



# I Have Forgotten My Security Questions

Payroll Shared Services (PSS) Contact Centre



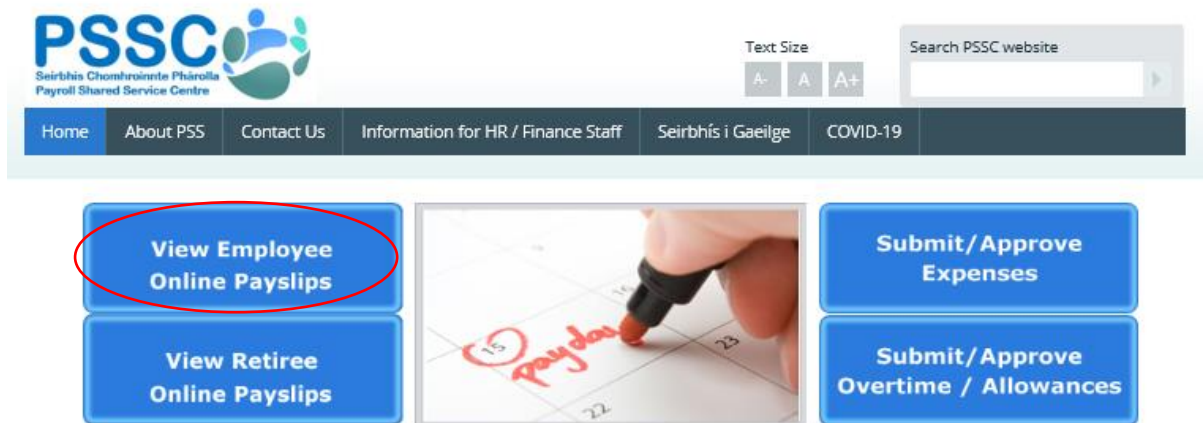
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## Logging on to the system to reset the security questions

Go to the PSSC Website [www.pssc.gov.ie](http://www.pssc.gov.ie)

Select the option **'View Employee Online Payslips'**



The screenshot shows the PSSC website homepage. At the top left is the PSSC logo with the text "Seirbhís Chomhroinnte Páiríolla Payroll Shared Service Centre". To the right of the logo are "Text Size" controls (A-, A, A+) and a search bar labeled "Search PSSC website". Below the logo is a dark navigation bar with links: Home, About PSS, Contact Us, Information for HR / Finance Staff, Seirbhís i Gaeilge, and COVID-19. The main content area features four blue buttons: "View Employee Online Payslips" (circled in red), "View Retiree Online Payslips", "Submit/Approve Expenses", and "Submit/Approve Overtime / Allowances". A central image shows a hand writing "payslips" on a calendar grid.

Select your Department from the list:

