



ND+P



Feidhmeannacht na Seirbhíse Sláinte  
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# Occupational Health Module

## Guide for Occupational Health Departments

*DIME*

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# Occupational Health Module

## *Guide for Occupational Health Departments*

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## Section 1 - Introduction to Doctors Integrated Management E-System (DIME):

DIME is a quadripartite system which encompasses National Doctors Training & Planning, the Irish Medical Council, the Postgraduate Medical Training Bodies and Clinical Sites. The DIME system continues to be upgraded and developed on an on-going basis and currently consists of seven separate modules.

Currently there are approximately 500 service users that have access to some or all the DIME modules. These service users include Medical HR Staff, Postgraduate Medical Training Bodies and Occupational Health Departments.

### DIME Access Forms

To gain access to the DIME system an access request form including a declaration is completed by each employer/clinical site employee agreeing to the terms of use of the system.

[System Access Request Forms](#) for Occupational Health Users. Completed forms should be scanned and returned by email to the DIME Team [dime.team@hse.ie](mailto:dime.team@hse.ie)

The DIME System can be accessed from any PC, Laptop via the latest version of Internet Explorer or Google Chrome. Please note that Firefox browser is not compatible with the DIME System.

The DIME System 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 DIME Users should not allow the browser to save their password.**

**If you have forgotten your DIME Password please email the DIME Team via email [dime.team@hse.ie](mailto:dime.team@hse.ie)**

## Section 2 - Occupational Health Module

### 2.0 Logging onto NDTP-DIME & Accessing the OH Module

To access DIME type <https://ndtp-dime.hse.ie> into your browser and you will be directed to the logon screen. **Always use Internet Explorer (IE) when accessing DIME.** Type in the user name and password provided by NDTP

Once you have logged onto NDTP-DIME the Occ Health Module on the left-hand side of the screen will be visible.

There are three options within the OH Module:

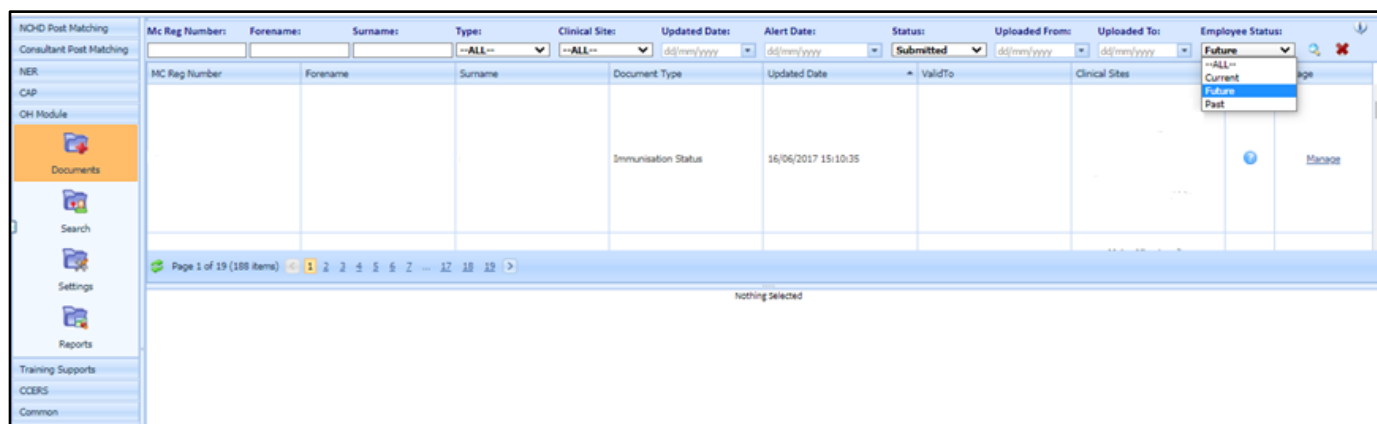
- (i) **Documents** – this tab allows you to search for all the documents submitted to your OHD by NCHDs. Filtering options include by document status, document type, NCHD name, employee status and by medical council number. By default, the records are displayed with the oldest submitted documents.
- (ii) **Search** – this tab allows you search for individual NER OH accounts. Once you have selected an account you will have visibility of the NCHDs OH NER dashboard
- (iii) **Reports** – There are several useful reports you can run and more detail of these is provided in section 2.9

## 2.1 Searching for Documents

When a user opens the Documents Screen in the OH Module, the Document Status is defaulted to Submitted.

Documents – this tab allows you to search for all of the documents submitted to your OHD by NCHDs. Filtering options include by document status, document type, NCHD name, employee status and by medical council number. By default, the records are displayed with the oldest submitted documents.

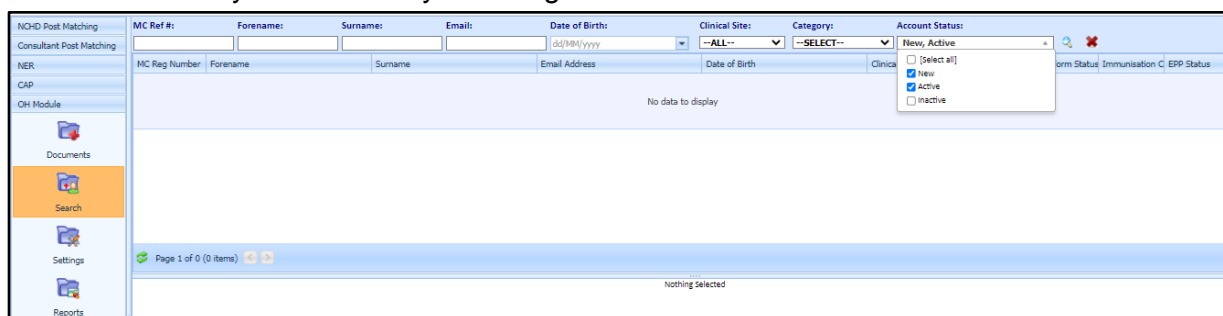
When a user is looking to view documents for NCHDs that are due to take up a post (pre- starters), this can be done by changing the Employee Status filter to Future. Please note that the NCHD must be future matched to a post by Medical HR for this functionality to work.



