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NER Portal Quick Step User Guide for NCHDs

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Section 1 - Introduction

The National Employment Record (NER) Portal was developed by HSE NDTP in response to one of the key recommendations of the MacCraith Report. The recommendation was based on feedback received directly from NCHDs. The system was specifically designed to minimise repetitive paperwork requirements for NCHDs and eliminate as much duplication as possible when rotating employers within the Irish Health System.

The purpose of the NER Portal is to allow NCHDs to interact virtually with their Medical HR Department and Occupational Health Department in order to process pre-employment screening documentation, as well as their financial supports for both the Training Supports Scheme (TSS) and Clinical Course and Exam Refund Scheme (CCERS). There is also the recently added E-Portfolio module available which allows NCHDs to record their training and career development and seek validation for specific records.

The NER Portal is constantly being developed and updated. This user guide has been developed to assist NCHDs with using the following sections of the NER Portal:

- The NER Hire Form
- The Occupational Health Form
- Uploading and Updating Training Certificates

Section 2– Registering a New NER Account

You can access the NER Portal from any PC, Laptop, Apple or Android device. The recommended browser when accessing NER is the latest version of Internet **Explorer or Google Chrome.**

2.1 Completing Registration Fields

To create an NER account, please follow the below steps:

1. Visit **www.nchder.ie** and click 'Register New Account' as shown in Figure 1. The screen as shown in Figure 2 will then be displayed

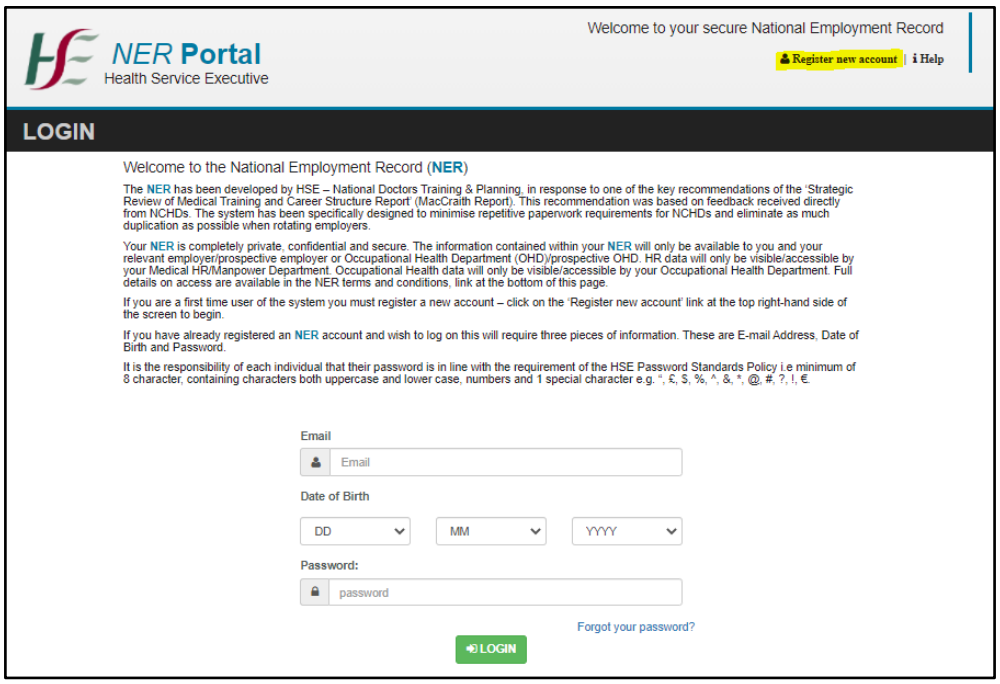


Figure 1: NER Home Page

2. Enter all the mandatory details. Please note mandatory details are denoted by an asterix.

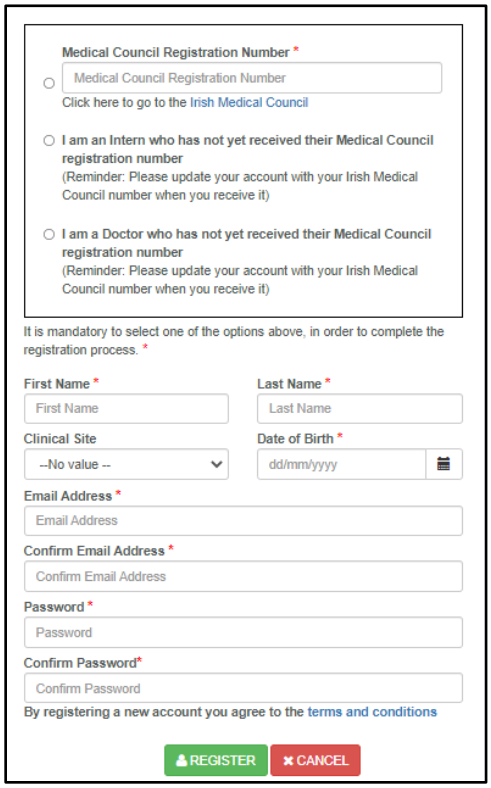


Figure 2: Registration Screen for the NER Web Portal

3. Your Irish Medical Council (IMC) registration number should be entered when registering your NER account. If you have not yet been issued an IMC registration number (e.g. you are a recently appointed Intern and are awaiting registration) you may proceed with creating an account however, you must select an employment site from the Clinical Site Field. **As soon as you receive your IMC Number you must update your Hire Form with this information.**

If you enter your IMC registration number, the First Name, Last Name and Clinical Site fields will automatically populate with your details. These fields will be greyed out and you will not be required to enter this data.

2.2 Creating a Password

As part of the account setup process you will be required to provide your email address and date of birth. You must also create a password to access your NER account.

Please note the portal conforms to the HSE Password policy. Therefore your password must be a minimum of 9 characters in length, it must contain at least one capital letter, one number and one symbol (e.g.!, $, %, *,). Using symbols other than the ones recommended may cause password issues.

2.3 Forgot Password

If you have forgotten your password please follow the below steps:

1. Click on the 'Forgotten Password' link beneath the logon fields as shown in Figure 3.

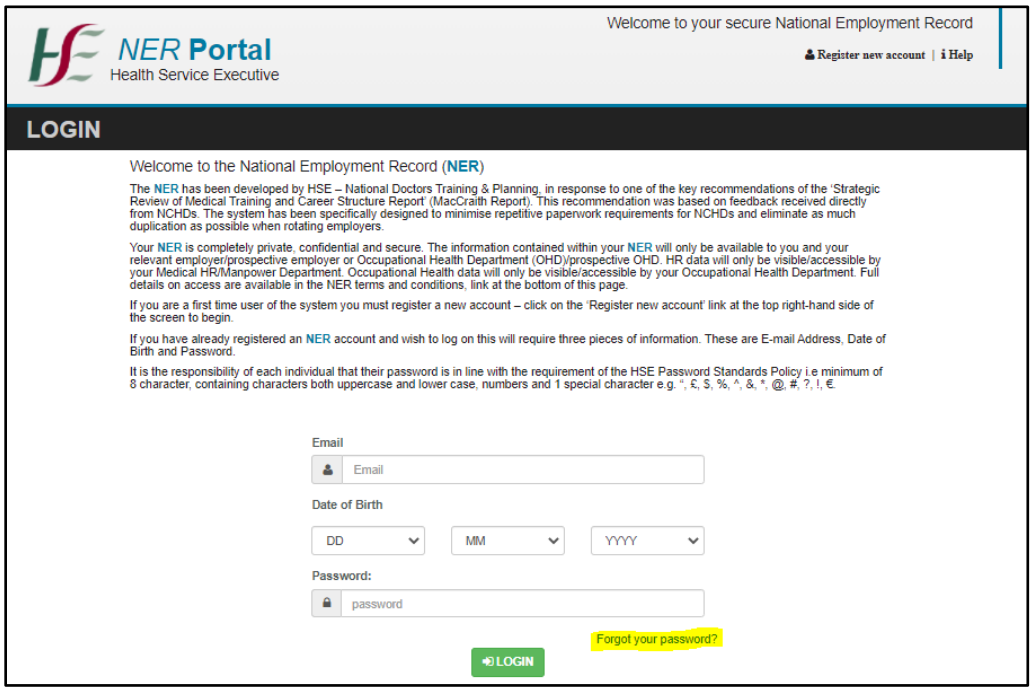


Figure 3: NER Home Page

2. You will be asked to enter the email address that is associated with your NER Account and click 'Reset Password' as shown in Figure 4.

