be minimum IE10, Firefox 17 or Chrome 29. To download the latest version of Google Chrome 42 will only take a couple of minutes www.google.com/chrome

1.1 NER Portal Website Address

To create an account on NER each NCHD must first register your details at **www.nchder.ie**

1.2 Registration link

The landing page (page 5) will appear and the NCHD must click 'register new account'

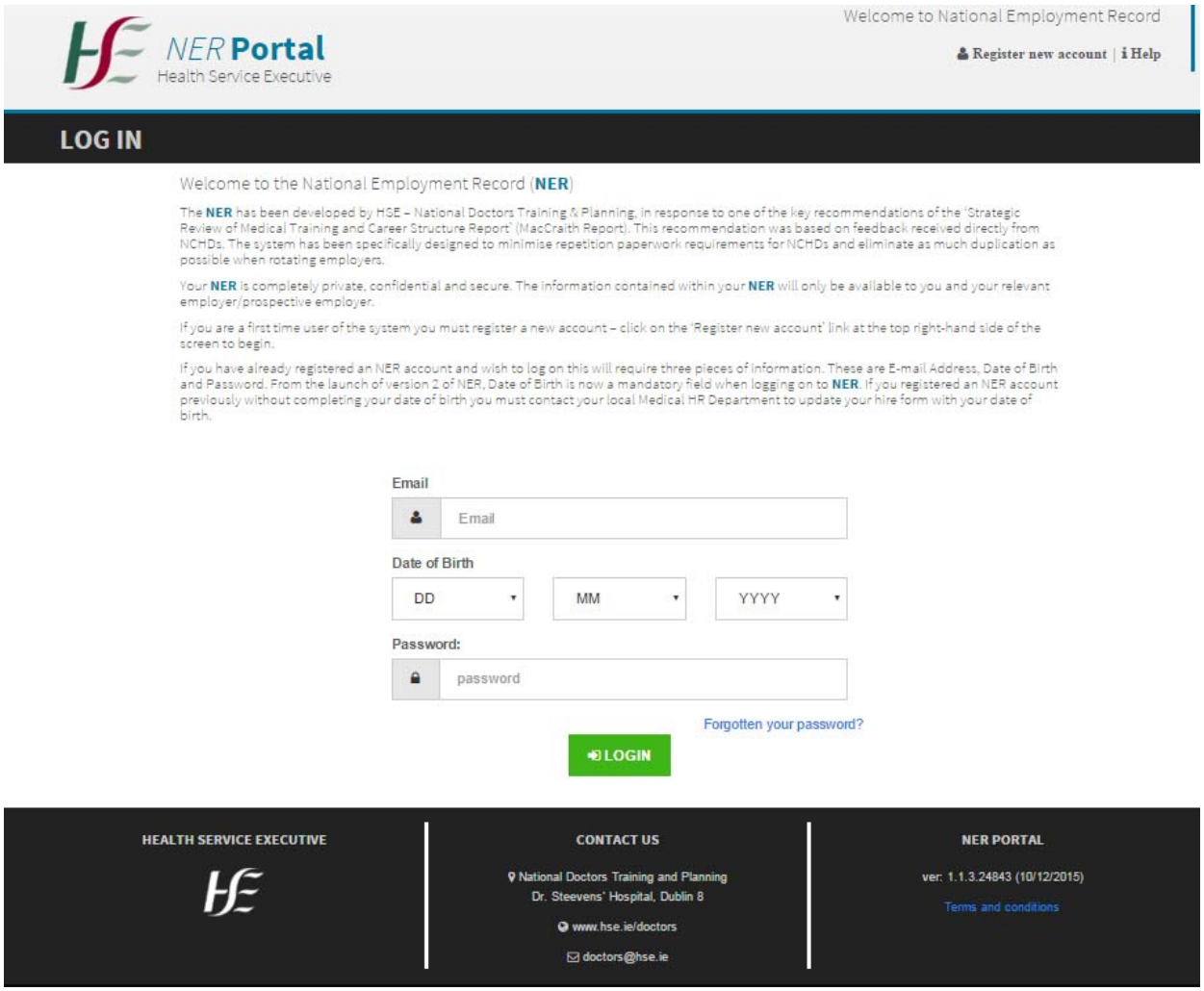
The 'i Help' icon on the top right hand side of the screen will provide assistance if required.

1.3 Completing Registration Fields

Once the NCHD has clicked the 'Register new account' button the required fields (marked with an asterisk) must be completed to register.

The Irish Medical Council registration number should be entered when registering however if the NCHD has not yet been issued an IMC registration number (e.g. a recently appointed Intern awaiting registration) they may proceed however they must select an employment site from the Clinical Site Field.

If the IMC registration number is entered the First Name, Last Name and Clinical Site fields will automatically populate. These fields will be grayed out and cannot be overwritten.



1.4 Creating a password

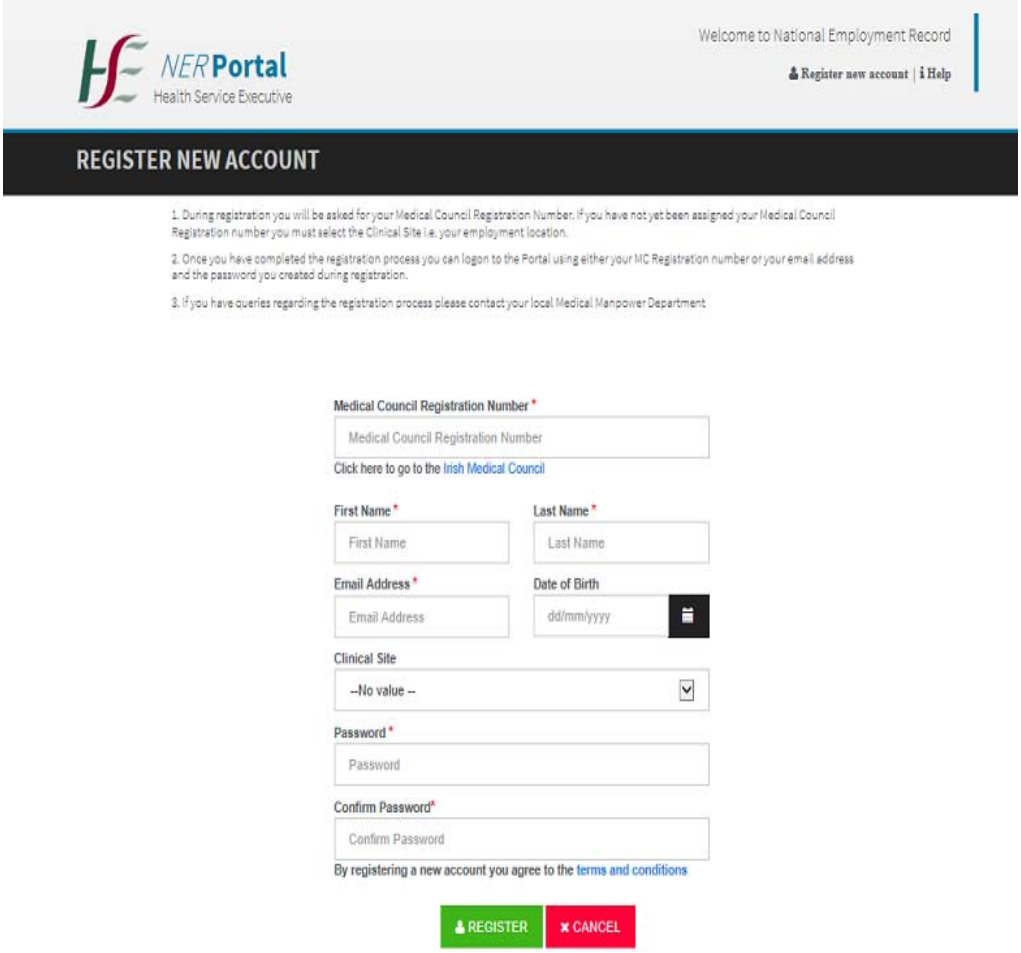
The NCHD is required to provide their email address and date of birth. They must also create a password to access their portal account.

The portal conforms to the HSE Password policy. Therefore it 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

1.5 Terms & Conditions

By registering the NCHD is agreeing to the terms and conditions of the NER Portal Account. The terms and conditions of use should be read before completing registration. There is a link above the 'Register' button to view the T&Cs.

There is also a link to the T&Cs on the landing page on the portal Dashboard in the lower right hand section.



1.6 Logon screen

Following registration the NER account can be accessed by logging in using the email address, date of birth and password.

1.7 NER Hire Form

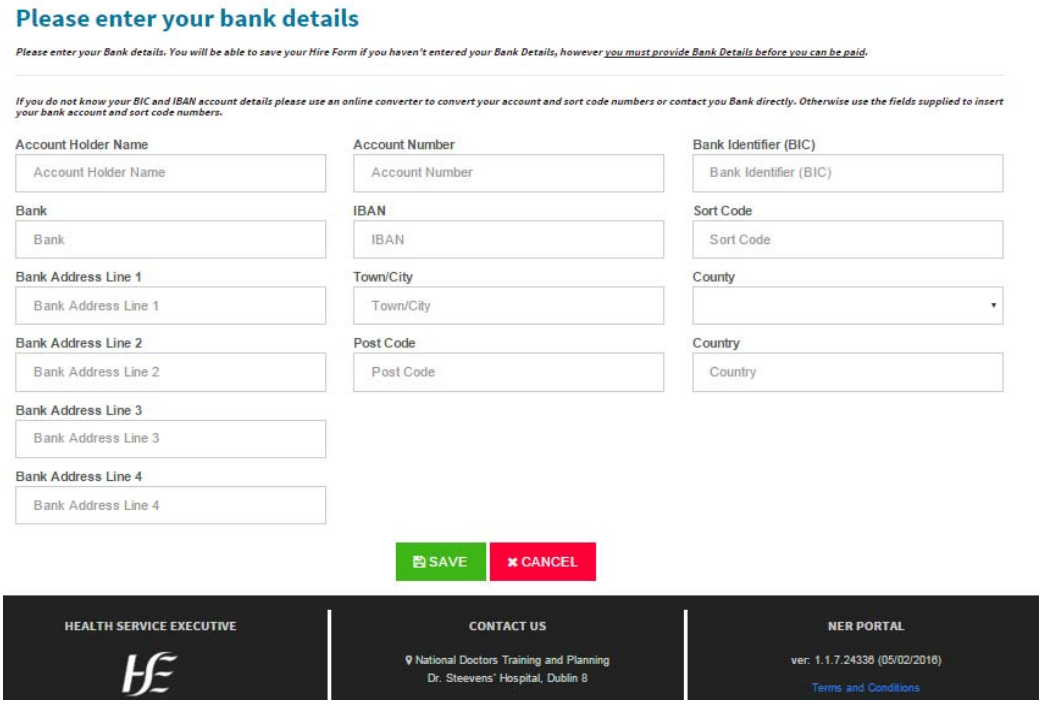
The NER Hire Form will automatically open. All mandatory fields marked with an asterisk must be completed before the Hire form can be saved. Each section, Personal Details, Contact Details, Next of Kin, and Bank Account Details should be completed.

