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.

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 Play Store (Android Devices) or the App Store (Apple IOS Devices). Please follow the steps for usual app download on your phone/ device and please ensure to enter **National Employment Record** into the search field when locating the NER App. [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. To increase security for your NER Account a Multifactor Authentication (MFA) was introduced to increase security of the system and data stored within the system by providing additional level of user authentication at login.

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 Logging into the NER App

If you already have an NER account or just registered an account as a New User, you can log in using your email, date of birth and password. Please note the date of birth field should be in the following format DD/MM/YYYY.

As part of the Multi-Factor Authentication, You will also be asked to provide a 6-digit code sent to a mobile phone number you provided at the time of NER account registration.
• If you do not receive the text message within 30 seconds or your code has already expired, select 'Resend Code' option shown in the image below.
• You can use the 'Resend Code' option twice. If you still do not receive the message with the code after second trial, your account will be temporarily locked for 2 hours. Please, try logging in again after this time or contact the Support Team at dime.team@hse.ie for assistance. *(Please note the DIME Team are online between 9am -5 pm Monday to Friday)*

2.7 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.

2.8 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.

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

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

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

Detailed User Guides are available our website **here** that will assist you and If you require further assistance trouble-shooting please contact dime.team@hse.ie *(Please note the DIME Team are online between 9am -5 pm Monday to Friday)*

2.11 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, but not at the same time.

2.12   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. *(Please note the DIME Team are online between 9am -5 pm Monday to Friday)*

2.13   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