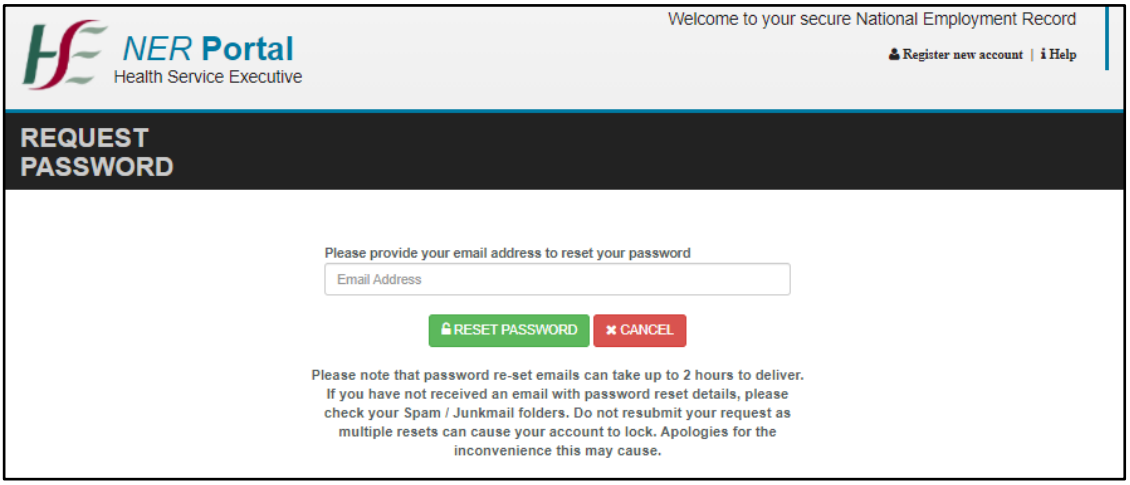


Figure 4: Reset Password Screen

3. An email will be sent to you with a link to a 'Change Password' screen within 60 minutes (Please ensure to check Spam / Junk mail folders as email may appear here).

Please do not click reset password more than once as this will result in your account being locked!

2.4 Inactive NER Account

An NER Account becomes inactive after 365 days without the user logging in. If your account becomes inactive please contact your Medical HR Department to re-activate your account. If you do not have a Medical HR Department please contact dime.team@hse.ie.

2.5 Terms & Conditions

There is also a link to the T&Cs on the landing page and within your account on the Dashboard in the lower right hand section as shown in the images below. You must accept the T&Cs of the NER Portal in order to be able to create an NER Account.

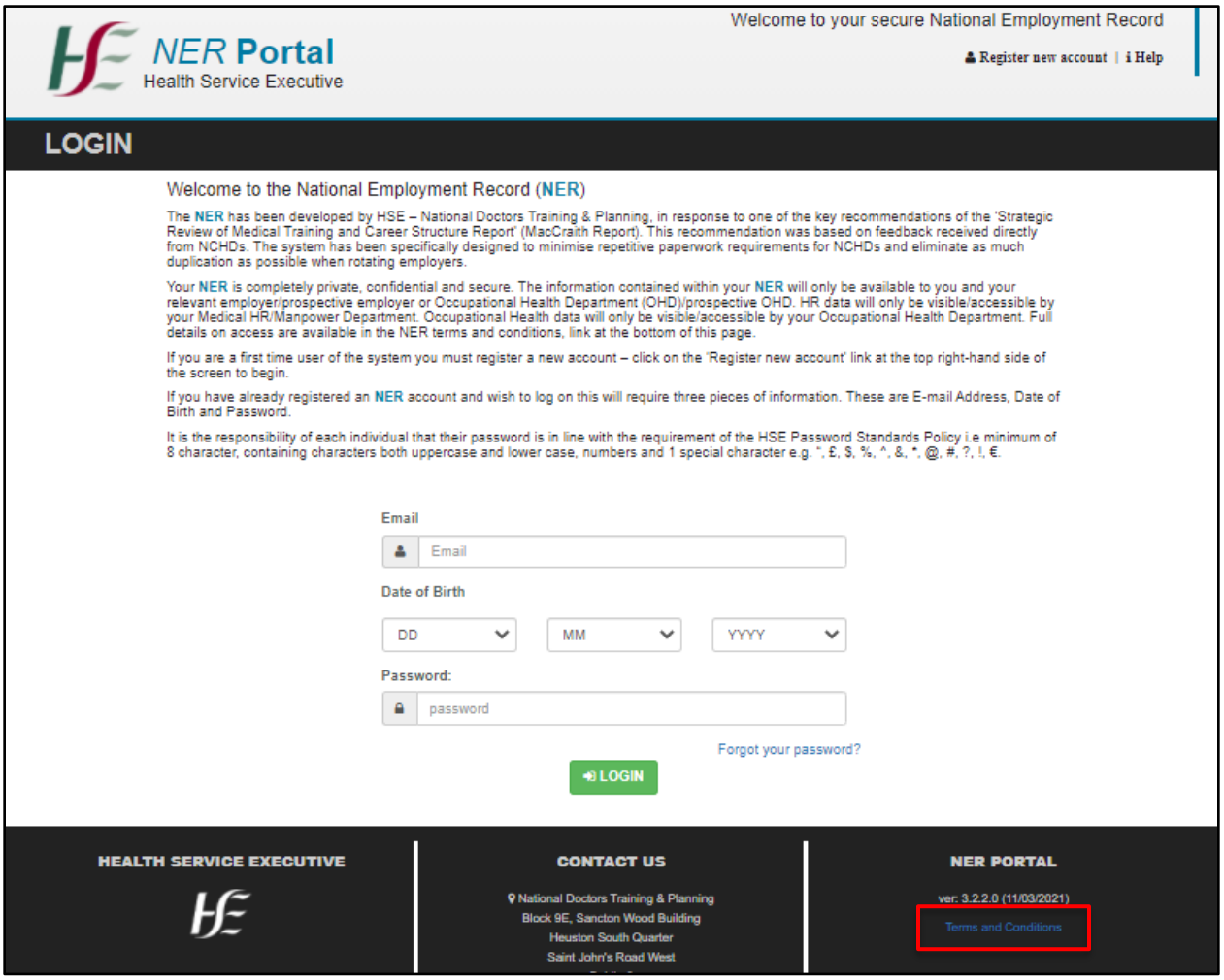


Figure 5: Link to the NER Terms and Conditions for the NER Portal

Section 3 – Accessing your NER Portal Account

3.1 Logon Screen

Following registration you can access your NER account at www.nchder.ie by logging in using your email address, date of birth and password.

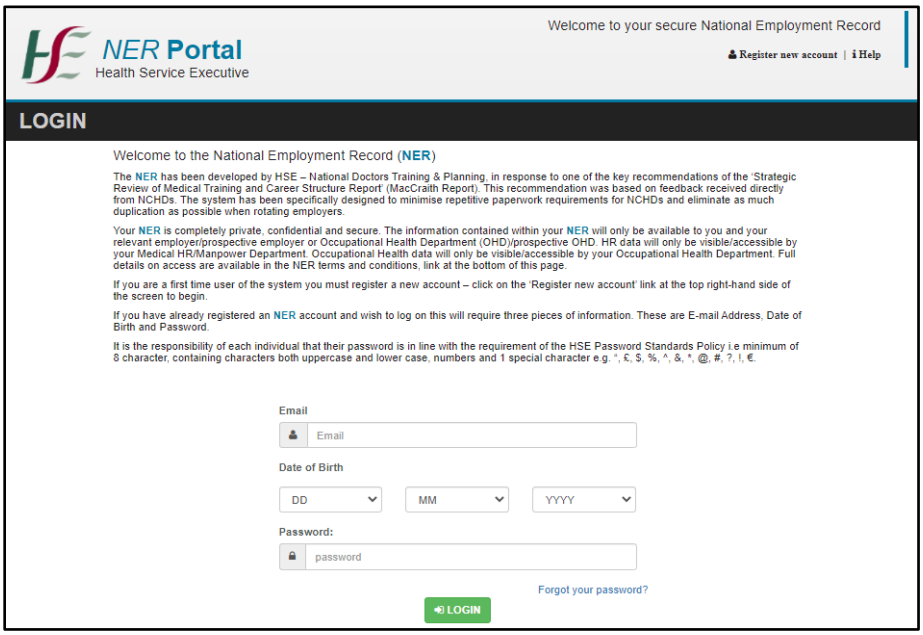


Figure 6: NER Login Screen

3.2 NER Hire Form

Your Hire Form will automatically open when you first log in. Your Hire Form consists of four sections; Personal Details, Contact Details, Next of Kin, and Bank Account Details. You must complete all mandatory fields marked with an asterisk before you can save your Hire form.

