NATIONAL DOCTORS TRAINING & PLANNING

Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

NER App Guide

Financial Supports Modules

Guide for NCHD Users for Training Support Scheme (TSS) & Clinical Course Exam Refund Scheme (CCERS) Modules

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Introduction

NDTP are proud to announce the launch of the NER App. NCHDs can now access their NER Portal Account by using their smart phone whilst on the go. The NER App is an extension of what is currently available on the NER Web Portal. The NER is an online management system that enables NCHDs to interact virtually with Medical Manpower and Occupational Health by uploading pre-employment screening documentation prior to rotation including their Hire Form, Training Certificates and Occupational Health documentation. NCHDs can also submit TSS or CCERS Applications to their Medical Manpower Department. The E-Portfolio module is also available on the app, which allows NCHDs to record their training and career development. It also gives the opportunity to have their experience validated by their Supervising Clinician / Consultant where applicable provided they have a Wi-Fi connection when doing so.

The NER App is available for download on both the Google Play Store and IOS store making it compatible with most Android and iPhone devices. Whilst the functionality in the app is similar to that on the NER Web Portal, NDTP have developed this user guide to assist NCHDs in navigating and using the NER App. This guide will explain how to use the app on an Android device.

1. Downloading the NER App – Apple App & Google Play Store

In order to download the NER App to a device, you will need to open either the App Store for Apple devices or the Google Play Store App for Android devices, which can be found on your phones / tablets home-screen. In order to be able to download an app from the App Store or Google Play Store you will need to ensure you have logged into your Apple or Google Play store Account first. If you do not have an Apple or Google Play store Account, you will require to create one.

Link to App Google Play Store (Android Device) Link to App Store (IOS / Apple Device)

Once you have signed into the appropriate store account you should then be able to locate the NER App by searching for **National Employment Record** using the search bar.

Once you have located the NER App you can tap "*Install*" and follow the instructions on screen. The icon for the NER App is shown in Figure 1.

Figure 1: NER App Icon

2. Logging in:

2.1 NER Account Login

If you already have an NER account or just registered an account as a New User, you can login using your email, date of birth and password. Please note the date of birth field should be in the following format DD/MM/YYYY.

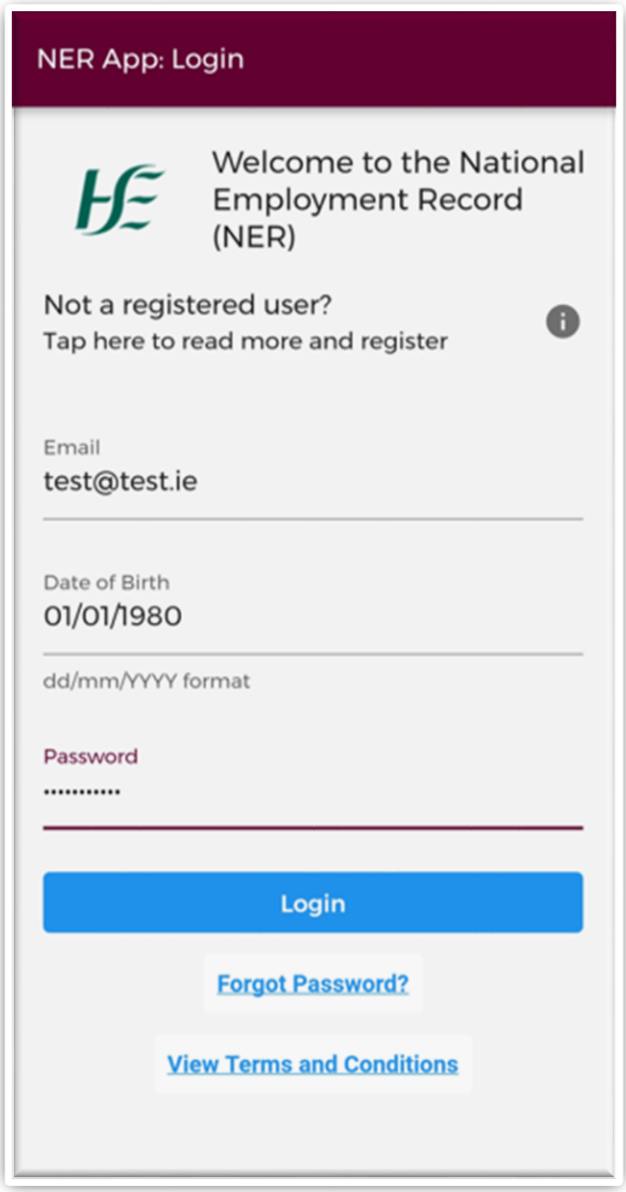


Figure 2: NER App Login Screen

As part of the Multi-Factor Authentication, You will also be asked to provide a 6-digit code sent to a mobile phone number you provided at the time of NER account registration.

- If you do not receive the text message within 30 seconds or your code has already expired, select 'Resend Code' option shown in the image below.

- You can use the 'Resend Code' option twice. If you still do not receive the message with the code after second trial, your account will be temporarily locked for 2 hours. Please, try logging in again after this time or contact the Support Team at dime.team@hse.ie for assistance. (Please note the DIME Team are online between 9am -5 pm Monday to Friday)

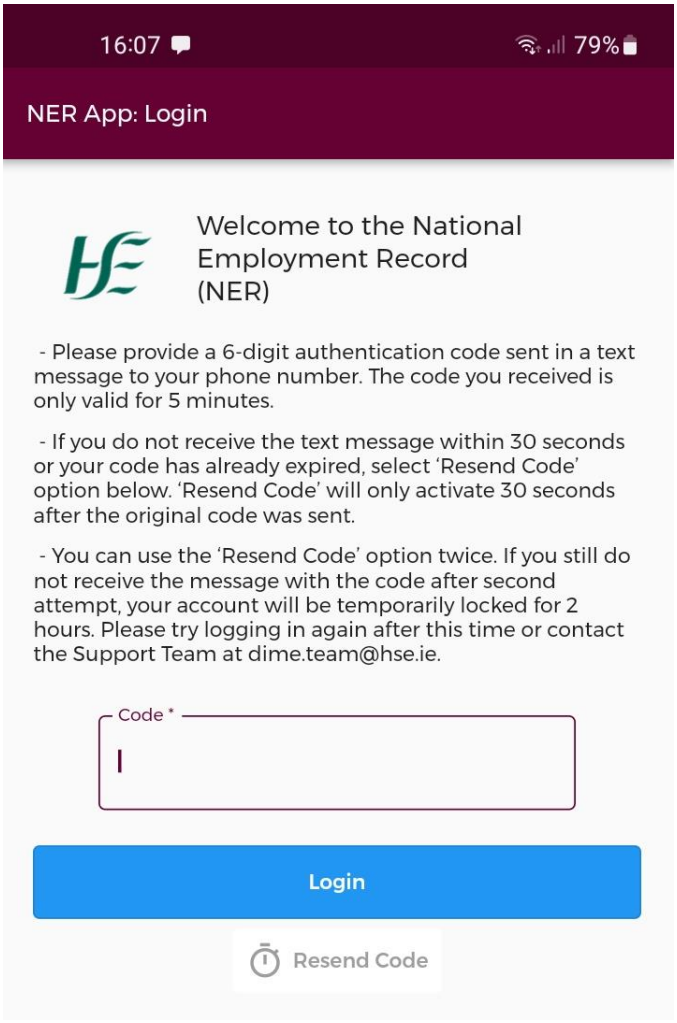


Figure 3: NER APP MFA Login Screen

The Multifactor Authentication is introduced to increase security of the system and data stored within the system by providing additional level of user authentication at login.

2.3 Forgot Password

If you have forgotten your password, you should tap on the *'Forgot Password?'* button beneath the login fields. You will be redirected to the below screen and will be asked to enter your email address associated with your account and tap the green save button (highlighted) to request a password reset email.

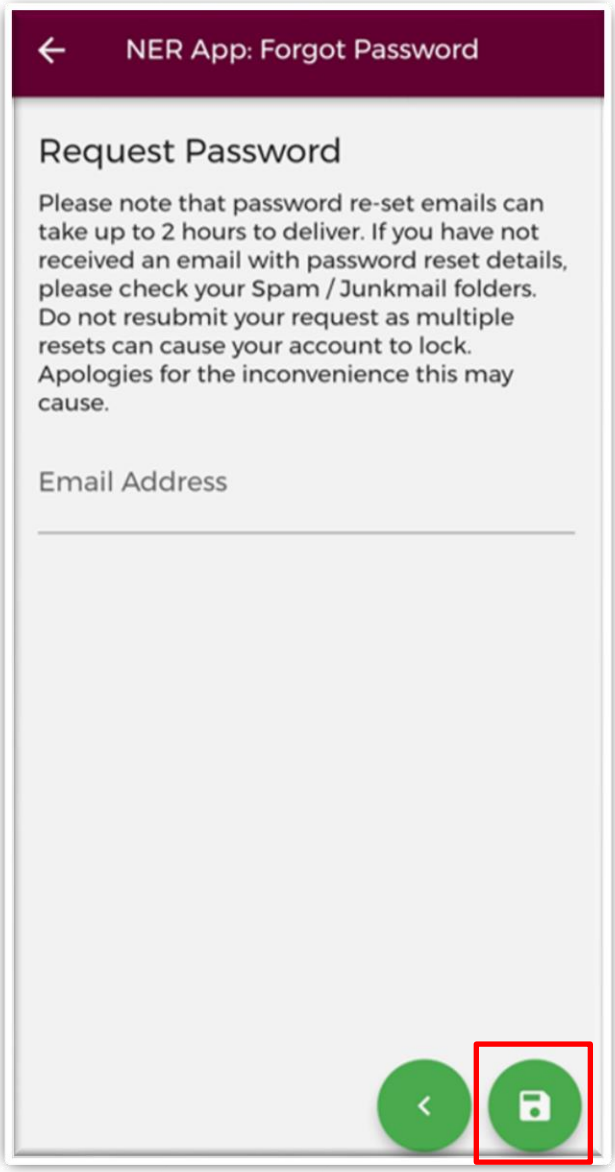


Figure 4: Forgotten Password Screen

An email will be sent to the user with a link to a *'Change Password'* screen within 2 hours **IMPORTANT:** Please ensure to check Spam / Junk mail folders as the email may appear here. **Please do not tap reset password more than once as this will result in your account being locked.** Please note if your account has been locked as a result of multiple failed password entries please contact the DIME team at dime.team@hse.ie.

3. Navigating the App – NER Dashboard

Once you have logged in you will be directed to the dashboard (unless you have an incomplete Hire Form in that case you will be directed to your Hire Form). The dashboard screen is shown below:

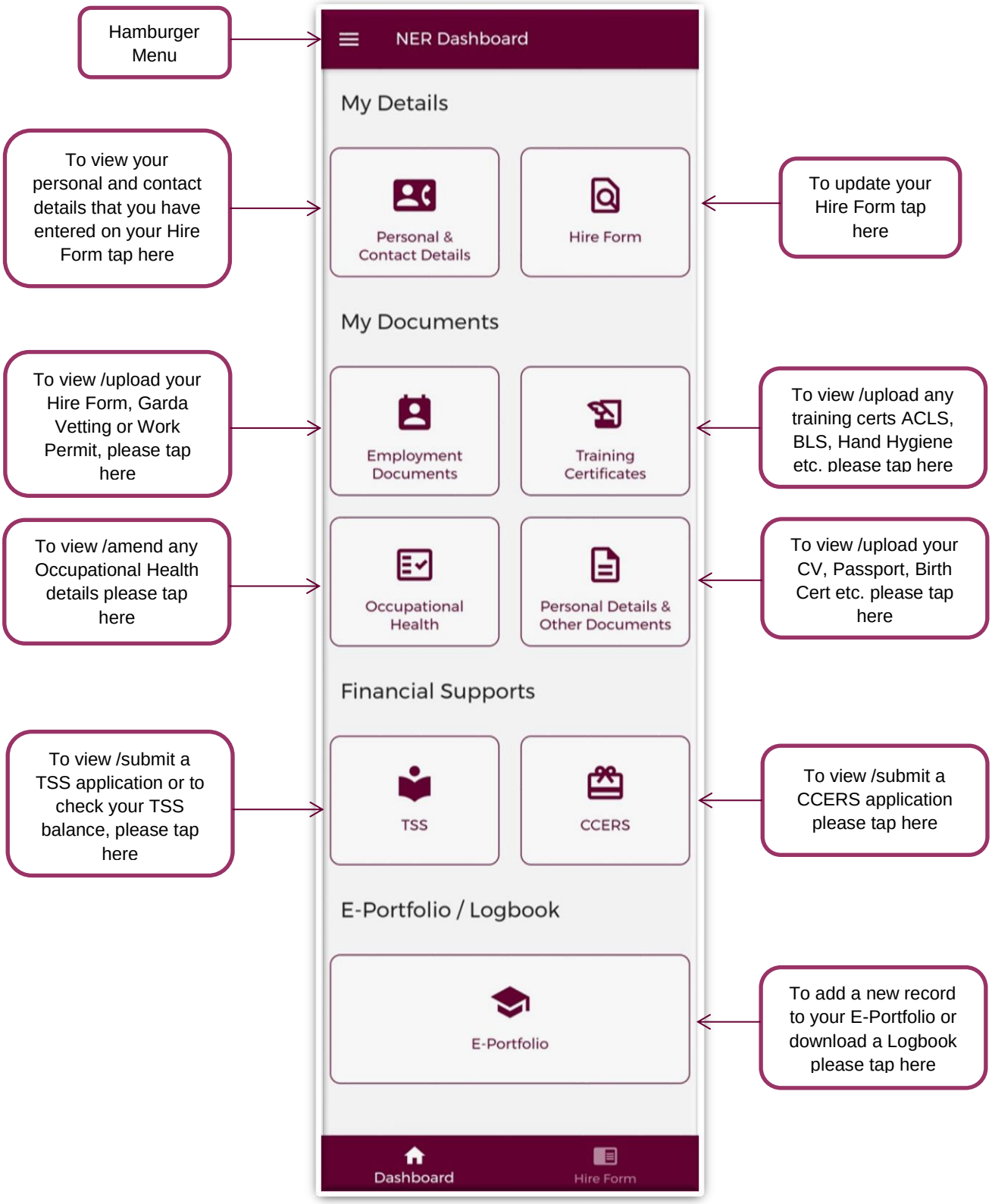


Figure 5: Dashboard Screen

4 Financial Supports

In this section of the NER App, you will be able to submit both Training Support Scheme (TSS) and Clinical Course and Exam refund Scheme (CCERS) applications to your Medical Manpower Department. Both TSS and CCERS are part of a suite of educational supports for NCHDs provided by HSE-NDTP. Should you require further information regarding these schemes both policies can be found on our website https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/

