

Forgot my Password (Reset Password)

If you have already registered on the CorePortal and you have forgotten the password that you created during set-up:

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 (Payroll Shared Service Centre) and a search bar. A navigation menu contains links for 'home', 'About PSSC', 'Contact Us', 'Information for HR / Finance Staff', and 'Services / Gaiige'. The main content area features several blue buttons: 'View Employee Online Payslips' (circled in red), 'View Retiree Online Payslips', 'Submit / Approve Expenses', and 'Submit / Approve Overtime / Allowances'. Below these buttons is a 'STAFF ALERTS' section with three items: '1) Christmas and New Year deadlines', '2) Shorter Working Year Calculations', and '3) Change from mileage to kilometres'. A 'What help do you need?' section contains buttons for 'Password / Registration Guide', 'Expenses Guide', 'Overtime / Allowances Guide', and 'Useful Links'. A 'FAQs' button is also present. At the bottom, there are three contact options: '0761 002 702 Call us for assistance', 'Ask PSSC Send us your general queries', and 'PSSC HELPOESK'. The footer contains copyright information: '© 2015 Payroll Shared Service Centre PSSC. All rights reserved. Privacy Policy / Legal Notice / T.0761 002 702'. The Windows taskbar at the bottom shows various application icons and the system clock displaying '15:40 18/11/2014'.

Step 3: Select your Department from the list.

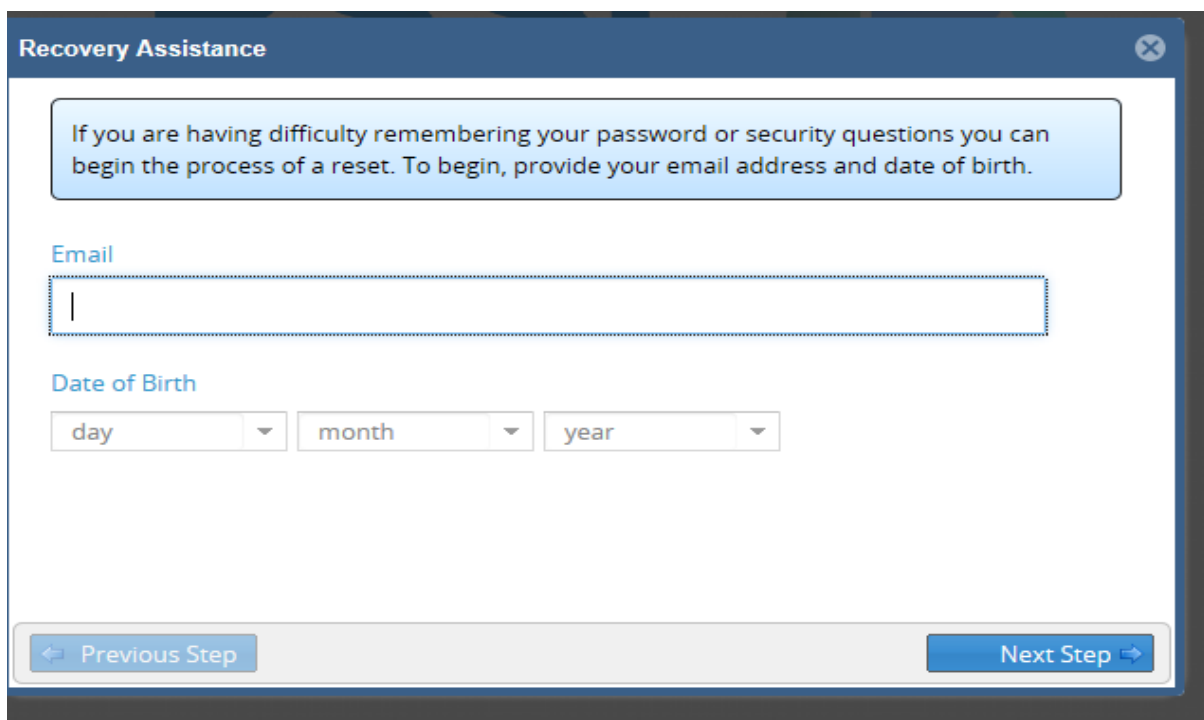
The screenshot shows a web browser window with the URL psc.gov.ie/online-employee-payslip/. The page features the PSSC logo (Public Shared Services Centre) and a navigation menu with links for Home, About PSSC, Contact Us, Information for HR / Finance Staff, and Seirbhís / Gaeilge. The main heading is "Online Employee Payslips" with the instruction: "To view your online payslip, please click on your home organisation". A list of 28 organizations is provided, including the An Garda Síochána Ombudsman Commission, 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 Deafness, 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 Síochána, Irish Human Rights and Equality Commission, Law Reform Commission, Legal Aid Board, National Council for Special Education, National Disability Authority, National Library of Ireland, and National Museum of Ireland. The "Department of Justice & Equality" link is circled in red.