If you leave some required (but non-mandatory) fields blank, you will receive a warning alert advising that whilst you can save your Hire Form, it will automatically open each time you access your NER Portal Account, until all sections are complete.

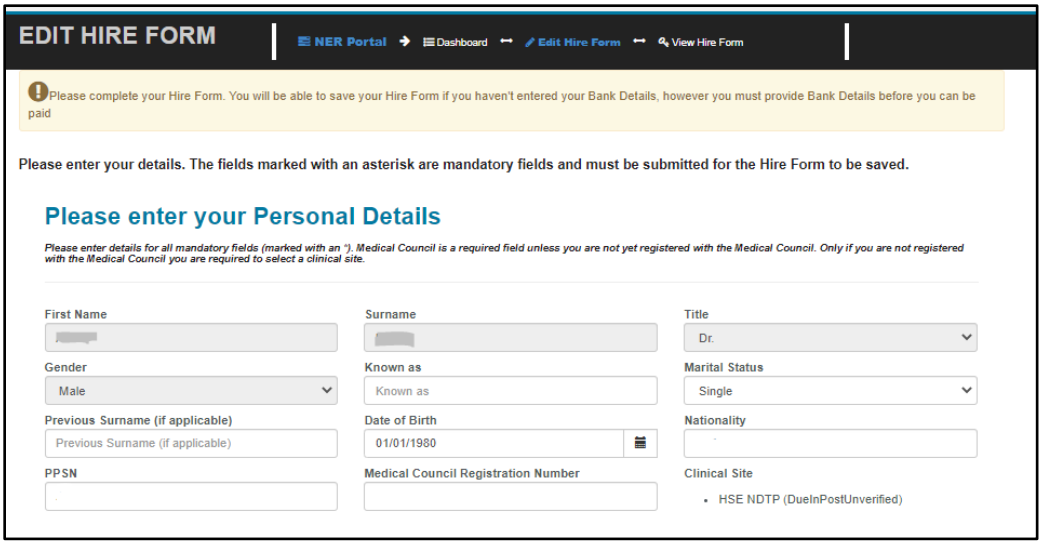


Figure 7: NER Hire Form

3.2.1 Bank Account Details

In order to receive salary payments you must enter your Republic of Ireland Bank Account Details. BIC and IBAN account numbers are preferred however; bank account and sort codes may also be required by your Medical HR Department. Online converters are available to assist if required e.g. https://ipsosepaservice.sentenial.com/ipso/

Please note your NER Portal is secure and protected by a Secure Socket Layer (SSL) certificate. You will notice the browser displays a padlock symbol which means there is a secure connection; data transferred over the internet is encrypted and not visible to third parties. This technology is used e.g. for Internet Banking/Credit Card transactions.

For security reasons do not allow your browser to save your password.

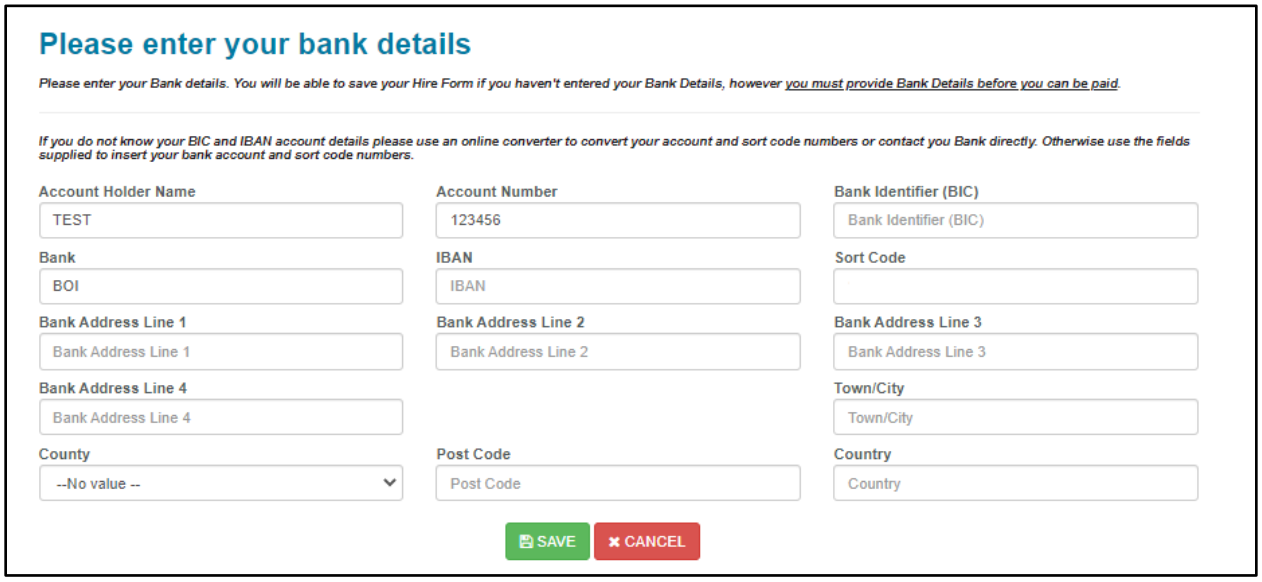


Figure 8: Bank Account Details Section of the Hire Form

3.3 Occupational Health Form

When the mandatory fields of the NER Hire Form are complete, you will be directed to the Occupational Health Section of NER. There are three sections to be completed in the Occupational Health Form; Employment History, Sickness Absence and Health and Ability.

3.3.1 Section 1: Employment History

1. You should complete all necessary fields by entering any previous Employment Details
2. Or alternatively click on the checkbox 'I have not been employed in the last five years'.
3. You should click 'Save and Continue' to proceed to the next stage of the OH Form. Please note that by clicking 'Save' the Occupational Health Form will not be submitted to your Occupational Health Department.