If some required (but not mandatory) fields are left blank a warning alert will appear advising the NCHD that they can save the Hire Form, but it will automatically open each time the NER Portal Account is accessed until all sections are complete.

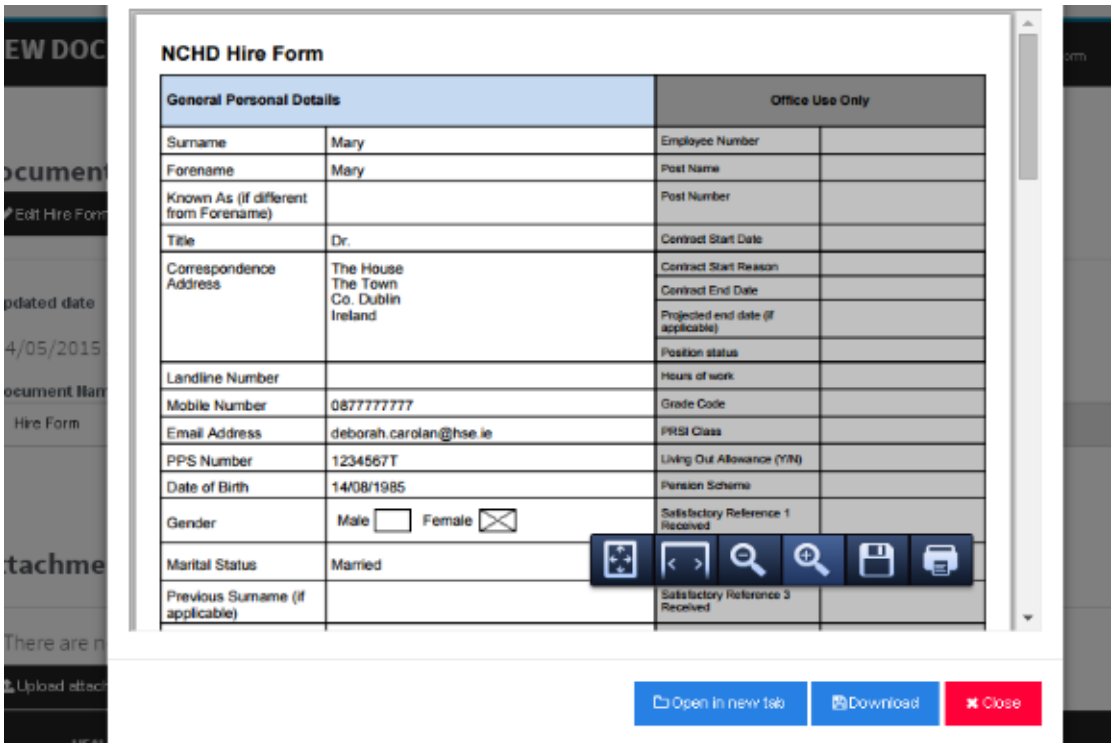
1.8 Bank Account Details

In order to receive salary payments the NCHD must enter their Bank Account Details. BIC and IBAN account numbers are preferred however bank account and sort codes will also be accepted. Online converters are available to assist if required, e.g. https://ipsosepaservice.sentenial.com/ipso/

The NER Portal is secure and protected by a Secure Socket Layer (SSL) certificate. The browser displays 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. **For security reasons the NCHD should not allow the browser to save their password.**



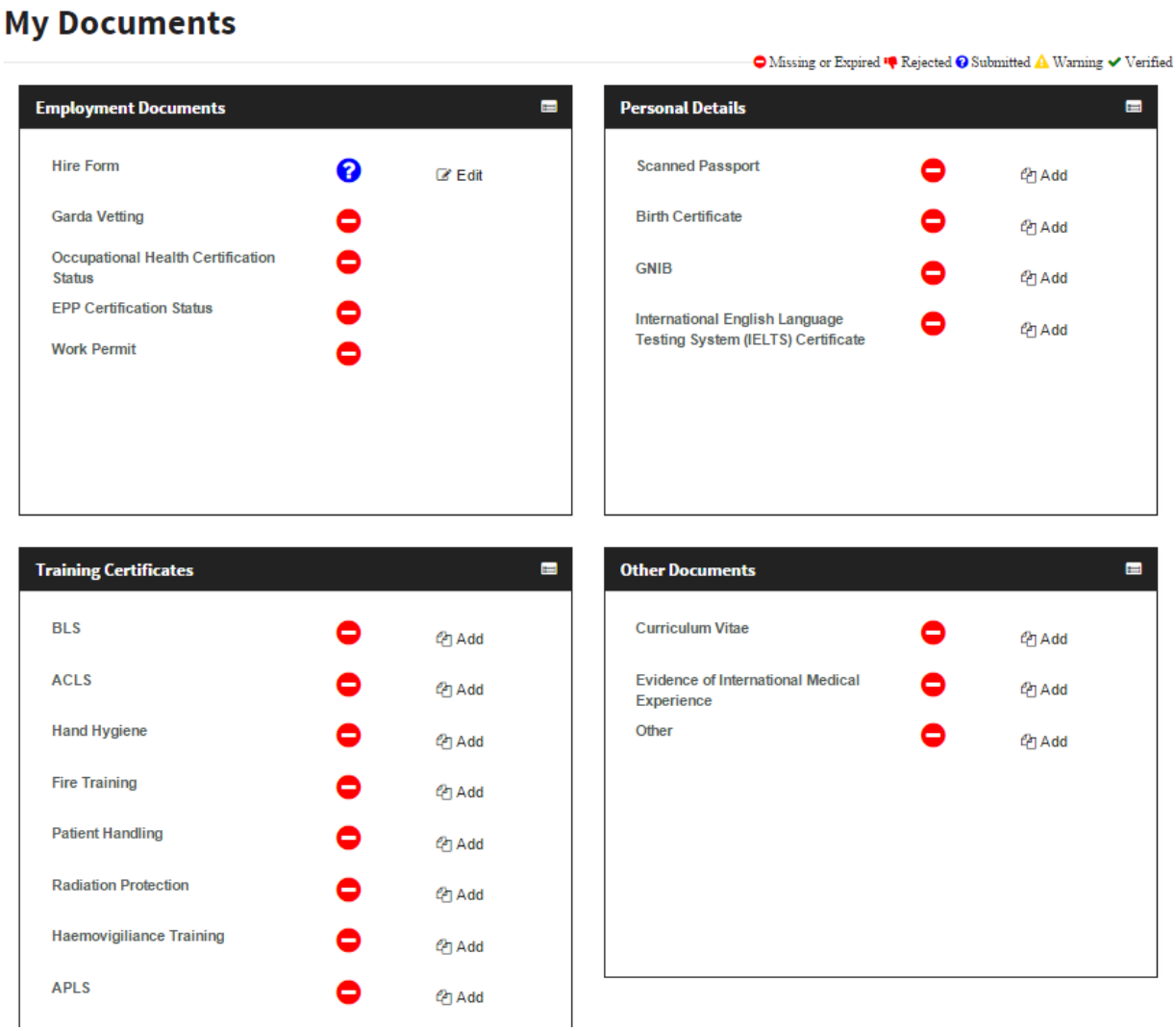
To update the Hire Form the NHCD can either click the edit button beside the form on the dashboard, or edit the document when it automatically opens on entering the NER Portal. The user also has the option to click the 'view' button and from here can simply view, print or download their Hire Form.



1.9 Portal Dashboard

When the Hire Form has been saved the system automatically shows the Portal Dashboard (see screen below)

The dashboard allows the NCHD to add documents such as ACLS/BLS, Hand hygiene, Fire Training etc. It will also allow them to view documents that Medical HR has added, such as Garda Vetting and Occupational Health for example.

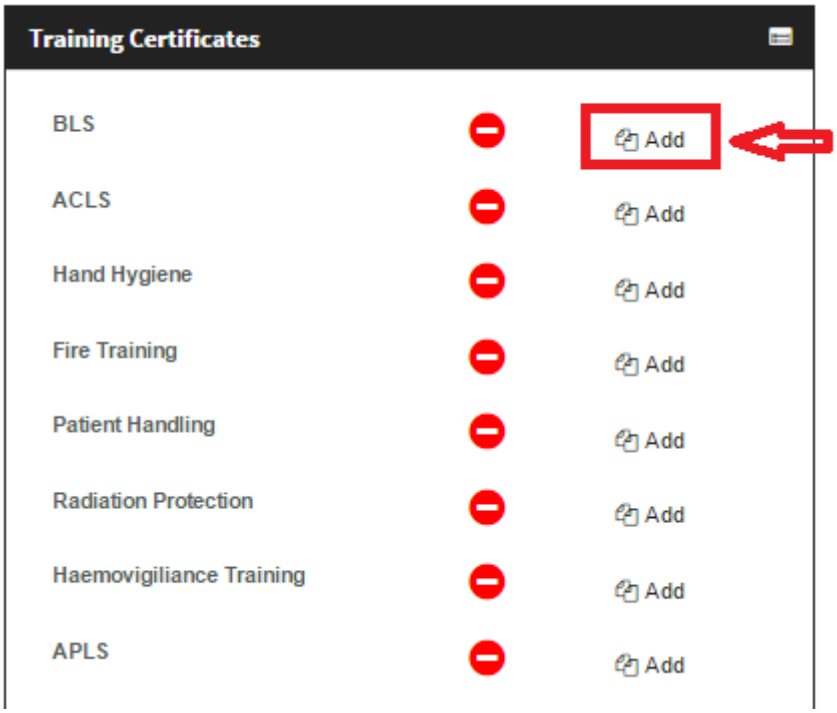

My Documents
Missing or Expired
Rejected
Submitted
Warning
Verified
Employment Documents
Hire Form
Edit
Garda Vetting
Occupational Health Certification Status
EPP Certification Status
Work Permit
Personal Details
Scanned Passport
Add
Birth Certificate
Add
GNIB
Add
International English Language Testing System (IELTS) Certificate
Add
Training Certificates
BLS
Add
ACLS
Add
Hand Hygiene
Add
Fire Training
Add
Patient Handling
Add
Radiation Protection
Add
Haemovigiliance Training
Add
APLS
Add
Other Documents
Curriculum Vitae
Add
Evidence of International Medical Experience
Add
Other
Add