## 2.2 Searching for an NCHD

When a user opens the Search screen in the OH Module, the Account Status is defaulted to New and Active.

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' 'new' or 'inactive'



When you have found the NCHD account you are searching for, double click on their name to display the NDTP-DIME OH NER dashboard view.

MC Ref #:	Forenames:	Surname:	Email:	Date of Birth:	Clinical Site:	Category:	Account Status:
				dd/MM/yyyy	--ALL--	--SELECT--	New, Active

MC Reg Number	Forename	Surname	Email Address	Date of Birth	Clinical Sites	OH Form Status	Immunisation C	EPP Status

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**NCHD Account Details**

First Name

Medical Council Registration Number

Correspondence Address

Date of Birth

Clinical Site

Grade

Surname

Email Address

Mobile Number

Nationality

Account Status

Speciality

Post EPP Status

**Occupational Health Documents**

Name	Status	Action
Occupational Health Form	✓	<a href="#">Manage</a>
Immunisation Status	✓	<a href="#">Manage</a>
EPP Certificate (Not required for Post)	✗	<a href="#">Manage</a>

**Occupational Health Form History**

Date of Submission	Date of Approval	Approver Name	Status	Action
			✓	<a href="#">View</a>   <a href="#">Download</a>
			✓	<a href="#">View</a>   <a href="#">Download</a>
			✓	<a href="#">View</a>   <a href="#">Download</a>

## Searching for Future NCHD's

When a user wants to search for an NCHD that is future matched on DIME to their site, this can be done by running both the OH Contact Details and OH Account Documents Reports. Date filtering functionality is available with both these reports and will allow you view those NCHDs previously in post and those due to take up a post (pre-starters) depending on the date entered and provided they have been matched to a post by Medical HR.

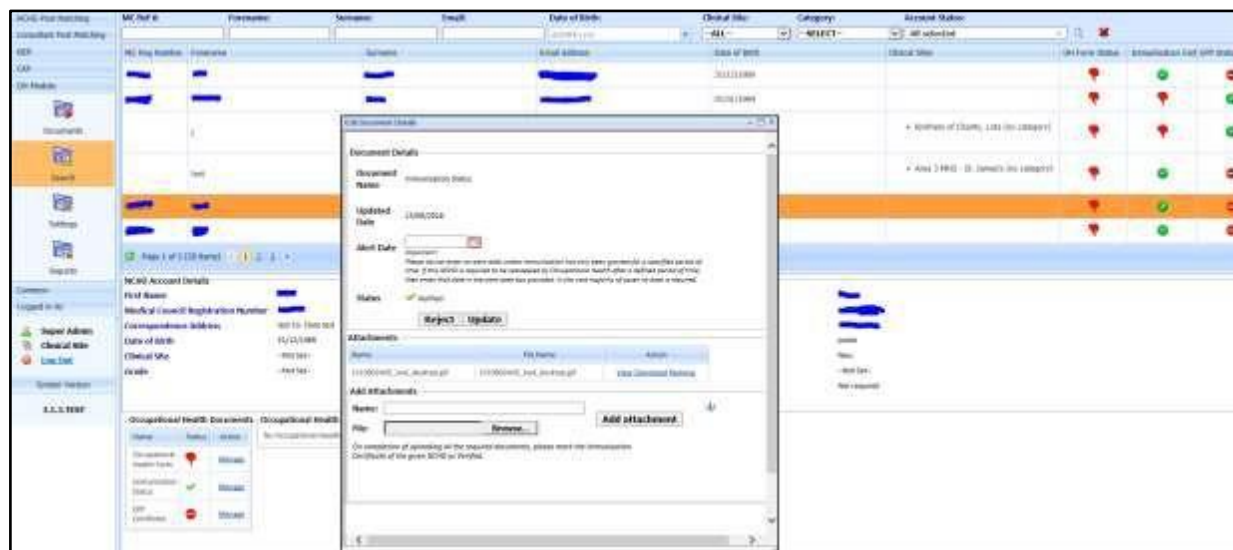
## 2.3 Rejecting Occupational Health Documents

### Overview

You have the ability to reject Occupational Health Form and Immunization Status documents if not uploaded by NCHD. A free text box will also be available for any additional comments.

### How to get here:

- Navigate to the OH Module
- Choose the Search icon
- Perform a Search
- Double click one of the records returned
- Under 'Occupational Health Documents'
- Choose the 'Manage' link
- From the popup, choose the 'Reject' button.



## 2.4 Occupational Health Form

(i) To manage OH Form - OHD clicks on the Manage link next to the NCHD Occupational Health Form

(ii) OHD must select View to view the data which has been submitted

NOTE: If this is not the first submission, the OHD will see the newly submitted data in red and the most recently verified data in black for comparison purposes.

(iii) If the NCHD requires follow-up or is passed fit for a defined period of time the OHD may enter an Alert date. 90/60/30 days prior to the alert date an email will be generated to the NCHD advising them that they will need to present to their OHD for follow-up. The OHD will also be copied on these emails. These Alerts can also be removed if no longer required by deleting the date and clicking on the Update button.

(iv) The OHD can verify the OHF provided all sections have been completed satisfactorily.

(v) The OHD may also reject the OHF. If rejected, an email will issue to the NCHD advising them. A dropdown rejection list will be available for the OHD to select from and a free text box for any additional comments. The document symbol will change on both the OHM and NCHD dashboard from submitted (question mark) to rejected (thumbs down). The OHD also have the option to add and remove restrictions on the OHF.



