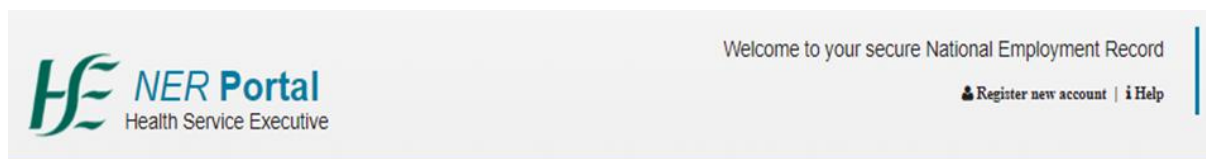


New Multi-Factor Authentication step when logging into the NER Web Portal

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 image shows a pop-up window titled 'Sign in to NER Portal'. It contains a 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'. Below the message are two input fields: 'Country Prefix' with a dropdown menu showing 'Ireland (+353)' and 'Mobile Phone Number' with a text box containing '8xxxxxxxx'. At the bottom are two buttons: a green 'Confirm' button and a red 'CANCEL' button.

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.



NER Portal
Health Service Executive

Welcome to your secure National Employment Record

[Register new account](#) | [Help](#)

LOGIN

Welcome to the National Employment Record ([NER](#))

The **NER** has been developed by HSE – National Doctors Training & Planning, in response to one of the key recommendations of the 'Strategic Review of Medical Training and Career Structure Report' (MacCraith Report). This recommendation was based on feedback received directly from NCHDs. The system has been specifically designed to minimise repetitive paperwork requirements for NCHDs and eliminate as much duplication as possible when rotating employers.

Your **NER** is completely private, confidential and secure. The information contained within your **NER** will only be available to you and your relevant employer/prospective employer or Occupational Health Department (OHD)/prospective OHD. HR data will only be visible/accessible by your Medical HR/Manpower Department. Occupational Health data will only be visible/accessible by your Occupational Health Department. Full details on access are available in the NER terms and conditions, link at the bottom of this page.

If you are a first time user of the system you must register a new account – click on the 'Register new account' link at the top right-hand side of the screen to begin.

If you have already registered an **NER** account and wish to log on this will require three pieces of information. These are E-mail Address, Date of Birth and Password.

It is the responsibility of each individual that their password is in line with the requirement of the HSE Password Standards Policy i.e minimum of 8 character, containing characters both uppercase and lower case, numbers and 1 special character e.g. ", £, \$, %, ^, &, *, @, #, ?, !, €.

After clicking the login button 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 at registration.

Email

✉

Date of Birth

DD ▼

MM ▼

YYYY ▼

Password:

🔒

[Forgot your password?](#)

➔ LOGIN

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.

Sign in to NER Portal

- Please provide a 6-digit authentication code sent in a text message to your phone number. The code you received is only valid for 5 minutes.
- If you do not receive the text message within 30 seconds or your code has already expired, select 'Resend Code' option below. 'Resend Code' will only activate 30 seconds after the original code was sent.
- 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.

▶ LOGIN ✖ CANCEL

[Resend Code](#)

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

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