



I Have Forgotten My Security Questions

Payroll Shared Services (PSS) Contact Centre

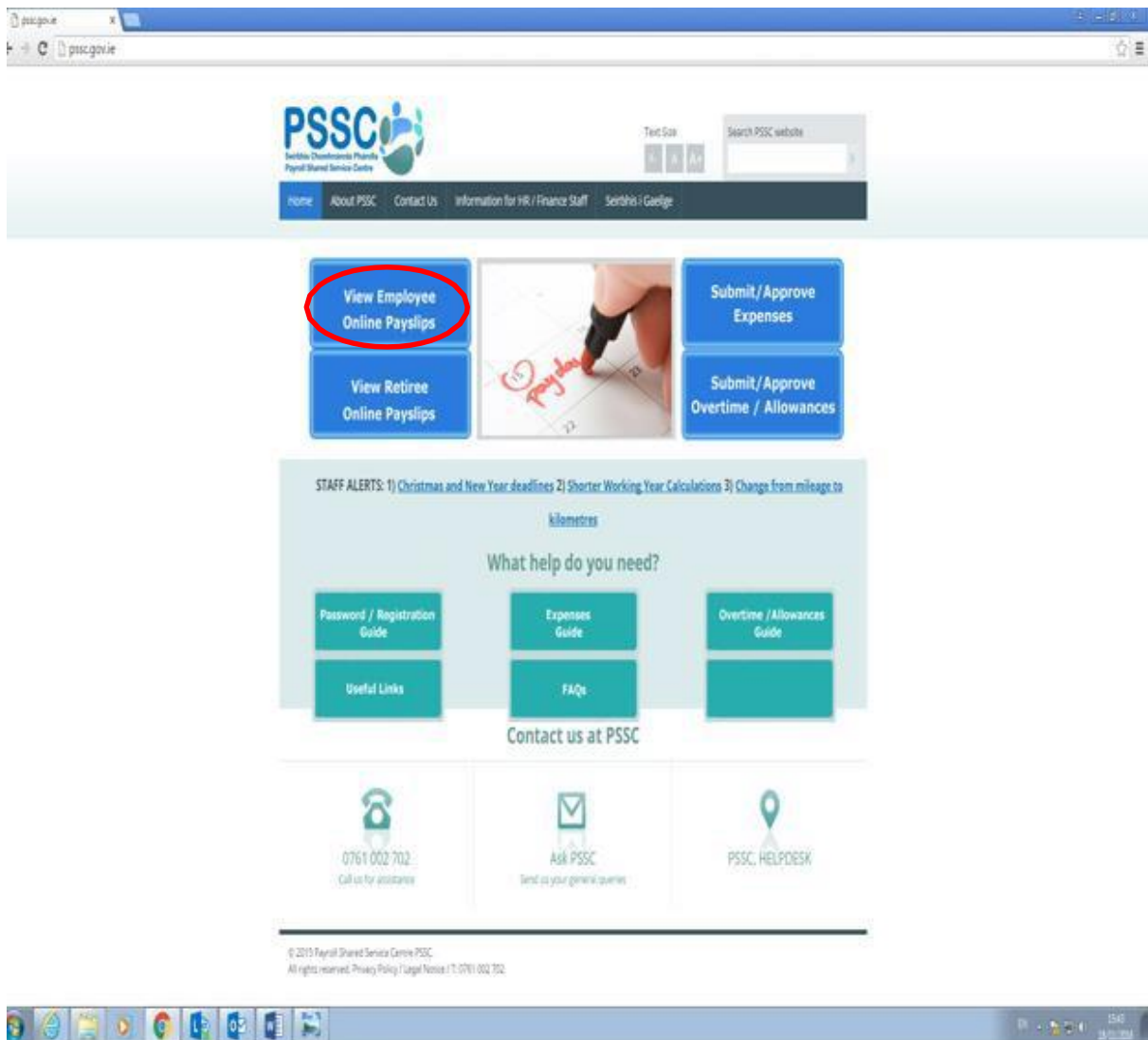
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1 Logging on to the system to reset the security questions

Go to the PSSC Website www.pssc.gov.ie

Select the option 'View Employee Online Payslips'



Select your Department from the list:

Online Employee Payslips

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

- [An Garda Síochána / Irish Gardaian 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 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](#)