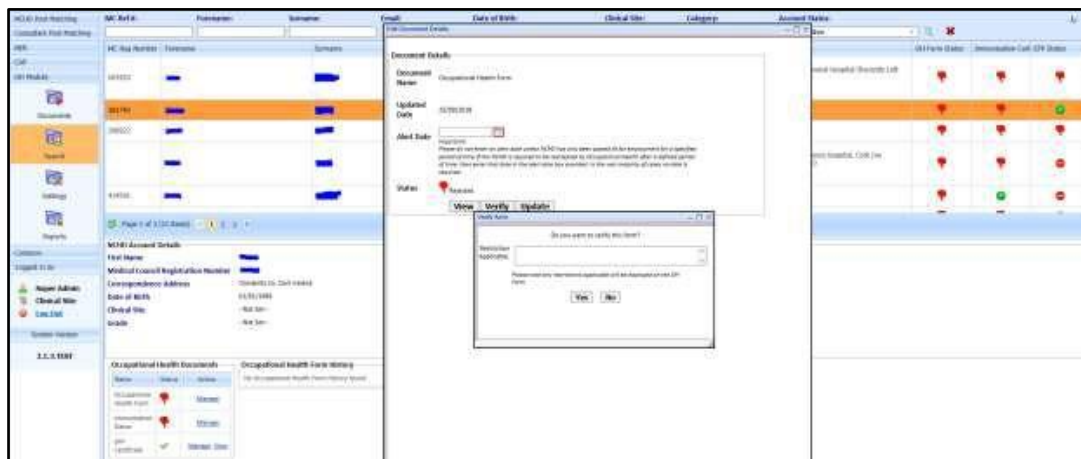
## 2.5 Adding Restrictions to an OH Form

### Overview

When you navigate to manage action of OH Form and press Verify button, the Verify Form pop up will appear enabling to put restriction comments. Such comments will be visible in PDF OH Form.

### How to get here:

- Navigate to the OH Module
- Choose the Search icon
- Perform a search, and double click one of the returned records
- Under the occupational health documents grid, choose the 'Manage' link beside the Occupational Health Form
- In the popup Window, you can click the Verify button, and then add restriction information into the text box labelled 'Restriction Applicable'



Once restrictions are past, user will be able to remove restriction comments from PDF document using Remove restrictions button visible in manage action pop up.



Remove restrictions button will be visible only if there are restrictions added to the document.

## 2.6 View the Reason for Documents Rejection

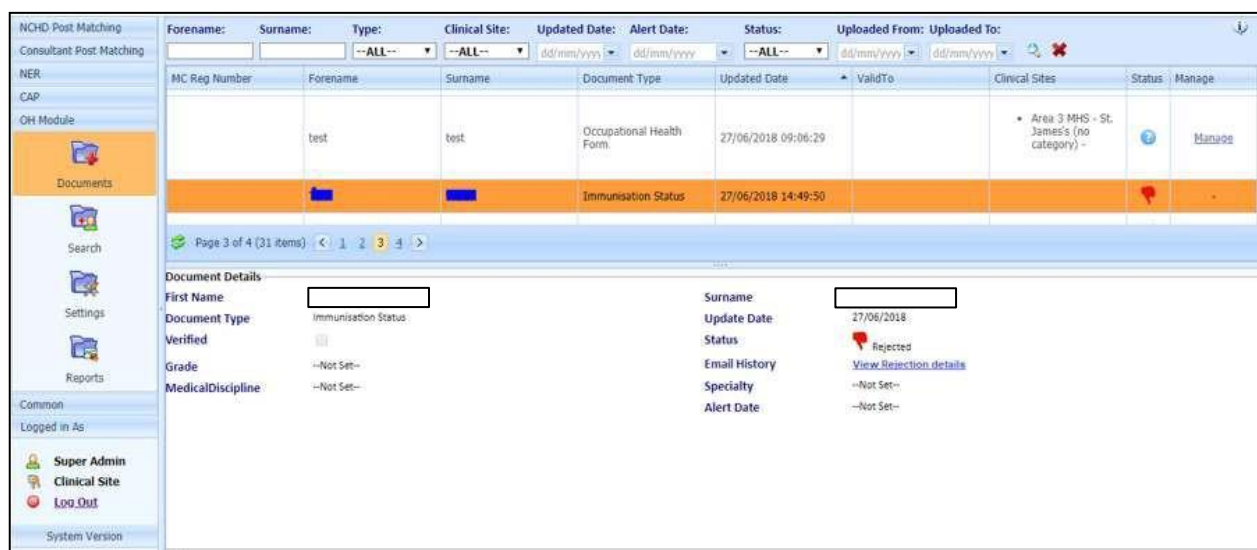
A history of reasons for rejection is stored under the documents function in the OHD Module. Search for MP and Document under the Status Rejection and view email history in the document details screen. Note: Only applies to OH Documents rejected from November 2018 onwards.

### Overview

A hyperlink is available under the Status field in Document Details screen which will bring you to a Rejection details pop-up window. Rejection details pop-up window presents a grid with all rejections made in relation to selected document

### How to get here:

- Navigate to the OH Module
- Choose the Documents icon
- Perform a search for records with a status of rejected
- Double click one of the records
- Click the 'View Rejection Details' link to view the details.



The screenshot shows the OHD Module interface. On the left is a sidebar with navigation icons for Documents, Search, Settings, and Reports. The main area displays a table of documents. The table has columns for MC Reg Number, Forename, Surname, Document Type, Updated Date, Valid To, Clinical Sites, Status, and Manage. One document is highlighted in orange, indicating it is rejected. Below the table, the 'Document Details' section is visible, showing fields for First Name, Document Type, Verified, Grade, Medical Discipline, Surname, Update Date, Status, Email History, Specialty, and Alert Date. The Status field shows 'Rejected' with a red flag icon and a link to 'View Rejection details'.