4.7.1 Training Supports Scheme (TSS)

The Training Supports Scheme (TSS) section of the NER App consists of the following six subsections:

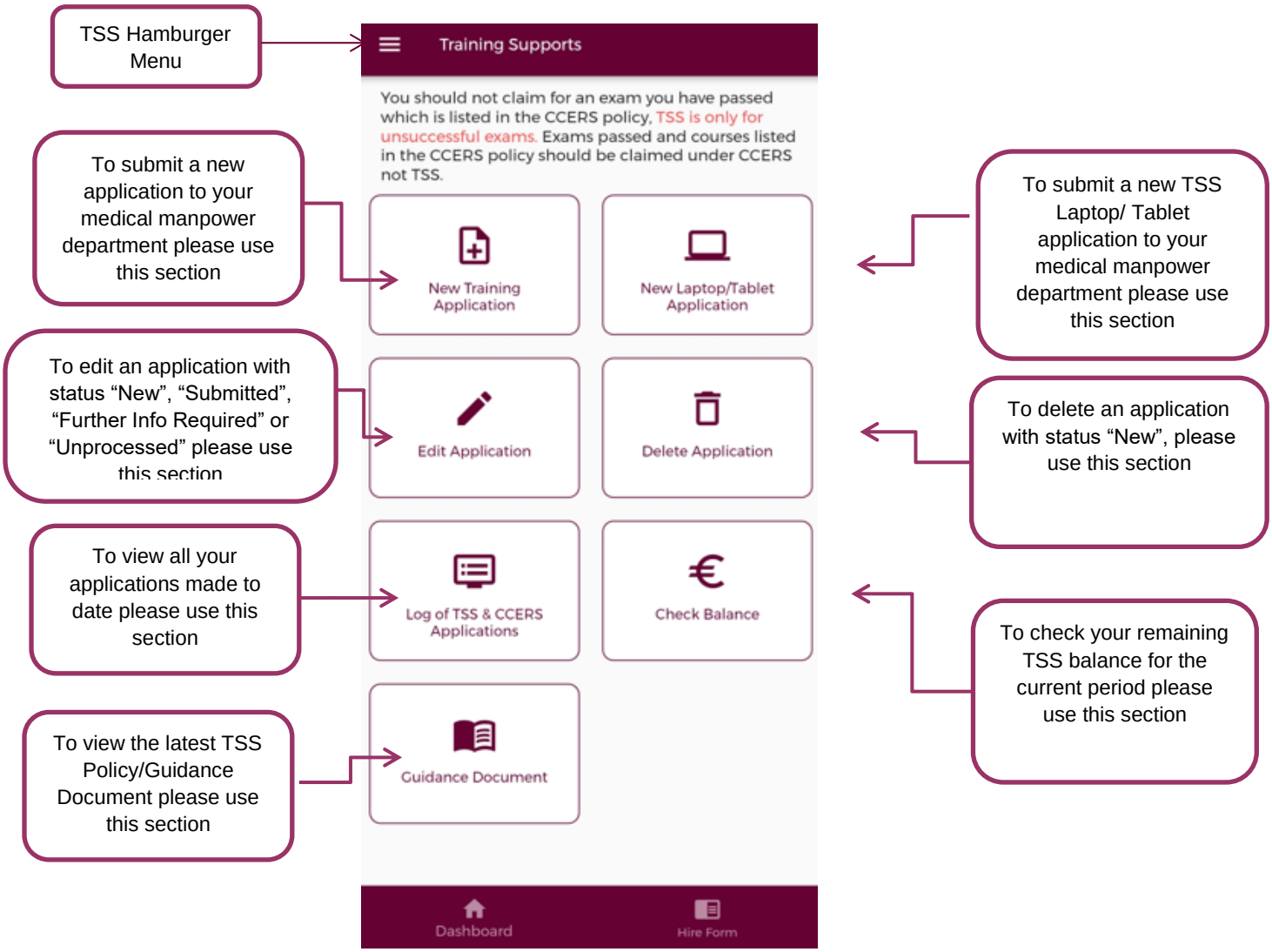
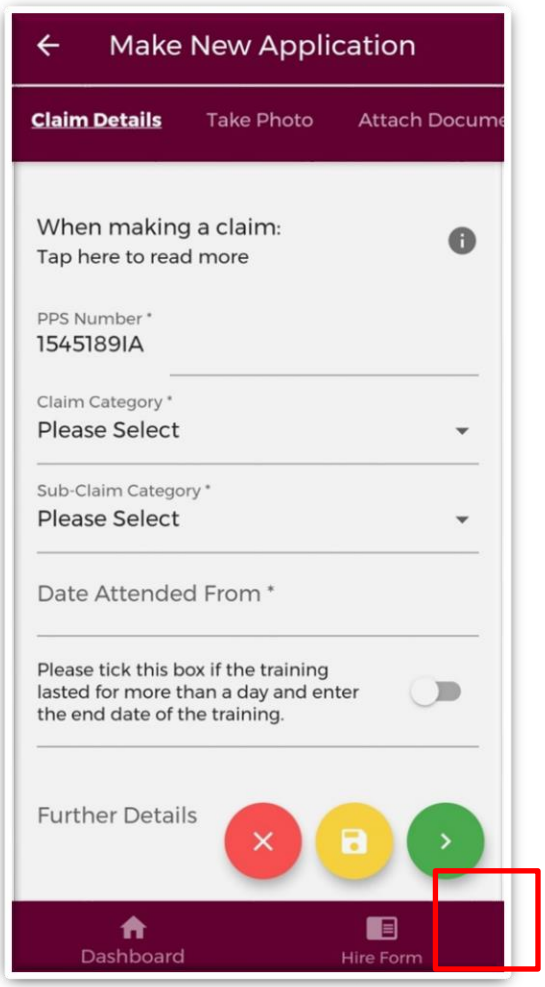


Figure 6: Training Supports Home Page

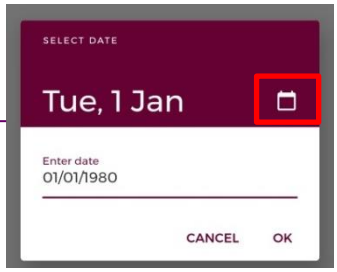
4.7.1.1 Make a New Application

(a) Claim Details:

To create a new TSS application you should tap on the "*Make New Application*" button on the TSS Home Screen. This will open up the TSS application form as shown below:



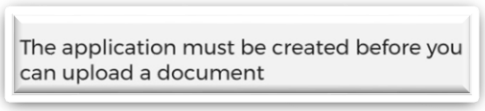
Manual Input –
To change to the date picker select the calendar icon highlighted



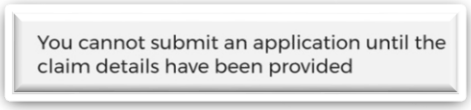
Date picker –
To change back to the manual entry date select the pencil icon highlighted

Figure 7: Claim Details Section of the TSS Application form

You must complete all mandatory fields (marked with an aster e next stage of the application. If not all mandatory, fields are complete you will see one of the below messages:



OR



Once all mandatory fields are complete, you can progress to the next stage of the application by tapping the green forward button.

NB: You should tap the green forward button to progress to the next stage of the application. Tapping the yellow "Save & Exit" button will save the application for editing later but the application will not be visible to the Medical Manpower Department until the online declaration is signed and the application has been submitted for review

Please note you will be unable to submit a TSS application for any of the following reasons:

- You are currently not matched to a post – Please contact your local Medical Manpower Department
- Your current training supports allocation has already been spent
- You have not included your IMC number in your NER account – Please update on your Hire Form
- Your current balance is €0.00 – Please contact your local Medical Manpower Department
- New applications cannot be made for approximately 4 weeks after the end of the Training Year. You will be notified by e-mail when applications can be submitted.

You will be unable to submit an application if any of the above applies and one of the below messages will display as a result:

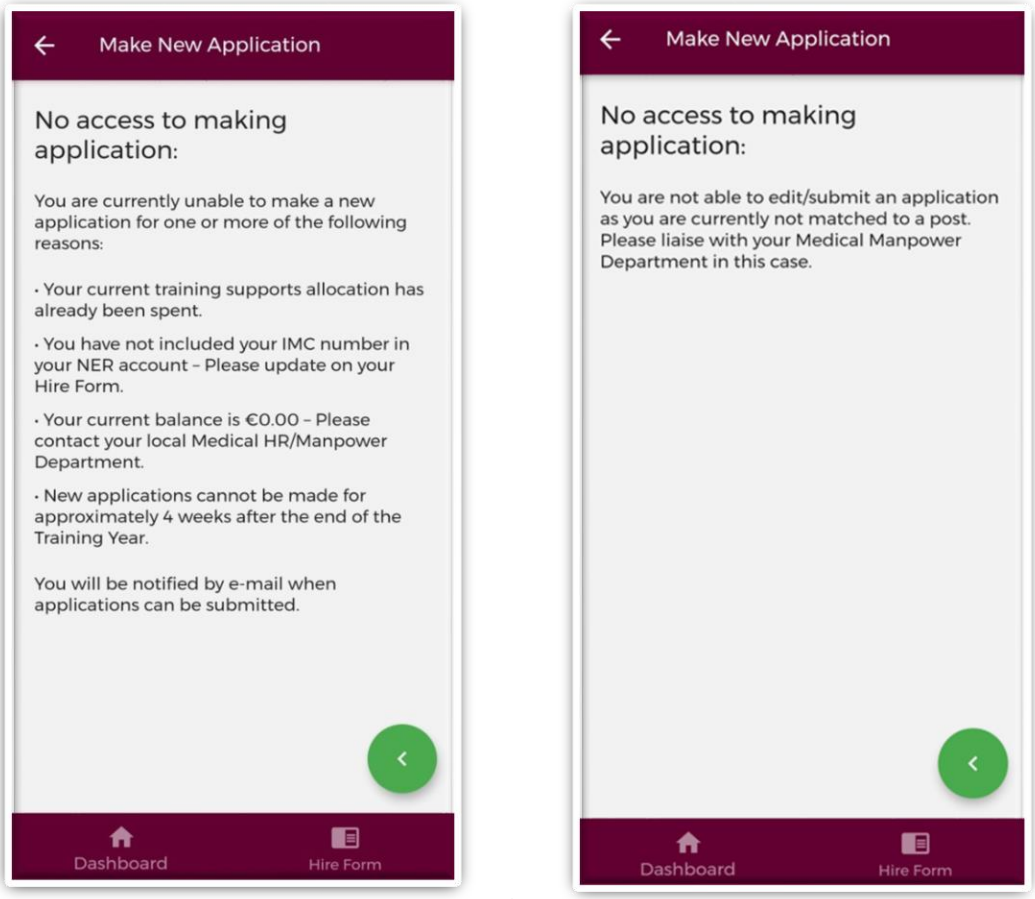


Figure 8: No Access to Training Supports

b) *Attach Documents*

To attach a document you should tap on the "*Upload*" button. You will be able to browse your phones photo gallery or file location to find the appropriate document(s) that you need to add to your application.

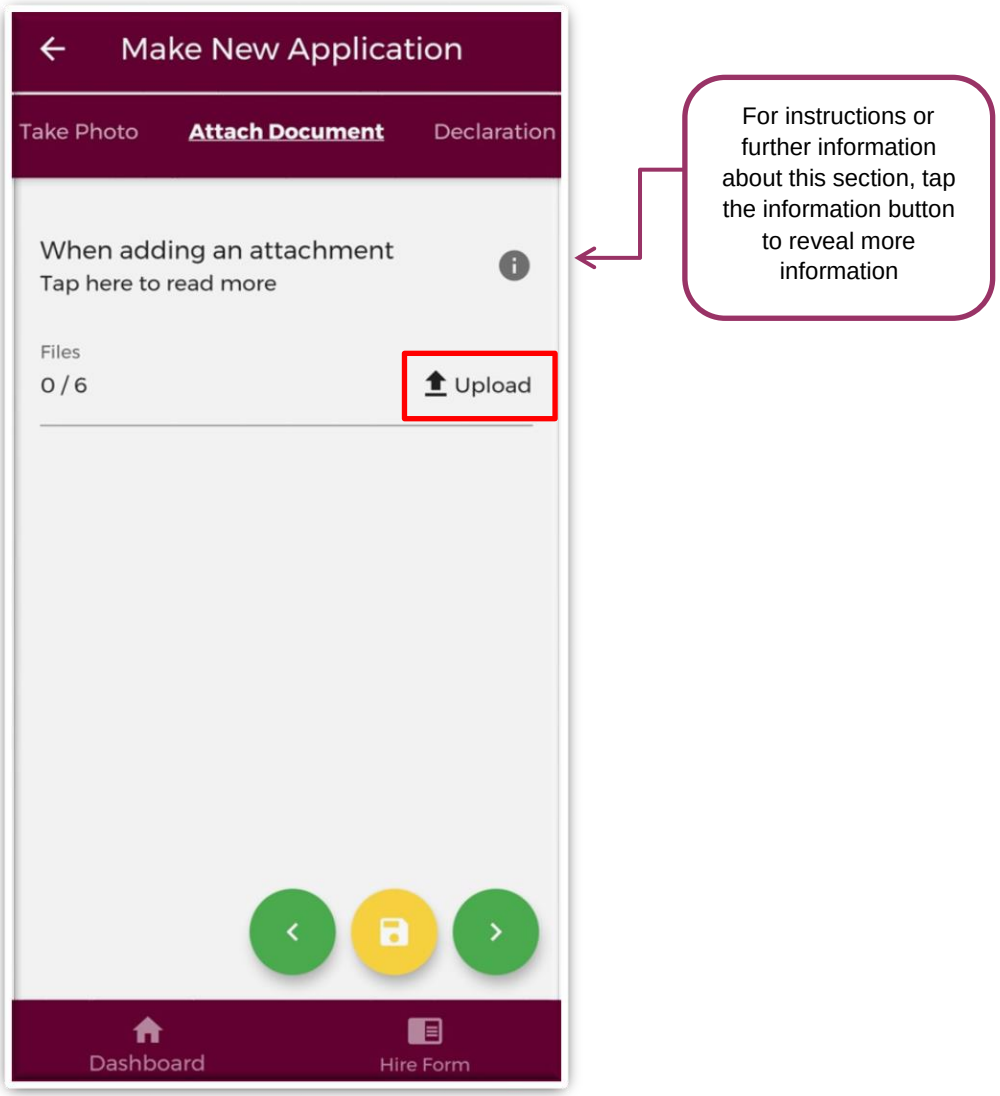


Figure 9: Attach Documents Section of the TSS Application Form

You can upload multiple documents in this section. However, it is advised that a maximum of six documents can be uploaded at any one time to avoid delays in upload time for documents.