1.10 Uploading a Document to the dashboard

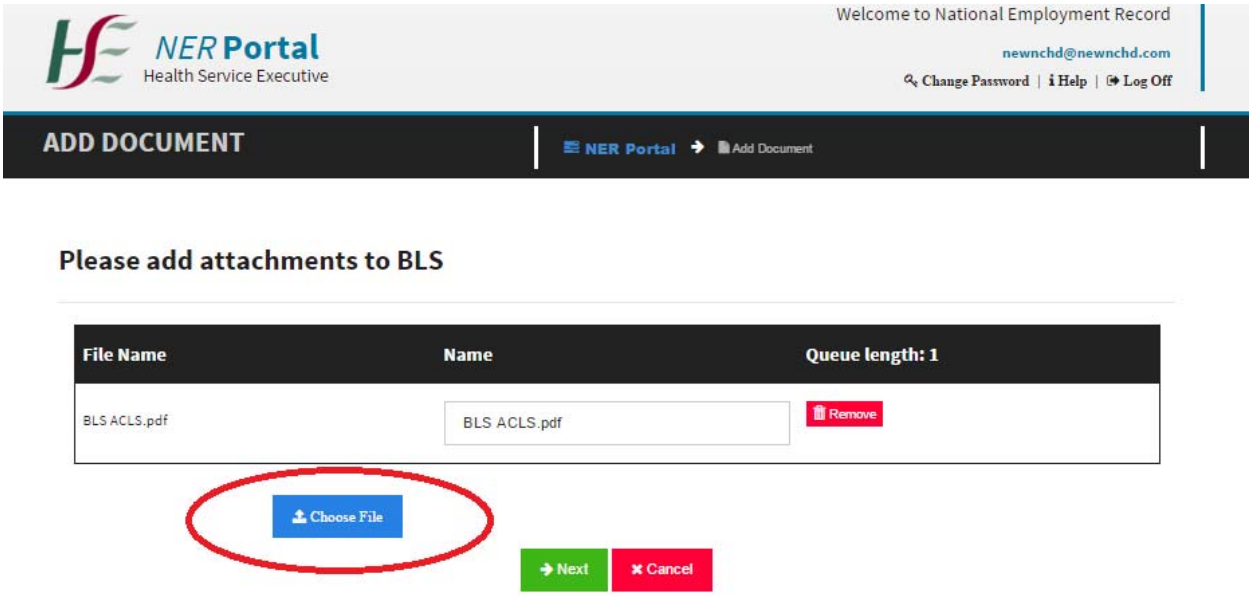
NCHDs are required to use the Dashboard to upload 'Add' all of their relevant documents/certificates in the Personal Details, Training Certificates and Other Documents sections.

Documents can be uploaded in two ways; by taking a Photo or by scanning and saving a document to your device.

(i) First click 'Add' on your dashboard beside the relevant certificate



(ii) Then click 'Choose File'



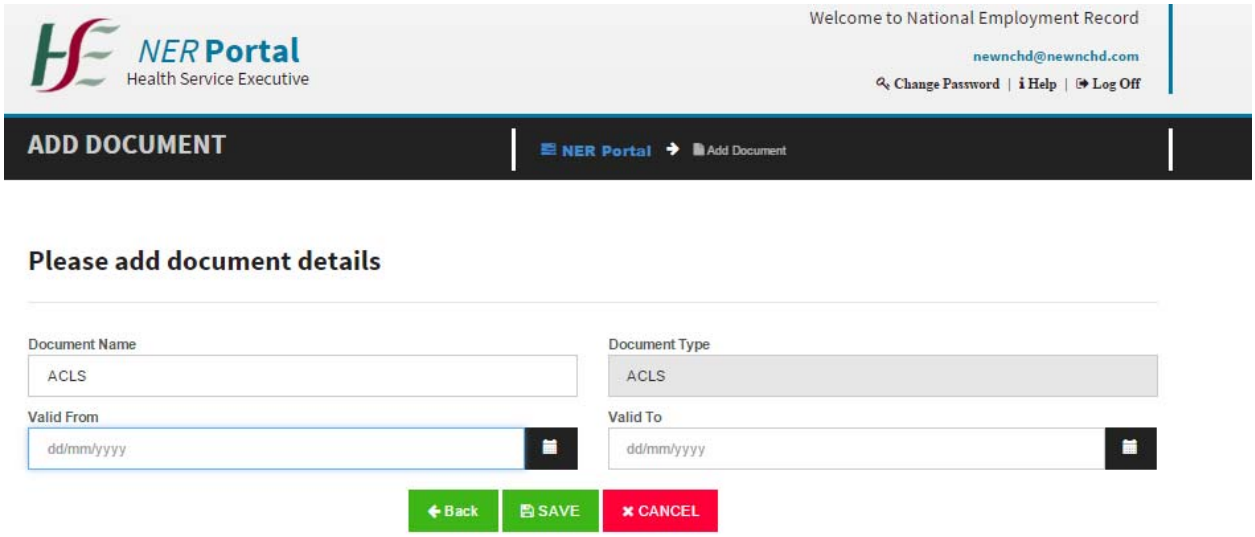
(iii) Choose the option to either take a photo if the device has a camera (e.g. phone or tablet) or select the relevant document saved on the system

(iv) If the take a photo of your certificate option is chosen there is an option to either retake or use the picture

(v) If the option to select a certificate already saved to the system is picked, the NCHD must 'Choose' the file from the location it has been saved in, then click 'Open' and 'Upload'

(vi) Once the photo or saved document has been selected, the document name can be entered. Click the 'Next' button

(vii) Enter the document valid from date if applicable (the valid to date will automatically populate where relevant)

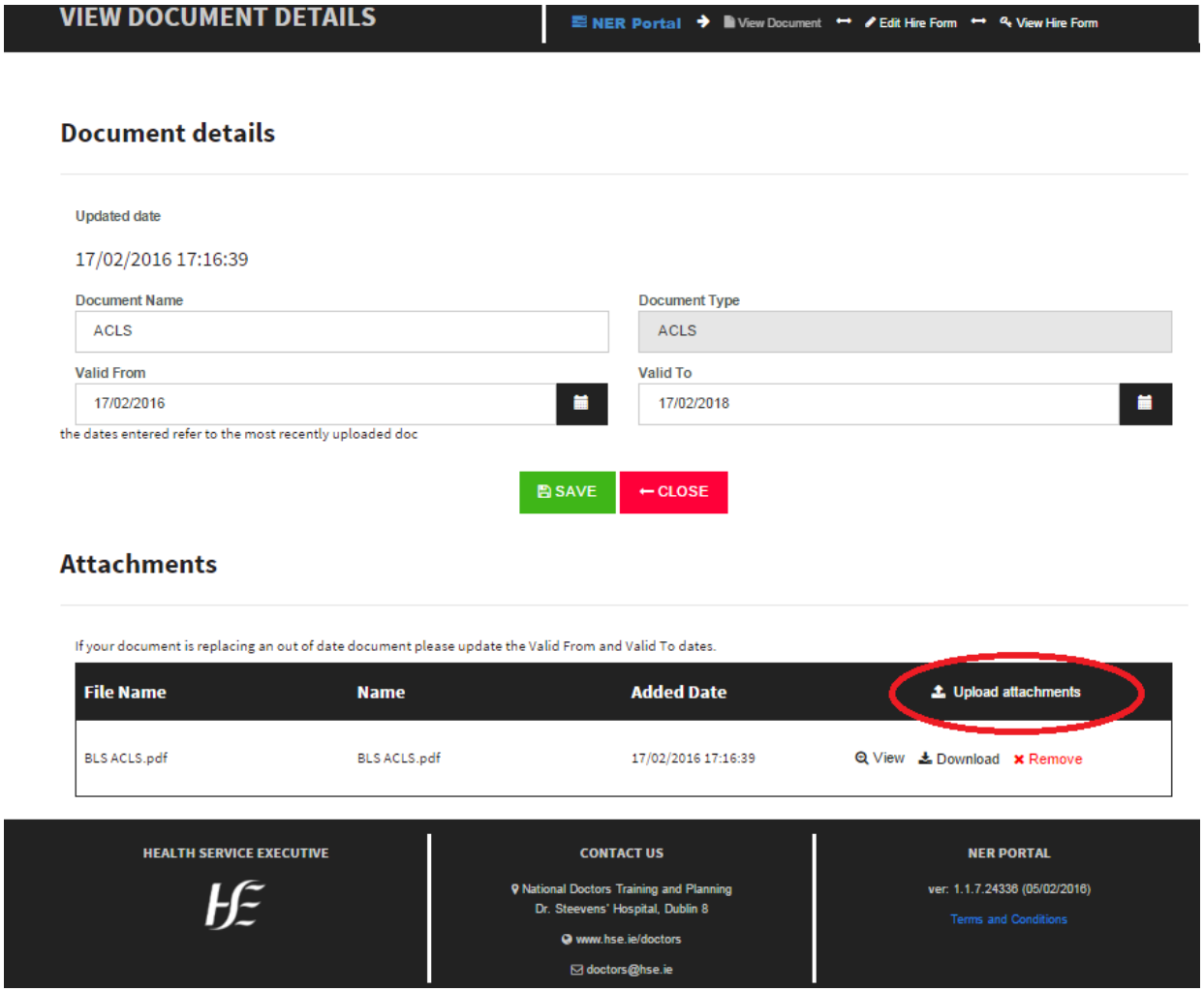


(viii) Next click ‘Save’ and then click ‘Close’

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

Medical HR Department/Employer will upload the required documents in the Employment Documents section.

Once uploaded Portal users can print, view or download their documentation. Incorrectly uploaded documents can be removed prior to verification by Medical HR Department and documents can be replaced as necessary.



Once documents have been added, dates cannot be edited by the user if Medical HR has verified the document on the MPS NER.

1.11 Email Reminders

In order to assist the NCHD in keeping their portal account up to date they will receive emails automatically from NER reminding them when documents are nearing expiry or expired (the first email will issue 90 days prior to expiry, then 60, 30 and finally on expiry of the certificate.

These date driven email reminders will relate to certificates such as Occupational Health, EPP and Garda Vetting for example.

Medical HR will be copied on these email alerts so that when essential documents are nearing expiry or expired action can be taken.