Step 4: Select 'Forgot password or security question'



The image shows the login page for the Payroll Shared Service Centre (PSSSC). The logo at the top left reads "PSSSC" in large blue letters, with "Seirbhís Chomhroinnte Phárolla" and "Payroll Shared Service Centre" below it. To the right is a stylized logo of three people in blue and green. Below the logo are two input fields: one for a username (with a vertical cursor) and one labeled "Password". To the right of these fields is a grey "Sign In" button. Below the input fields are two links: "Register for an account" and "Forgot password or security question". The second link is circled in red.

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



The image shows a "Recovery Assistance" window. At the top, a blue header bar contains the title "Recovery Assistance" and a close button (X). Below the header is a light blue box with 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 box are two input sections. The first is labeled "Email" and has a single-line text input field with a vertical cursor. The second is labeled "Date of Birth" and consists of three dropdown menus for "day", "month", and "year". At the bottom of the window are two buttons: "Previous Step" with a left-pointing arrow and "Next Step" with a right-pointing arrow.

Select first option here “**Password Reset**”

Recovery Assistance

Options below will allow you reset your password or security questions. Select most appropriate option and continue to next step.

Password Reset

Security Question Reset

← Previous Step

Next Step →

You have two options on how to reset your password on the Coreportal -

- (i) You can reset it by sending an Email (Note: you must have the last four digits of your IBAN (bank account number) to use this option).

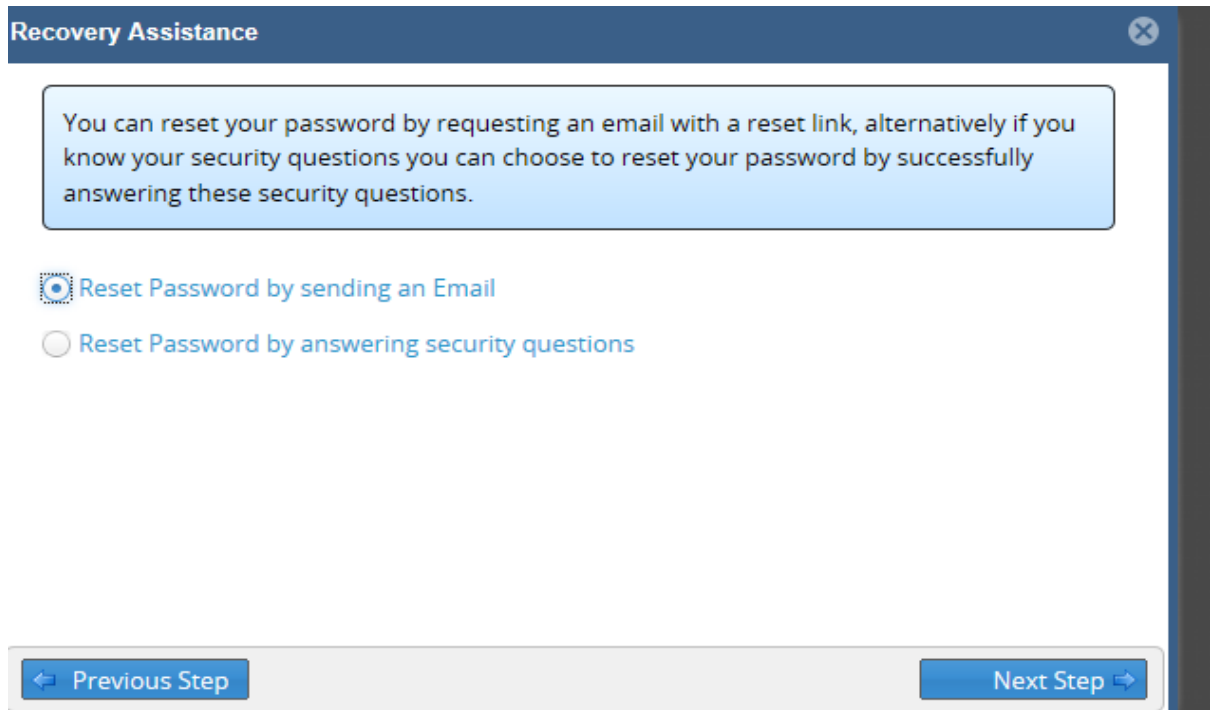
Or

- (ii) You can reset it by answering the security questions that you set when registering.

