

# My HSE Self Service Common Helpdesk Topics and Solutions



## What is My HSE Self Service?

My HSE Self Service is an online portal (using SAP software) 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 User ID is your SAP personnel number [eight digits eg: 30123456] prefaced by the letter "E" for employee, "M" for Manager/Approver and "R" for Retiree. If you don't know your personnel number you will find it printed on your payslip. You will see the number circled in the sample payslip image.

## How do I log in?

Please click [here](#) to watch the video tutorial on how to log in for first time on a HSE device.

Please click [here](#) for step-by-step instructions (.pdf) on how to log in via a HSE device.

Please click [here](#) for step-by-step instructions (.pdf) on how to log in via a personal device.

## How do I get my password?

Please click [here](#) to watch the video tutorial on how to log in for first time on a HSE device.

Using an internet browser, open the logon screen: <https://myhseselfservice.hse.ie>

Select the "Password Reset" option. Enter your Login ID (User ID) and email (this is the email we have on record for you, it might be an HSE or personal email address) and select the "Submit" button.

You will then be emailed a password which you can use to log in. Click the Continue button and on the next page enter the Login ID and Password emailed to you and click Log On. On the next page enter Old Password (emailed password) and New Password / Confirm Password. This must be at least 8 characters long with a requirement for 1 uppercase letter, 1 number and 1 symbol e.g. £, %, !. Click Change.

You will now be logged in to My HSE Self Service.

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## What is a passcode? and why do get one every time I log in?

The passcode is an extra security step required when signing in from a non-HSE device. Every time you sign in from a non-HSE device you will be sent an automated email with a six-digit number by email. If you do not have a HSE device it is best to use a personal email address. You can change your email address in My Addresses on Self Service. Click [here](#) to watch the video tutorial.

## 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 Self Service?

When you create a bookmark of **the login screen** the browser saves the address for that session. When the user goes 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. Click [here](#) to view the poster or you can also read the steps to do this in the next Q&A. If you do not use the desktop shortcut you will also find the login screen link under Staff and Careers on [www.hse.ie](http://www.hse.ie) and also on [www.hse.ie/nisrpservice](http://www.hse.ie/nisrpservice).

## How do I save a link to the My HSE 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 My HSE Self Service log-on and click finish. The icon will appear on your desktop.

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## Is My HSE Self Service a website, an App or a HSE run programme?

You can access My HSE Self Service as a website <https://myhseselfservice.hse.ie> if you have a desktop PC, laptop, smartphone or tablet.

## What do I do if I get a blank screen when I log on to My HSE Self Service?

You may have an older version of an internet browser. It is recommended to use latest version of Internet Explorer, Chrome or FireFox to use My HSE Self Service.

## How can I get assistance if I can't 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 your manager for assistance. Your manager cannot apply for leave on behalf of their staff, however leave can be recorded in Time Managers Workplace.

## How can I get assistance if I am 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 Browser.

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## What leave can I view on the Team Calendar?

All Leave recorded will now be visible on the Managers 'My Team' Calendar including leave recorded outside My HSE Self Service such as career breaks or maternity leave. It will also be visible within the employees 'My Leave' request tile.

## How do I input time in lieu on Self Service?

Time in lieu is not inputted on My HSE 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 NiSRP 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:

- Certified copy licensing certificate/vehicle registration for the nominated vehicle
- Certified copy of current insurance policy
- 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.



For more, click here



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