HR and Payroll Self Service Common Helpdesk Topics and Solutions

What is HR and Payroll Self Service?

HR and Payroll Self Service is an online portal (using SAP soft ware) which allows employees to view or change a range of personal information, request leave and submit travel/expenses claims. Managers can also use it to approve requests for leave and travel.

How do I get my Login ID?

Your Logon ID is your HSE (SAP) personnel number [8 digits e.g.: 30123456] prefaced by the letter 'E' for
employees, "M" for managers and "R" for retirees. You will find it printed on your

How do I get my password?

1. Access HR and Payroll Self Service
2. Select the Password Reset option
3. Enter your Logon ID. This is your personnel number preceded by E and mobile number in the format 353 87*******.
4. Select Reset
5. Enter your Logon ID and type in (or copy and paste) the Temporary Password received in the text message.
6. Select Log on
7. Enter the Old Password. This is the Temporary Password sent to your mobile number. Enter a new password and confirm this. The password must be at least 8 characters long with a requirement for one uppercase letter, one number, and a special character for example $%!.
8. Select Change
9. Your password is now changed and you are logged in to HR and Payroll Self Service

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How to log in to HR and Payroll Self Service for the first time from a personal device?

Follow these steps to get set up for the first time and to set your password:

1. Access HR and Payroll Self Service
2. Select Password Reset
3. Enter your Login ID. This is your HSE (SAP) personnel number prefaced by the letter E for Employees and R for Retirees and mobile number in the format 35387*******
4. Select Reset
5. Enter your Login ID and type in (or copy and paste) the Temporary Password received in the text message
6. Select Log on. Accessing Self-Service from a personal device requires an additional verification code, an 8-digit number every time you log in. The code is sent via text message to your mobile phone. This is a security step, similar to the process used in online banking
7. Enter the verification code on the login screen
8. Click Log on
9. Enter the Old Password. This is the Temporary Password sent to your mobile number. Enter a new password and confirm this. The password must be at least 8 characters long with a requirement for one uppercase letter, one number and a special character for example $&!
10. Click Change
11. Your password is now changed and you are logged in to HR and Payroll Self Service

Why do I sometimes get sent a code when I log in?

This is a six digit code sent to your device as an extra verification step every time you log in from a non HSE device. This is similar to the process used in online banking. The code is sent by text message to the mobile number registed on HR and Payroll Self Service. You can update your mobile number in My Addresses on Self Service. Click here to watch the video tutorial.

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The system sent a passcode to my email but I have not received it?

You should check your spam folder in your email. The email address registered on SAP may not be your HSE email so check your personal email such as Hotmail, Gmail or Yahoo mail.

Why do I get the error message "SAML2 service not accessible" when I try to log on to HR and Payroll Self Service?

When you create a bookmark of the login screen the browser saves the address for that session. When you go back in at another stage using this address it will give the "SAML2" error. It is recommended to set a desktop shortcut to save the login. See below in next question for steps. If you do not use the desktop shortcut you will also find a link the login screen on www.hse.ie/nisrp

How do I save a link to the HR and Payroll Self Service login on my desktop?

Right mouse click on a blank part of the desktop and select 'New' and 'Shortcut'. On the next screen enter https://myhseselfservice.hse.ie. Click Next. Enter the name of the link HR and Payroll Self Service log on and click finish. The icon will appear on your desktop.

Is HR and Payroll Self Service a website, an App?

It is a website that you can access on a desktop PC, laptop, smartphone or tablet via https://myhseselfservice.hse.ie

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What do I do if I get a blank screen when I log on to HR and Payroll Self Service?

You may have an older version of an internet browser. It is recommended to use latest version of Microsoft Edge, Chrome or FireFox to use HR and Payroll Self Service.

How can I help an employee who cannot read or write?

If an employee cannot read or write it is recommended to continue the work practice at present which would be to work with their manager for assistance. The manager cannot apply for leave on behalf of the employee, however leave can be recorded in Time Managers Workplace.

How can I help an employee who is blind or visually impaired?

There is an option to change the contrast in the settings to increase the text size and the colour of the text with a black background and white text. There is also a read aloud feature available with speech to text functionality using the Microsoft Edge broswer.

What leave can I view on the Team Calendar?

All Leave recorded will now visible on the Managers 'My Team' Calendar including leave recorded outside HR and Payroll Self Service such as career breaks or maternity leave.

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How do I input time in lieu on HR and Payroll Self Service?

Time in lieu is not inputted on HR and Payroll Self Service. This will need to be inputted by your time inputter/time returning officer following sign off by line manager.

How do I update my travel documentation on HR and Payroll Self Service?

The “Travel Privileges” feature allows employees to submit key documents about their vehicle to Manager/Approver for approval. Three key documents must be submitted to Manager/Approver every year to enable you to claim travel expenses, these are:

1. Certified copy licensing certificate/vehicle registration for the nominated vehicle
2. Certified copy of current insurance policy
3. Certified copy of signed employee declaration for use of own motor vehicle

If you have any other travel privilege queries you can check out FAQS here.

What does the error "Payroll area 2H/3H is locked" mean?

The error message "Payroll area 2H/3H is locked" is advising that the system is locked for routine maintenance. This can be for a short time or it might be for two days before your payday. During this time you will not be able to enter leave or travel claims or approve these claims if you are a manager.

Why can't I see my full leave entitlement?

Yes, you can see the full leave entitlement for the year in "Your Leave" under HSE Reports". "Calc A/L for Year" predicts your leave for the year and "A/L Remaining" shows how many hours left to take for the year.

Will I be able to apply for annual leave if my quota is low?

Yes, you will be able to apply for leave and this will be taken from the accrued leave throughout the year. You can still take leave and the balance can reach minus 200 hours.

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Save icon on Apple smartphone

1. Open Safari internet browser
2. Click into the address bar and type: www.hse.ie/nisrp
3. Click on “HR and Payroll Self Service support”
4. Click Go
5. Click the share button (middle button on the bottom of the screen)
6. Scroll up and select Add to Home Screen
7. Click Add
8. Return to Home Screen and open the newly added icon
9. Click Login to HR and Payroll Self Service

Save icon on Android smartphone

1. Open Google Chrome internet browser
2. Click into the address bar and type: www.hse.ie/nisrp
3. Click on “HR and Payroll Self Service support”
4. Click on the 3 dots in top right hand corner
5. Scroll up and select Add to Home Screen
6. Click Add
7. Touch and hold the icon and place it on the home screen
8. Click the newly added icon

How do I get support?

If you need more help you can contact the Self Service Helpdesk – NiSRP via any of the following two options:

Email: support.nisrp@hse.ie When emailing the helpdesk include your name and personnel number (or your PPS number if you do not know your personnel number).

Phone: 0818 300 296 The Self Service Helpdesk - NiSRP is open Monday to Friday from 9am to 4.30pm.

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