Date	Reason	Description
12/09/2017	Incorrect document type	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s when an unknown printer took a galley of type and scrambled it to ... <a href="#">View more</a>
30/09/2016	Data is not valid	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s when an unknown printer took a galley of type and scrambled it to ... <a href="#">View more</a>
15/03/2016	Name does not match to your account	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s when an unknown printer took a galley of type and scrambled it to ... <a href="#">View more</a>

## 2.7 Immunisation Status

- To manage the Immunisation Status - OHD clicks on the Manage link next to the NCHD Immunisation Status
- OHD must select 'View' to view the data which has been submitted
- If the NCHD requires follow-up or is passed fit for a defined period of time the OHD may enter an Alert date. 90/60/30 days prior to the alert date an email will be generated to the NCHD advising them that they will need to present to their OHD for follow-up. The OHD will also be copied on these emails. These Alerts can also be removed if no longer required by deleting the date and clicking on the Update button.
- The OHD can verify the Immunisation Status provided all necessary immunisation results have been uploaded and meet the requirements.
- The OHD may also reject the Immunisation Status. If rejected, an email will issue to the NCHD advising them. A dropdown rejection list will be available for the OHD to select from and a free text box for any additional comments. The document symbol will change on both the OHM and NCHD dashboard from submitted (question mark) to rejected (thumbs down).
- If the NCHD has not uploaded any Immunisation Status documents, the OHD will have the option to reject the documents, requesting the NCHD to engage with the system. A dropdown rejection list will be available for the OHD to select from, when they click on the manage link followed by reject. A free text box will also be available for any additional comments.
- A history of reasons for rejection is stored under the documents function in the OHD Module. Search for MP and Document under the Status Rejection and view email history in the document details screen. Note: Only applies to OH Documents rejected from November 2018 onwards

While it is expected that the NCHD will upload their Immunisation Status documentation, the OHD can also add a document to the Immunisation Status field by selecting the Manage option. The pop up box in as shown below will open with an option to 'Add attachment'

Once the relevant document is selected by browsing to its saved location, click 'add attachment' and the document will upload.

**Remember, you can only upload files in the following format; jpg or pdf (max size 5MB)**

**Note: When verifying Immunisation Status documentation, these documents are verified as a group, not individually.**



Name	File Name	Action
Polite Puppy Course Prep Jan2017.pdf	Polite Puppy Course Prep Jan2017.pdf	<a href="#">View</a> <a href="#">Download</a> <a href="#">Remove</a>
Puppy Play Dates.pdf	Puppy Play Dates.pdf	<a href="#">View</a> <a href="#">Download</a> <a href="#">Remove</a>

Name: 
 File:  [Browse...](#)
[Add attachment](#)

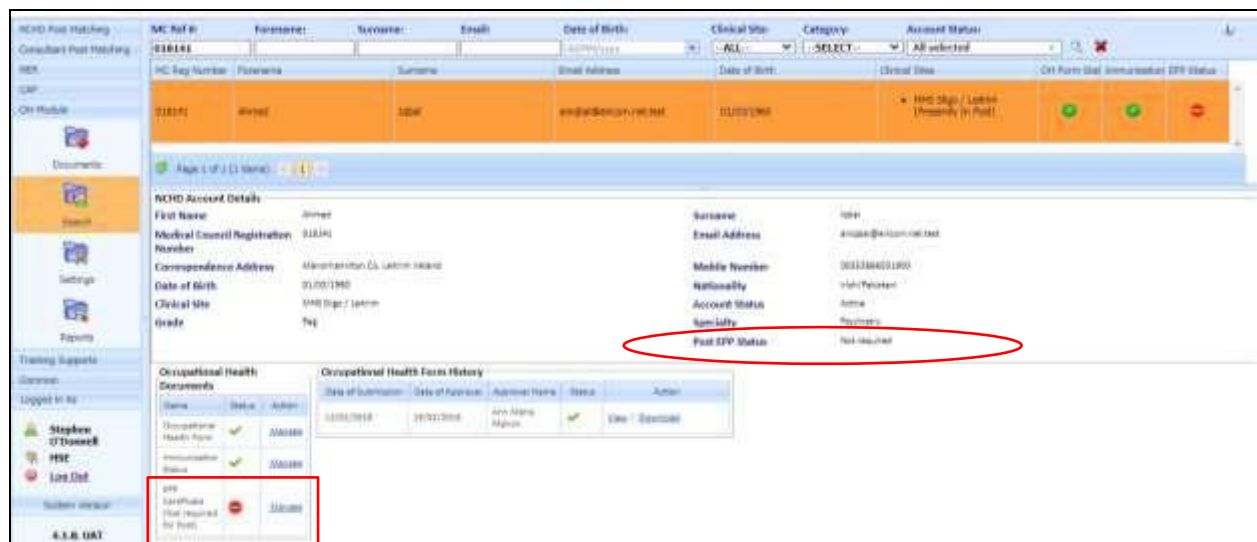
## 2.8 Exposure Prone Procedure (EPP)

To clarify whether an EPP Certificate is required for an NCHD, the Post EPP status field has been added to the NCHD Account Details in Search screen whether EPP Certificate is required for applied post or not as well as notification beside the Manage Button.

If there is no chosen speciality, Post EPP Status field will remain blank. Information whether EPP Certificate is required or not will be taken from NCHD Post Matching Module -> System Configuration -> Medical Discipline System List.

### How to get here:

- Navigate to the OH Module
- Choose the Search icon
- Perform a search, and double click one of the returned records
- View Post EPP status field



The screenshot displays the NCHD Account Details search screen. The 'Post EPP Status' field is highlighted with a red circle and shows 'Not required'. The 'Occupational Health Form History' table shows a record for 'Occupational Health Form' with a status of 'Completed'.

MC Ref ID	Forename	Surname	Email	Date of Birth	Clinical Site	Category	Account Status
018145	James	Smith	am@hse.com	01/01/1980	ALL	SELECT	All selected

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**NCHD Account Details**

First Name: James  
 Surname: Smith  
 Email Address: am@hse.com  
 Mobile Number: 011334401100  
 Nationality: Irish/Therapist  
 Account Status: Active  
 Speciality: Psychiatry  
**Post EPP Status: Not required**