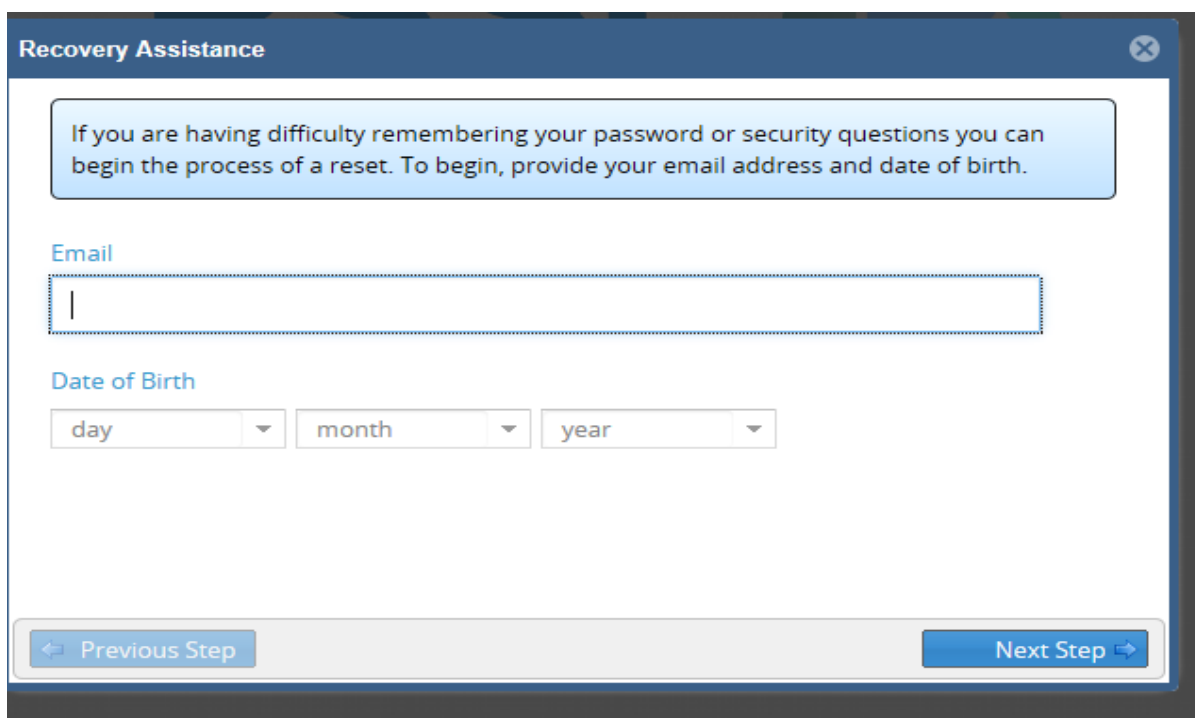
2 How to reset your security questions

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 Phárolla' and 'Payroll Shared Service Centre'. 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 and one labeled 'Password'. A 'Sign In' button is to the right of the password field. 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.



The image shows a 'Recovery Assistance' dialog box. At the top, it says 'Recovery Assistance' with a close button. Below is a text box: '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 are two input fields: 'Email' (a text box) and 'Date of Birth' (three dropdown menus for 'day', 'month', and 'year'). At the bottom are two buttons: 'Previous Step' and 'Next Step'.

Select second option here: “Security Question Reset”, and then “Next Step”

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 must now insert your Password and the last 4 digits of your Bank Account or IBAN, and then select “Next Step”.

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

- If you are unsure of your password, you will need to reset this firstly. Please see our “I Have Forgotten My Password” guide for further assistance with this, if you are unsure of how to do this.

Recovery Assistance

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.

Password

Bank account number or IBAN

Enter the last four digits of your bank account number or IBAN

Previous Step

Next Step

Answer the 3 questions below as requested and these will now become your 3 new security questions. Keep a note of how you have answered these questions, as the answers are case-sensitive.

Recovery Assistance ✕

Question One

Select question One

Answer One

Answer to question One

Question Two

Select question Two

Answer Two

Answer to question Two

Question Three

Select question Three

Answer Three

Answer to question Three

Previous Step Next Step

Once you have chosen and answered all 3 questions, the following message will appear:

Recovery Assistance ✕

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

Previous Step Next Step