Please note the following regarding file uploads:

- It is mandatory to upload at least one document.
- The document should not exceed 5MB file size.
- Only documents in PNG, JPEG or PDF format can be uploaded

Once the documents you have selected are uploaded, you will see a preview image of what documents you have selected. If you have accidentally uploaded, an incorrect document and no longer want to include this as part of the application tap the "x" button beside the preview image.

To the left of the screen you will see how many attachments you have currently attached to your application. If you need to attach more documents, you can tap the upload button again and select the documents you require.

Once you are happy with the attachments you have chosen you should tap the green forward button as highlighted in Figure 10.

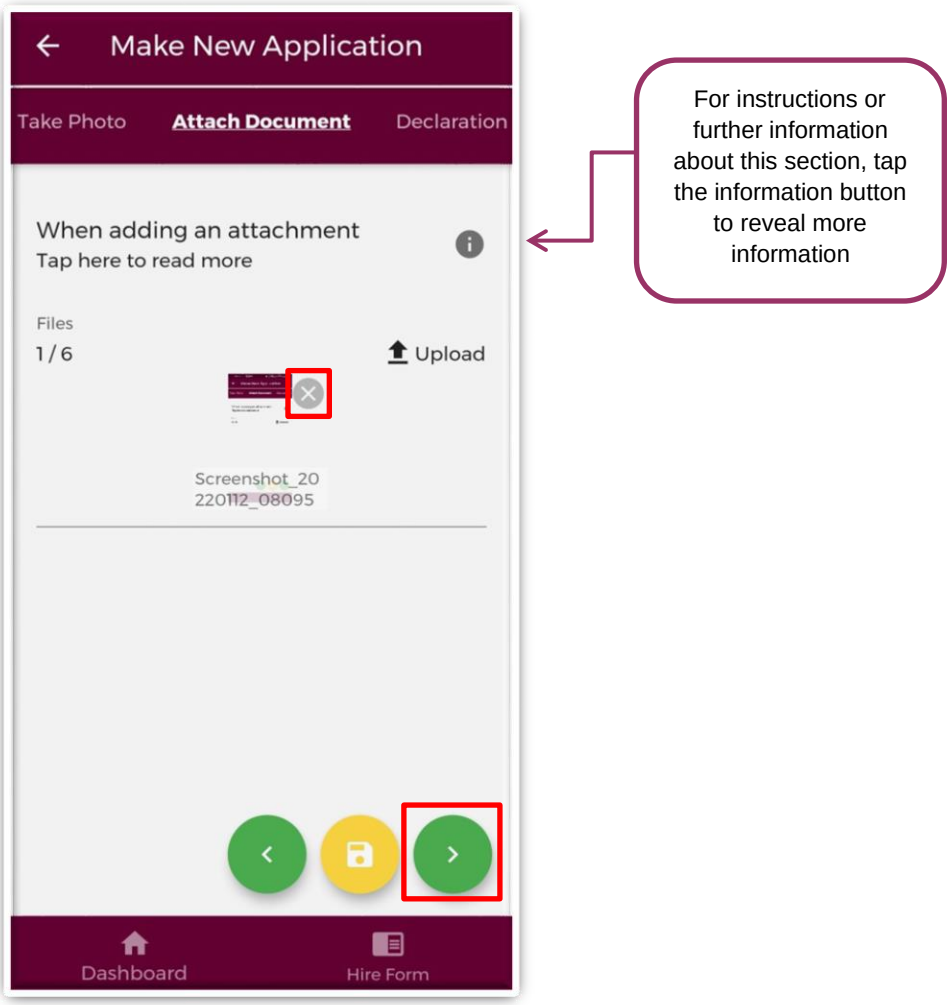


Figure 10: Upload documents screen on TSS

Please note that if you tap the yellow floppy disk button to "Save and Exit" a green banner will appear stating that your application has been saved as shown in Figure 11:

Figure 11: Application Saved

NB: You should tap the green forward button to progress to the next stage of the application. Tapping the yellow "Save & Exit" button will save the application for editing later but the application will not be visible to the Medical Manpower Department until the online declaration is signed and the application has been submitted for review

c) *Take Photo*

If you would prefer to take a photo of the document, you can navigate to the "*Take Photo*" section of the application form by using the cherry pickers on the purple banner as shown in Figure 11.

Tap the blue camera button to open your camera (You may have to allow the app access to your gallery and camera to use this functionality). You can then take a photo of the document

If you need to re-take the photo tap the "*Clear Image*", button to remove the photo you have just taken and then you can re-take the photo using the blue camera icon, as shown below.

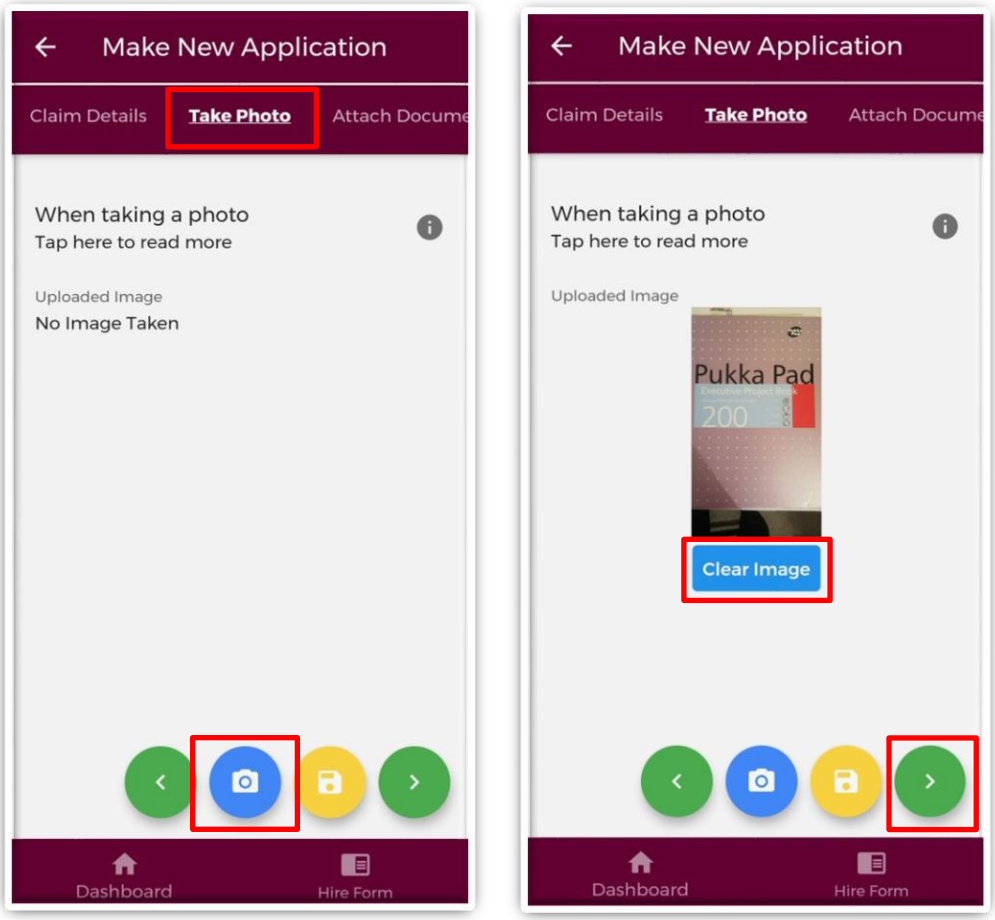


Figure 12: Take Photo Section of TSS Application form

Once you are happy with the photo you have taken, tap the green forward arrow as shown in Figure 12.

d) *Declaration*

In order to complete your application you must agree and sign the online declaration. To do this tap the toggle button (highlighted below) before tapping the submit button.

Only when you have signed the online declaration and tapped the submit button will the application be visible to your Medical Manpower Department.

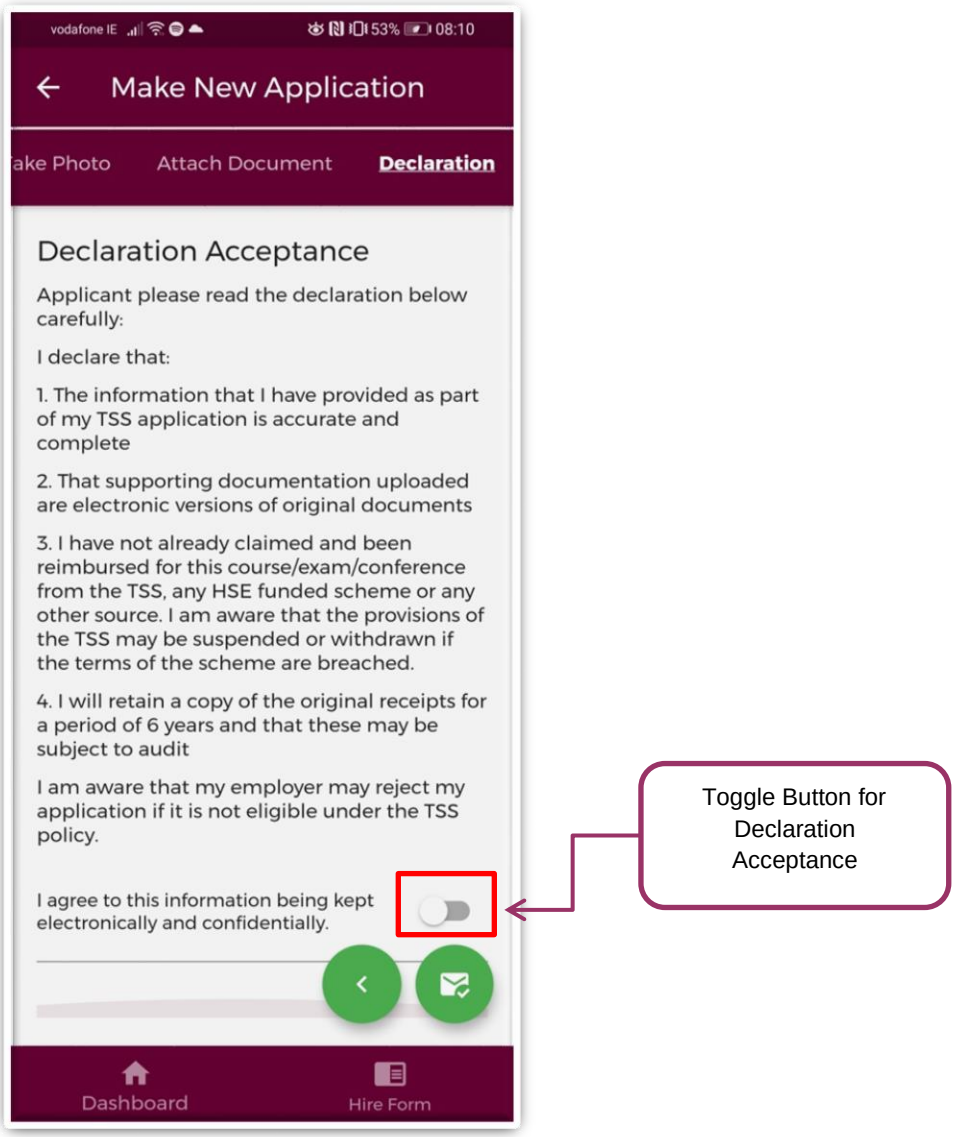


Figure 13: TSS Declaration Screen

Once you have submitted your application a green banner shown below should appear at the bottom of your screen stating that your application has been submitted. Only at that point will your application be visible to your Medical Manpower Department.