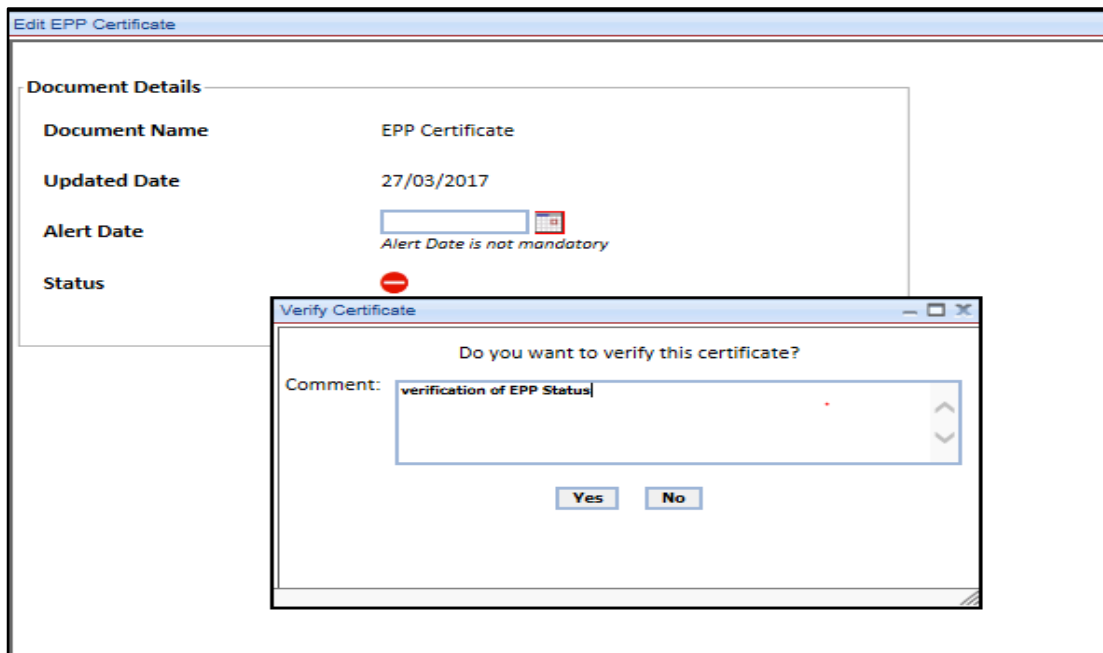
**Occupational Health Form History**

Date of Submission	Date of Approval	Approval Name	Status	Action
01/01/2018	01/01/2018	Ann Marie	Approved	View / Download



4.8.8. UAT

## Managing Exposure Prone Procedure (EPP)

- OHD clicks on the Manage Link for the EPP
- If the NCHD requires follow-up or is EPP cleared for a defined period of time the OHD may enter an Alert date. 90/60/30 days prior to the alert date an email will be generated to the NCHD advising them that they will need to present to their OHD for follow-up. The OHD will also be copied on these emails. The Alerts can also be updated and removed by the OHD if no longer required.
- If the NCHD required follow-up or is EPP cleared for a defined period of time the OHD may enter an Alert date. 90/60/30 days prior to the alert date an email will be generated to the NCHD advising them that they will need to present to their OHD for follow-up. The OHD will also be copied on these emails. The OHD also have the option to add and remove restrictions from the EPP Certificate.
- When the OHD selects Verify, an option to enter free text in the comment box is provided. This text will appear on the NCHDs EPP Certificate.
- The OHD selects 'Yes' to complete the verification process
- The EPP status moves from missing to verified
- A system generated EPP certificate is created and available to print/view/download, as shown below



The screenshot displays the 'Edit EPP Certificate' interface. The main window shows document details for an 'EPP Certificate' updated on '27/03/2017'. The 'Alert Date' field is empty with a calendar icon and a note stating 'Alert Date is not mandatory'. The 'Status' field has a red minus icon. A 'Verify Certificate' modal is open, asking 'Do you want to verify this certificate?'. It includes a 'Comment' text area containing 'verification of EPP Status' and 'Yes'/'No' buttons.

Document Details	
Document Name	EPP Certificate
Updated Date	27/03/2017
Alert Date	<input type="text"/>  <i>Alert Date is not mandatory</i>
Status	

Verify Certificate

Do you want to verify this certificate?

Comment:

EPP Fitness Certificate		Health Service Executive
<b>Client Details:</b>		
<b>Title:</b> <b>Surname:</b> <b>First Name:</b> <b>DOB:</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>Medical Discipline:</b> Surgery <b>Specialty:</b> General Surgery
<b>Occupational Health Details:</b>		
<b>Home Address:</b>	<input type="text"/>	<b>Managing Clinician:</b> <input type="text"/>
<b>Fitness Outcome:</b>  <p>This is to certify that the above named person has been Declared fit to perform Exposure Prone Procedures in accordance with HSE Circular 12/2009, using an identified validated sample.</p> <p>* Professional codes of practice from regulatory bodies require health care workers who may have been infected with a serious communicable disease, in whatever circumstances, to promptly seek and follow confidential professional advice about the need to undergo testing. This requirement means that health care workers are under an ongoing obligation to seek professional advice about the need to be tested if they have been exposed to a serious communicable disease, obligating the need for repeat testing. This obligation equally applies to health care workers already in post. HSE/HR Circular 12/2009</p>		
<b>Date Of Certificate:</b> 27/04/2017 12:34:22 <b>Date Of Printing:</b> 27/04/2017 16:09:34	<b>Restriction applicable:</b> yes	
<div> <input type="button" value="Open in new tab"/> <input type="button" value="Download"/> <input type="button" value="Close"/> </div>		

**Notes:**

- (i) The NCHD will see an alert on their NER portal following completion of the OHF and uploading of Immunisation status documentation that they are required to be EPP cleared if they selected 'Intern' or if they selected a specialty which requires EPP clearance.
- (ii) The NCHD will also receive a system generated email advising them to seek EPP clearance if required when Medical HR have matched them to a post on DIME.

