

RESETTING YOUR 3 SECURITY QUESTIONS

(Note: You must have a valid password to change your security questions)

If you are unable to recall the answers to the three security questions you set when you first registered on the CorePortal please follow the steps below to reset them.

Step 1: Go to the PSSC Website www.pssc.gov.ie

Step 2: Select the option 'View Employee Online Payslips'

The screenshot shows the PSSC website homepage. The browser address bar displays 'pssc.gov.ie'. The website header includes the PSSC logo, a search bar, and a navigation menu with links for 'Home', 'About PSSC', 'Contact Us', 'Information for HR / Finance Staff', and 'Séirbhís / Gaelige'. Below the header, there are several blue buttons: 'View Employee Online Payslips' (circled in red), 'View Retiree Online Payslips', 'Submit / Approve Expenses', and 'Submit / Approve Overtime / Allowances'. A central section titled 'What help do you need?' contains buttons for 'Password / Registration Guide', 'Expenses Guide', 'Overtime / Allowances Guide', and 'Useful Links'. Below this is a 'Contact us at PSSC' section with three options: '0761 002 702 Call us for assistance', 'Ask PSSC Send us your general queries', and 'PSSC HELPOESK'. The footer contains copyright information: '© 2013 Payroll Shared Service Centre PSSC. All rights reserved. Privacy Policy / Legal Notice / T. 0761 002 702.' The Windows taskbar is visible at the bottom of the screen.

Step 3: Select your Department from the list.

The screenshot shows a web browser window displaying the PSSC (Public Service Staff Council) website. The address bar shows the URL pssc.gov.ie/online-employee-payslip/. The page features the PSSC logo and a navigation menu with links for Home, About PSSC, Contact Us, Information for HR / Finance Staff, and Seirbhís / Gaelige. The main content area is titled 'Online Employee Payslips' and includes a sub-heading: 'To view your online payslip, please click on your home organisation'. A list of 34 organizations is provided, including the Garda Síochána, various departments like Education, Health, and Finance, and other bodies like the National Library of Ireland. The 'Department of Public Expenditure and Reform' is highlighted with a red circle.

Online Employee Payslips

To view your online payslip, please click on your home organisation

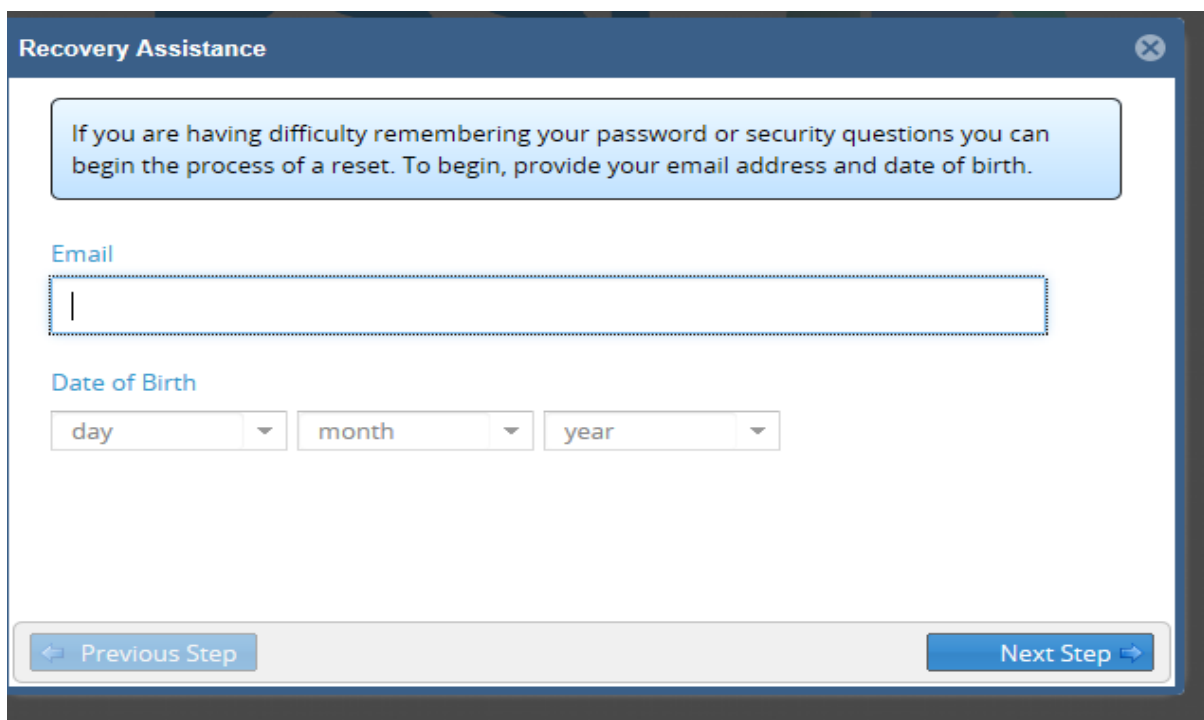
- [An Garda Síochána/Cúardánairí Comair](#)
- [Adoption Authority of Ireland](#)
- [Chief State Solicitors Office](#)
- [Child Detention Schools](#)
- [Central Statistics Office](#)
- [Commission for Public Service](#)
- [Comptroller and Auditor General](#)
- [Comptroller and Auditor General's Office](#)
- [Courts Service \(Non-Judiciary\)](#)
- [Courts Service \(Judiciary\)](#)
- [Department of Agriculture, Food and the Marine](#)
- [Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs](#)
- [Department of Children and Youth Affairs](#)
- [Department of Communications, Climate Action and Environment](#)
- [Department of Defence](#)
- [Department of Education & Skills](#)
- [Department of Finance](#)
- [Department of Foreign Affairs and Trade](#)
- [Department of Health](#)
- [Department of Housing, Planning, Community and Local Government](#)
- [Department of Justice & Equality](#)
- [Department of Public Expenditure and Reform](#)
- [Department of the Taoiseach](#)
- [Director of Public Prosecutions](#)
- [Garda Civilian](#)
- [Irish Human Rights and Equality Commission](#)
- [Law Reform Commission](#)
- [Legal Aid Board](#)
- [National Council for Special Education](#)
- [National Disability Authority](#)
- [National Library of Ireland](#)
- [National Museum of Ireland](#)