Figure 14: Application Submitted

4.7.1.1 Make a New Laptop / Tablet Application

(b) Claim Details:

To create a new TSS Laptop / Tablet application you should tap on the "*Make New Laptop / Tablet Application*" button on the TSS Home Screen. This will open up the TSS Laptop / Tablet application form as shown below:

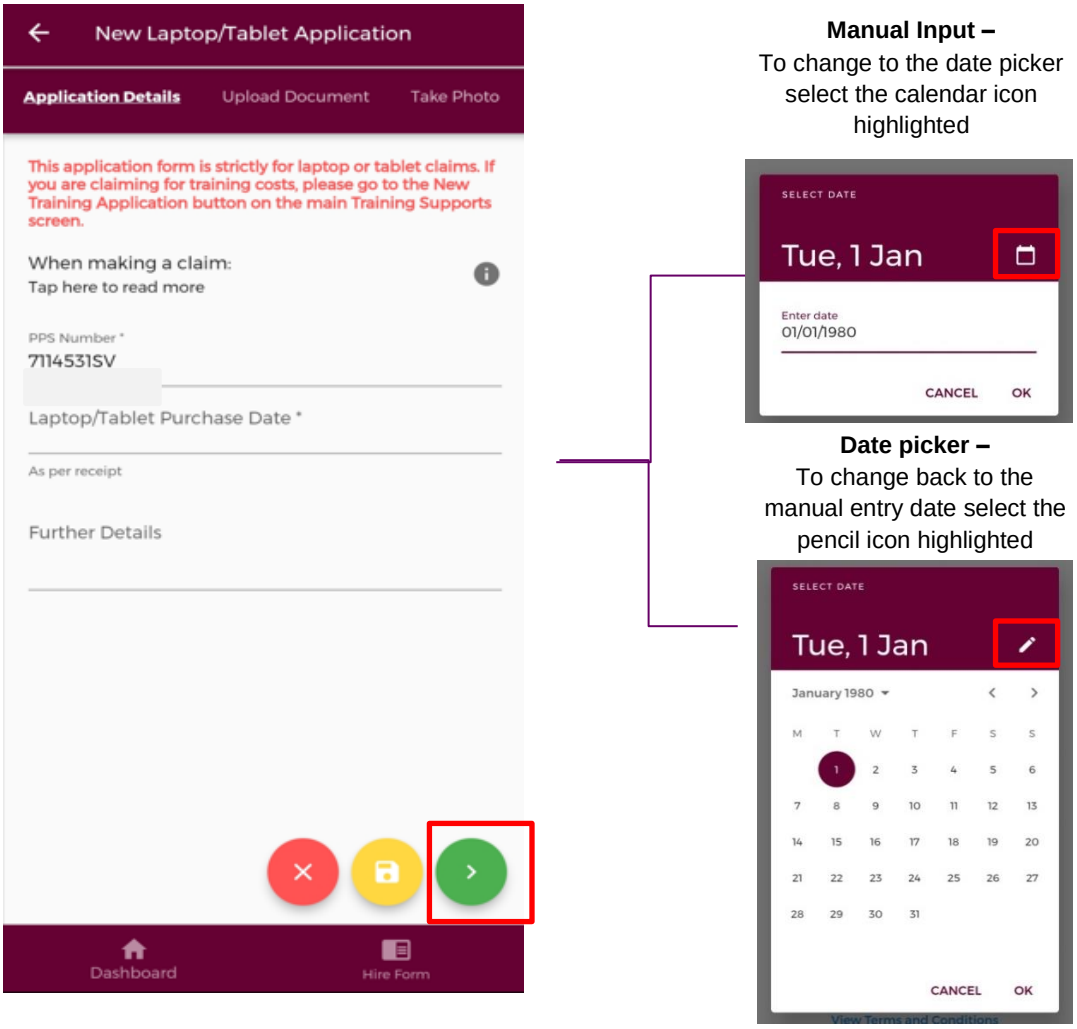


Figure 15: Claim Details Section of the TSS Laptop / Tablet Application form

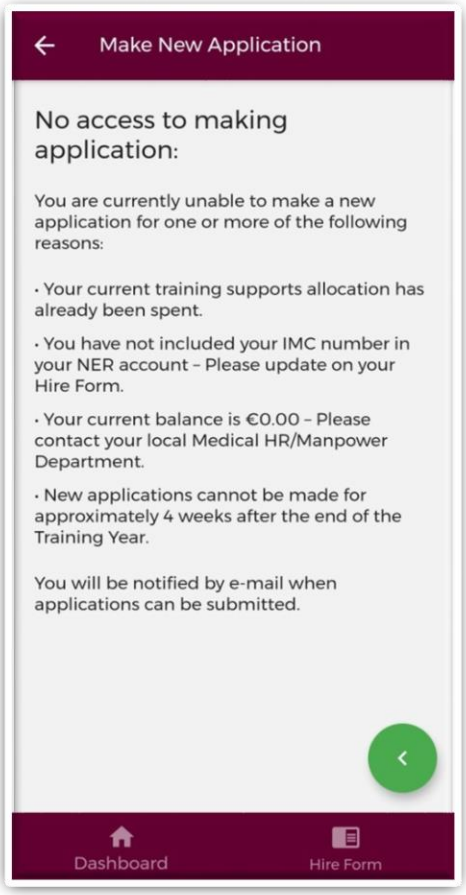
You must complete all mandatory fields (marked with an asterix) in order to proceed to the next stage of the application. If not all mandatory, fields are complete you will see one of the below messages:

OR

Once all mandatory fields are complete, you can progress to the next stage of the application by tapping the green forward button.

NB: You should tap the green forward button to progress to the next stage of the application. Tapping the yellow "Save & Exit" button will save the application for editing later but the application will not be visible to the Medical Manpower Department until the online declaration is signed and the application has been submitted for review

Please note you will be unable to submit a TSS Laptop / Tablet application for any of the following reasons below and one of the below messages will display as a result:



OR

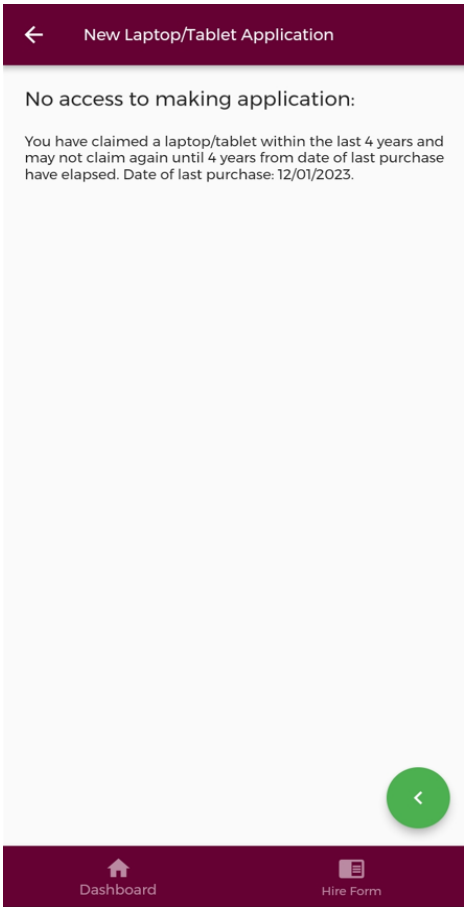


Figure 16: No Access to Training Supports

e) *Attach Documents*

To attach a document you should tap on the "*Upload*" button. You will be able to browse your phones photo gallery or file location to find the appropriate document(s) that you need to add to your application.

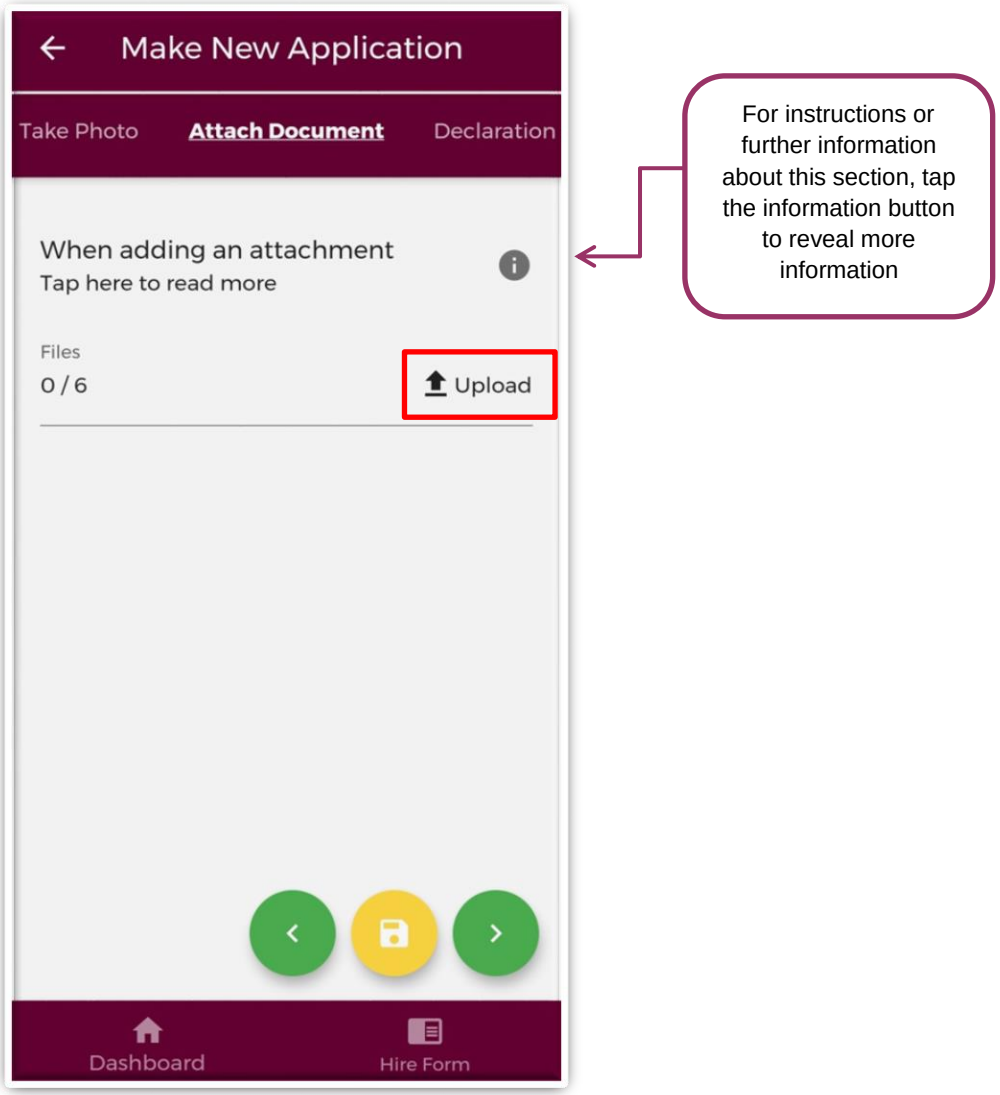


Figure 17: Attach Documents Section of the TSS Application Form

You can upload multiple documents in this section. However, it is advised that a maximum of six documents be uploaded at any one time to avoid delays in upload time for documents.

Please note the following regarding file uploads:

- It is mandatory to upload at least one document.
- The document should not exceed 5MB file size.
- Only documents in PNG, JPEG or PDF format can be uploaded

Once the documents you have selected are uploaded, you will see a preview image of what documents you have selected. If you have accidentally uploaded, an incorrect document and no longer want to include this as part of the application tap the "x" button beside the preview image.

To the left of the screen you will see how many attachments you have currently attached to your application. If you need to attach more documents, you can tap the upload button again and select the documents you require.

Once you are happy with the attachments you have chosen you should tap the green forward button as highlighted in Figure 18.

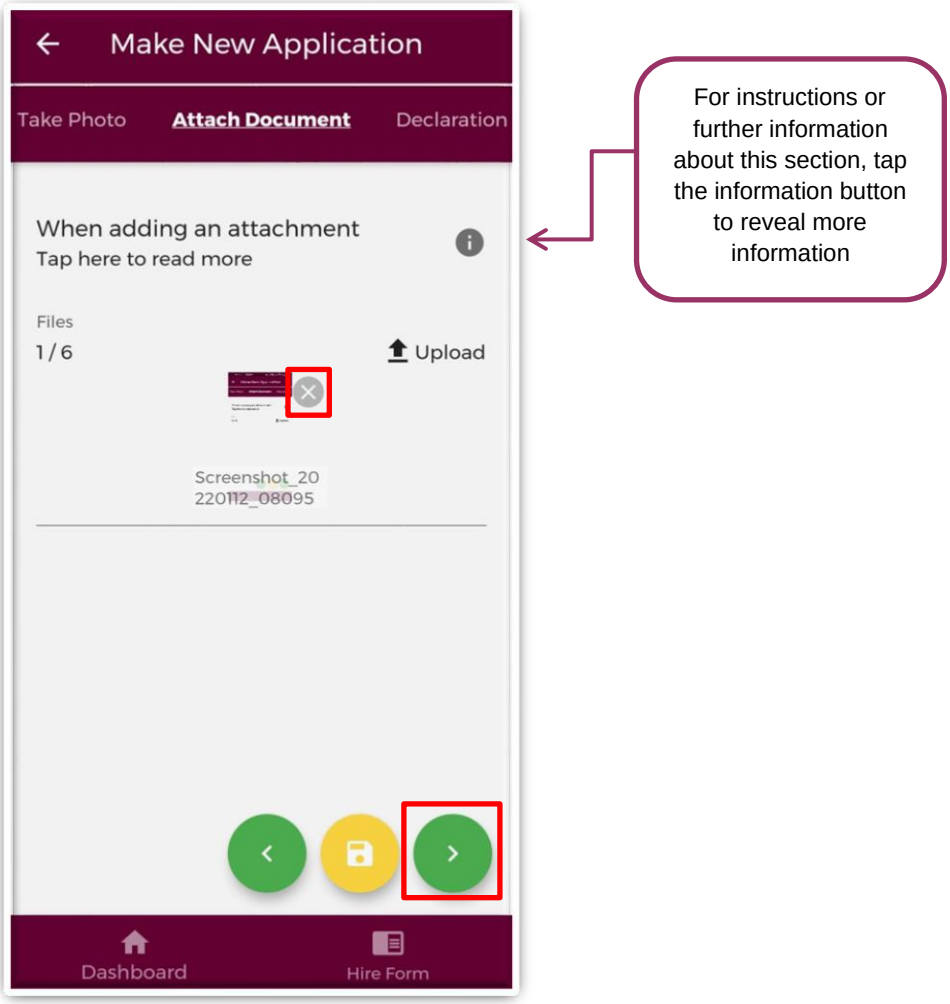


Figure 18: Upload documents screen on TSS

Please note that if you tap the yellow floppy disk button to "Save and Exit" a green banner will appear stating that your application has been saved as shown in Figure 19:

Figure 19: Application Saved

NB: You should tap the green forward button to progress to the next stage of the application. Tapping the yellow "Save & Exit" button will save the application for editing later but the application will not

be visible to the Medical Manpower Department until the online declaration is signed and the application has been submitted for review

f) Take Photo

If you would prefer to take a photo of the document, you can navigate to the "*Take Photo*" section of the application form by using the cherry pickers on the purple banner as shown in Figure 20.

Tap the blue camera button to open your camera (You may have to allow the app access to your gallery and camera to use this functionality). You can then take a photo of the document

If you need to re-take the photo tap the "*Clear Image*", button to remove the photo you have just taken and then you can re-take the photo using the blue camera icon, as shown below.