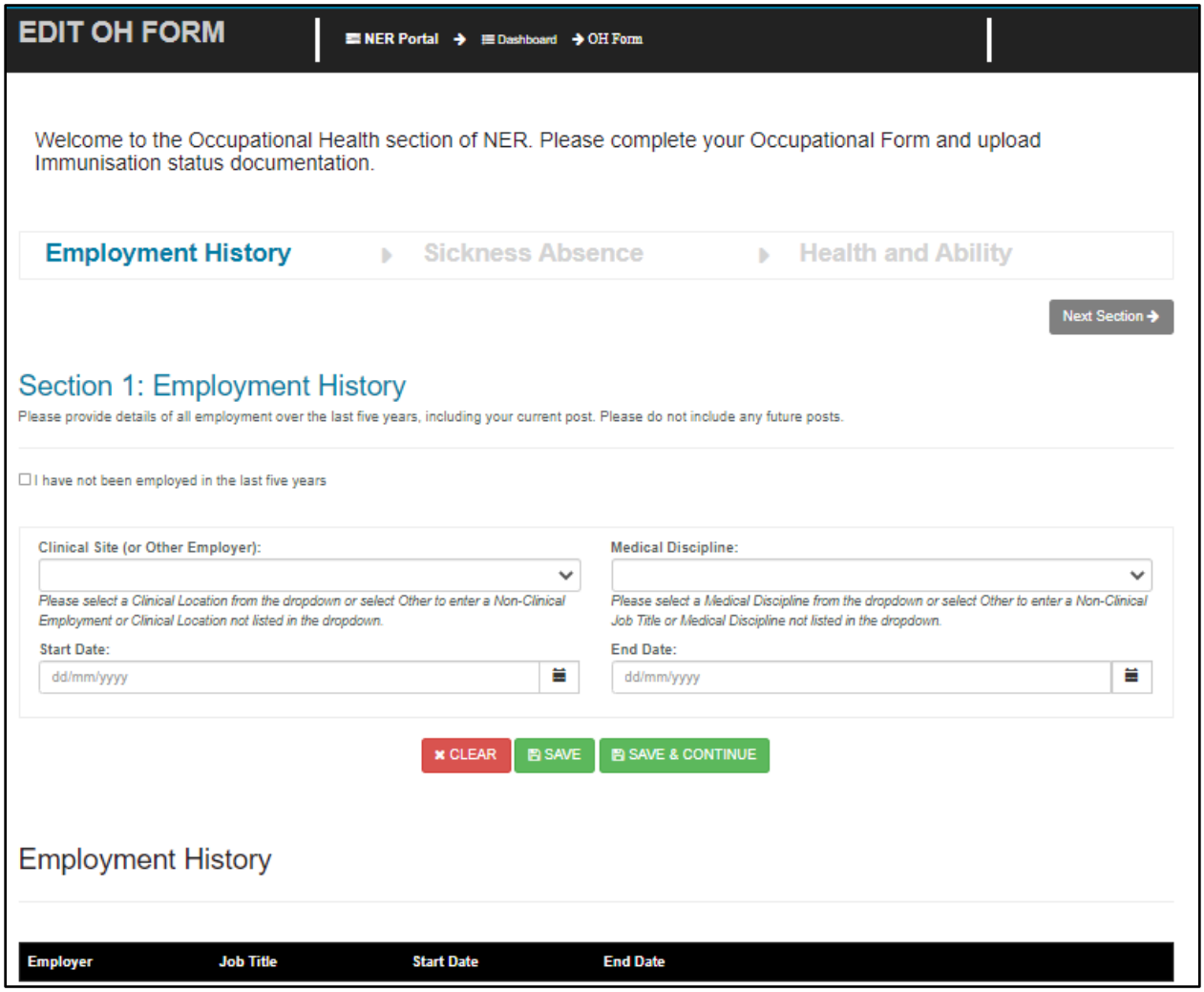


Figure 9: Employment History Section of the Occupational Health Form

3.3.2 Section 2: Sickness Absence Details

You will then be directed to the Sickness Absence Section.

1. You should enter the details of any Sickness Absence you have had in the last Five Years
2. Or alternatively click the checkbox 'I have not had any sickness in the last five years'.
3. To proceed to the next stage of the Occupational Health Form click 'Save and Continue'. Please note by clicking 'Save' the Occupational Health Form will not be submitted to your Occupational Health Department.

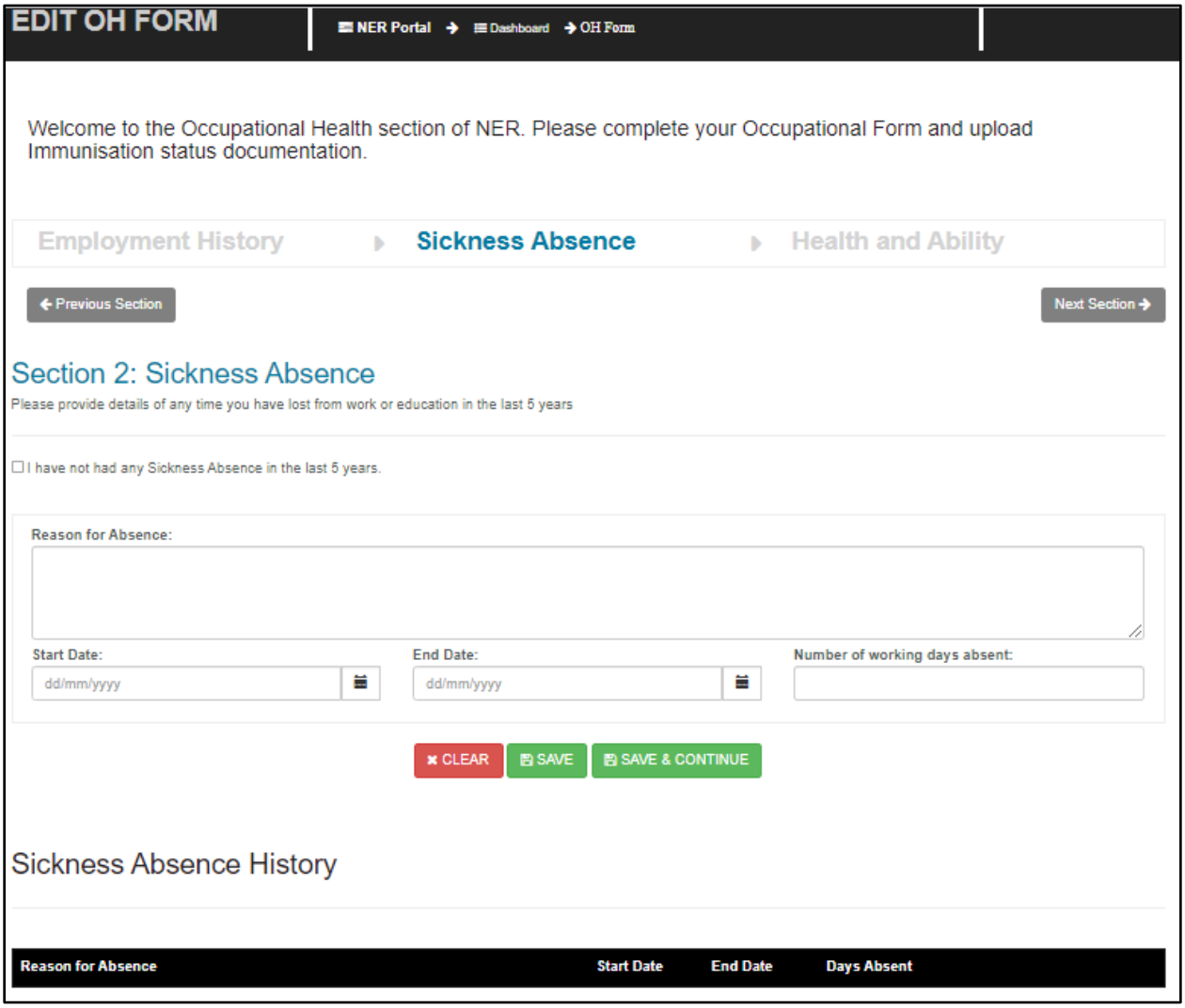


Figure 10: Sickness & Absence Section of the Occupational Health Form

3.3.3 Section 3: Heath and Ability

You will then be directed to a set of Health and Ability questions.

1. You should select 'Yes' or 'No' for each question in relation to information that affects your ability to perform your duties or if there are any adjustments required to your work environment. There is also space to provide further information if necessary.

2. If you select 'No' to the very first question, the remaining General Health Questions are collapsed and you will not be required to complete these remaining questions.

