

My HSE Self Service Common Helpdesk Topics and Solutions



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

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All Items

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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 and also on 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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 For more, click [here](#)

 support.nisrp@hse.ie

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How do I get my Login ID?

Your User ID is your SAP personnel number [eight digits eg: 30123456] prefaced by the letter 'e'. 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.

Name:				Employer:					
Per. No:	3048792	PPS No:		Position:	0574	Grade:	VI		
Weekly Hours:	37.00	Scale Point:	05	Hourly Rate:	28.1149	Basic Salary:	54,279.00	Net Increment:	
Payroll Area:		Pay From:	01.09.2020	Pay To:	30.09.2020	Pay Date:	30.09.2020	Pay Period:	09
Payments / Iascaochtaí	Unit	T/N	Value	Deductions / Asbhairní	Value	G/N	RI	Balance	
A-Basic Pay		T	18,093.00	A-Pension 170	879.00	G	I		
Basic Pay		T	4,523.25	Tax paid	8,609.00	N	I	8,609.00	
Miles/Kms Ft rate		N	135.86	Ee PRSI contrb.	904.65	N	I	904.65	
Per diem for Subs		N	36.97	Pension 170	218.75	G	I	1,093.75	
Tolls		N	5.00						

If you work in HSE South East your new User ID (SAP personnel number) was sent to you in an email from SAP HR Self Service. You should have received this on 28th September if we had your email address on record prior to that date. Please double check your spam/junk folders for emails from SAP HR Self Service to ensure you haven't received them already.

In the event that you have not received your Login ID please register for My HSE Self Service by completing the form [here](#) and you will receive your Login ID within five working days.

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?

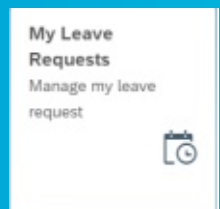
The passcode is an extra security step required when signing in from a non-HSE device. Every time you sign in from a non-HSE device you will be sent an automated email with a six-digit number by email. If you do not have a HSE device it is best to use a personal email address. You can change your email 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.

My annual leave balance looks incorrect:

The annual leave entitlement shown in Self Service started accruing from the day of 'go live' in May. It is therefore 'normal' for this entitlement to show less than 20 hours. This does not affect your ability to take leave. If you have any other leave queries you can check out FAQs [here](#).



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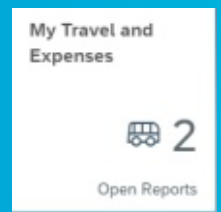
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How do I update my travel documentation on NiSRP Self Service?

The "Travel Privileges" feature allows employees to submit key documents about their vehicle to Line Managers for approval. Three key documents must be submitted to Line Managers every year to enable you to claim travel expenses, these are:

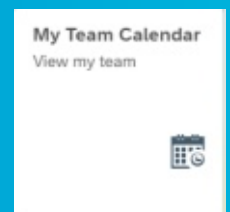
- Certified copy licensing certificate/vehicle registration for the nominated vehicle*
- Certified copy of current insurance policy*
- Certified copy of signed employee declaration for use of own motor vehicle*



If you have any other travel privilege queries you can check out FAQs [here](#).

I can't login as a manager on My Self Service/I can't see all my staff on My Self Service:

If a manager's staff list is incorrect, please complete the "Reporting Line Change Form" (**accessible here**) and return to the OM administrator in your area. You can access contact details for OM administrators **here**.



When I apply for leave or travel the approver appears incorrect?

The "Reporting Line Change Form" (**accessible here**) must be completed, signed off by line manager and returned to the OM administrator in your area. You can access contact details for OM administrators **here**.

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