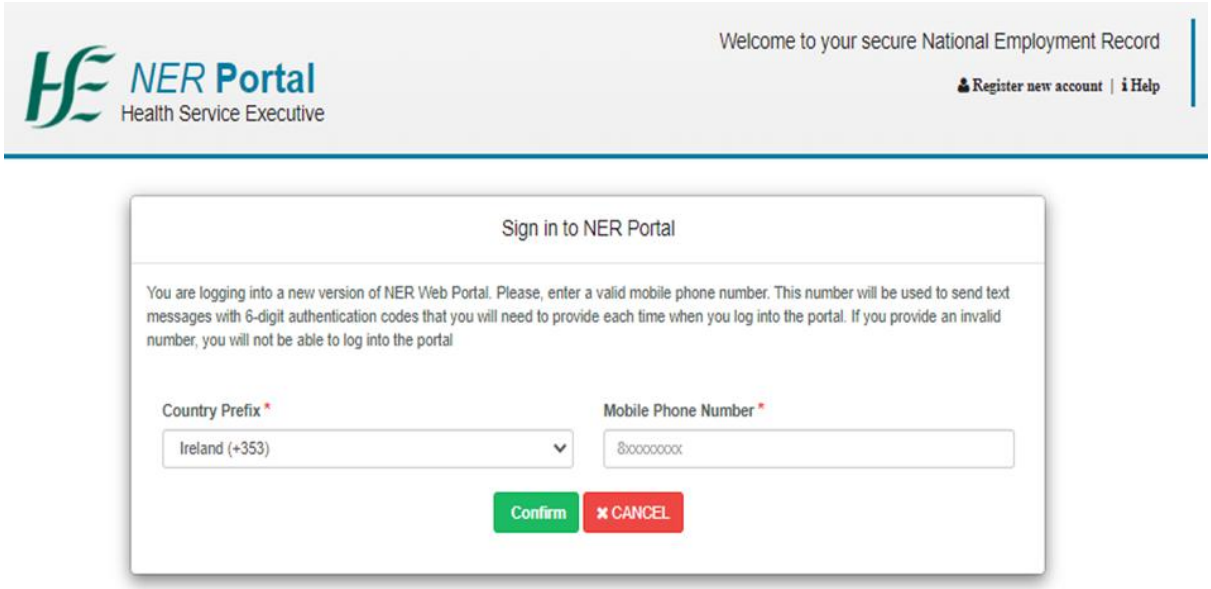
New **Multi-Factor Authentication** step when logging into the NER Web Portal

For Registered User First-time Login to New Version of NER Web Portal

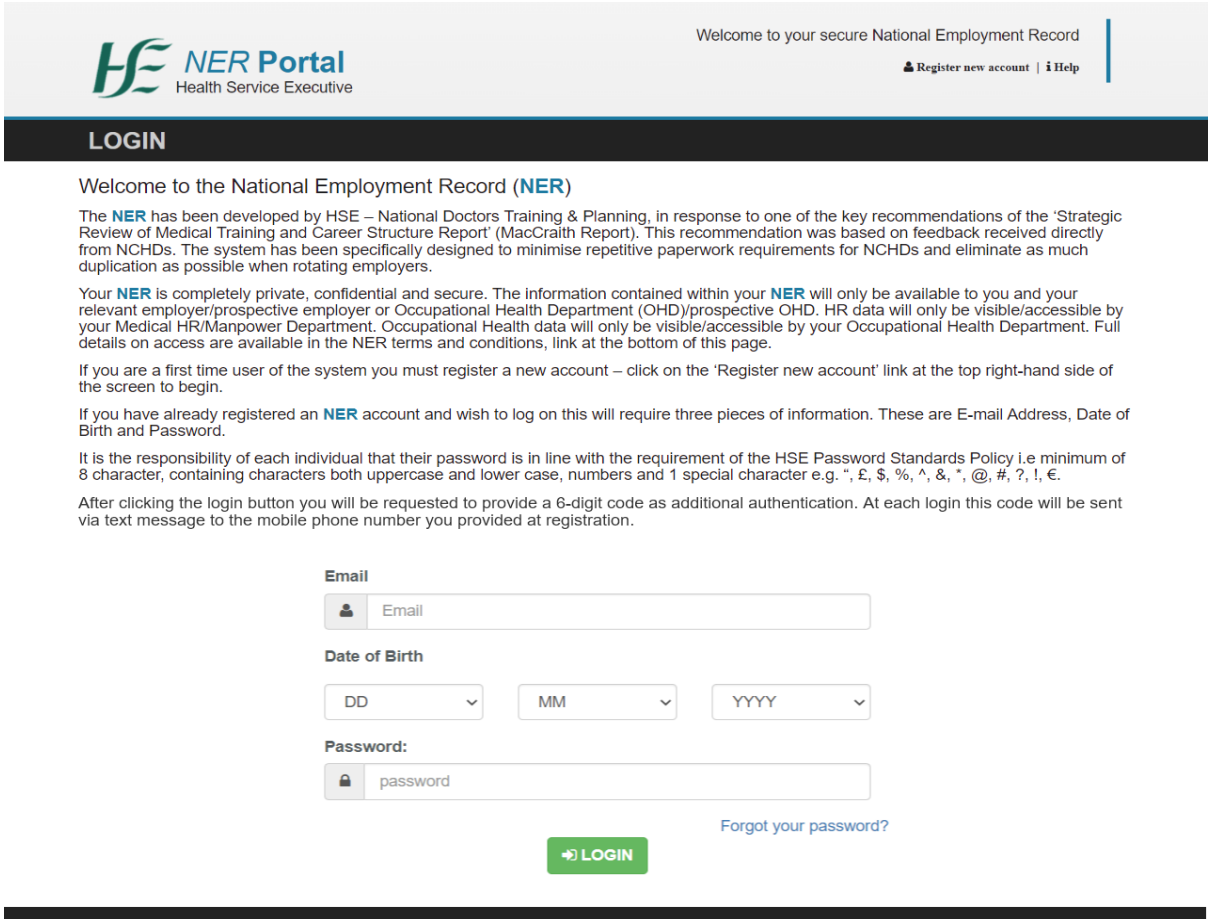
As a NER registered user, when logging into the new version of the web portal for the first time (https://nchder.ie), the following pop-up window will appear.