3. Please note that the TB related questions are all mandatory.

4. Click 'Continue/Proceed' to navigate to the Occupational Health Form submission screen as shown in Figure 11.

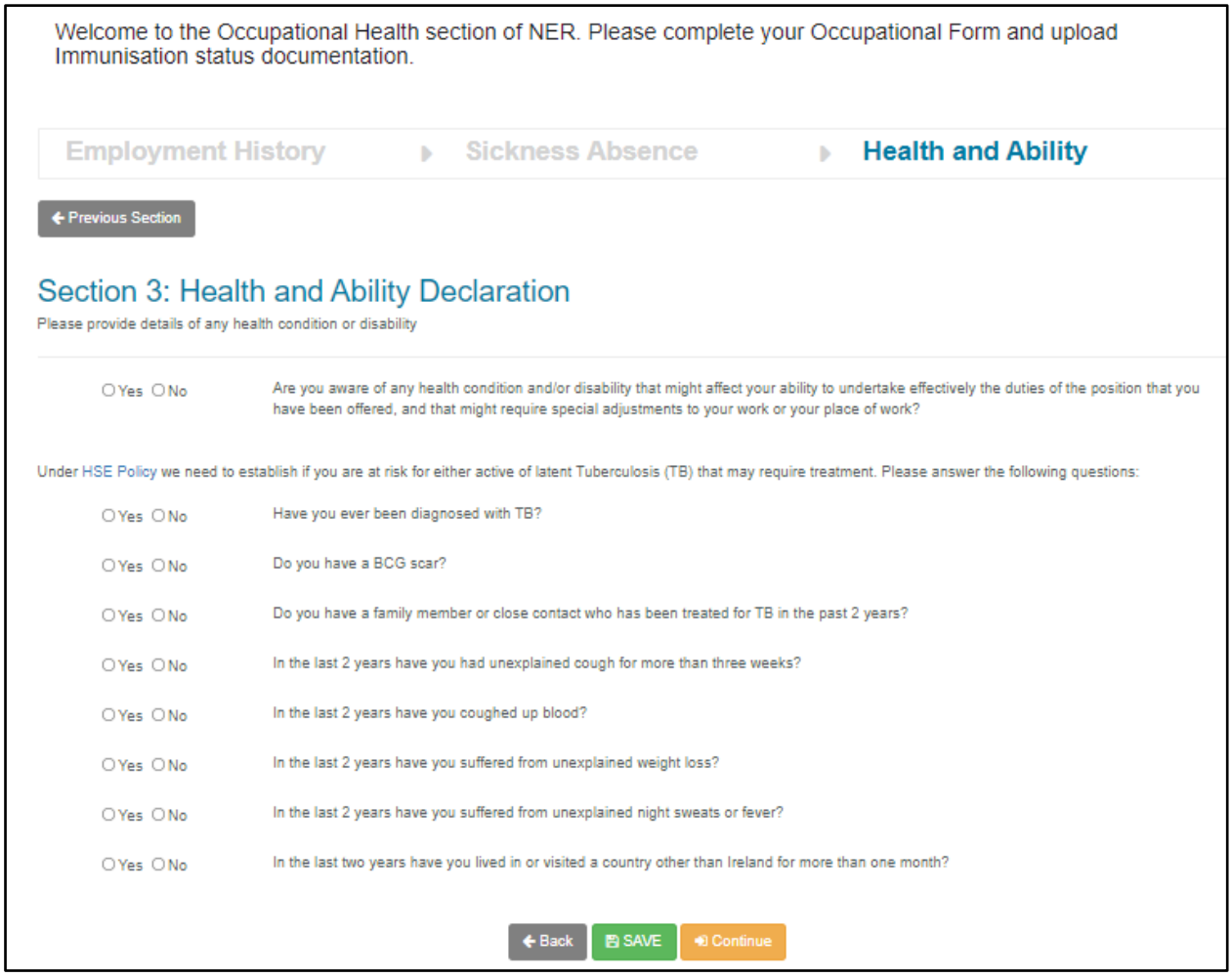


Figure 11: Health and Ability Section of the Occupational Health Form

3.3.4 Occupational Health Form Submission

Once you have completed all the sections of the Occupational Health Form you will be navigated to the Occupational Health Form submission screen as shown below.

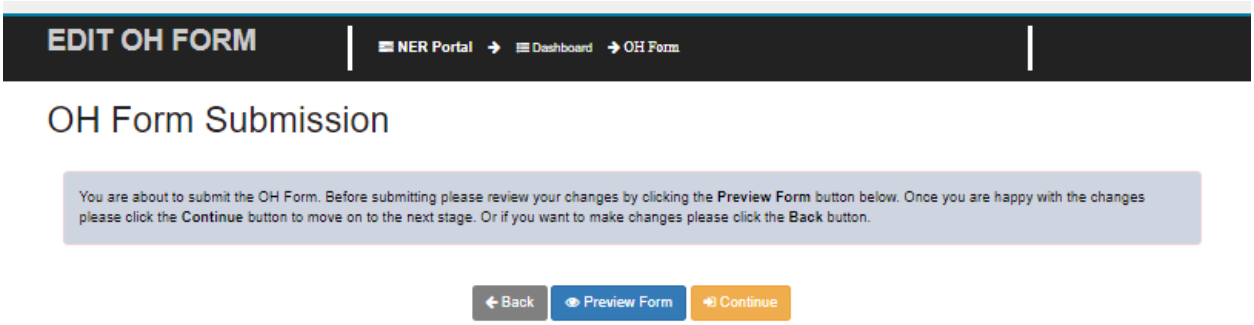


Figure 12: Submitting the Occupational Health Form

1. Should you wish to preview your Occupational Health Form in a PDF Document please click the blue 'Preview Form' button. You may need to have Adobe installed successfully in order to view the document as a PDF.

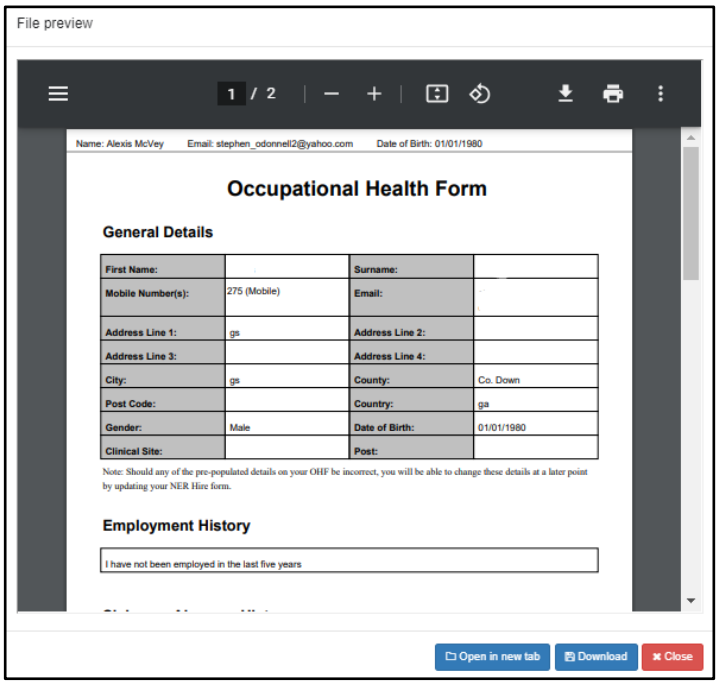


Figure 13: PDF format of Occupational Health Form

2. If you would like to make any changes to the information you have entered you can return to the appropriate section of the Occupational Health Form and update appropriately.

3. If you are happy with the information you have entered as part of the Occupational Health Form you can close the PDF by clicking the red 'Close' button. You should return to the Occupational Health Form Submission screen as shown in Figure 12.

3.3.5 Declaration

You will be required to sign an online Declaration before submitting your Occupational Health Form to your Occupational Health Department.

1. Once you are satisfied with the details you have entered, you should click the orange 'Continue/Proceed' button on the Occupational Health Submission screen (Figure 12).
2. You will then be invited to click on the checkbox to indicate that you accept the declaration.
3. Finally you should click 'Submit for Verification' to send the Occupational Health Form to your Occupational Health Department.

