



# Troubleshooting

## Logging into Core Portal

Payroll Shared Services (PSS) Contact Centre



Oifig Náisiúnta  
um Sheirbhísí  
Comhroinnte

National  
Shared Services  
Office

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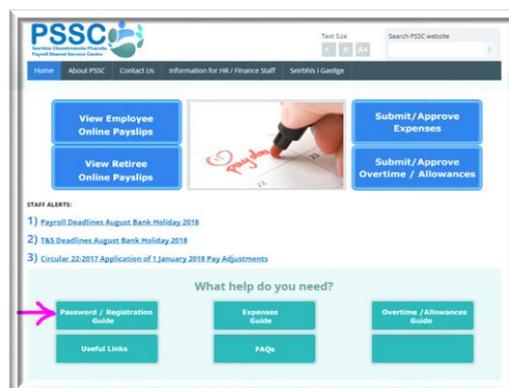
## The security question I am being asked is not one that I set up originally.....

If you are being asked security questions that you did not set; you have either entered the wrong username or you are in the incorrect link.

- (1) To ensure you are logging in to the correct link we recommend that you log in through the homepage. You may access PSSC homepage by clicking on this link <https://pssc.gov.ie/>
- (2) Click on “**View Employee Online Payslips**” and select your own department from the list.
- (3) Please ensure that you are using your **Full Email Address** as your **Username**.

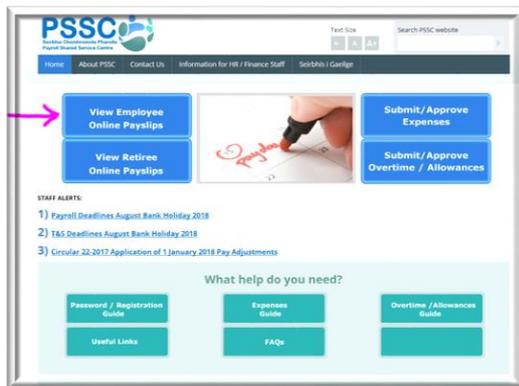
## I’m not sure of my Password and/or my Security questions.....

If you are unsure of either your password or security questions, you can reset these using the “Forgot Password or Security Questions” link on the site. If you have forgotten both your password and your security questions, always reset the password first, and then reset the security questions after. Full details on how to do this can be found in a guide under the Password/Registration Guide tab on our homepage <https://pssc.gov.ie/> – “I have forgotten my password”/ “I have forgotten my security questions”.



## I am not receiving the email when I try to reset my password.....

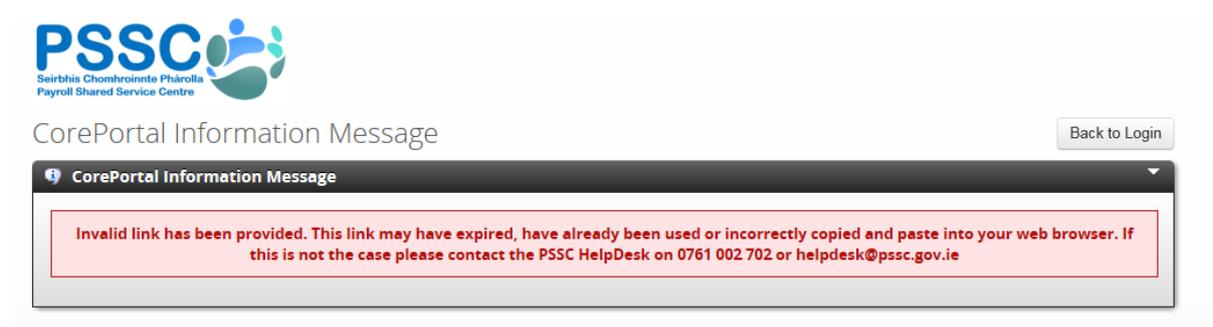
We recommend that you always log in through our **homepage** - as you may have been using an incorrect or expired link. If you try to reset your password on an incorrect link you will not receive the recovery email. Click on the **“View Employee Online Payslips”** and select your own department from the list of all the departments served by Payroll Shared Services.



This will ensure that you are in the correct link and you can start the reset password process again.

## I received the email but I get an error when I click the link.....

If you get the following error when you click the reset link, it means that the link has expired or there is something wrong with this link:



You will need to start the reset process again and use this link as soon as you receive it. These email links are only valid for 20 minutes after their generation.

## I received the email but it is asking for my IBAN.....

In order to reset your password you will only need the last four digits of your IBAN (the bank account that your salary is paid into). This is a verification requirement and your password cannot be reset without this information. If you do not know your IBAN, you can look it up. If you have online banking you can find it there, or it will be on a bank statement.

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  
day  month  year

IBAN

Password

Confirm Password

## The system is not accepting the password I am inputting...

Password

Confirm Password

Your new password must be 8 characters long and must contain at least 1 upper case letter and at least 1 number. It cannot be similar to any passwords you have used previously.

## My username is my work email address, but my department's name was changed, how do I update this?

As you can register your core portal with any email address, be it a work or personal email address, this is not automatically updated if there are any changes to your work email address.