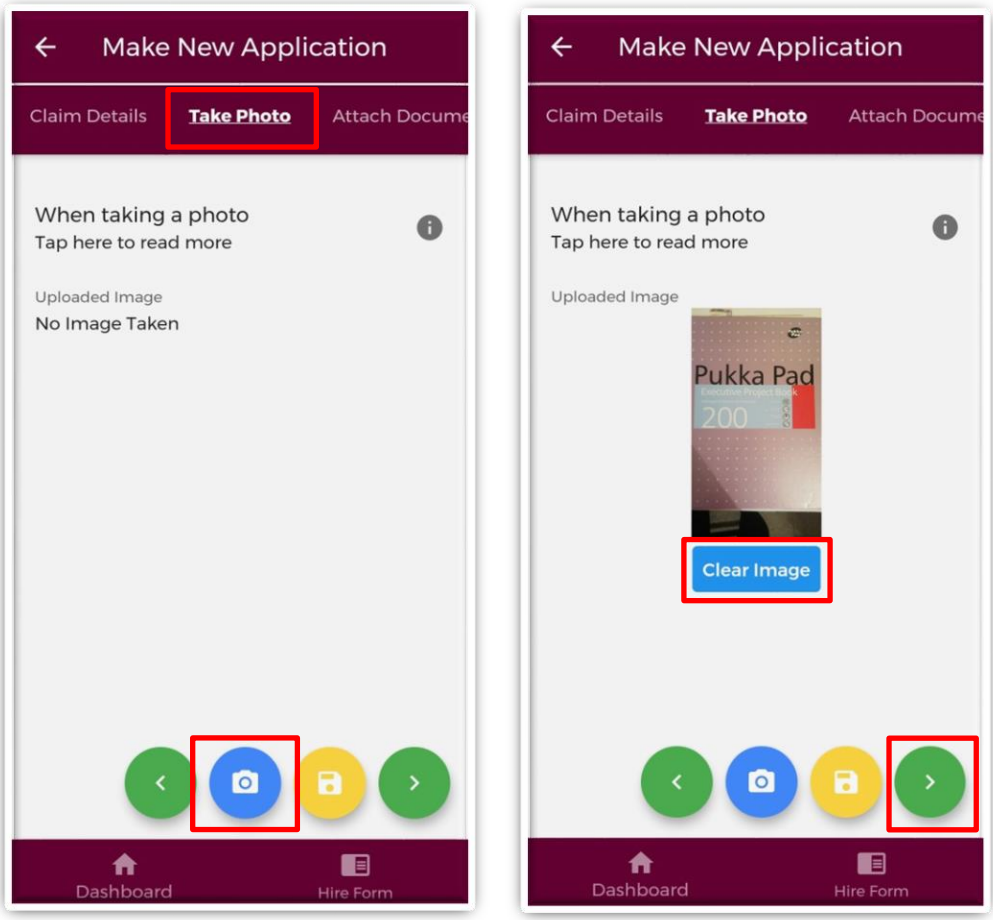


Figure 20: Take Photo Sections of TSS Application form

Once you are happy with the photo you have taken, tap the green forward arrow as shown in Figure 20.

g) *Declaration*

In order to complete your application you must agree and sign the online declaration. To do this tap the toggle button (highlighted in Figure 21) before tapping the submit button.

Only when you have signed the online declaration and tapped the submit button will the application be visible to your Medical Manpower Department.

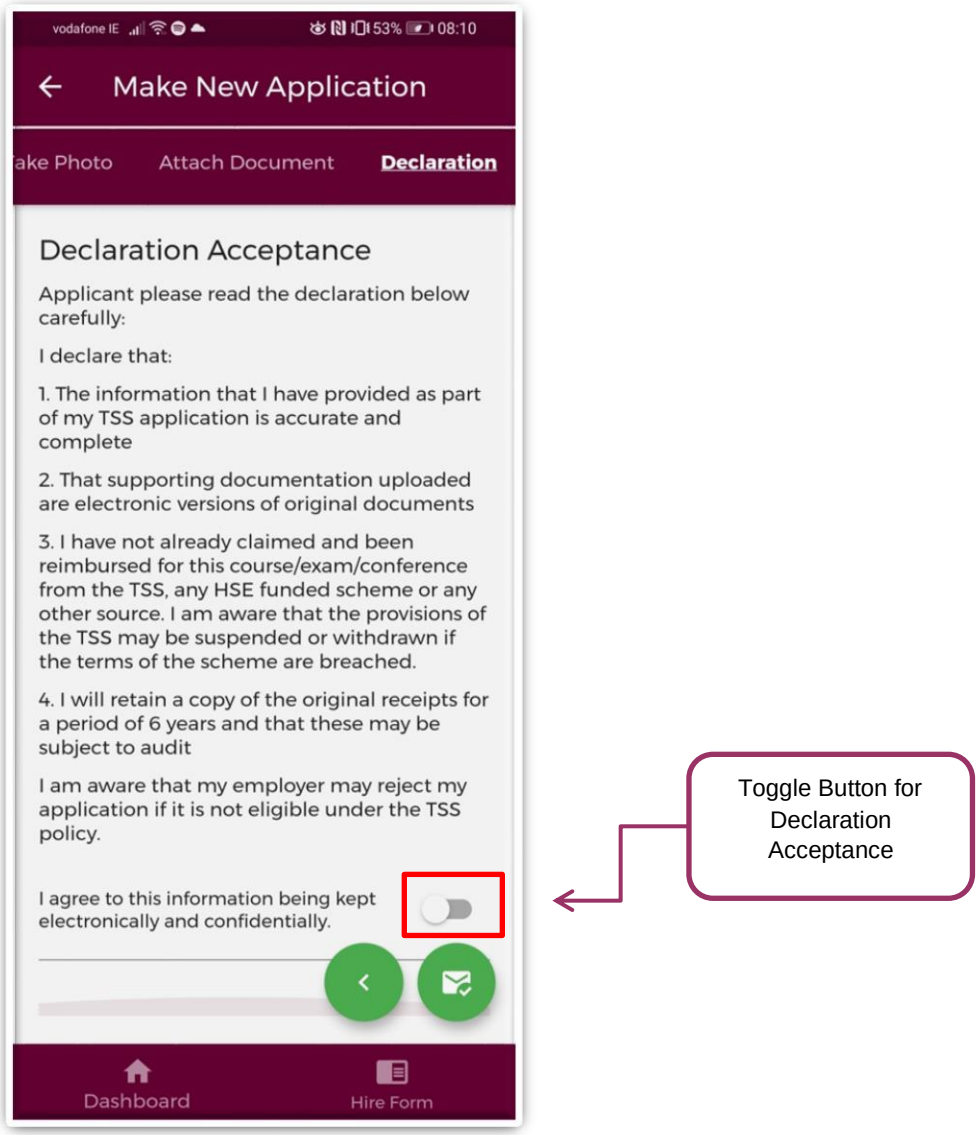


Figure 21: TSS Declaration Screen

Once you have submitted your application a green banner should appear at the bottom of your screen stating that your application has been submitted. Only at that point will your application be visible to your Medical Manpower Department.

Figure 22: Application Submitted

4.7.1.2 Edit Applications

You can only edit applications with one of the following status:

- New
- Submitted
- Further Information Required
- Unprocessed

To edit an application and return it to your local Medical Manpower Department, you need to tap the expand arrow (highlighted in Figure 23) and then tap the blue "*Edit Application*" button. This will open the TSS application form and display any details you had entered previously or attachments uploaded. You can amend these details as appropriate.

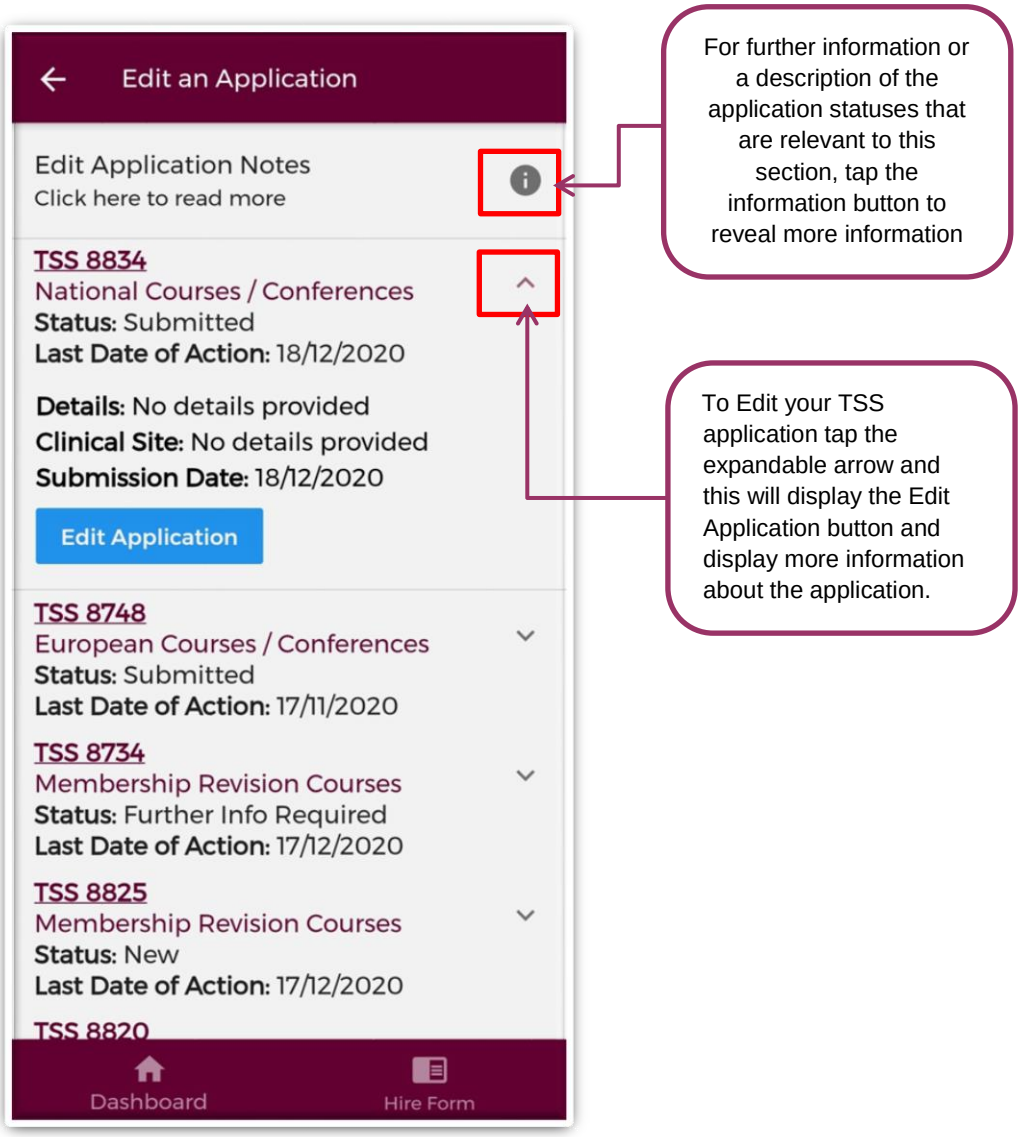


Figure 23: Edit Applications Screen

Note: Please note that in order for these changes to become visible to your Medical Manpower Department you need to progress through the entire application again and make sure you sign the declaration form before tapping the submit button.

4.7.1.3 Log of Applications

This section will display all your TSS and CCERS applications that you have created to date. You can view the main details associated with a particular application by tapping the expand arrow (highlighted in Figure 24). If you want to see further details about your application, you can tap the blue *"Download"* button to download the application to your phone.

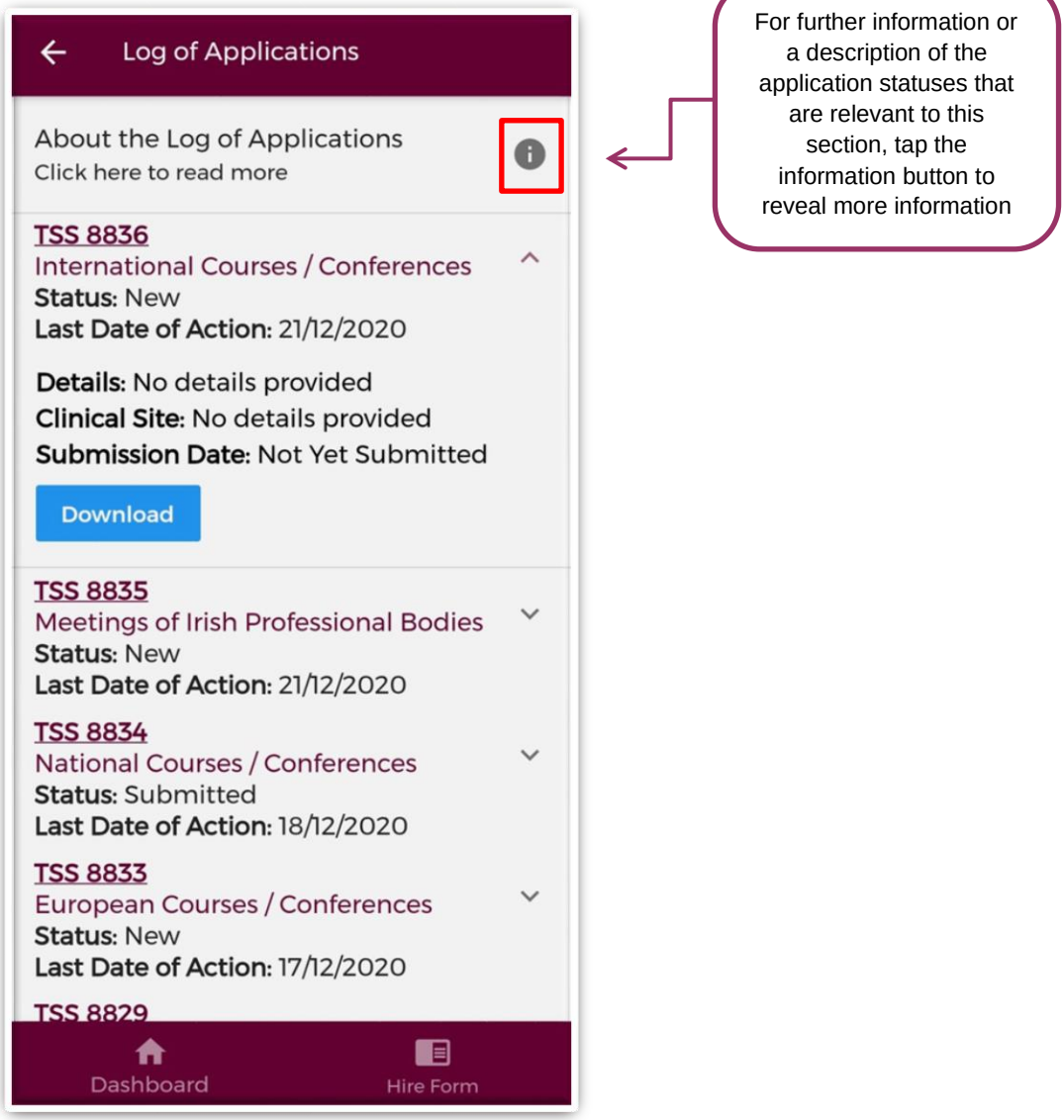


Figure 24: Log of Application TSS and CCERS

4.7.1.4 Delete Application

You can only delete an application that you have not yet sent to your Medical Manpower for review i.e. only applications with status "*New*".