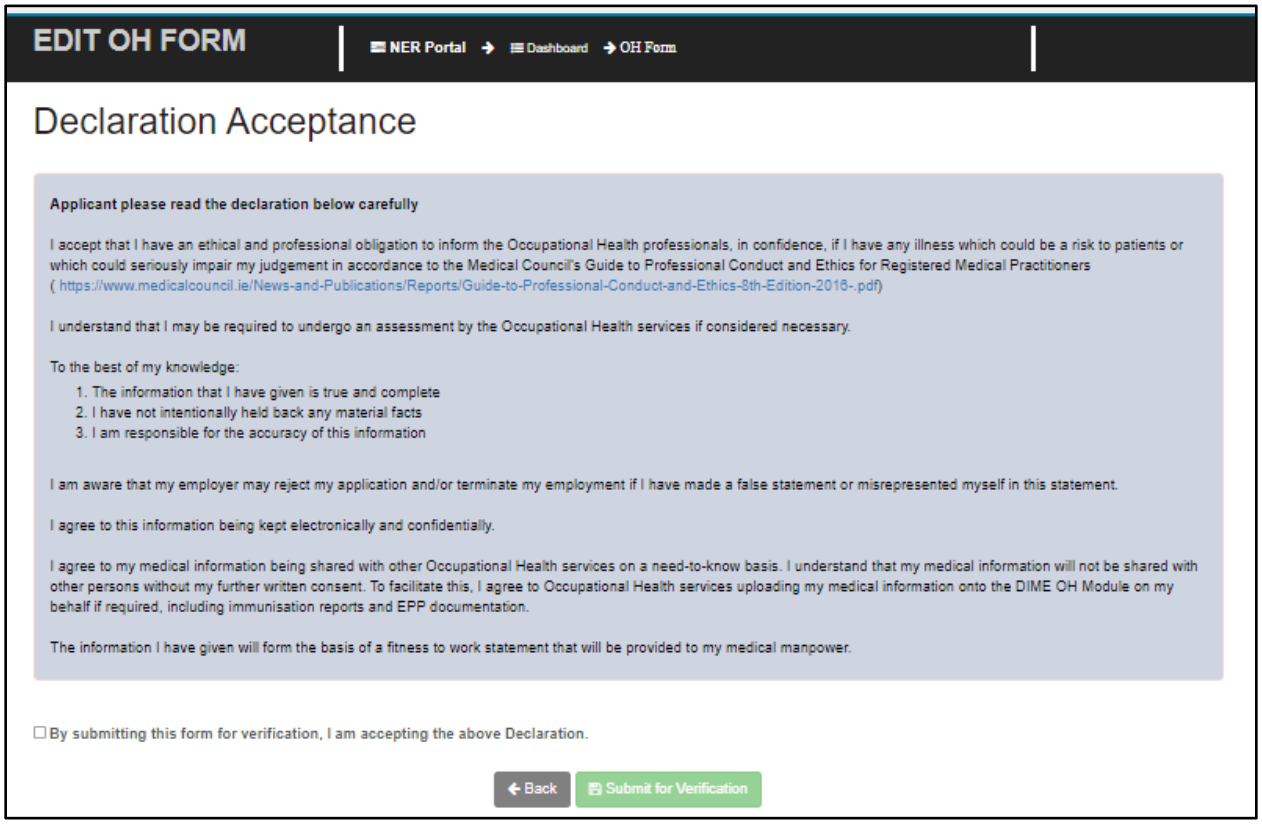


Figure 14: Occupational Health Form Declaration Acceptance

3.4 Immunisation Status Documentation

You will be able to upload Immunisation status documentation, so that your Occupational Health Department may verify it. After submitting the Occupational Health form, you will be directed to the Immunisation Status screen as shown in Figure 15:

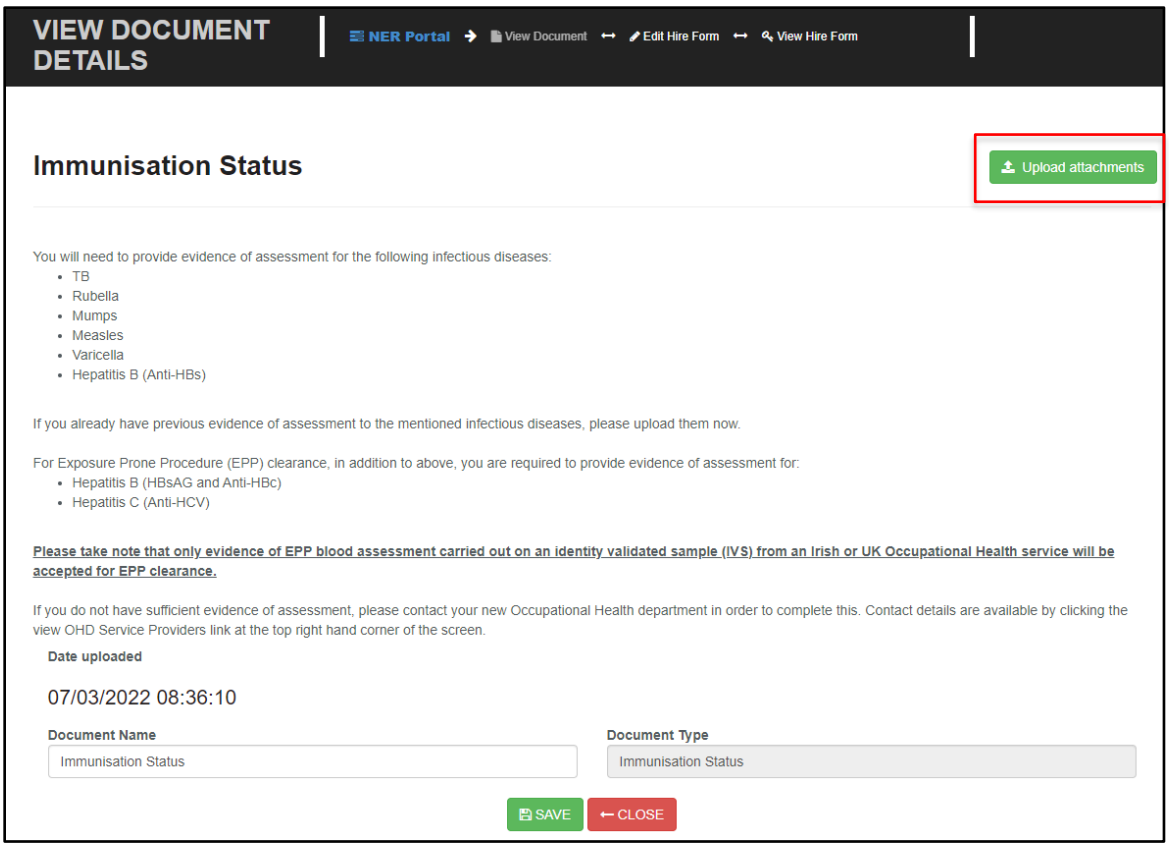


Figure 15: Immunisation Status Screen

1. To upload a document click the green ‘Upload Attachments’ button as highlighted in Figure 15. A pop-up as shown in Figure 16 will then display, where you can click on the “Browse” button, which will allow you to browse for a specific document on your PC and add it to the application. Otherwise you can use the drop box to “drag & drop” the document you want to attach with your application.

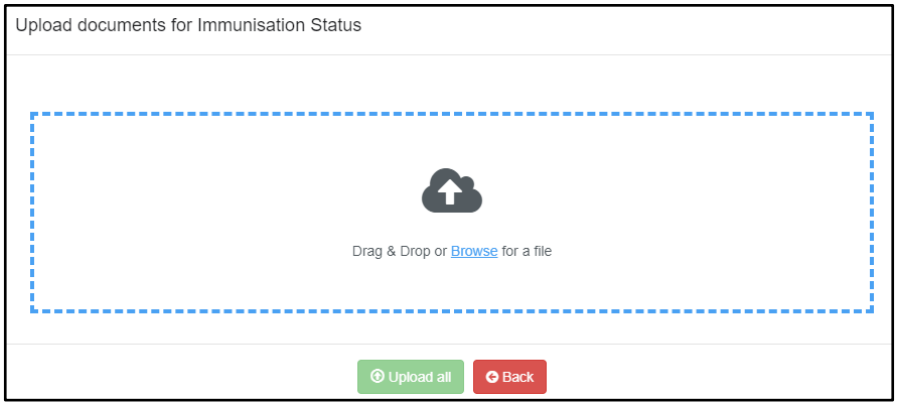


Figure 15: Uploading Immunisation Documents

2. You can edit the document name if necessary then click ‘Next’
3. Once you are happy click the green ‘Save’ button to submit to your Occupational Health Department for verification.

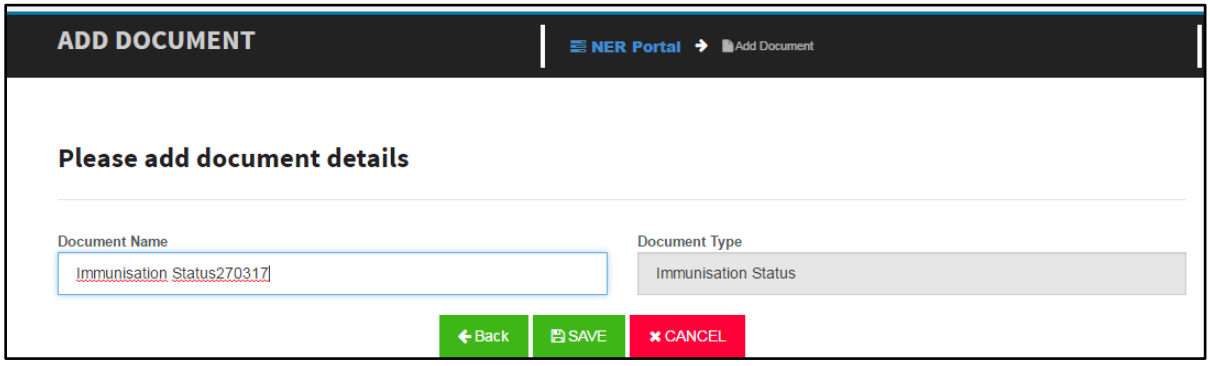


Figure 17: Editing the Immunisation Document Title

3.5 EPP Clearance

Once you have submitted your immunisation documentation and if you are considered EPP required, a pop-up message (as shown in Figure 18) will display saying that EPP clearance must be received before commencing employment. After clicking ‘OKAY’, you will be redirected to the NER Portal Dashboard.

