



## Frequently Asked Questions

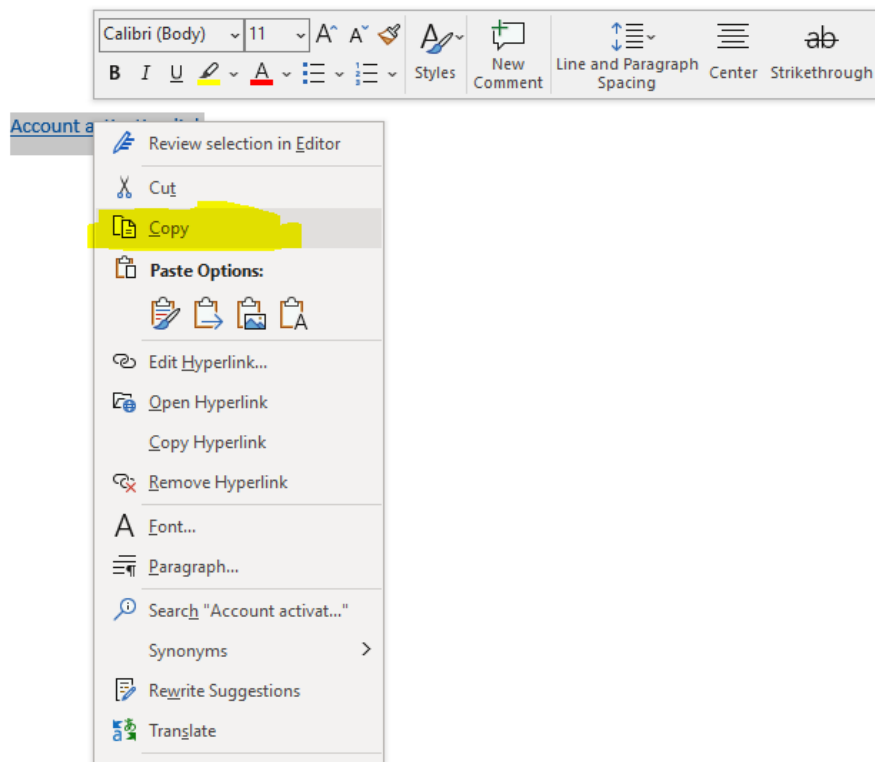
### FAQ when helping users register for the portal and activating their Self Service Accounts

- 1. I cannot enter my email address when setting up my username and password for my Health Shared Services Self Service portal account ( this is step 7 on user set up the guide)**

Check you are using Google Chrome.

- 2. I received an email with the link to log in to the portal, but am receiving an error message when I click the link.**

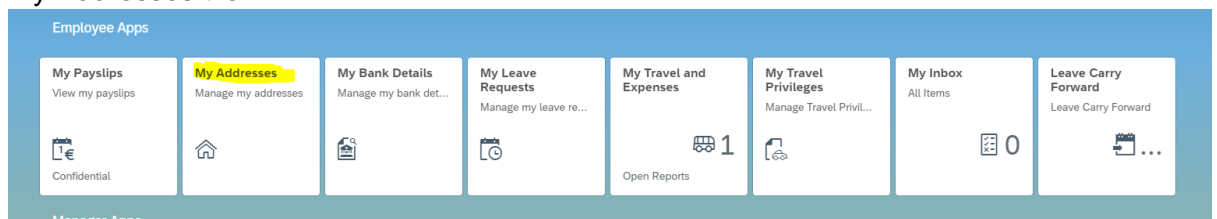
You need to highlight the link, right click and select copy and then paste it to Google Chrome. Use copy not copy link, see screenshot below:





### 3. I have logged into the portal and my work address is incorrect

You can update your work address when you log into your Self Service account in the My Addresses tile



### 4. I have sent in a manager account request and have not received my log in details, but have received their employee account details.

Check you supplied your work email address when completing your manager account request. Managers who supply a personal email address will not get access to their manager account. These managers will be contacted to advise them to resubmit their form with a work email address.

### 5. I have submitted my form but haven't received my log in details yet?

Log in details will be issued via email from the SAP Security Team from 20<sup>th</sup> March 2023 onwards (please check your junk mail folder)

### 6. I don't know my SAP Personnel Number

You can contact one of the NiSRP Programme Team Members at your local information stand or your Line Manager.

### 7. I can't log into the Health Shared Services Self Service Portal

Please contact the Self Service Helpdesk-NiSRP @support.nisrp@hse.ie

Please contact the Self Service Helpdesk-NiSRP at [support.nisrp@hse.ie](mailto:support.nisrp@hse.ie) or 0818 300296