### Why is it important to change your Email Address on Core Portal?

1. If your department has recently **changed its name**, for example, the Department of Communications, Energy, and Natural Resources (DCENR) has changed to the Department of Communication, Climate Action and Environment (DCCAE).
2. If you don't keep your information up to date, any **recovery emails** will not be sent to the correct address, thus, reducing your range of autonomous actions.
  - a. However, it is important to note that: Reset Password by **Security Questions** is still available to you in the event that you forgot your password and your email address is out of date.
3. **Core Portal Expenses:** if you are an approver, or even if you are claiming expenses, all updates/notifications are sent to the email address stored on Core Portal. Any changes, therefore, should be reflected on your profile as soon as possible, which can be done by via the website. Full details on how to change your email address can be found in our Update Core Portal email address guide on our website <https://pssc.gov.ie/>

Further details on how to update your email address can be found in our "Changing Your Email Address" guide on the pssc.gov.ie homepage, under the "Password/ Registration" tab.

## I have transferred between departments, should I register for a new account to log in?

When you change departments there are three different scenarios that can arise:

### Scenario 1

Both departments are on the same database and you have retained your old Personnel number (advised to you by your HR)

In this case you will not need to register for a new account, you can simply change your email address by following our Update Core portal email address guide.

### Scenario 2

Both departments are on the same database but you have been given a new Personnel number.

In this case you will need to register a new account as a new pay profile has been created for you. You should receive a new token within 2 weeks of your first pay date. You can retain access to your

previous details by changing your email address to a personal email address using our Update Core Portal email address guide.

### **Scenario 3**

The two departments are on different databases.

In this case you will need to register a new account as a new pay profile has been created for you. You should receive a new token within 2 weeks of your first pay date. You can retain access to your previous details by changing your email address to a personal email address using our Update Core Portal email address guide.

We have included a list of departments and the databases that they fall under in order for you to determine which scenario your particular transfer falls under.

If you need to register a new account and do not receive a token within 2 weeks of your first pay date you can email [tokenrequest@nssso.gov.ie](mailto:tokenrequest@nssso.gov.ie) with your PPSN and DOB to request a token.

## **I am accessing the Core Portal from home, but my username is normally my work email address – does this stay the same, or should I input my personal email address as I am at home?**

Your username will always remain the same, whether you are accessing the Core Portal from home or work. If your registered email address is a work email address, then you need to put this in as your username. If you enter a different email address, then the wrong security question for the account will appear, and you will not be able to access the Portal successfully.

## **When I am logging in, the system has saved my username and/or password in the applicable boxes. However, it is not allowing me to log in successfully – what could the problem be?**

We would not recommend saving any of these details on the system for logging onto the Core Portal. It could be a matter that the password that is pre-populated is the incorrect one, but you would not be able to see this. Even if you delete and input what the current password is, it may not log you in successfully.

It would be advisable to contact your IT section to clear the cache on your computer, and, in future, do not save any of these details on the system for logging in. Always log in afresh through the [www.pssc.gov.ie](http://www.pssc.gov.ie) homepage.



## **I am trying to open a payslip on the screen, but it is not appearing...**

Depending on the browser you are using, the payslip may not automatically open. Another reason for a payslip not opening automatically on your screen would be the fact that many other pages are open on the browser at the same time. You may have to click the browser icon to open it – Google Chrome, Internet Explorer, Firefox, etc.

## **I am trying to input information that is required on the screen (e.g. date of birth, email address), but there is nowhere to put this information**

IF this error is occurring, then it would be a web browsing issue. Google Chrome or Internet Explorer would be the best browsers to use and to access Core Portal through the PSSC Homepage - [www.pssc.gov.ie](http://www.pssc.gov.ie). If you have access to an alternative browser to the one you are currently using, it would be advisable to change to this to remedy the problem.

## List of Departments by Database

### Civil A

Central Statistics Office  
 Chief State Solicitors Office  
 Commission for Public Service  
  
 Comptroller and auditor general  
  
 Courts Service Judiciary  
 Department of Agriculture, Food and Marine  
 Department of Business, Enterprise and Innovation  
 Department of Communications, Climate Action and Environment  
 Department of Education and Skills  
 Department of Finance  
 Department of Foreign Affairs and Trade  
 Department of Public Expenditure and Reform  
 Department of Transport, Tourism and Sport  
 Director of Public Prosecutions  
 HIQA  
 Law Reform Commission  
 National Council for Special Education  
 National Shared Services Office  
 NCCA  
 Office of Government Procurement  
 Office of the Attorney General  
 Office of the Ombudsman  
 President's Establishment  
 Public Appointments Service  
 REBO  
 Revenue  
 State Exams Commission  
 State Laboratory

### Civil B

Children Detention Campus  
 Courts Service Non Judiciary  
 Department of Culture Heritage and the Gaeltacht  
  
 Department of Justice and Equality  
 Department of Rural and Community Development  
 Department of the Taoiseach  
 Garda Siochana Ombudsman Commission  
  
 Garda Staff  
 Irish Human Rights and Equality Commission  
 Legal Aid Board  
 National Disability Authority  
 National Library of Ireland  
 National Museum of Ireland  
 Policing Authority  
 Property Registration Authority  
 Valuation Office

### Civil C

Adoption Authority of Ireland  
 Department of Children and Youth Affairs  
 Department of Defence  
 Department of Employment Affairs and Social Protection  
  
 Department of Health  
 Department of Housing, Planning and local Government  
 Office of Public Works  
  
 Office of the Comptroller and Auditor General

### Civil D

Defence Soldiers, Officers and Reservists