Please note that the Occupational Health form and Immunisation Document Status are marked as Submitted however, your EPP Certificate will be uploaded by your Occupational Health Department if appropriate.

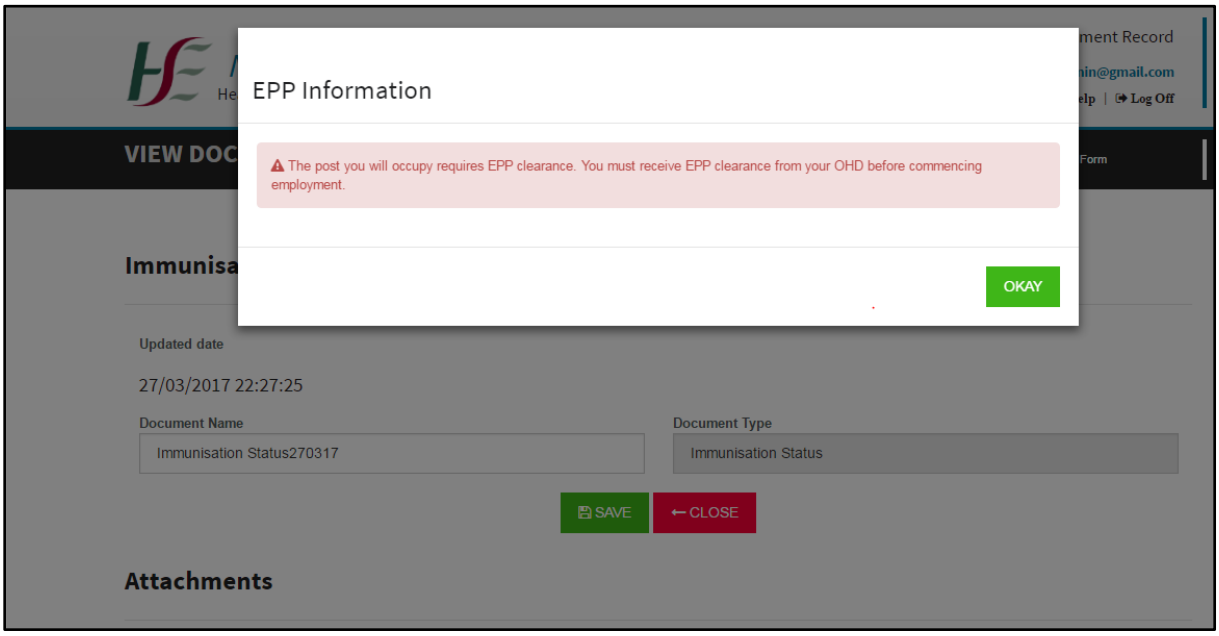


Figure 18: EPP Clearance Required Pop-Up

3.6 Portal Dashboard

When you save your Hire Form the system automatically brings you to your NER Portal Dashboard as shown in Figure 19. If you have fully completed your Hire Form, each time you login you will be brought directly to the NER Portal Dashboard.

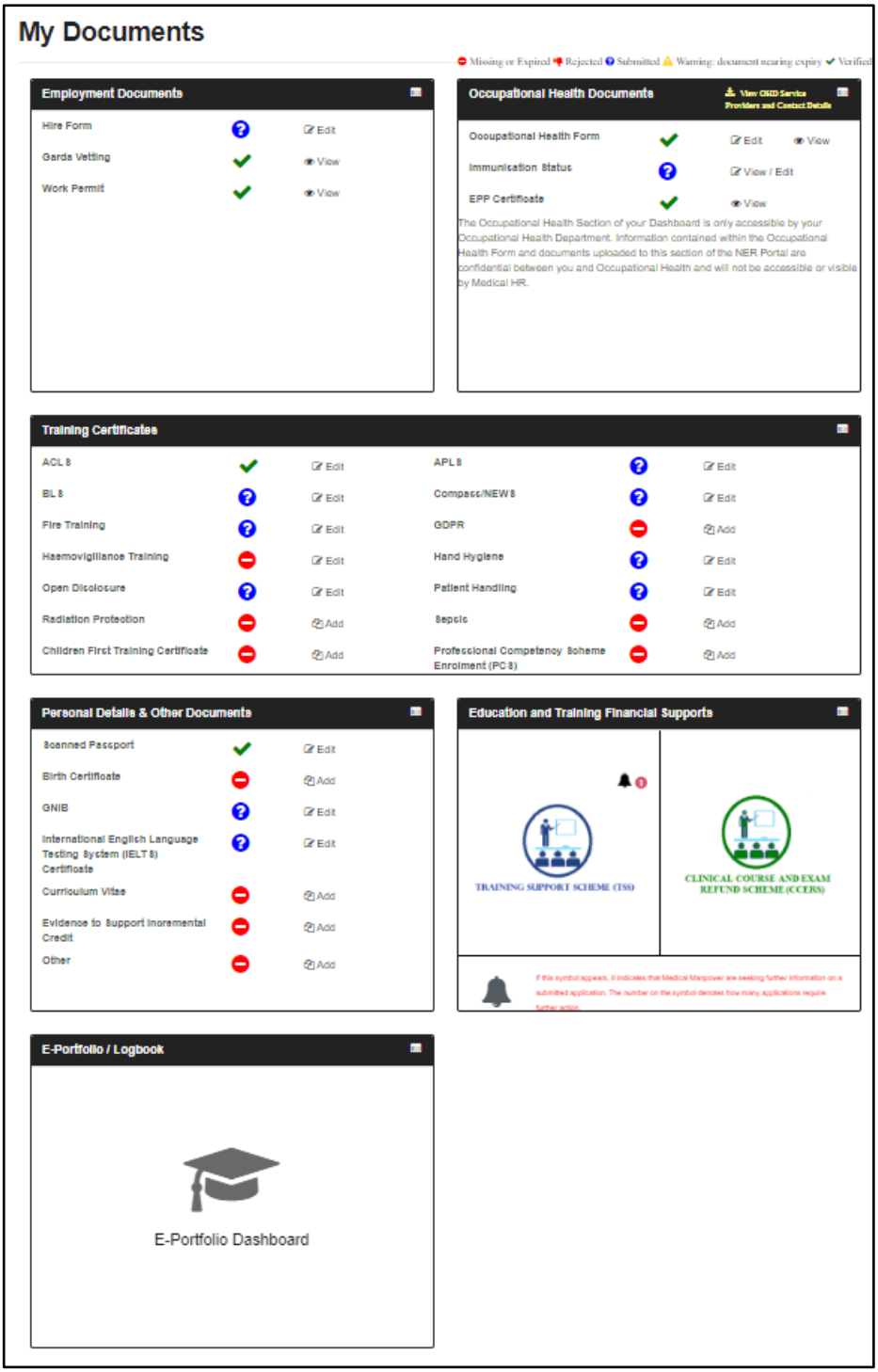


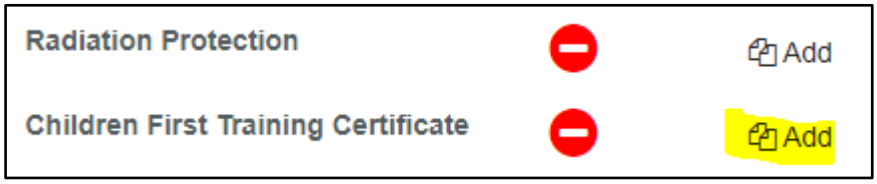
Figure 19: NER Dashboard Screen

3.7 Uploading a Document to the Dashboard

You should use the Dashboard to upload all of your relevant documents/certificates. There are three main sections to upload such documents/certificates; Personal Details, Training Certificates and Other Documents.

