



Why is the System Asking Me to Change My Password? - Retirees

Payroll Shared Services (PSS) Contact Centre

Core Portal is applying security best practice in prompting you to change your password.

If you sign in to Core Portal and get the following screen '**Change Password**' this means that it has been more than **180 days** since you last changed your password.

Change Password Back to Login

Your password must be at least 5 characters long and can contain letters and numbers. New password must differ from previous password. Queries to PSSC Helpdesk on (076) 1002 702 or helpdesk@pssc.gov.ie

Current Password

New Password

Confirm Password

Please follow these steps in order to update your password:

1. Enter your current password in the first box:
 - a. If you forgot your **Current Password** you will need to contact us to reset it please refer to the contact us page on our website pssc.gov.ie.

Password/Registration Guide for Retirees

2. Enter a new password in the second box. This must have at least 5 characters and can contain letters and numbers. This password must vary from any password set previously for the account.
3. Enter your new password again, this time in the third box to confirm.
4. Click Change Password.