To delete an application you need to tap the expand arrow button (highlighted in Figure 25) and then the blue "*Delete Application*" button.

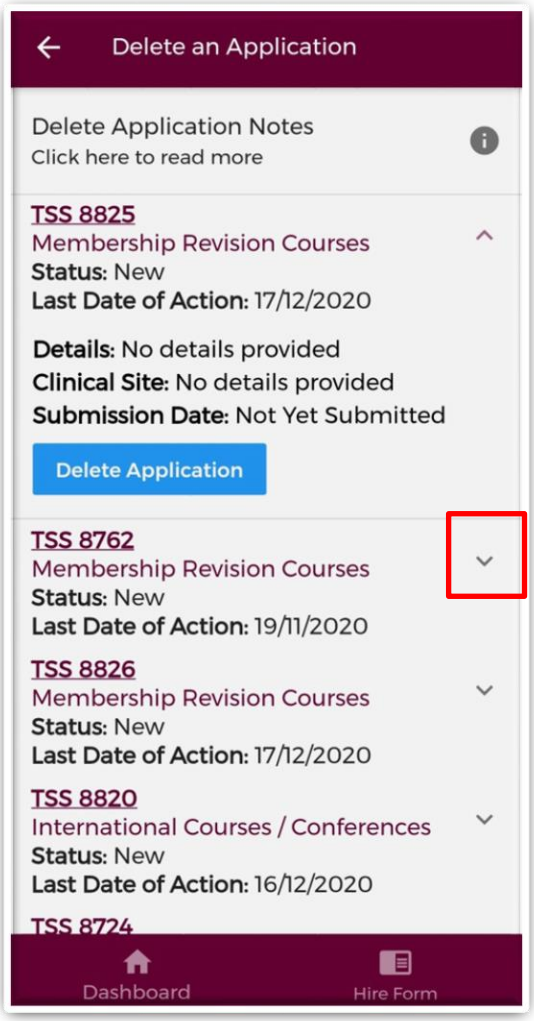


Figure 25: Delete Application Screen

4.7.1.5 Guidance Document

In this section, you can view the latest version of the TSS Policy document. This document provides details regarding NCHD eligibility for the scheme and outlines what is eligible for reimbursement via the Training Supports Scheme.

Figure 26: TSS Guidance/Policy Document

4.7.1.6 Check Balance

In this section, you can view what TSS balance you have remaining as well as view the details relating to the applications that have been approved during the current training year period.

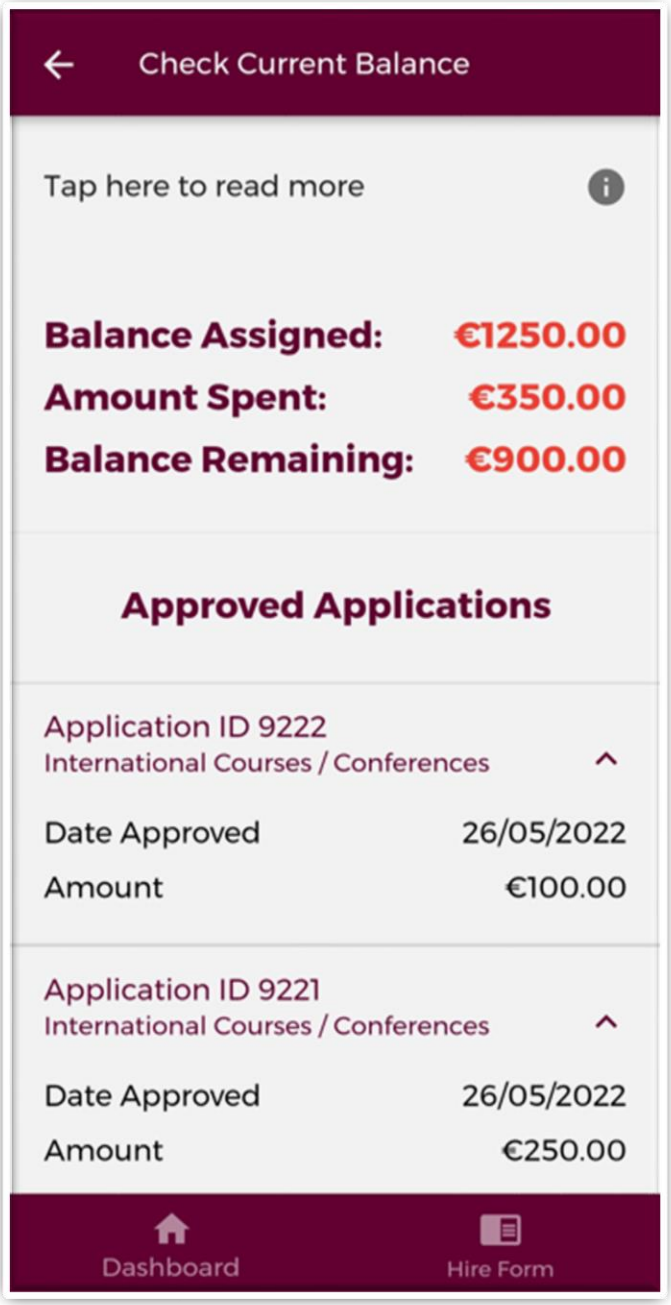


Figure 27: TSS Check Balance Screen

4.7.2 Clinical Course and Exam Refund Scheme (CCERS)

The Clinical Course and Exam Refund (CCERS) section consists of the following five sections:

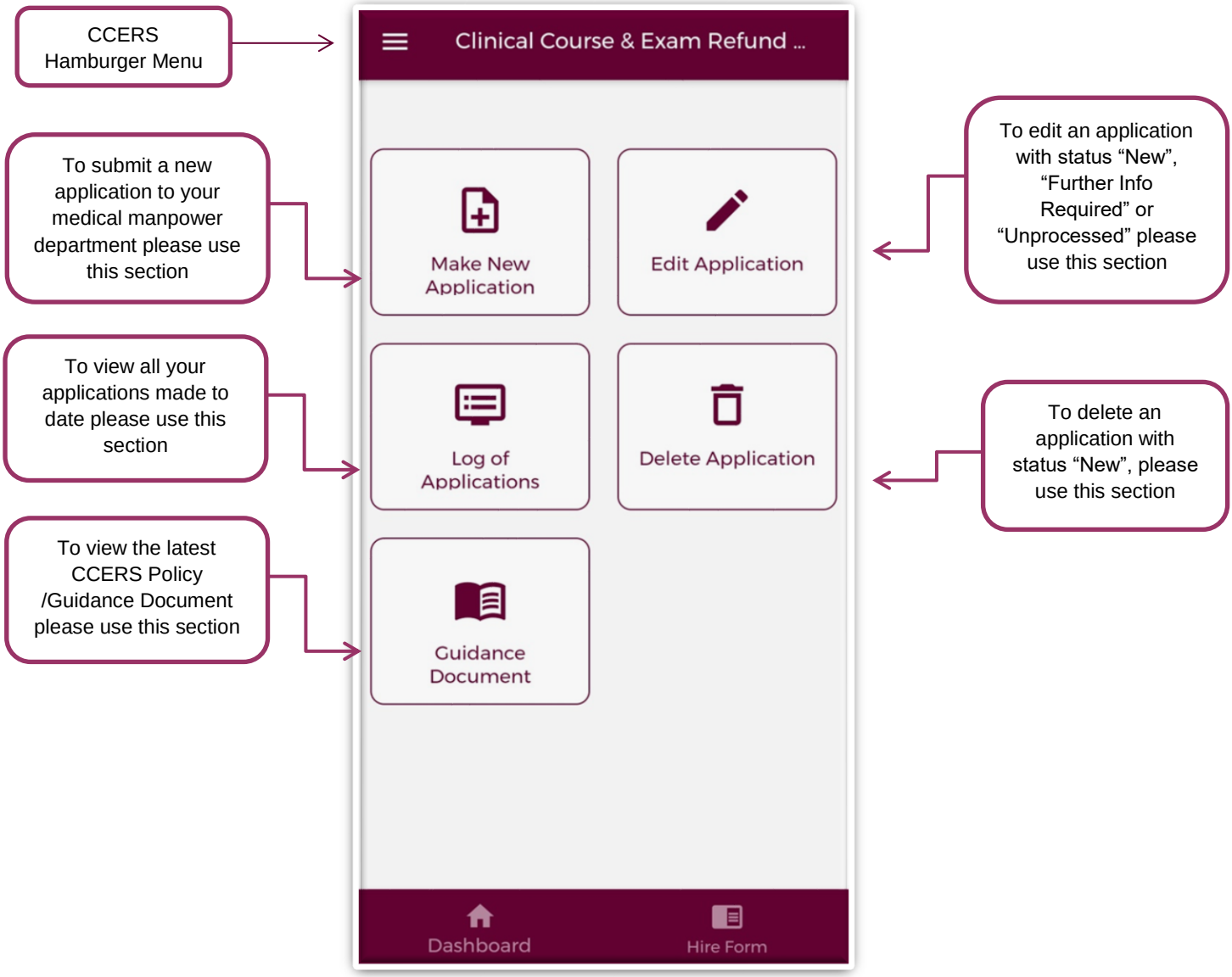


Figure 28: CCERS Home Screen

4.7.2.1Make a New Application

a) Application Details:

To create a new CCERS application you should tap on the "*Make New Application*" button on the CCERS Home Screen. This will open up the CCERS application form as shown below:

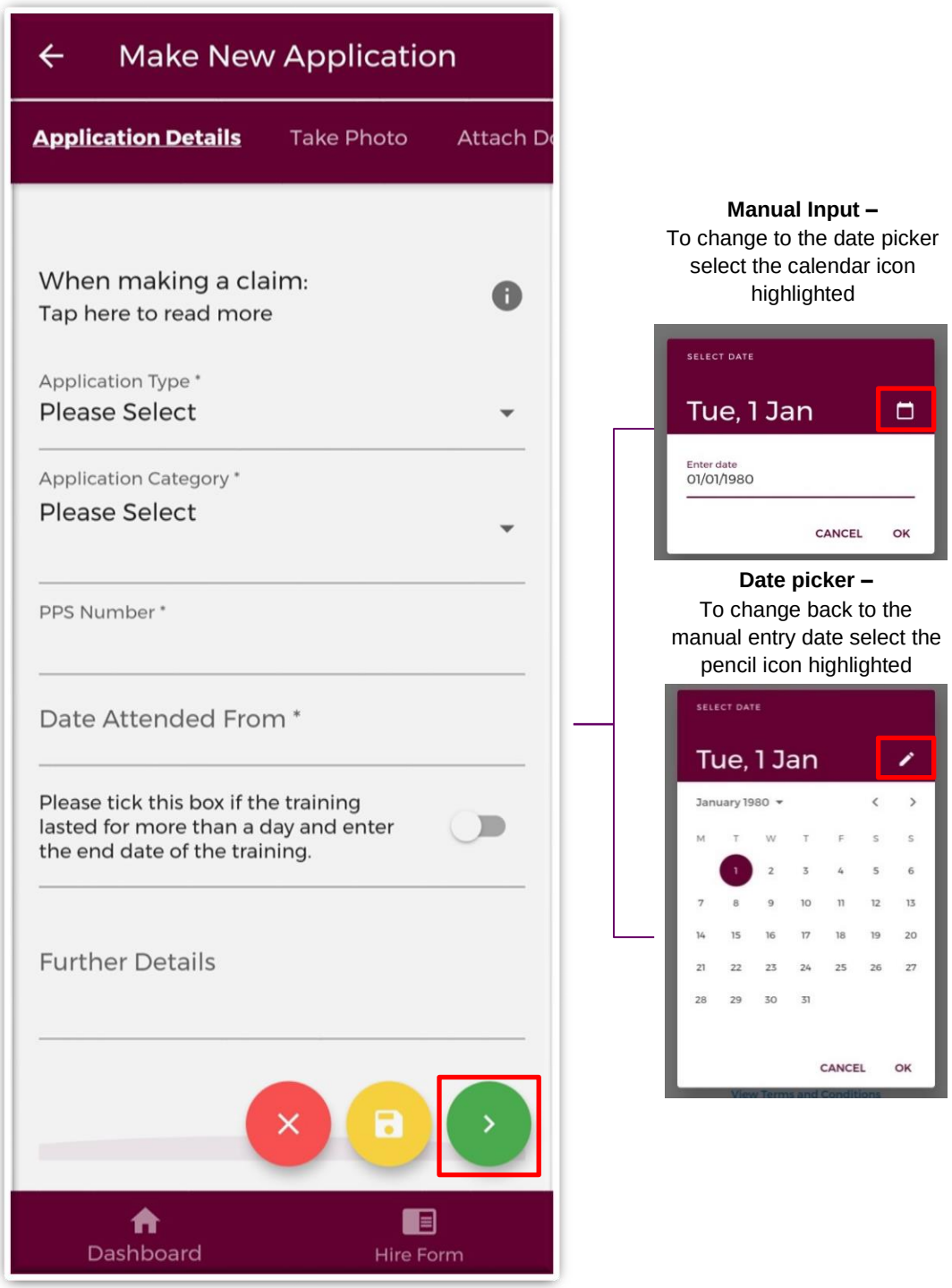


Figure 29: Application Details Section of the CCERS Application form

You must complete all mandatory fields (marked with an asterix) in order to proceed to the next stage of the application. If not all mandatory fields are complete you will see one of the below messages:

OR

Once all mandatory fields are complete, you can progress to the next stage of the application by tapping the green forward button.