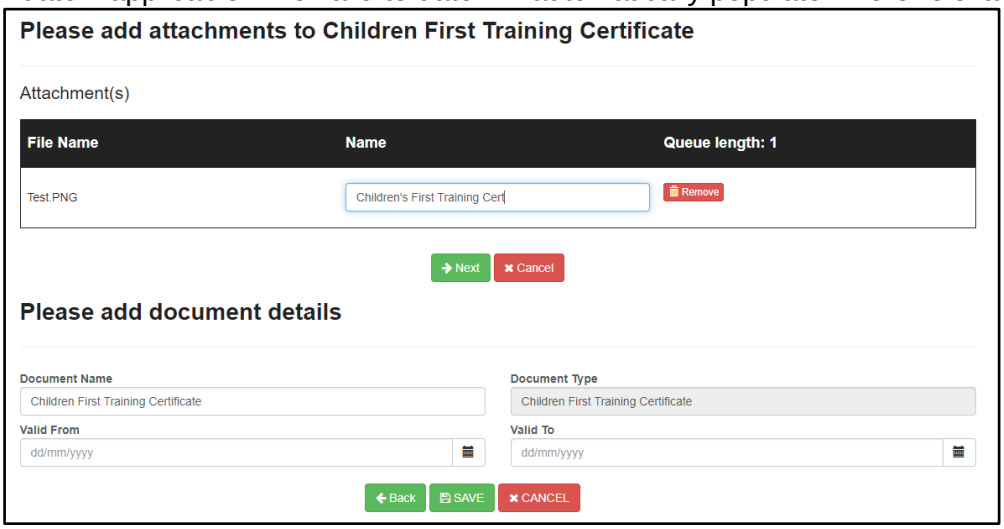
To upload a document for the first time, please see the below steps:

1. Click 'Add' on your dashboard beside the relevant certificate you want to upload as shown below.



2. To attach a document you can click on the "**Browse**" button, which will allow you to browse for a specific document on your PC and add it to the application. Otherwise you can use the drop box to "drag & drop" the document you want to attach with your application.

3. Click the "Next" button, which will bring you to the screen where you can amend the document title. Also on this screen, you will be prompted to enter the document valid from date if applicable. The valid to date will automatically populate where relevant.



4. Finally click 'Save' to submit the document to your Medical HR Department for verification

Only documents saved as pdf or jpeg will be accepted by NER. All other document types including MS Word cannot be uploaded. Please note that the maximum size of any individual file is 5mb.

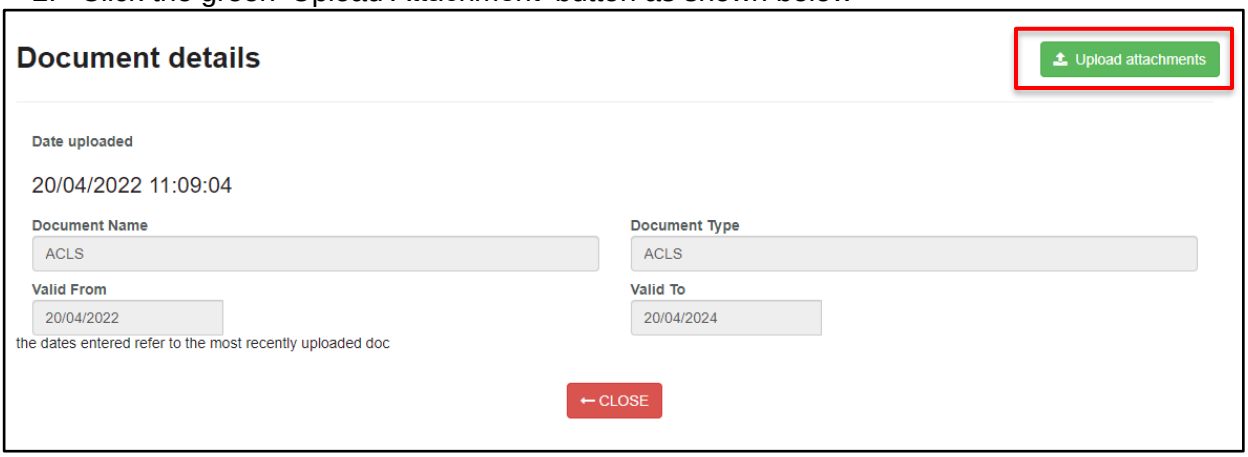
Your Medical HR Department will upload the required documents in the Employment Documents section.eg Garda Vetting, Work Permit. You will **not** be able to upload these documents.

You can also view and edit your Hire Form and remove incorrectly uploaded documents prior to verification by your Medical HR Department and replace documents as necessary.

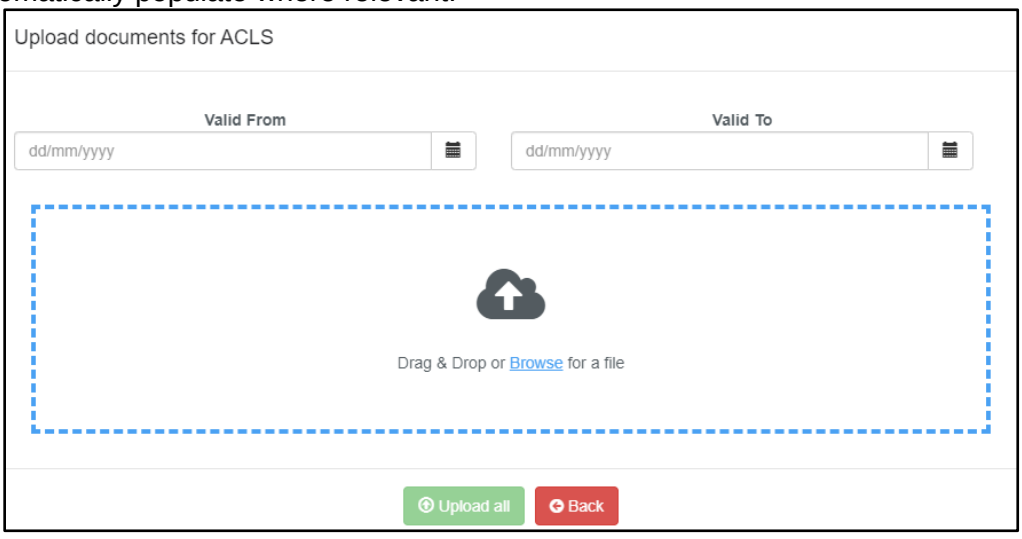
To replace a previously uploaded document please see the below steps:

1. Click 'Edit' on your dashboard beside the relevant certificate you want to upload.

2. Click the green 'Upload Attachment' button as shown below



3. To attach a document you can click on the "**Browse**" button, which will allow you to browse for a specific document on your PC and add it to the application. Otherwise you can use the drop box to "drag & drop" the document you want to attach with your application. Enter the document valid from date if applicable. The valid to date will automatically populate where relevant.



4. Once you are happy with the documents selected click the green “Upload All” button. This will save your changes and replace the previously uploaded document.

Please note that there are mandatory documents such as Children's First, Fire Safety Training etc. that must be uploaded to your portal. Some other documents may be marked as ‘Not Required’ by your Medical HR department and thus they will not be visible on your NER Portal. If you have any questions regarding your NER Portal documents please contact your Medical HR Department.

3.8 Email Reminders

In order to assist you in keeping your portal account up to date you will receive emails automatically from NER reminding you when documents are nearing expiry or expired.

Some of the documents associated with warning emails are:

- Occupational Health Documentation
- Garda Vetting
- Mandatory Training Certificates
- Work Permits / GNIB Documents if applicable.

Your dashboard symbols will also change depending on the status of your documents (i.e. valid, nearing expiry, expired or rejected).

As soon as you update your document the email reminders will cease.

Section 4 – Your Medical HR & Occupational Health Departments

4.1 Your Employer's Access

Your Medical HR Department will now be able to view and verify your NER Hire Form and Training Certificates once uploaded to your NER Portal. They will also upload your work permit and Garda vetting documentation on your behalf as you will not have the functionality to upload these documents yourself.

Your Occupational Health Departments will now be able to view and verify your Occupational Health Form and Immunisation status documentation. They will also upload your EPP certificate, if appropriate, on your behalf as you will not have the functionality to upload this document yourself.

You will notice that there is a legend at the top of your dashboard explaining the meaning of the symbols associated with the status of your documents.

4.2 Document Status Symbols Explained

Symbol	Explanation
	Missing or Expired: The document in question has never been uploaded or has now expired and needs to be replaced.
	Rejected: The document in question has been rejected by your Medical HR Department. You will receive an email explaining why eg document illegible or incorrect document type uploaded.
	Submitted: The document in question has been submitted to your Medical HR Department and is awaiting verification.
	Warning: The document in question is nearing expiry i.e. within the next 3 months.
	Verified: The document in question has been viewed by your Medical HR Department and is in date

4.3 Further Assistance

If you have any queries or require assistance, please contact your local Medical HR Department.

NDTP have also developed a FAQ guide which is available on our website www.hse.ie/doctors.