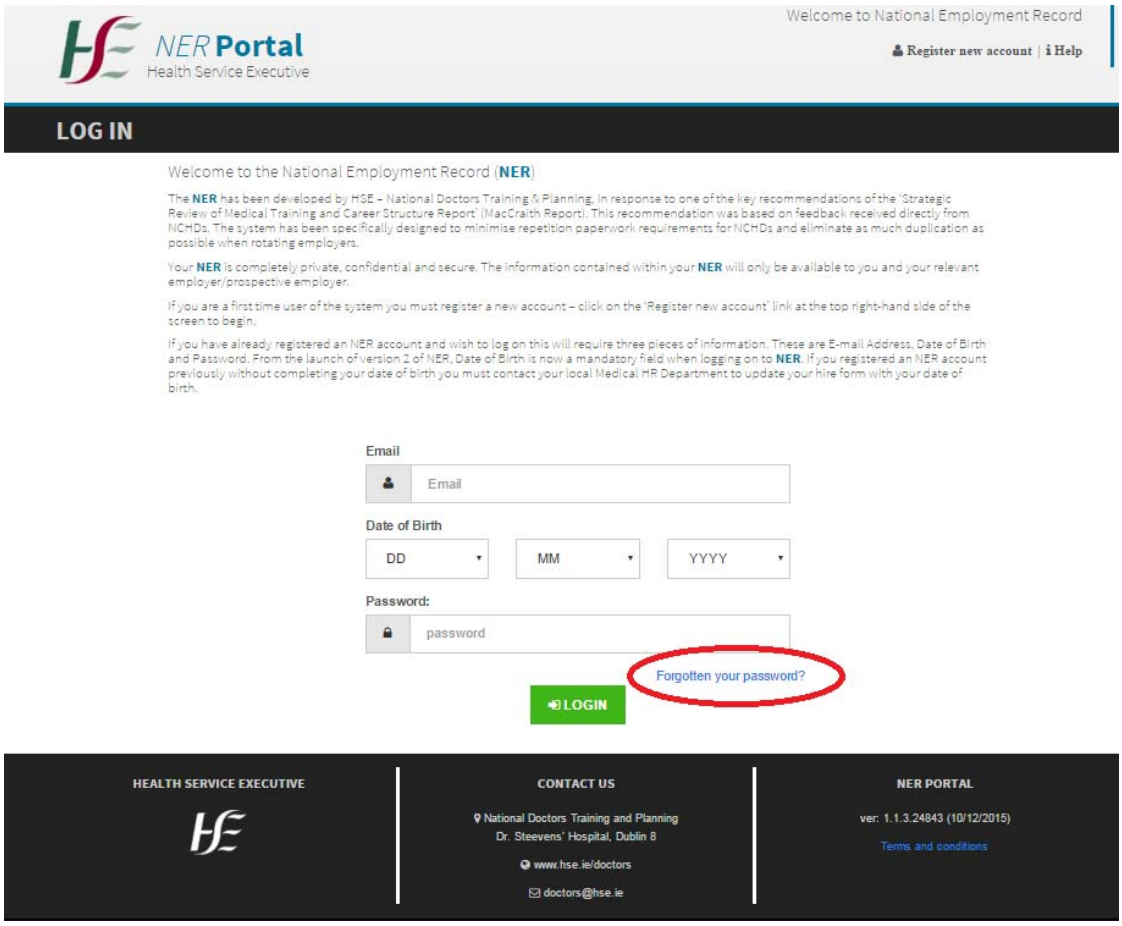
1.12 Account Visibility

In order to assist the pre-employment process, Medical HR will not only be able to view the accounts of those NCHDs in their employment but also those NCHDs matched to a post on their site provided the start date is within the next 12 months.

Another facility available is access to an NCHDs portal account up to 2 months following their rotation to another employer. This will ensure that any outstanding documentation yet to uploaded by the previous employer can be added with minimum disruption to the NCHD or next employer.

1.13 Forgotten Password

If a user has forgotten their password they can click the ‘forgotten your password’ link. The user will be asked to enter their email address and click ‘reset password’. An email will be sent to the user with a link to a ‘Change Password’ screen.

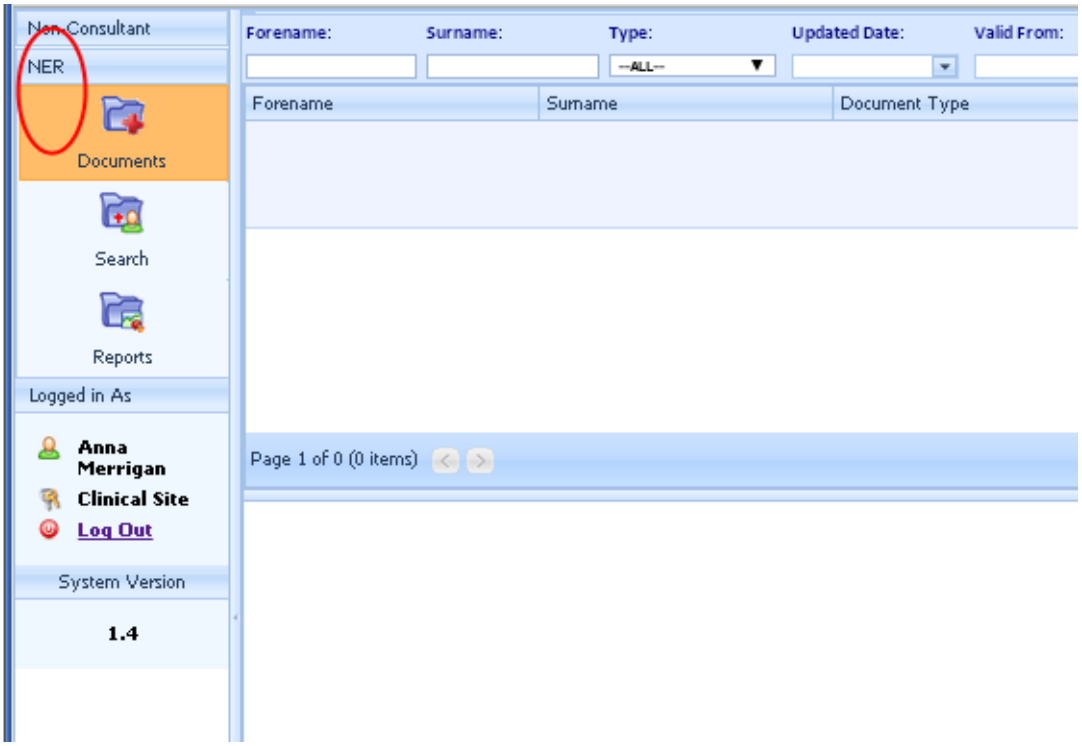

NER Portal
Health Service Executive
Welcome to National Employment Record
Register new account | Help
LOG IN
Welcome to the National Employment Record (NER)
The NER has been developed by HSE – National Doctors Training & Planning, in response to one of the key recommendations of the 'Strategic Review of Medical Training and Career Structure Report' (MacCraith Report). This recommendation was based on feedback received directly from NCHDs. The system has been specifically designed to minimise repetition paperwork requirements for NCHDs and eliminate as much duplication as possible when rotating employers.
Your NER is completely private, confidential and secure. The information contained within your NER will only be available to you and your relevant employer/prospective employer.
If you are a first time user of the system you must register a new account – click on the 'Register new account' link at the top right-hand side of the screen to begin.
If you have already registered an NER account and wish to log on this will require three pieces of information. These are E-mail Address, Date of Birth and Password. From the launch of version 2 of NER, Date of Birth is now a mandatory field when logging on to NER. If you registered an NER account previously without completing your date of birth you must contact your local Medical HR Department to update your hire form with your date of birth.
Email
Email
Date of Birth
DD
MM
YYYY
Password:
password
Forgotten your password?
LOGIN
HEALTH SERVICE EXECUTIVE
CONTACT US
National Doctors Training and Planning
Dr. Steevens' Hospital, Dublin 8
www.hse.ie/doctors
doctors@hse.ie
NER PORTAL
ver: 1.1.3.24843 (10/12/2015)
Terms and conditions

Section 2 Medial HR: Medical Practitioner System (NCHD Database) NER

2.1 Logging onto MPS and accessing NER

Access to MPS must be applied for through NDTP. If you already have access to the system you will automatically see the NER portal.

Once you have logged onto the Medical Practitioner System (NCHD database) the NER tab on the left hand side of the screen will be visible.



There are three options within the tab; Documents, Search and Reports

(i) Documents – this tab allows you to search for all of the documents submitted to your site by NCHDs in your employment. Filtering options include by account status, document type, and NCHD name

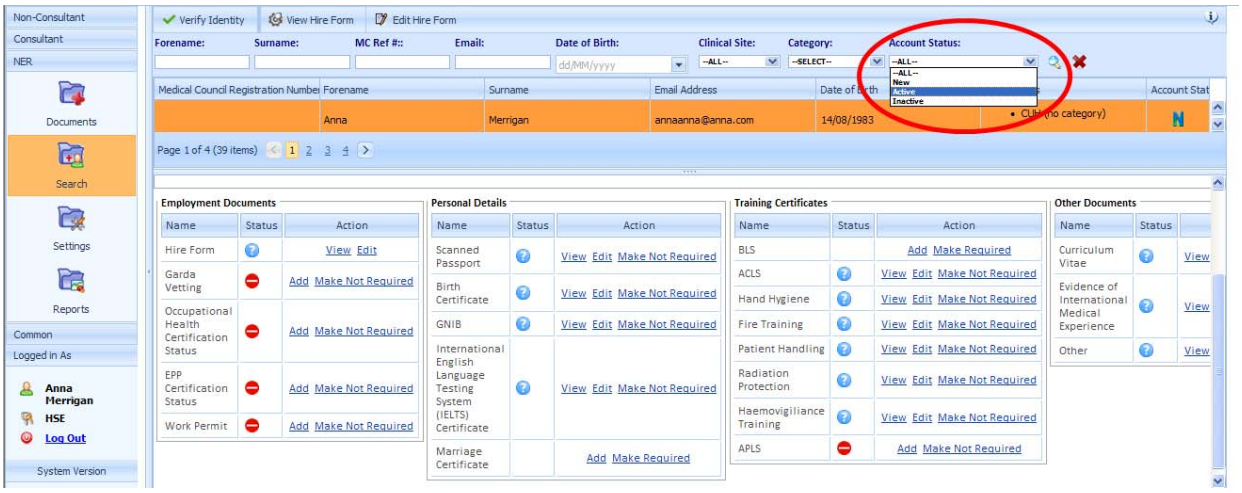
(ii) Search – this tab allows you search for individual NER accounts. Once you have selected an account you will have visibility of the NCHDs NER dashboard (see section 2.2)

(iii) Reports – There are a number of useful reports you can run and more detail of these is provided in section 2.9

2.2 Search for an NCHD

You must select 'all' from the drop down menu of account type if you wish to see all accounts otherwise you can filter by selecting 'active' or 'new'.

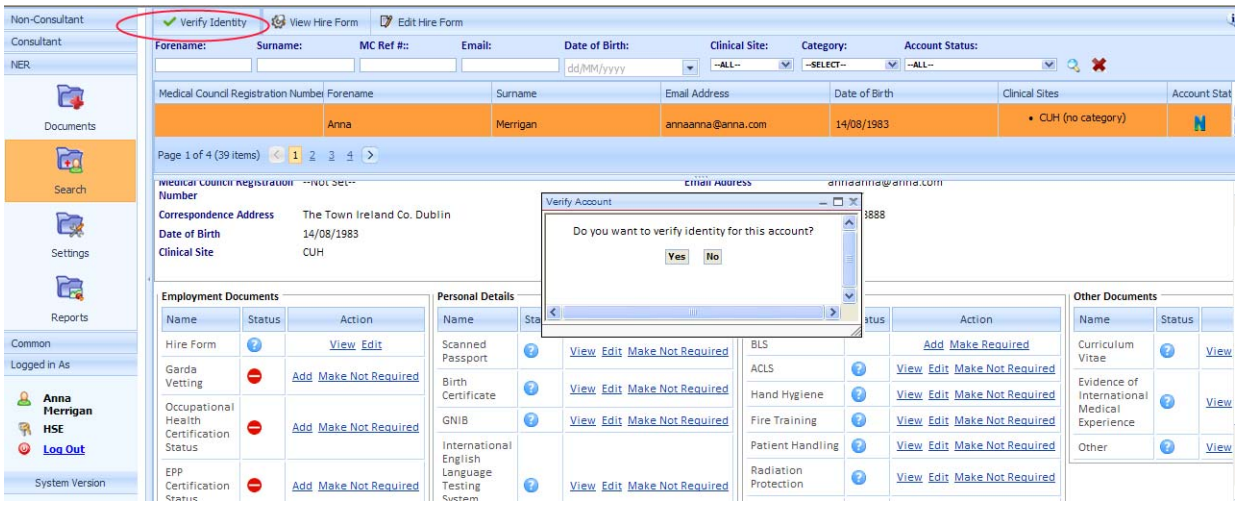
When you have found the NCHD account you are searching for, double click on their name to display the MPS dashboard view.