The pop-up window contains the following message:

- 'You are logging into a new version of NER Web Portal. Please, enter a valid mobile phone number. This number will be used to send text messages with 6-digit authentication codes that you will need to provide each time when you log into the portal. If you provide an invalid number, you will not be able to log into the portal'.
- 'Country Prefix' field – after clicking the field a drop-down list appears that contains a complete list of countries and their prefixes. The field is by default prepopulated with a prefix for Ireland.
- 'Mobile Phone Number' field – You must enter your mobile phone number here. The field is mandatory. It has a default prompt '8xxxxxxxx' displayed, indicating the format of the phone number to be entered. The prompt is displayed for Irish Country Prefix only and vanishes when a different country is selected in the Country Prefix field. The field allows you to only enter digits, no other characters are allowed. If you selected "Ireland' in the Country Prefix field, you are only allowed to enter a maximum of 9 characters starting with 8. If you select a different country in the Country Prefix field, you are allowed to enter up to 25 characters.

- Once you have entered your mobile number and select the 'Confirm' button, the pop-up window disappears and you can then continue to login to the NER portal as per below image.

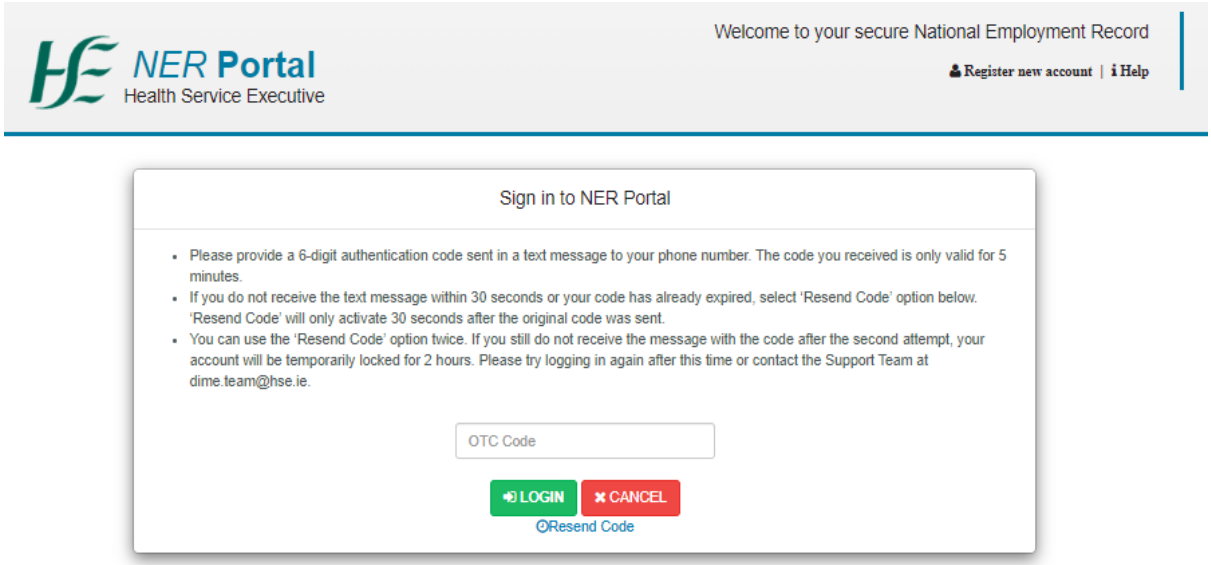


Please continue to log in to the NER Portal by completing the following fields:

- Email –input your email address provided during registration process;
- Date of Birth - three separate fields with drop-down lists, where you have to select day, month and year;
- Password – enter your password.

There is a 'Forgot your password?' Link option if required.

After entering the required login data, click the 'Login' button and you will be requested to provide a 6-digit code as additional authentication. At each login this code will be sent via text message to the mobile phone number you provided.



TEXT Message Received

"xxxxxx - this is your NER verification code; do not share this code with anyone. This is an automatic message, please do not reply."

When you have entered the code correctly, you can log into the portal using 'Login' button.

Please note that the code you received is only valid for 5 minutes.

You also notice that below the 'Login' button, there is a 'Resend Code' option, which will allow you to generate a new 6-digit code in case your previous code has expired or if you have not received a text message within 30 seconds.

If you do not receive the text message within 30 seconds or your code has expired, select 'Resend Code' option.

You can use the 'Resend Code' option twice. If you still do not receive the message with the code after the second attempt, 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

DIME Team

National Doctors Training & Planning
Sancton Wood Building
Heuston South Quarter
Saint John's Road West
Dublin 8
E-mail: dime.team@hse.ie | www.hse.ie/doctors

NATIONAL DOCTORS TRAINING & PLANNING