Step 4: Select 'Forgot password or security question'



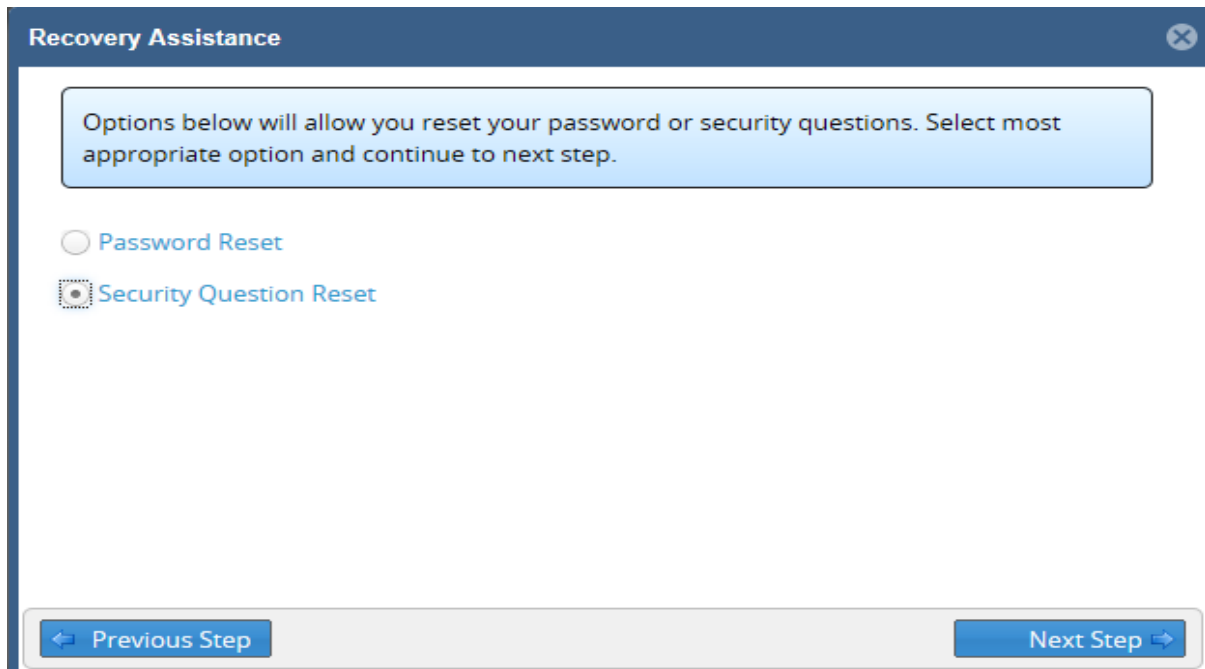
The image shows the PSSSC (Payroll Shared Service Centre) login page. At the top, the logo features the letters 'PSSSC' in large blue font, followed by the text 'Seirbhís Chomhroinnte Phárola' and 'Payroll Shared Service Centre' in a smaller blue font. To the right of the text is a stylized logo of three human figures in blue and green. Below the logo, there are two input fields: one for a username and one labeled 'Password'. To the right of these fields is a 'Sign In' button. Below the input fields, there are two links: 'Register for an account' and 'Forgot password or security question'. The 'Forgot password or security question' link is circled in red.

Enter your e-mail address and date of birth as requested.