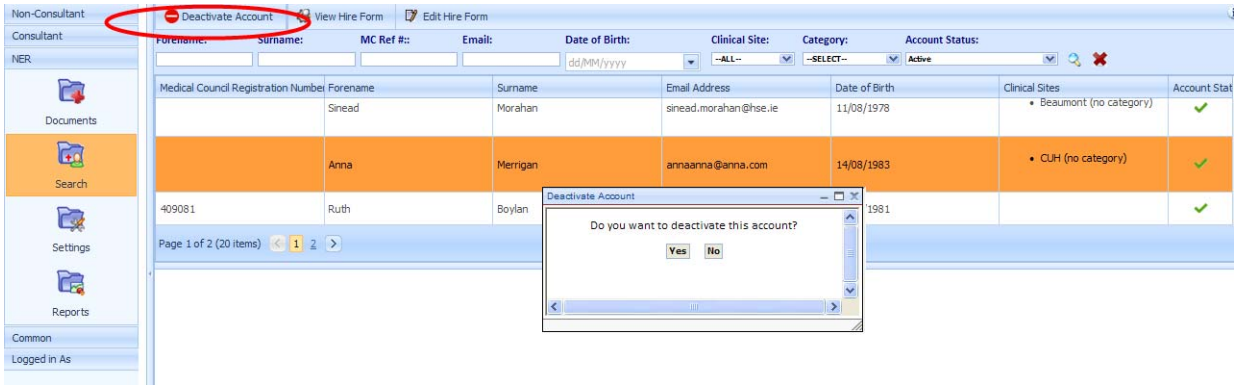
The MPS dashboard view will list all documents both mandatory and optional.

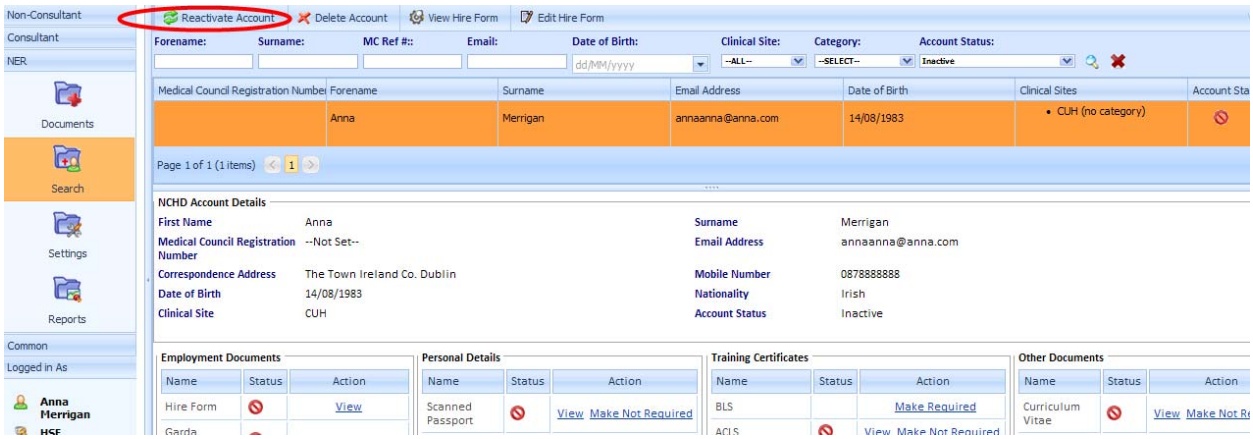
2.3 Verify an NCHD and Deactivate and Account

To verify an account so that its status moves from new to active you must first double click on the NCHD's name and at the top left hand side of the screen select the 'verify identity' button.



An account will automatically deactivate after 12 months if not in use. There is also an option for you to deactivate an account if required. Highlight the NCHDs account by double clicking on their name and select 'Deactivate Account' on the top left-hand corner of the screen.



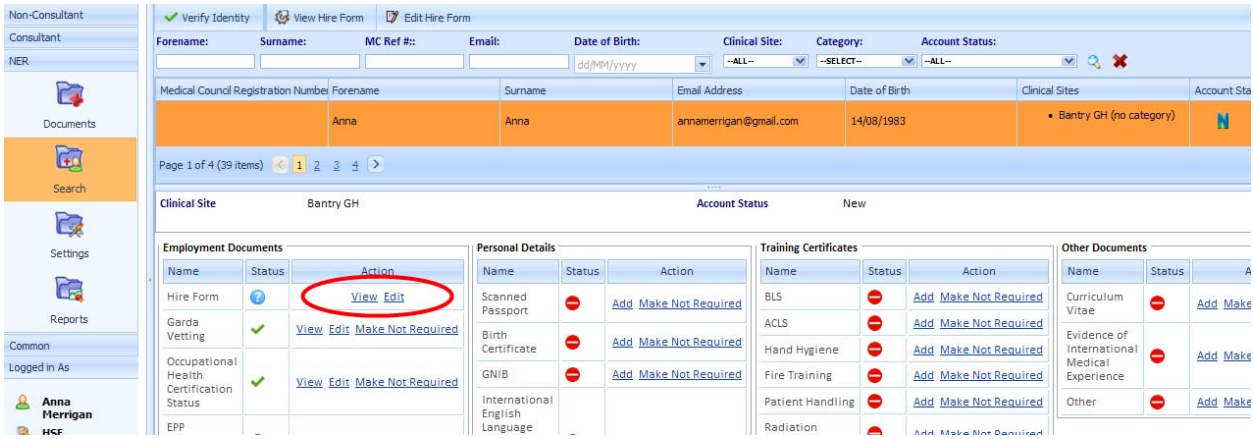


You can also reactive an account. Highlight the NCHDs account by double clicking on their name and select 'Reactivate Account' on the top left-hand corner of the screen.

The 'Delete Account' option is only available to NDTP. This option should rarely be required but should you need to delete an account you can request this by emailing doctors@hse.ie

2.4 View and Edit Hire Form

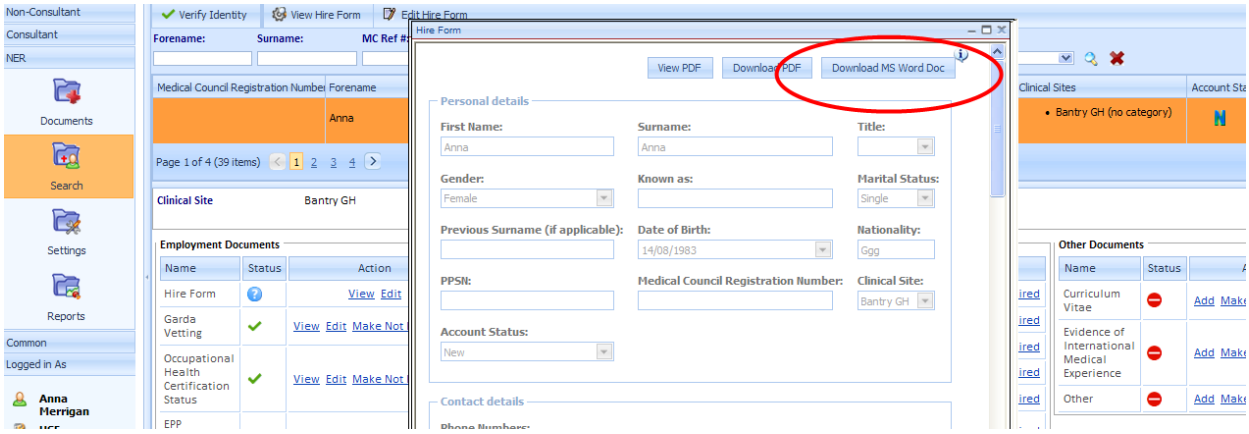
Select relevant NCHDs account by double clicking on their name. Click either view or edit.



If you are editing the Hire Form, remember to click save at bottom of form when you have made the relevant changes.

To view in PDF click view PDF.

There are two options when downloading the NER Hire Form. You can select PDF or MS Word. If you select MS Word the system will allow you edit and save the 'Office Use Only' which will eliminate printing the form and handwriting the relevant payroll, completing the checklist etc.



If an NCHD makes a change to a verified Hire Form, it will automatically be resubmitted to Medical HR. This will ensure that you are aware of any changes to address or bank details for example that an NHCD might make. The relevant change will also be highlighted so that it is easy for you to detect exactly what change was made.

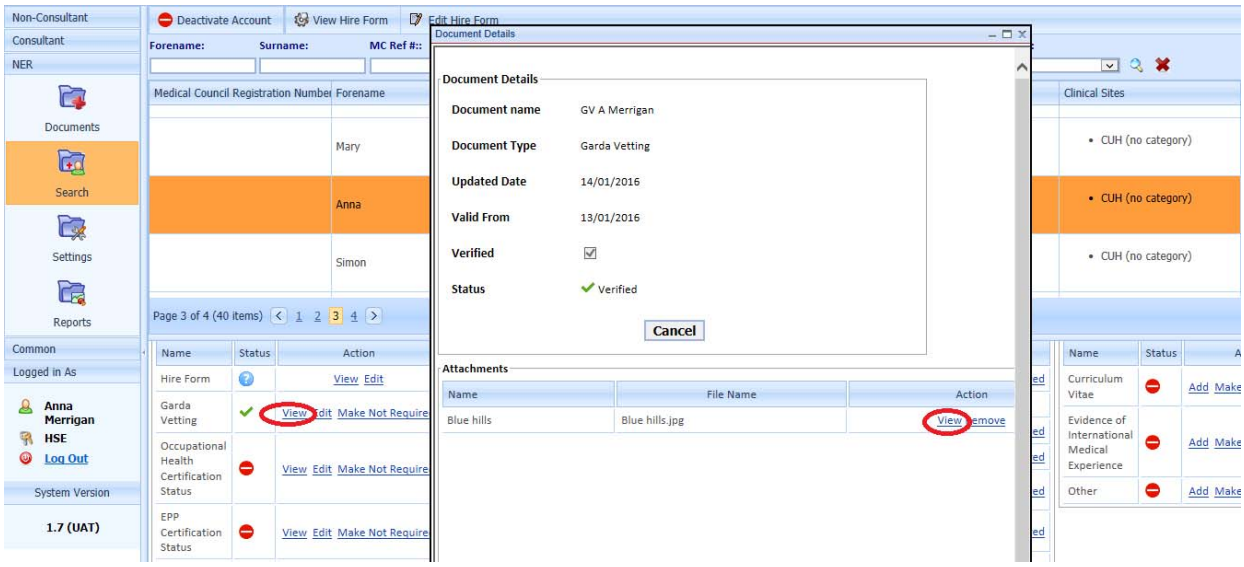
2.5 View, Edit, Add and Print a document

The individual NCHD is responsible for uploading through their portal account their personal e.g. Birth Cert, training e.g. BLS and other e.g. CV documentation. However, Medical HR can also upload these documents if necessary.