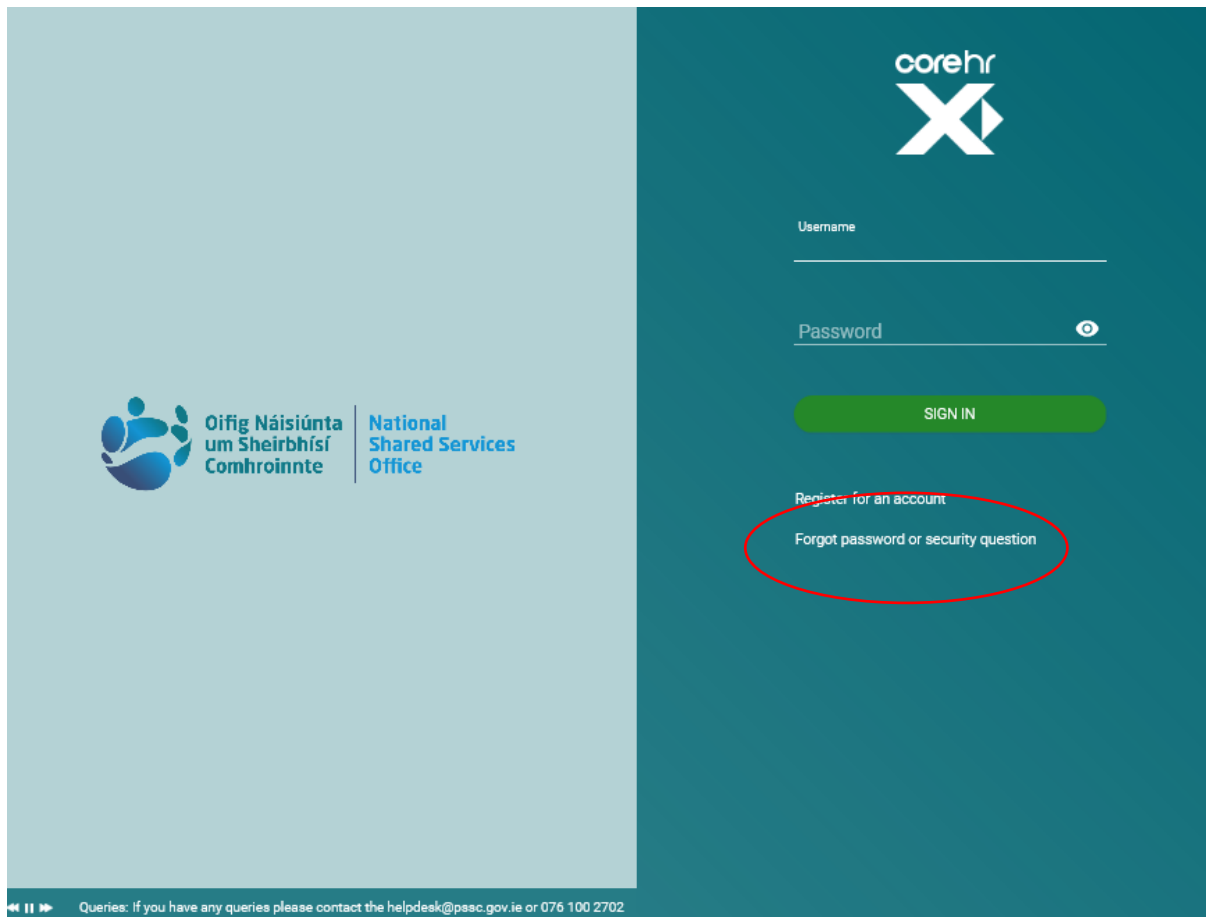
## Online Employee Payslips

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

[Adoption Authority of Ireland](#)  
[Central Statistics Office](#)  
[Chief State Solicitors Office](#)  
[Children Detention Campus](#)  
[Commission for Public Service](#)  
[Comptroller and Auditor General](#)  
[Office of the Comptroller and Auditor General](#)  
[Courts Service \(Judiciary\)](#)  
[Courts Service \(Non-Judiciary\)](#)  
[Department of Agriculture, Food and the Marine](#)  
[Department of Children, Equality, Disability, Integration and Youth](#)  
[Department of Defence Soldiers, Officers and Reservists Pay](#)  
[Department of Defence](#)  
[Department of Education](#)  
[Department of Enterprise, Trade and Employment](#)  
[Department of Environment, Climate and Communication](#)  
[Department of Finance](#)  
[Department of Foreign Affairs](#)  
[Department of Health](#)  
[Department of Housing, Local Government and Heritage](#)  
[Department of Justice](#)  
[Department of Public Expenditure and Reform](#)  
[Department of Rural and Community Development](#)  
[Department of Social Protection](#)  
[Department of the Taoiseach](#)  
[Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media](#)  
[Department of Transport](#)  
[Director of Public Prosecutions](#)  
[Garda Síochána Ombudsman Commission](#)  
[Garda Staff](#)  
[Irish Human Rights and Equality Commission](#)  
[Irish Prison Service \(Civilians\)](#)  
[Law Reform Commission](#)  
[Legal Aid Board](#)  
[National Council for Special Education](#)  
[National Disability Authority – \(DCEDIY\)](#)

## How to reset your security questions

Select **'Forgot password or security question'**



The screenshot shows the corehr login interface. On the left, the logo for the National Shared Services Office (Oifig Náisiúnta um Sheirbhísí Comhroinnte) is displayed. On the right, the corehr logo is at the top, followed by input fields for 'Username' and 'Password'. A green 'SIGN IN' button is positioned below the password field. At the bottom of the login area, 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. At the very bottom of the page, a footer contains the text: 'Queries: if you have any queries please contact the helpdesk@psac.gov.ie or 076 100 2702'.

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

Recovery Assistance

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.

Login Details

Date of Birth

day month year

Previous Step Next Step

Select **second** option here: “**Security Question 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 must now insert your **Password** and the last 4 digits of your **Bank Account or IBAN**

**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 as requested and these will now become your 3 security questions

**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 →](#)

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. 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 →](#)