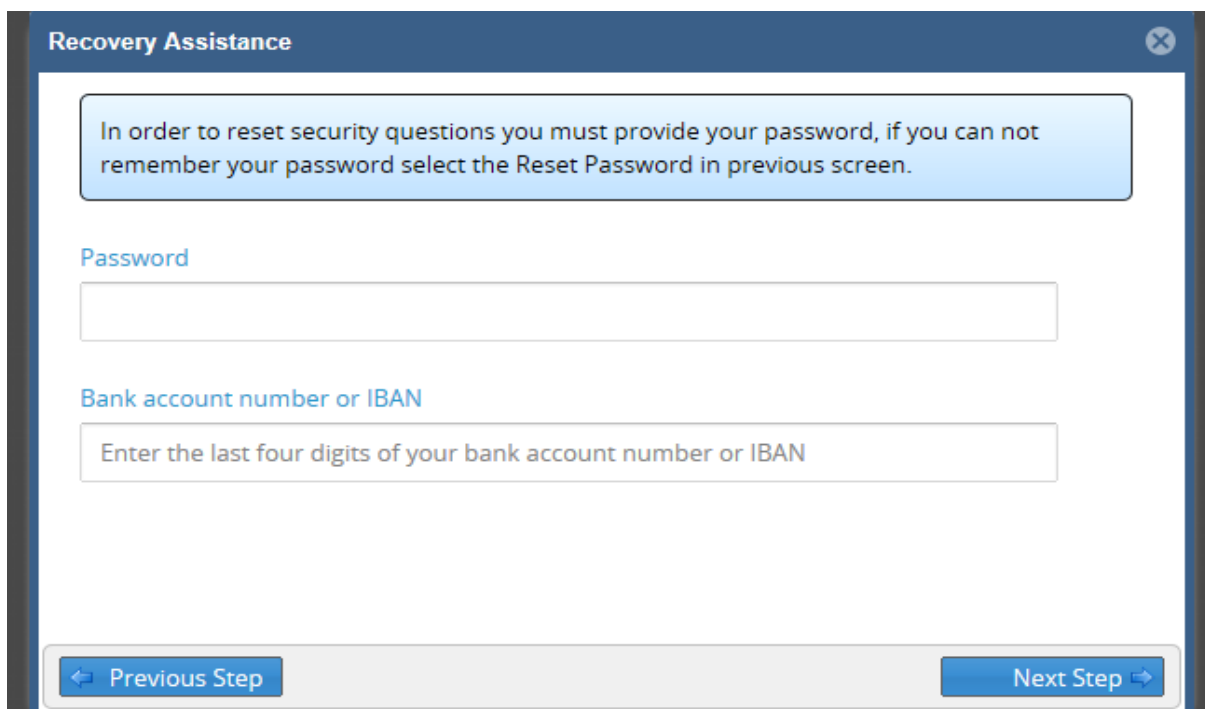
The image shows a 'Recovery Assistance' dialog box. At the top, the title bar reads 'Recovery Assistance' with a close button (X) on the right. Below the title bar, there is a blue box containing the text: 'If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your email address and date of birth.' Below this text, there is an 'Email' label followed by a text input field. Below the email field, there is a 'Date of Birth' label followed by three dropdown menus labeled 'day', 'month', and 'year'. At the bottom of the dialog box, there are two buttons: 'Previous Step' with a left arrow and 'Next Step' with a right arrow.

Select **second** option here: “**Security Question Reset**”



The screenshot shows a 'Recovery Assistance' dialog box with a blue header and a close button in the top right corner. A light blue instruction box at the top reads: 'Options below will allow you reset your password or security questions. Select most appropriate option and continue to next step.' Below this, there are two radio button options: 'Password Reset' (unselected) and 'Security Question Reset' (selected). At the bottom, there are two buttons: 'Previous Step' with a left arrow and 'Next Step' with a right arrow.

You must now insert your **Password** and the last **4** digits of your **Bank Account or IBAN**



The screenshot shows the 'Recovery Assistance' dialog box at a later stage. The instruction box now reads: 'In order to reset security questions you must provide your password, if you can not remember your password select the Reset Password in previous screen.' Below the instruction, there are two input fields. The first is labeled 'Password' and is empty. The second is labeled 'Bank account number or IBAN' and contains the placeholder text 'Enter the last four digits of your bank account number or IBAN'. At the bottom, the 'Previous Step' and 'Next Step' buttons are visible.

Answer the 3 questions below as requested and these will now become your 3 security questions.

Recovery Assistance ✕

Question One

Answer One
Question Two
Answer Two
Question Three
Answer Three

[← Previous Step](#) [Next Step →](#)

Recovery Assistance ✕

You have successfully reset your security questions, you will receive an email confirming security question reset.

[← Previous Step](#) [Next Step →](#)