Medical HR is responsible for uploading Employment Documents such as Occ Health, EPP, Garda Vetting and Work Permits.

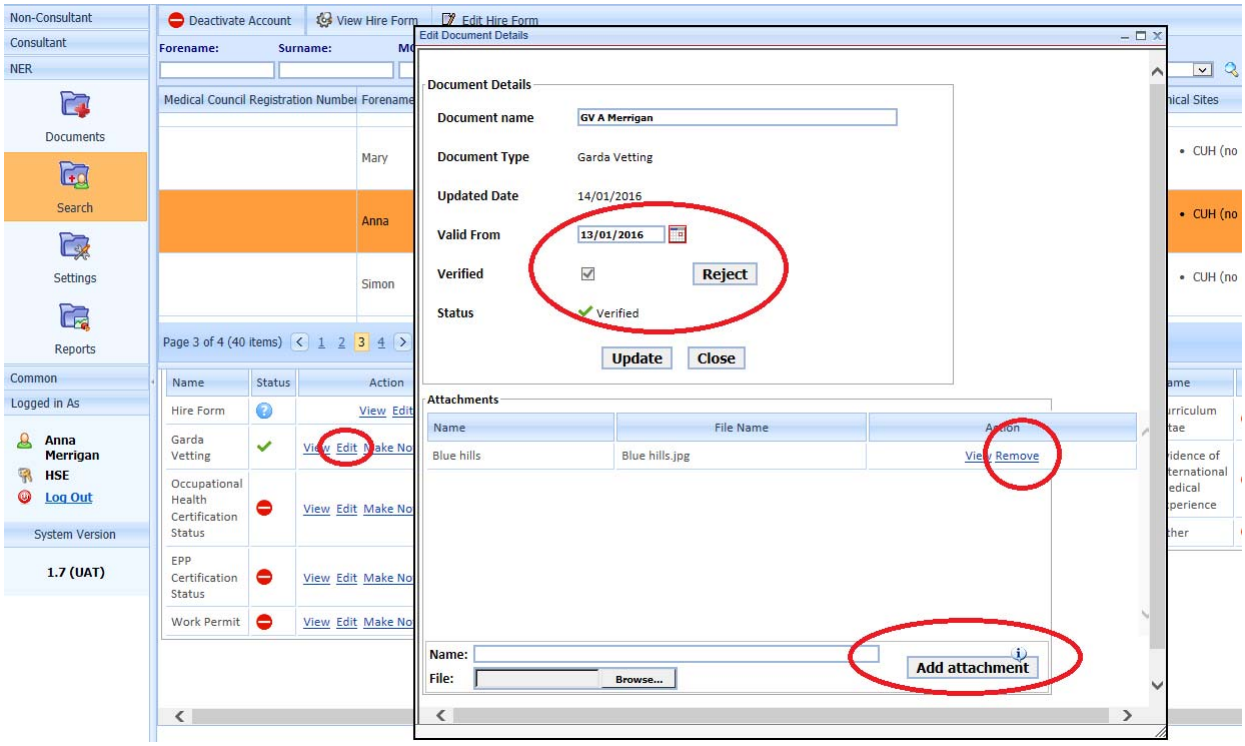
(i) View

From the search tab, double click on the NCHDs account. When the dashboard appears, you can view a document by clicking 'view' beside the relevant document.



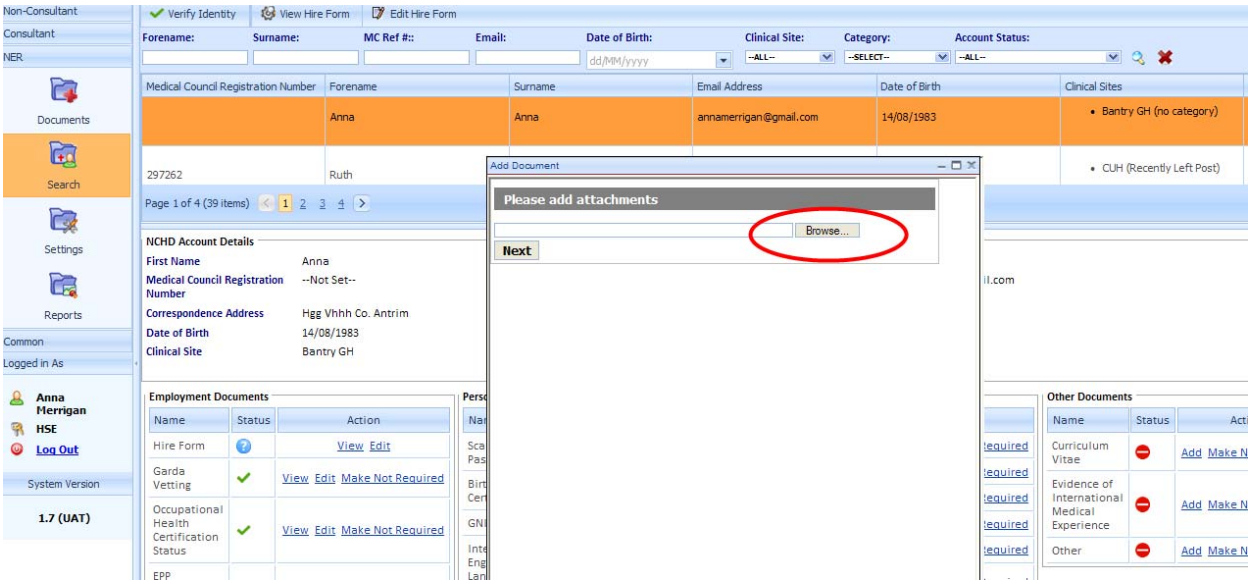
(ii) Edit

Likewise to edit a document click 'edit' button beside the document and make the necessary amendments such as changing dates, removing the document or adding a further document.



(iii) Add

Another way to add a document is to click' add' beside the document type and the screen below will appear;

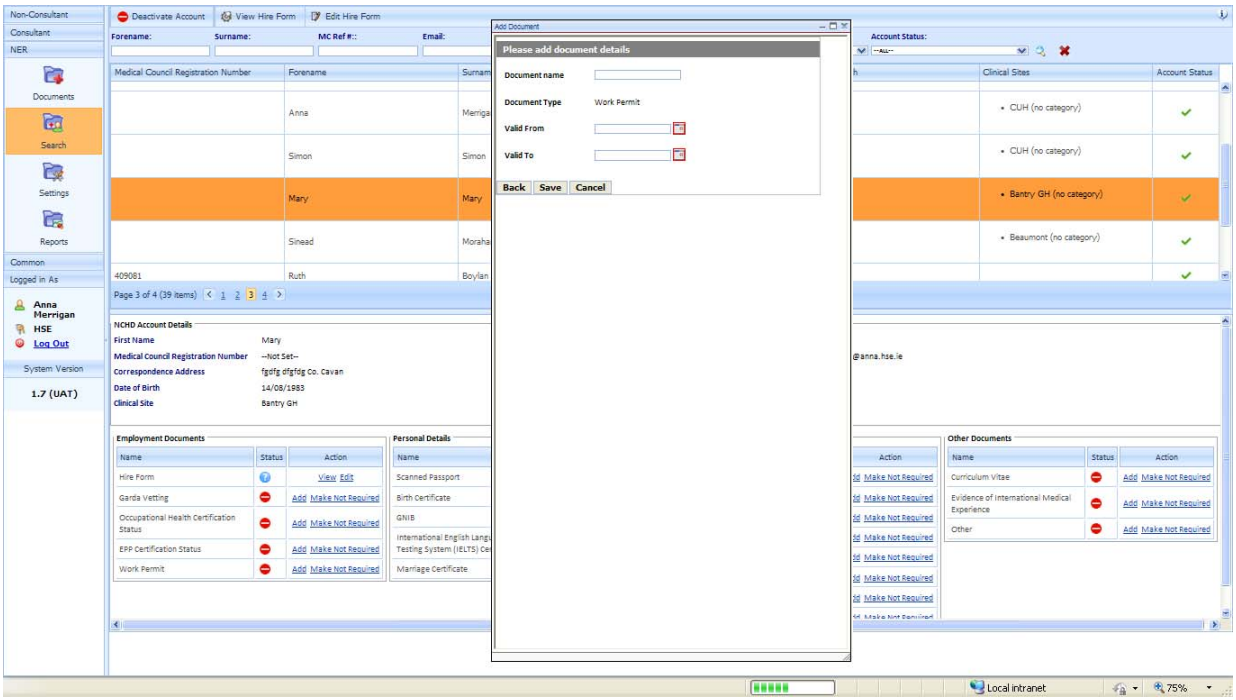


Click 'Browse' and select the document from where it has been saved on the hard drive. Then click 'Open' and 'Next'

Remember, you can only upload files in the following format; png, jpg or pdf.

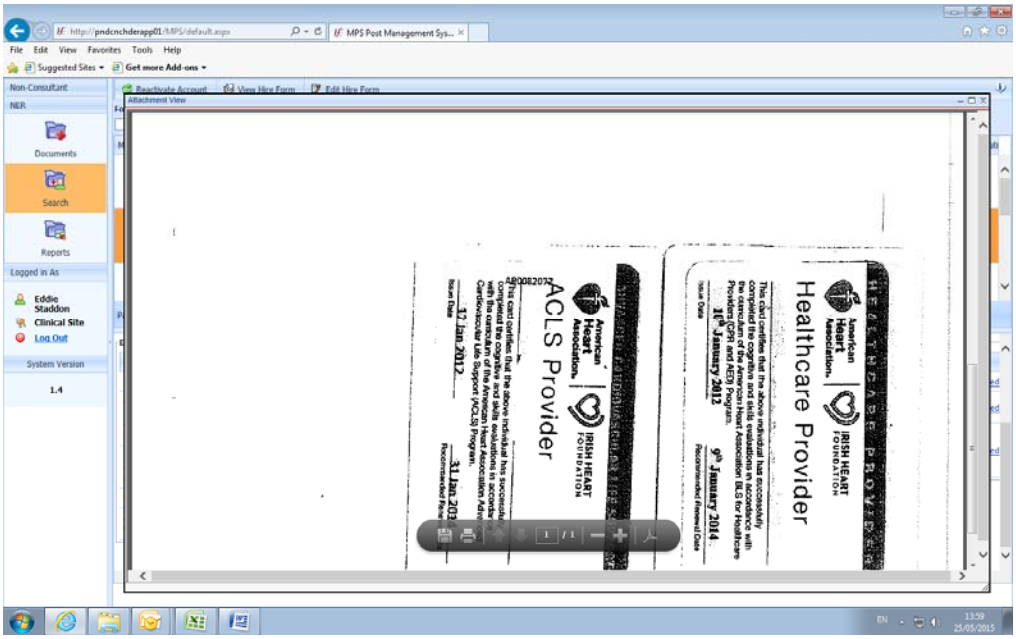
Type in the document name in the space provided. It is useful to name the document by its type and the NCHDs name this will ensure the right document is uploaded to the correct NCHDs account.