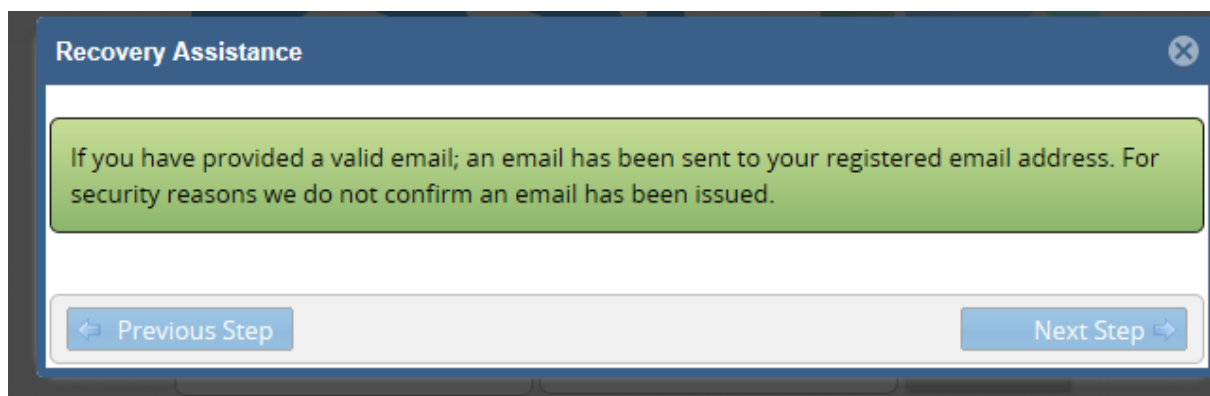
Note: If you don't have the answers to your three security questions you will have to contact the PSSC Helpdesk at 076-1002702 and request a password reset.

(i) **Resetting my Password by sending an E-mail**

Select "Reset Password by sending an Email"



The screenshot shows a dialog box titled "Recovery Assistance" with a close button in the top right corner. Inside the dialog, there is a light blue box containing the text: "You can reset your password by requesting an email with a reset link, alternatively if you know your security questions you can choose to reset your password by successfully answering these security questions." Below this text are two radio button options. The first option, "Reset Password by sending an Email", is selected with a blue radio button. The second option, "Reset Password by answering security questions", is unselected with a white radio button. At the bottom of the dialog, there are two buttons: "Previous Step" with a left-pointing arrow and "Next Step" with a right-pointing arrow.



The screenshot shows the same "Recovery Assistance" dialog box. The text inside the light green box now reads: "If you have provided a valid email; an email has been sent to your registered email address. For security reasons we do not confirm an email has been issued." The "Previous Step" and "Next Step" buttons remain at the bottom of the dialog.

Having requested the password reset by sending an e-mail you will receive an e-mail to your e-mail account provided at time of registration (unless you subsequently changed it). Click on the link

provided to the Coreportal in this e-mail and you will be brought to the password reset page as shown below. **(Note: you don't receive a new password but instead you are linked to this reset screen allowing you to set your own new password)**

- Enter your date of birth as requested
- Enter the last four digits of your IBAN (Bank Account Number)
- Enter a new password
- Confirm new password

(The new password must be at least 8 characters long and contain at least 1 uppercase (Capital) letter and 1 number.

New passwords must differ from a previous password by at least 1 character)

Set Password Back to Login

Please enter the details requested confirming your identity, create a password that is at least 8 characters long and contains at least 1 uppercase (Capital) letter and 1 number. New passwords must differ from a previous password by at least 1 character. Select Set Password Option below. If you have any questions please contact the PSSC HelpDesk on (076) 1002 702 or helpdesk@pssc.gov.ie

Date Of Birth
[] month [] year []

IBAN
last four digits of IBAN

Password

Confirm Password

Set Password

Select the  option at the bottom of the screen to complete the process.

(ii) Resetting my Password by answering my 3 Security Questions

Select **“Reset Password by answering security questions”**

Recovery Assistance



You can reset your password by requesting an email with a reset link, alternatively if you know your security questions you can choose to reset your password by successfully answering these security questions.

- Reset Password by sending an Email
- Reset Password by answering security questions

[← Previous Step](#)

[Next Step →](#)

You must now enter the answers to the 3 security questions you set during registration (unless you subsequently changed them).

Recovery Assistance



What was the make of your first car

Name your favourite holiday destination

Name of your favourite event/concert you attended

[← Previous Step](#)

[Next Step →](#)

You can now enter a new password (The new password must be at least 8 characters long and contain at least 1 uppercase (Capital) letter and 1 number.

New passwords must differ from a previous password by at least 1 character)

Recovery Assistance ✕

Your password must be at least 8 characters long and contain at least 1 uppercase (Capital) letter and 1 number.

New Password

Confirm New Password

[← Previous Step](#) [Next Step →](#)

Recovery Assistance ✕

You have successfully reset your password, you will receive an email confirming password reset.

[← Previous Step](#) [Next Step →](#)