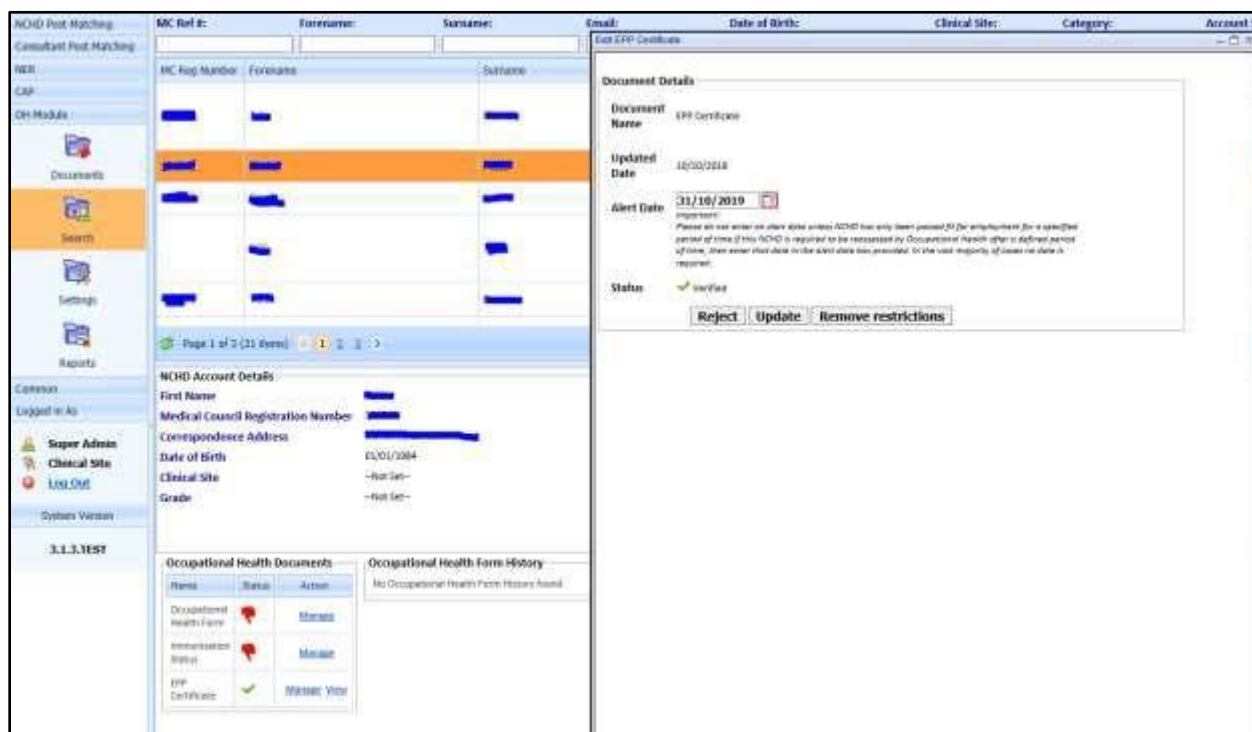
## Removing Restrictions from EPP Certificates

### Overview

Use the Remove restrictions button to enable removing restriction details from PDF document.

### How to get here:

- Navigate to the OH Module
- Choose the Search icon
- Perform a search to retrieve records
- Double click on of the search result records
- Under the occupational health documents grid, choose the 'Manage' link beside the 'EPP Certificate' text
- On the popup window, choose the 'Remove Restrictions' button to remove restriction information from the pdf document



The screenshot displays the NCHD system interface. On the left is a navigation menu with options like 'NCHD Post Matching', 'OH Module', 'Documents', 'Search', 'Settings', 'Reports', 'User Admin', 'Clinical Site', 'Log Out', and 'System Version'. The main area shows a table of search results with columns for 'MC Reg No.', 'Forename', 'Surname', 'Email', 'Date of Birth', 'Clinical Site', 'Category', and 'Account No.'. A record is highlighted in orange. Below the table, there's a section for 'NCHD Account Details' with fields for 'First Name', 'Medical Council Registration Number', 'Correspondence Address', 'Date of Birth', 'Clinical Site', and 'Grade'. At the bottom, there's a table for 'Occupational Health Documents' with columns 'Item', 'Status', and 'Action'. The 'EPP Certificate' row has a status of 'Valid' and a 'Manage' link. A popup window titled 'EPP Certificate' is open, showing 'Document Name: EPP Certificate', 'Updated Date: 11/02/2018', 'Alert Date: 31/10/2019', and a 'Status' of 'Valid'. At the bottom of the popup are buttons for 'Reject', 'Update', and 'Remove restrictions'.



## 2.9 View Changes to the OHF

If an NCHD makes a change to a verified OHF, it will automatically be resubmitted to their OHD. This will ensure that you are aware of any changes such as additional employment details or sickness records. The relevant change will also be highlighted in red so that it is easy for the OHD to detect exactly what change was made.

Note: The previously approved employment history is not available for edit and are marked Verified. User may continue to make edits and resubmit the OH Form

### Employment History

Employer	Job Title	Start Date	End Date
Beaumont	Ophthalmology Ophthalmology	02/02/2017	20/04/2017
Area 2 MHS - St. Vincent's D4	Ophthalmology Ophthalmology	01/01/2015	01/01/2017

### Sickness Absence History

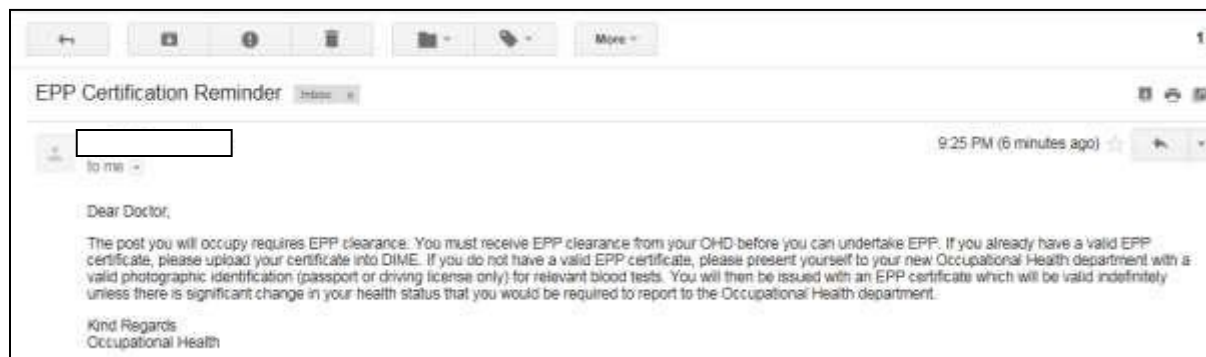
Reason For Absence	Start Date	End Date	Days Off
migranes	04/04/2016	05/05/2016	21
bad back	01/01/2015	02/02/2015	21

The OHD can then verify (or reject) and a history of the forms is maintained.