NB: You should tap the green forward button to progress to the next stage of the application. Tapping the yellow "Save & Exit" button will save the application for editing later but the application will not be visible to the Medical Manpower Department until the online declaration is signed and the application has been submitted for review

Please note you will be unable to submit a CCERS application for any of the following reasons:

- You are currently not matched to a post – Please contact your local Medical Manpower Department
- You have not included your IMC number in your NER account – Please update on your Hire Form

You will be unable to submit an application if any of the above applies and the below message will display as a result:

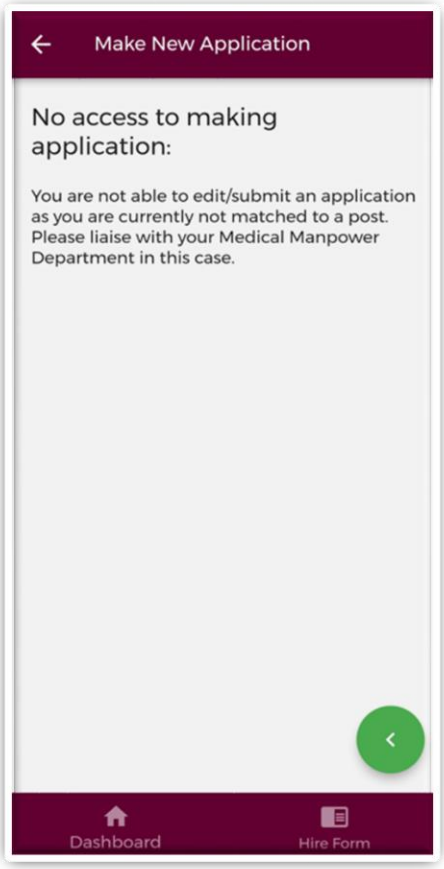


Figure 30: No Access to CCERS

b) Attach Documents

To attach a document you should tap on the "*Upload*" button. You will be able to browse your phones photo gallery or file location to find the appropriate document(s) that you need to add to your application.

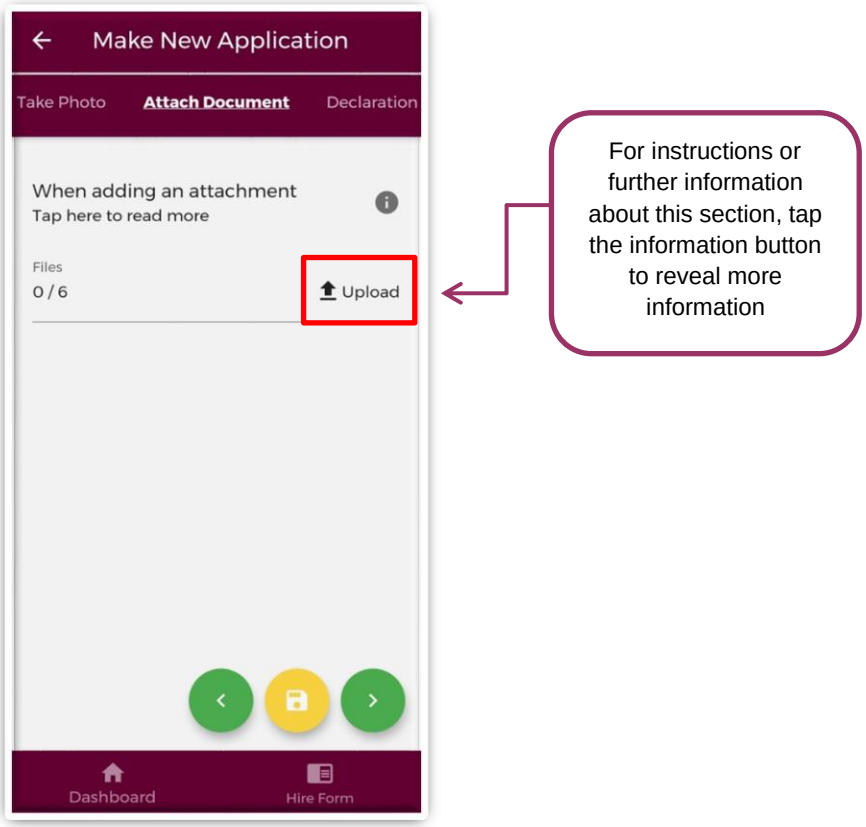


Figure 31: Attach Documents Section of the CCERS Application Form

You can upload multiple documents in this section. However, it is advised that a maximum of six documents be uploaded at any one time to avoid delays in upload time for documents.

Please note the following regarding file uploads:

- It is mandatory to upload at least one document.
- The document should not exceed 5MB file size.
- Only documents in PNG, JPEG or PDF format can be uploaded

Once the documents you have selected are uploaded, you will see a preview image of what documents you have selected. If you have accidentally uploaded, an incorrect document and no longer want to include this as part of the application tap the “x” button beside the preview image.

To the left of the screen you will see how many attachments you have currently attached to your application. If you need to attach more documents, you can tap the upload button again and select the documents you require.

Once you are happy with the attachments you have chosen you should tap the green forward button as highlighted in Figure 32.

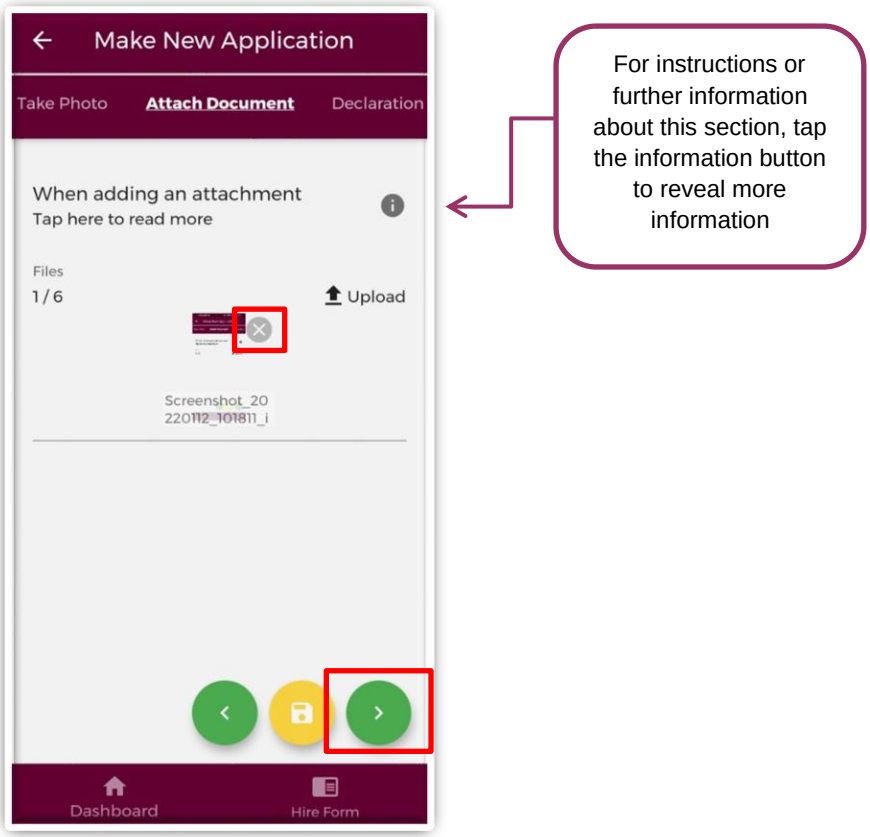


Figure 32: Attach Documents Section of the CCERS Application Form

Please note that if you tap the yellow floppy disk button to "Save and Exit" a green banner will appear stating that your application has been saved as shown in Figure 33:

Figure 33: Application Saved

NB: You should tap the green forward button to progress to the next stage of the application. Tapping the yellow "Save & Exit" button will save the application for editing later but the application will not be visible to the Medical Manpower Department until the online declaration is signed and the application has been submitted for review

You will then be presented with the below pop-up. If you are happy with your attachments, tap "*OK*"

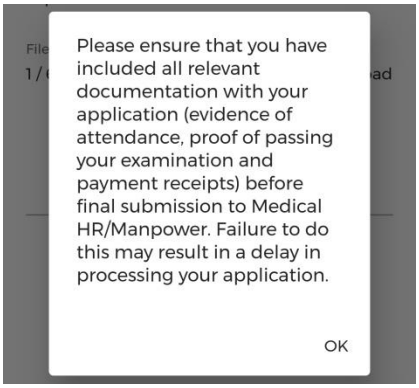


Figure 34: Pop-Up Regarding Attachments

c) *Take Photo*

If you would prefer to take a photo of the document, you can navigate to the "*Take Photo*" section of the application form by using the cherry pickers on the purple banner as shown in Figure 35.

Tap the blue camera button to open your camera (You may have to allow the app access to your gallery and camera to use this functionality). You can then take a photo of the document

If you need to re-take the photo tap the "*Clear Image*", button to remove the photo you have just taken and then you can re-take the photo using the blue camera icon, as shown below.

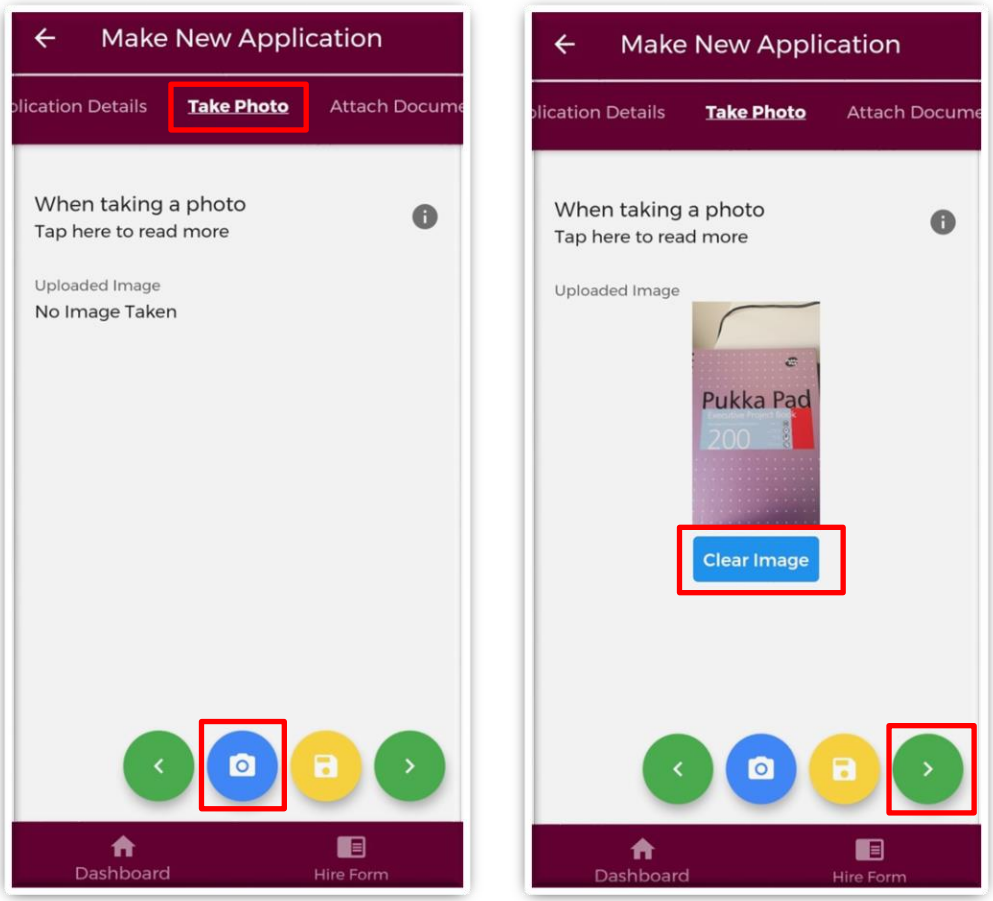


Figure 35: Take Photo for CCERS Application

Once you are happy with the photo you have taken, tap the green forward arrow as shown in Figure 35.

d) Declaration

In order to complete your application you must agree and sign the online declaration. To do this tap the toggle button (highlighted in Figure 36) before tapping the submit button.

Only when you have signed the online declaration and tapped the submit button will the application be visible to your Medical Manpower Department.