Some documents have dates associated with them. In the case of training certificates when a valid from date is entered, the valid to date automatically populates. In the case of a work permit you will need to enter the dates and in the case of occupational health and EPP please see section 2.7 below.



(iv) Print

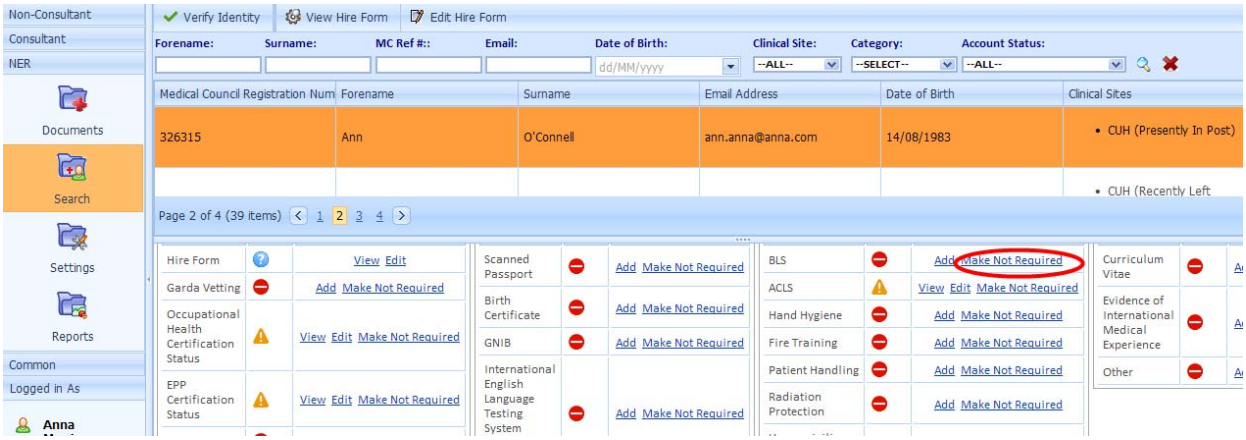
To print a document open the relevant document, hover the mouse over the bottom of the screen and the print icon will appear.



2.6 Documents Not Required

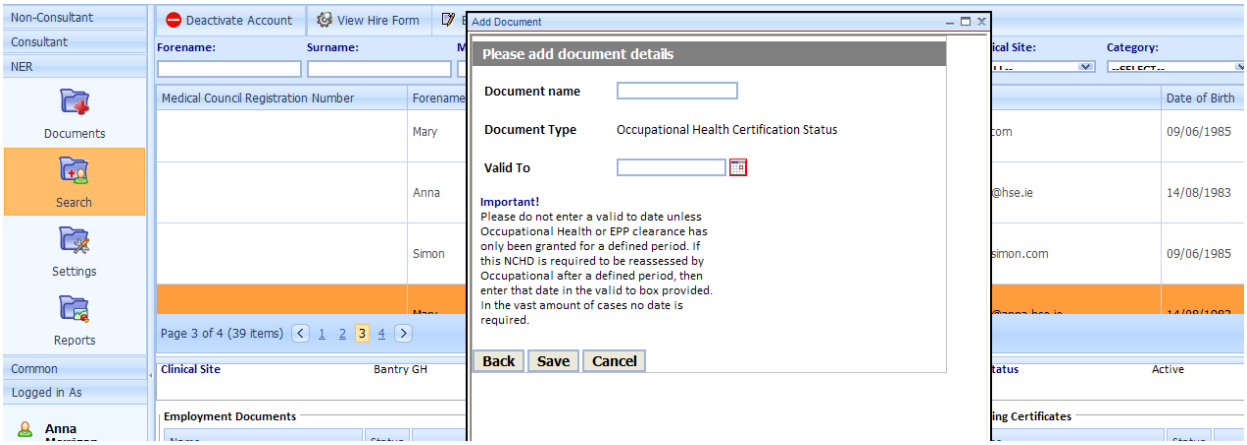
Remember, Medical HR can make certain documents not required, this is a really useful tool as it simplifies the NHCDs dashboard and when running report it will eliminate non-required documents from the calculations.

From the dashboard simply click on the not required button



2.7 EPP/Occupational Health*

Occupational Health and EPP are currently displayed as two documents types. Each of these documents will have a valid to date. **This date is not a mandatory field and should only be populated if someone is passed fit or cleared for EPP for a defined period e.g. 12 months.** In the cast majority of cases no date will be required.

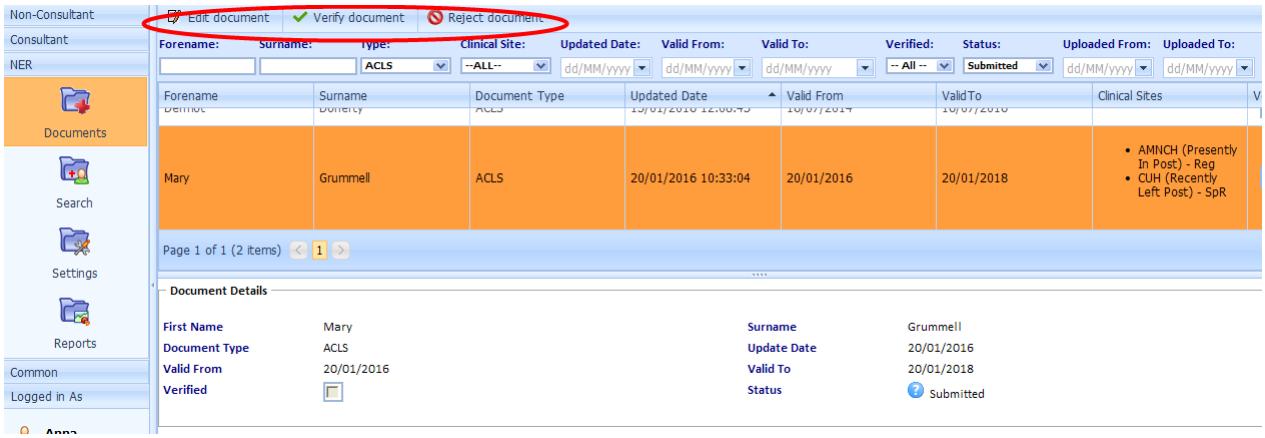


2.8 Verify and Reject documents

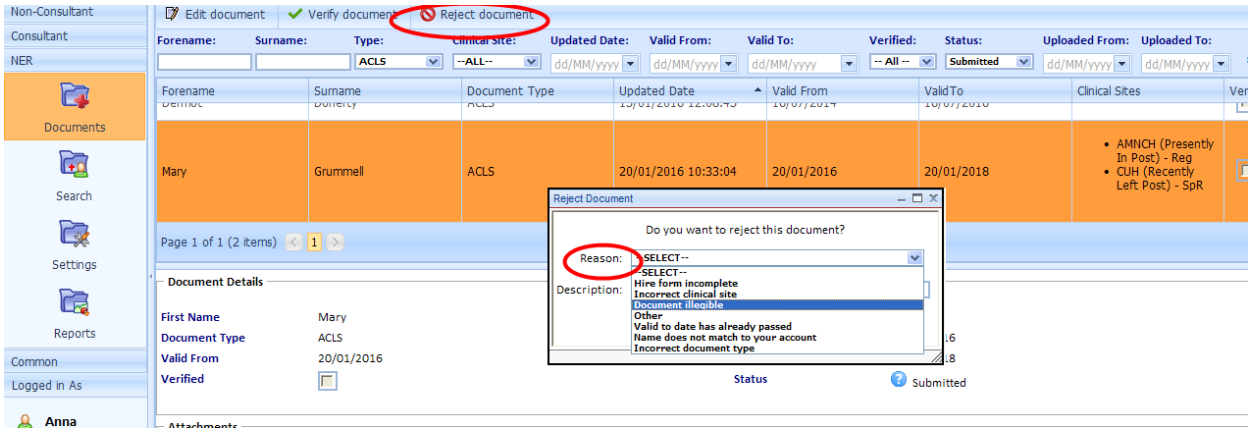
It is the responsibility of Medical HR to view the documents upload by each NCHD and verify or reject as required.

Click on the Documents tab and filter by 'submitted'. Once you are satisfied that a document is acceptable, i.e. is the correct document type, is legible, dates are correct, in the correct NCHDs name etc. you can then click the verify button at the top left hand side of the screen.

If the document is unacceptable you can reject the document and a drop down list will appear with a pre-defined list of reject reasons and a free text box. The system will generate an email to the NCHD explaining that the document was rejected the reason for rejection and requesting that they resubmit the document.



Edit, Verify or Reject a document.



Document Rejection dropdown list

2.9 Document Status Symbols

Missing or Expired Rejected Submitted Warning Verified

Missing or expired – This means a document has not been added or has expired

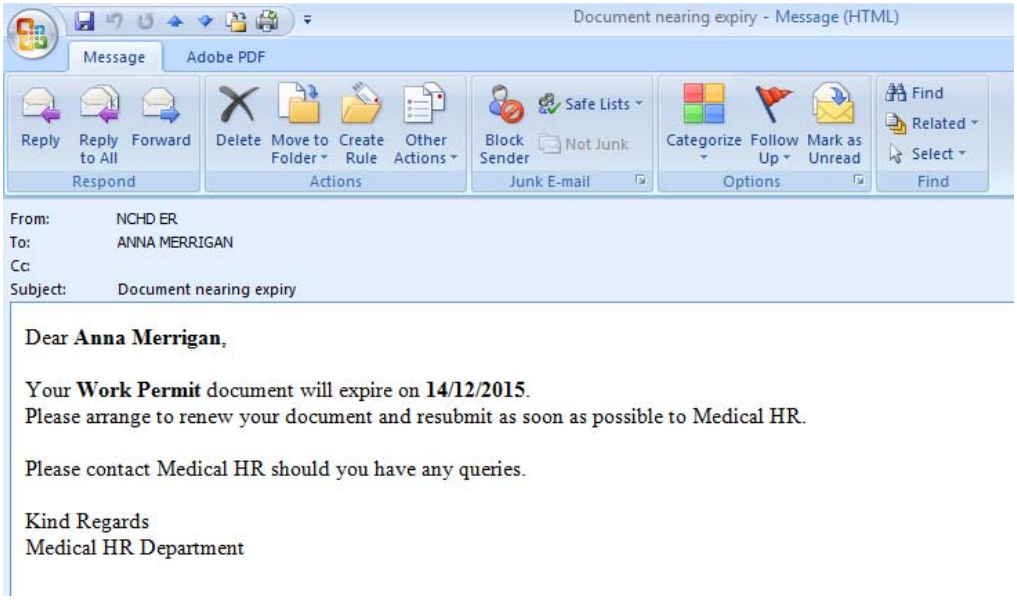
Rejected – This means that the document that has been uploaded by the NCHD has been rejected. The NCHD will receive an e-mail confirming the document has been rejected