## 2.10 Sample System Generated Emails







**Note: Ensure that system generated emails are not directed to the 'Junk email' folder of your email account. Check your Junk email box, right click on sender you wish to release, select 'Junk', select "never block sender".**

## 2.11 Document Status Symbols

 Missing or Expired 
  Rejected 
  Submitted 
  Warning: document nearing expiry 
  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

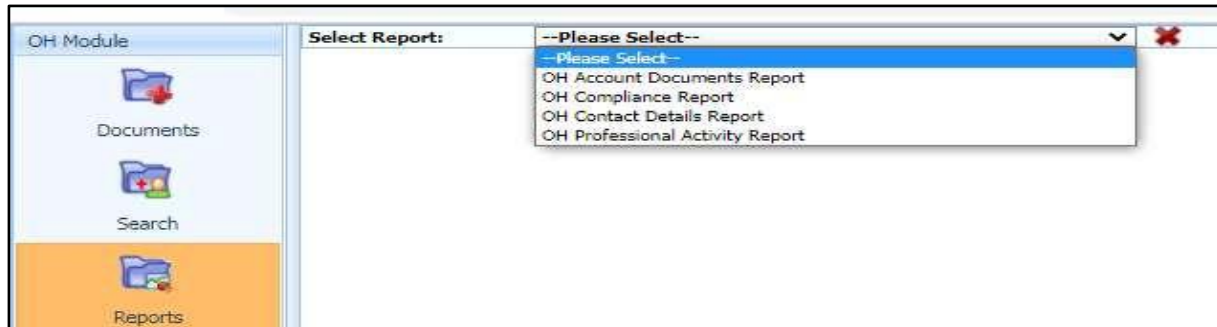
Submitted – This means that the Doctor has submitted a document that must be verified by the OHD

Warning – This means that the document will expire in 90 days or less. A reminder will be sent to the Doctor and the OHD for certain document types.

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

## 2.12 Reports

To run DIME reports, click the 'Reports' tab in the OH Module



There are four reports available from the dropdown menu.

**2.12.1 OH Account Documents Report** which provides a list of all NCHDs within the remit of your OHD, including IMC number, and will inform you whether the post is an EPP Required Post or Not for the NCHD, as well as 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 provided they have been matched to a post by Medical HR.

First Name	Surname	Medical Grade	Registration	Contact	Clinical Site	Hospital Group (LHD)	Grade	Speciality	Ref-availability	EPP Required	Start Date	EPP Certificate	Immigration Status	Occupational Health Form	Fit for Employment
					Beaumont Hospital	RCSI Hospital Reg Group	Registrar	Neurology		FAA	15/01/2020	N	Y	Y	N
					Beaumont Hospital	RCSI Hospital Reg Group	Registrar	Anaesthetics			15/01/2020	Y	Y	Y	Y
					Beaumont Hospital	RCSI Hospital Reg Group	Registrar	Anaesthetics			15/01/2020	Y	Y	Y	Y
					Beaumont Hospital	RCSI Hospital Reg Group	Registrar	Respiratory		FAA	15/01/2020	N	Y	Y	Y
					Beaumont Hospital	RCSI Hospital Reg Group	Registrar	Neurology		FAA	15/01/2020	N	Y	Y	Y
					Beaumont Hospital	RCSI Hospital SpH Group	Registrar	Anaesthetics			15/01/2020	Y	Y	Y	Y
					Beaumont Hospital	RCSI Hospital SHD Group	Registrar	Radiation	FAA	FAA	15/01/2020	Y	Y	Y	Y
					Beaumont Hospital	RCSI Hospital SpH Group	Registrar	Oncology			15/01/2020	Y	Y	Y	Y
					Beaumont Hospital	RCSI Hospital SpH Group	Registrar	Anaesthetics			15/01/2020	Y	Y	Y	Y
					Beaumont Hospital	RCSI Hospital Reg Group	Registrar	Anaesthetics			15/01/2020	Y	Y	Y	Y
					Beaumont Hospital	RCSI Hospital Reg Group	Registrar	Anaesthetics			15/01/2020	Y	Y	Y	Y
					Beaumont Hospital	RCSI Hospital SHD Group	Registrar	Endocrinology		FAA	15/01/2020	N	Y	Y	Y

**2.12.2 OH Compliance** report will show the percentage compliance for your OHD of each document type. Date filtering is available for this report so that you can see the compliance rate of your future starters provided they have been matched to a post by Medical HR.

OHD – Compliance Report			
EPP Certificate	Immunisation Status	Occupational Health Form	Passed Fit for Employment
0.00 %	0.00 %	0.00 %	0.00 %

**2.12.3 OH Contact Details** which will run a detailed contacts report of your NCHDs. Again, date filtering is available for this report so that you can see the contact details of your future starters provided they have been matched to a post by Medical HR. There is an option to use the Hyperlink to email address on the OHD Contact Details Report. This enables the user to go into MS Outlook directly. Newlycreated email in MS Outlook will have 'To:' field populated with relevant email address.

OHD - Contact Details Report																	
First Name	Surname	Medical Council Registration Number	Clinical Site	Grade	Speciality	Sub-Specialty	Email	Landline Phone Numbers	Mobile Phone Numbers	Address Line 1	Address Line 2	Address Line 3	Address Line 4	City	Post Code	County	Country
Abdul				Reg												Dublin 3	Ireland
Ashing				SpR												Co. Kildare	Ireland
Astrial				SpR												Dublin 14	Ireland
Emma				SpR												Dublin 5	Ireland
Gahan				Sec. Reg.												Dublin 13	IRELAND
Habene				Reg												Co. Galway	Ireland
Mehala				Reg													
Richard				SpR												Co. Kildare	Ireland
Ronan				SpR												Dublin 8	Ireland
Teresa				SpR												Co. Galway	Ireland