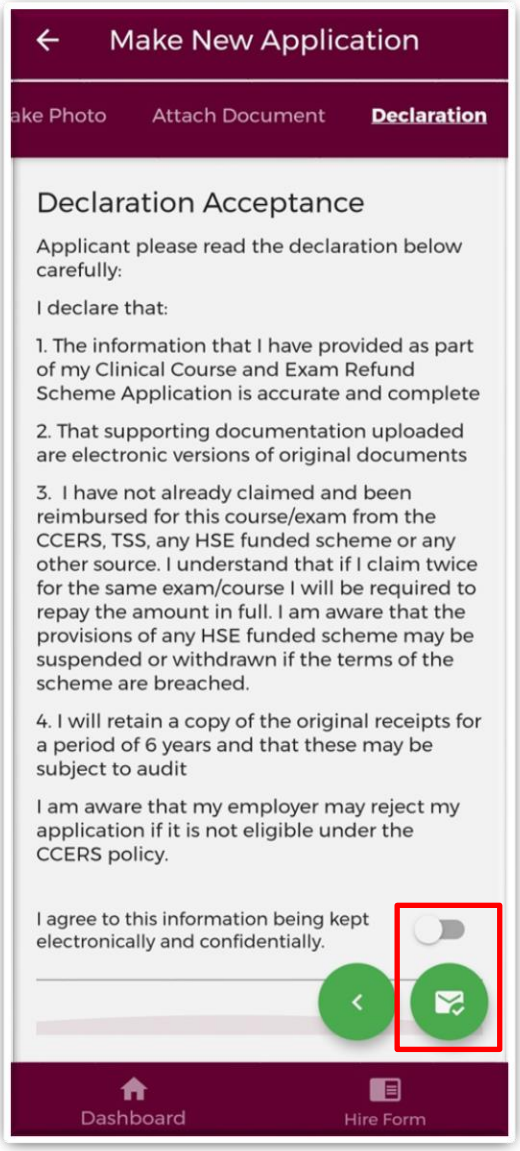


Figure 36: TSS Declaration Screen

Once you have submitted your application a green banner should appear at the bottom of your screen stating that your application has been submitted. Only at that point will your application be visible to your Medical Manpower Department.

Figure 37: Application Submitted

4.7.2.2 Edit Application

You can only edit applications with one of the following status:

- New
- Further Information Required
- Unprocessed

To edit an application and return it to your local Medical Manpower Department, you need to tap the expand arrow (highlighted in Figure 38) and then tap the blue "*Edit Application*" button. This will open the CCERS application form and display any details you had entered previously or attachments uploaded. You can amend these details as appropriate.

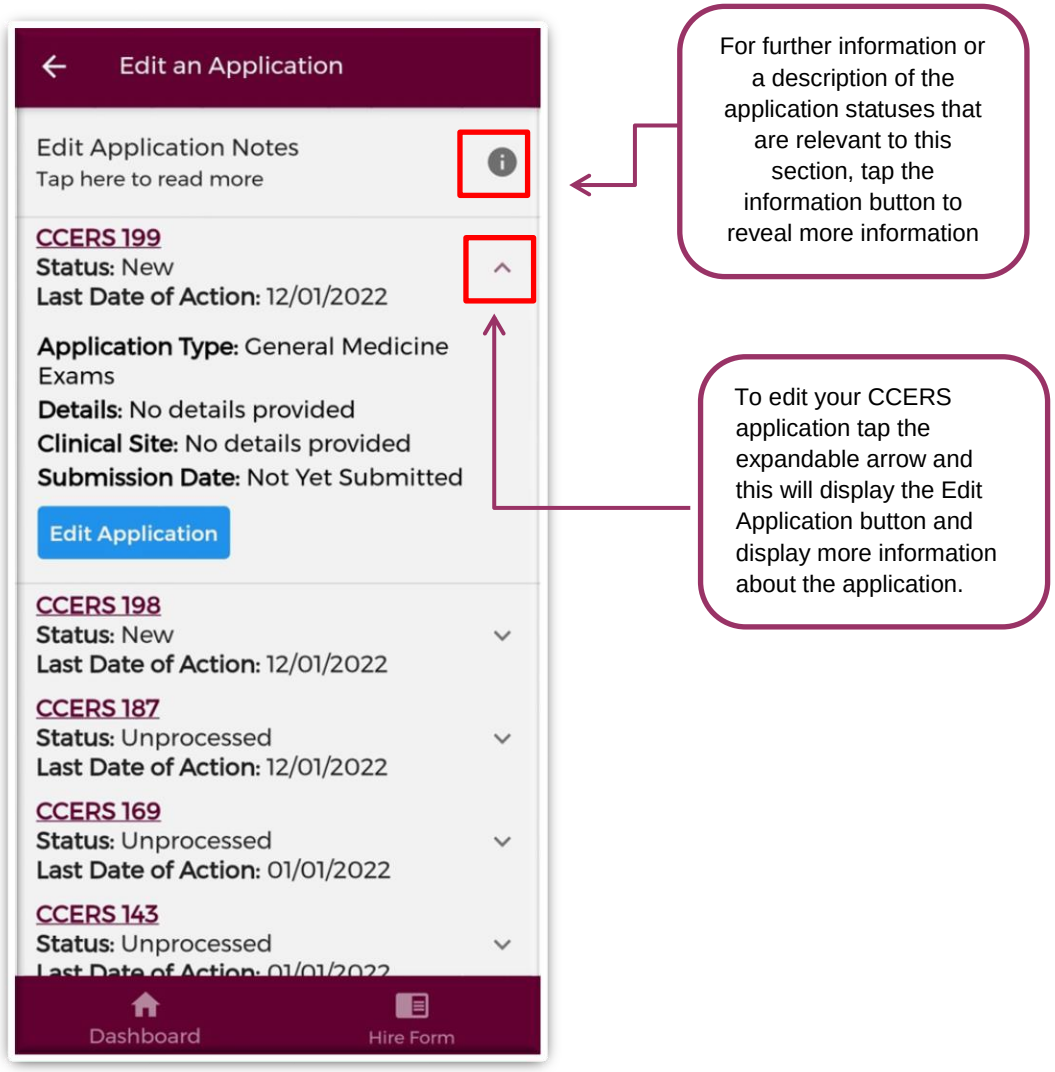


Figure 38: Edit Applications Screen

Note: Please note that in order for these changes to become visible to your Medical Manpower Department you need to progress through the entire application again and make sure you sign the declaration form before tapping the submit button.

4.7.2.3 Log of Applications

This section will display all your TSS and CCERS applications that you have created to date. You can view the main details associated with a particular application by tapping the expand arrow (highlighted in Figure 39). If you want to see further details about your application, you can tap the blue *"Download"* button to download the application to your phone.

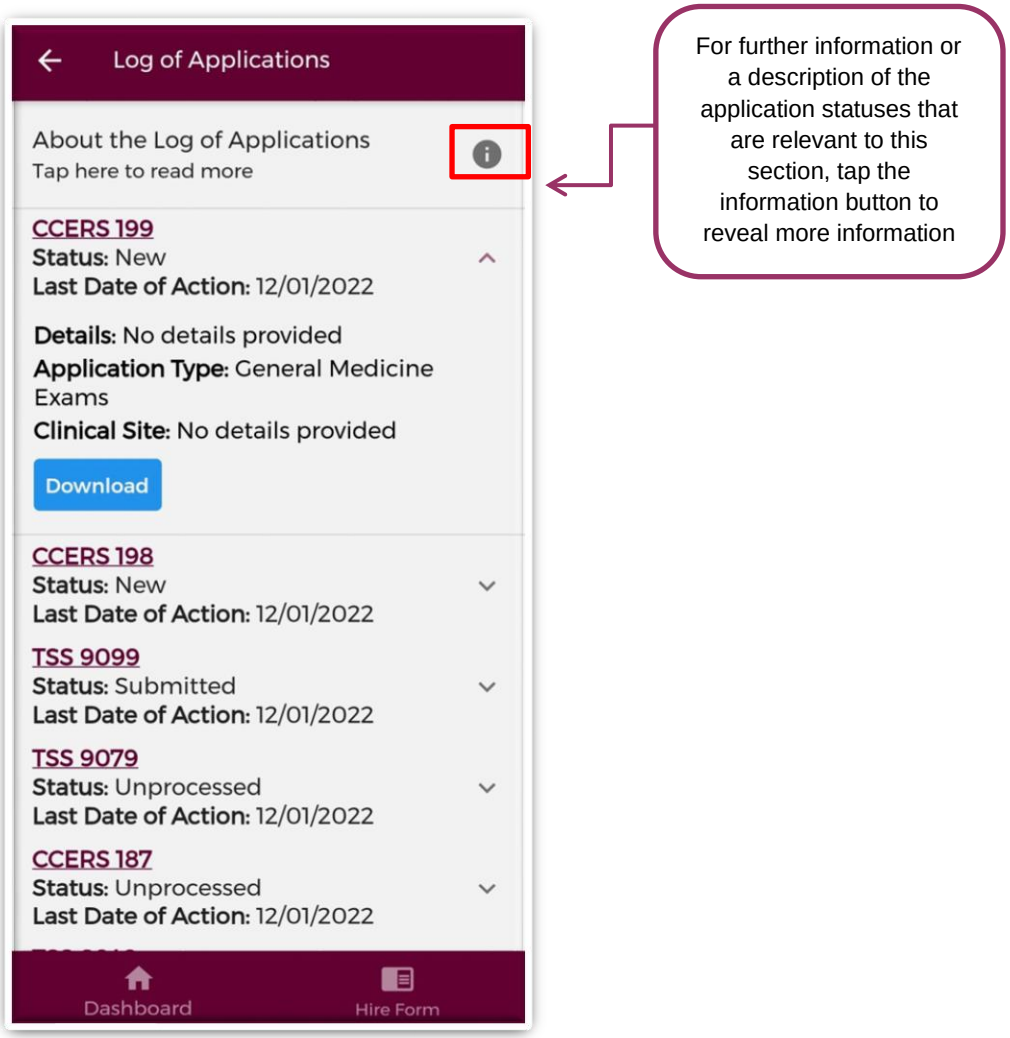


Figure 39: Log of TSS and CCERS Applications Screen

4.7.2.4 Delete Application

You can only delete an application that you have not yet sent to your Medical Manpower for review i.e. only applications with status "*New*".

To delete an application you need to tap the expand arrow button (highlighted in Figure 40) and then the blue "*Delete Application*" button.

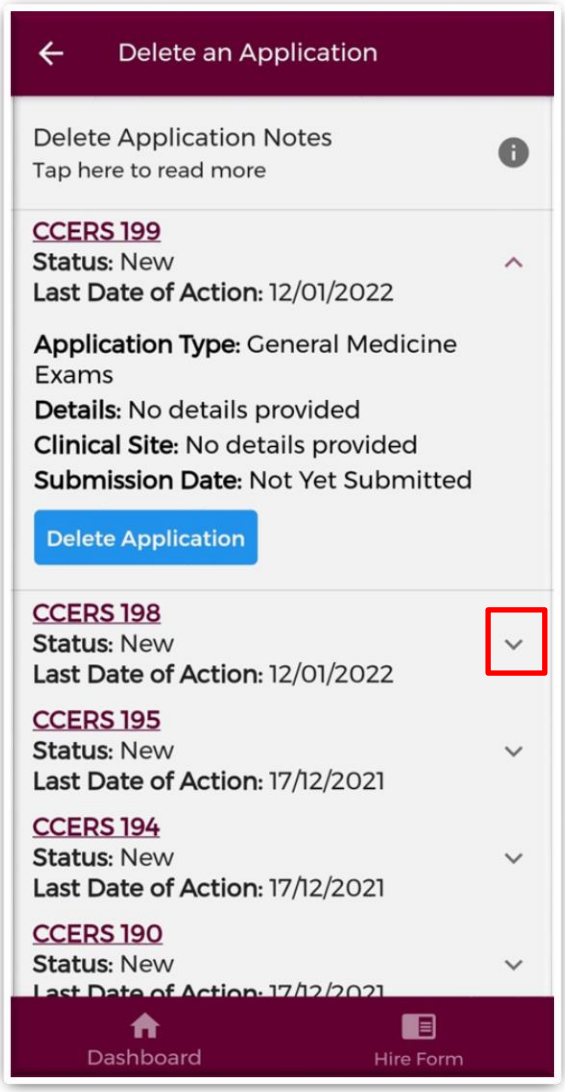


Figure 40: Delete Application Screen

4.7.2.5 CCERS Guidance Document

In this section, you can view the latest version of the CCERS Policy document. This document provides details regarding NCHD eligibility for the scheme and outlines what is eligible for reimbursement via the Clinical Course and Exam Refund Scheme.

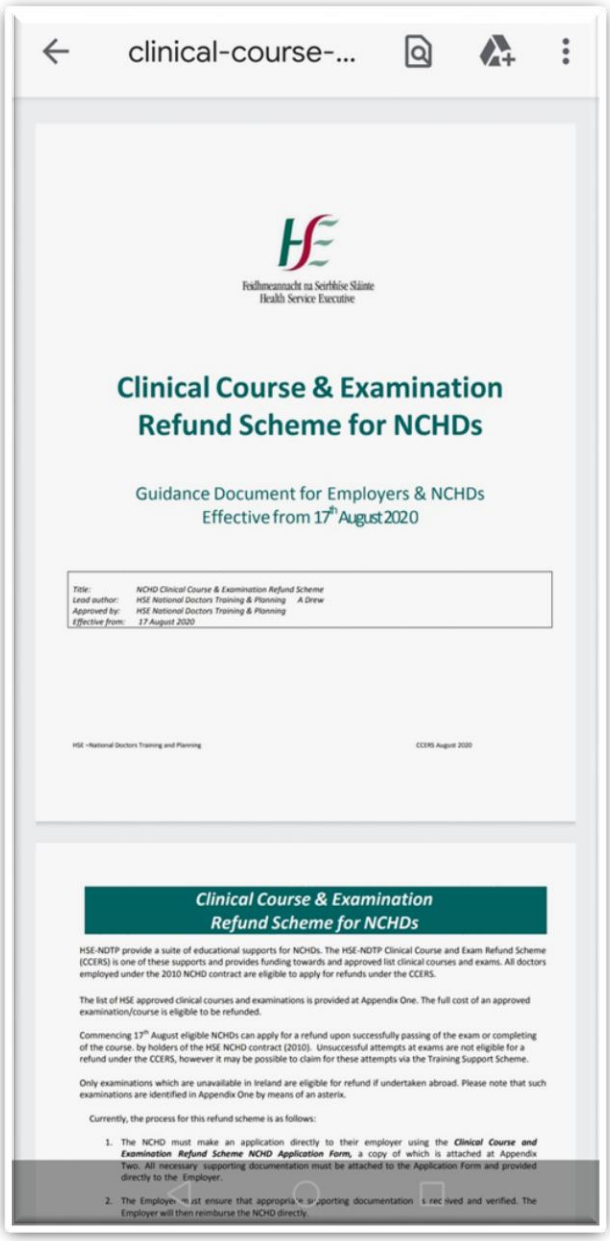


Figure 41: CCERS Guidance/Policy Document