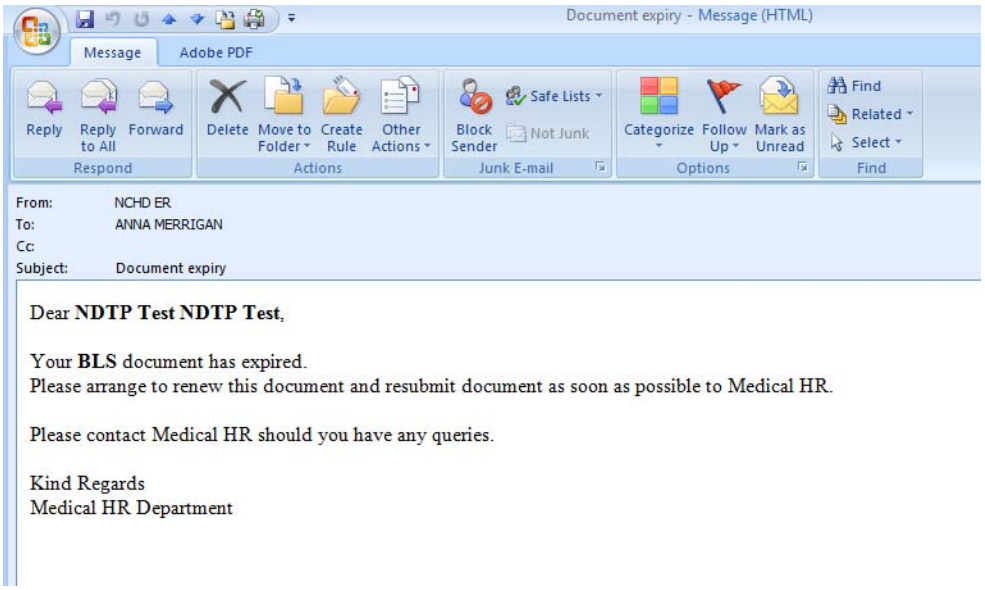
Submitted – This means that the Doctor has submitted a document that must be verified by the MMM

Warning – This means that the document will expire in 60 days or less. A reminder will be sent to the Doctor and the MMM

Verified – This means the document has been verified by the MMM and is in date

Sample Emails issued to NCHDs

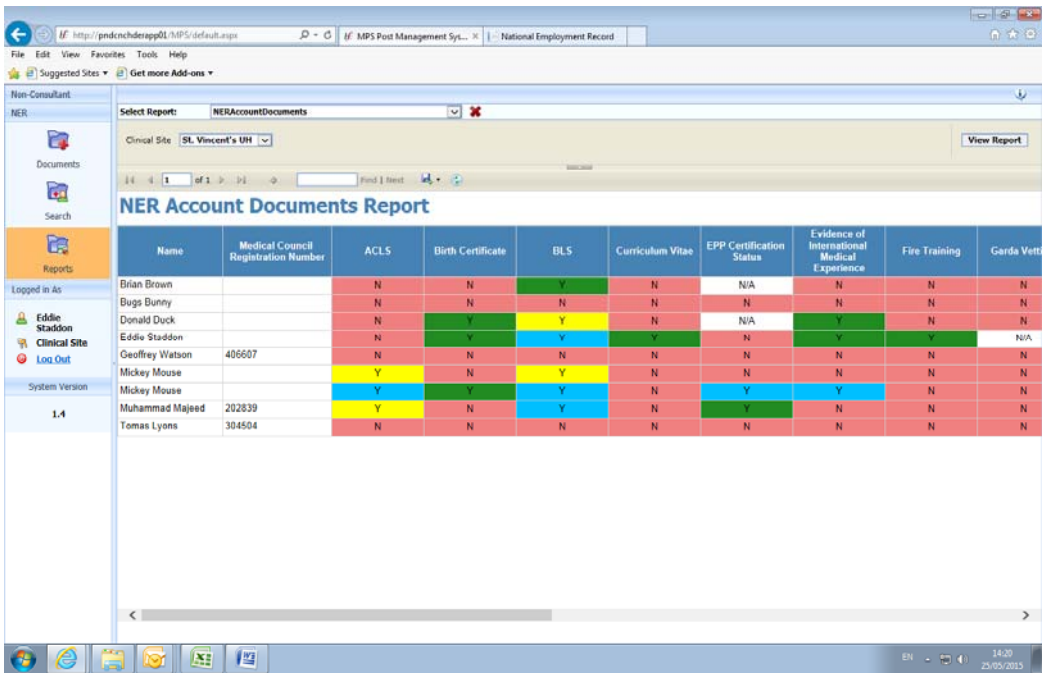




2.9 Reports

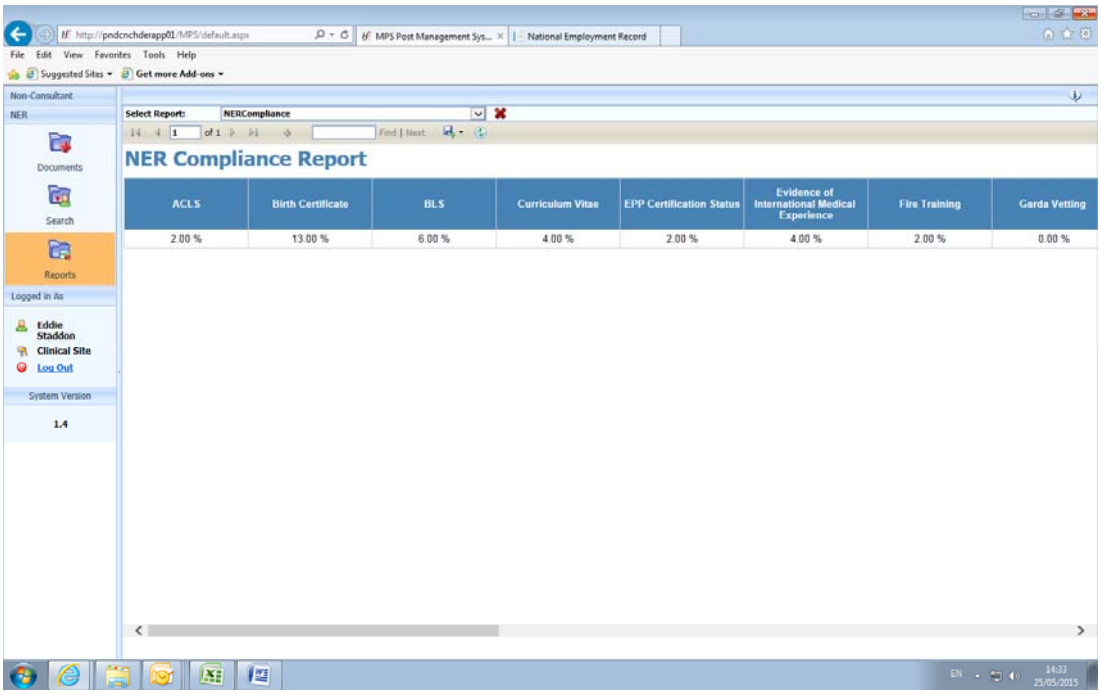
There are three NER reports available all of which can be exported to excel. There are also useful reports available on the NCHD MPS one of which, 'Detailed Trainee by Site' Report has been developed to include further fields – Date of Birth, Gender and Tenure.

(i) **NER Account documents** which provides a list of all NCHDs employed by you, including IMC number, and a colour coded status of each document type. Date filtering functionality available with this report will also allow you view those NCHDs previously in post and those due to take up a post (pre-starters) depending on the date entered.

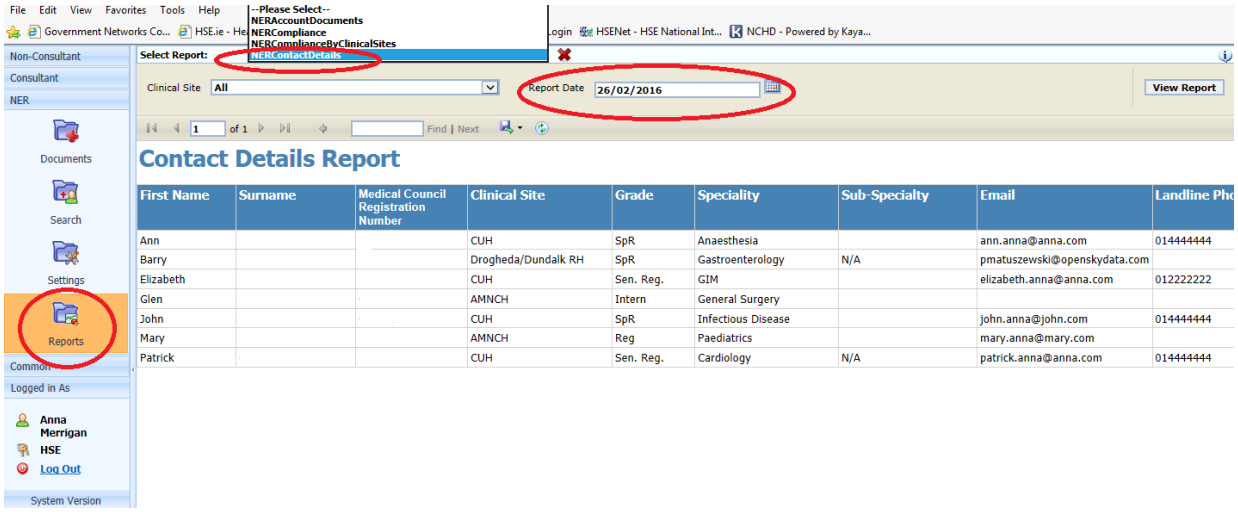


Name	Medical Council Registration Number	ACLS	Birth Certificate	BLS	Curriculum Vitae	EPP Certification Status	Evidence of International Medical Experience	Fire Training	Garda Vett
Brian Brown		N	N	Y	N	N/A	N	N	N
Bugs Bunny		N	N	N	N	N	N	N	N
Donald Duck		N	Y	Y	N	N/A	Y	N	N
Eddie Staddon		N	Y	Y	Y	N	Y	Y	N/A
Geoffrey Watson	406607	N	N	N	N	N	N	N	N
Mickey Mouse		Y	N	Y	N	N	N	N	N
Mickey Mouse		Y	Y	Y	N	Y	Y	N	N
Muhammad Majeed	202839	Y	N	Y	N	Y	N	N	N
Tomas Lyons	304504	N	N	N	N	N	N	N	N

(ii) **NER Compliance** report will show the percentage compliance for your site for each document type. It is important to exclude documents not relevant to individual NCHDs from the calculations by selecting 'Not Required' on the Dashboard view of the NCHD account. This will ensure that the compliance report is accurate. Date filtering is available for this report so that you can see the compliance rate of your future starters provided you have matched them to a post on your site.



(iii) **NER Contact Details** which will run a detailed contacts report of your NHCDs. Again, date filtering is available for this report so that you can see the contact details of your future starters provided you have matched them to a post on your site.



2.10 Help icon

The help icon is at the top right of the screen. When you click on the help icon it will bring you automatically to the section you require. Should you require further assistance please do not hesitate to contact NDTP doctors@hse.ie