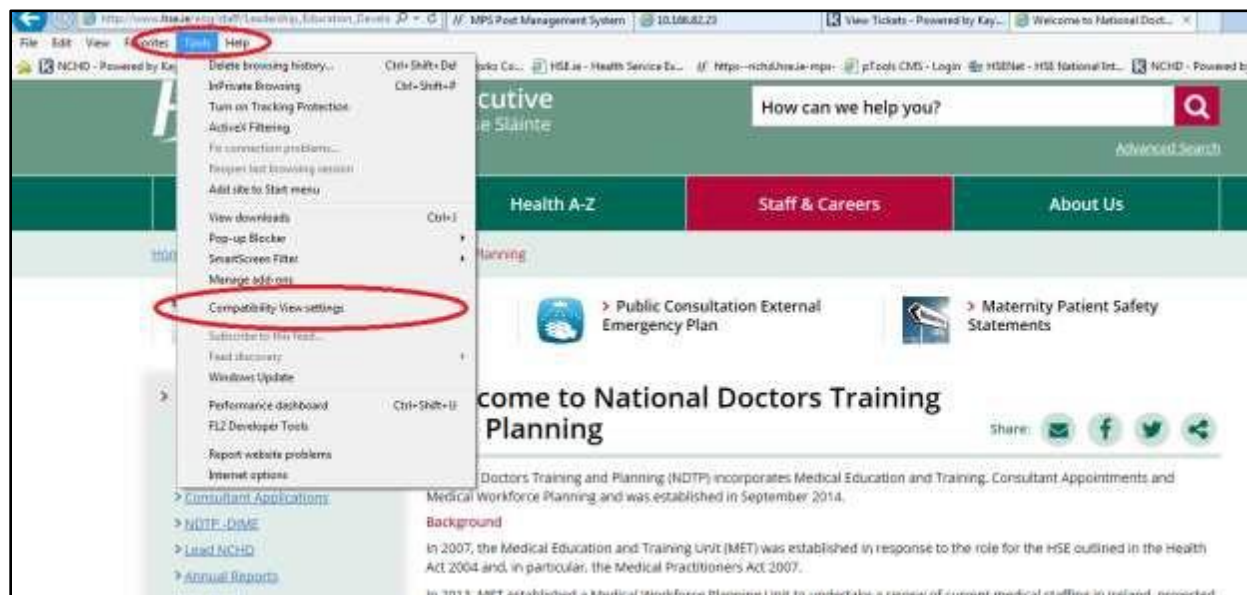
**2.12.4 OH Professional Activity Report** records any Occupational Health Personnel activity actioned within the system from 01/11/2020 onwards. This report will record all document status updates undertaken by the OH User (i.e. Verified / Rejected). OH Users can filter this report by Document Type and Document Status. Date filtering is also available but please note that data is only reportable on, from 01/11/2020 onwards.

OH Professional Activity Report							
11	Date To:	01/03/2021					
13	Document Type:	Occupational Health Form, Immunisation Status, EPP Certificate					
15	Document Status:	Verified, Rejected					
17	Report generated at:	25/03/2021 16:56:16					
22	OH User	Count Actioned	Document Type	Date Actioned	Document Status	First Name	Last Name
23	OH TEST 1	1	EPP Certificate	19/02/2021 12:50	Verified		
24							417196
25		2	Immunisation Status	19/02/2021 12:49	Rejected		
26				19/02/2021 12:11	Verified		
27							417196
28							411554
29		3	Occupational Health Form	15/02/2021 16:17	Rejected		
30				19/02/2021 12:49	Verified		
31				11/02/2021 21:52	Verified		
32							411554
							417196
							023189
		6	Total				

## 2.13 PC Compatibility Settings

Some browsers have settings automatically selected which will not allow you upload or rotate documents. These settings can be changed within the COMPATIBILITY option of your browser.

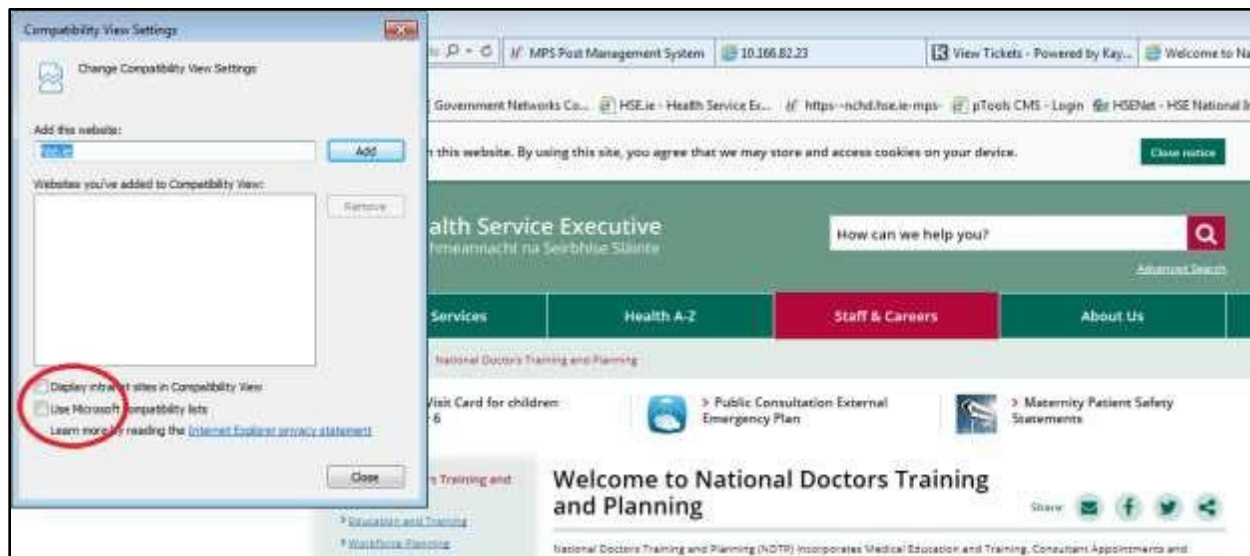
If you have issues with documents for an NCHD account. Select the Settings Cog or 'Tools' options:



OR



When the compatibility menu opens ensure that the tick boxes are unchecked as per the screenshot below:



## 2.14 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.

Also, an FAQ document is available on the NDTP website [www.hse.ie/doctors](http://www.hse.ie/doctors) within the 'NDTP-DIME' tab.

Should you require further assistance please do not hesitate to contact NDTP [dime.team@hse.ie](mailto:dime.team@hse.ie)