



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Online Payslip Self-Service User Guide

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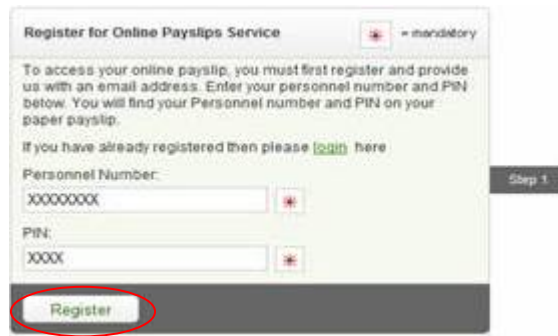
1. Registration

If you are an existing employee or retiree, check your latest paper payslip. A PIN number to register for online payslips will be displayed at the bottom of your payslip. You should also take note of your Personnel number on your payslip.

To register, follow the links on the online payslips website for your payroll region. Click on registration.

Step 1

Enter your Personnel Number and PIN in the boxes provided.



Click Register

Step 2

You will be prompted to enter and confirm an email address. You can use either a work or personal email address. This email address will initially be used to send you an activation link to login to the online payslips application.



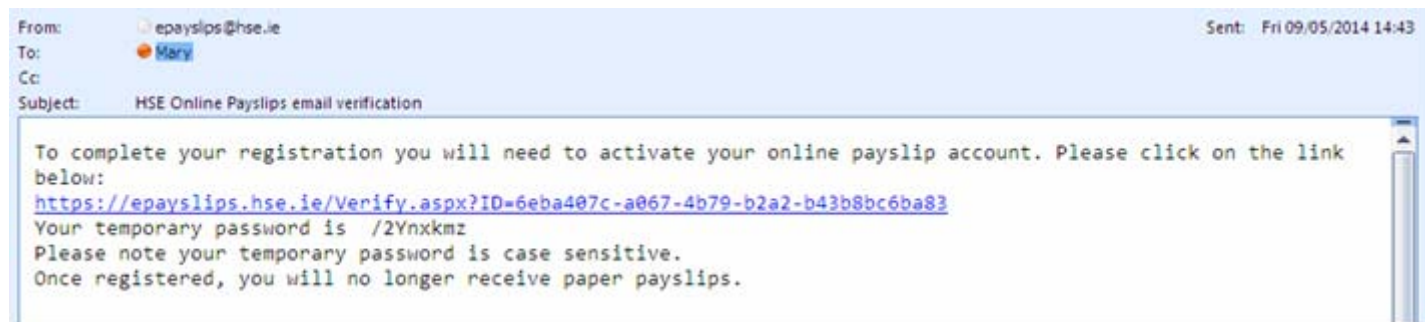
Click Set Email

The following message will display at the end of the screen:

A verification email has been sent to you. Please check your inbox and complete the registration process by clicking on the link in the email. You may now close this window.

2. Activating your Online Payslip Account

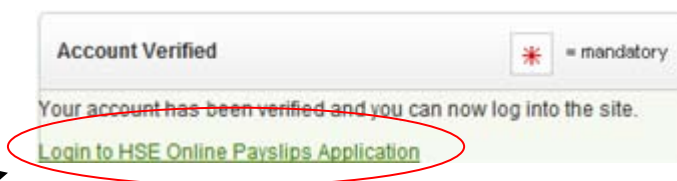
Check the email account that you used to register for an e-mail with an activation link to your online payslip account and a temporary password.



You will need to click on the link to activate your online payslip account.

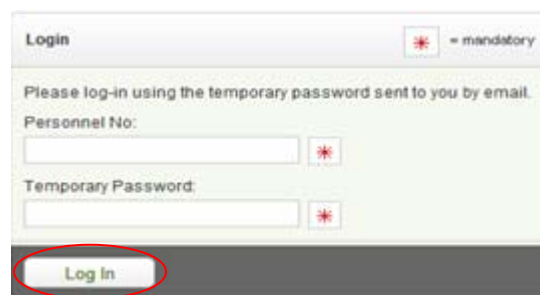
Please check your email account. *If you are using webmail such as Gmail or Yahoo please remember to check the Spam/Junk folders as automated emails are often sent to these folders. Webmail account access may be blocked when being accessed from within the HSE network.*

The following screen will appear



Click here

Enter your Personnel No and Temporary Password which you will have received on the email verification.



Click Log In

You will be prompted to change your password to something memorable. The password should be at least 8 digits long, and have at least one special character such as #, %, \$ etc. The current password is the temporary password emailed to you on registration

Note: Your password will be case sensitive.

Account Maintenance * = mandatory

Thank you for registering for HSE Online Payslips. Please fill out the form below to complete your registration.

Passwords must be at least 8 characters long and must contain at least one special i.e. ()!@#\$%^&* _+-=:;'~#<>? character.

Current Password: *

New Password: *

Confirm New Password: *

Change

Click Change

Your password change will now be complete.

Account Maintenance * = mandatory

Change Password Complete

Your password has been changed!

Continue

Click Continue

You will now be prompted to set up a security question. Choose the security question you want to use from the drop-down menu.

Next insert an answer to the question that you will remember as this security question will be used if you forget your password in the future.

Now enter the password you just created to complete the security question setup.

Security Question * = mandatory

A security question is required to help to secure your account.

To protect your account you will need to set the answer to one of the following security questions

Security Question: *

Security Answer: *

Current Password: *

Save

Click Save

You will return to the Main Menu now and you can now access your online payslips.

[Home](#) [Account Maintenance](#) [View My Documents](#) [Login](#) [User Guide](#)

Welcome to the HSE Online Payslips application. * = mandatory

Please select from one of the links below:

[Account Maintenance](#)

[View My Documents](#)

Click here for payslips

3. Logging In

Following initial log in, you can access the online payslips service via the Tusla website - www.tusla.ie/links/staff-resources/online-payslips . Click on **Sign in & View my Payslip**.

Staff Resources

Online Payslips

Child and Family Agency staff and retirees can now avail of our Online Payslips service. This new service allows you to access your pay details 24 hours a day, and to keep a record of them in a safe and secure place. Because we don't need to post out payslips, this service is better for the environment and will save money for the health service at a time when savings are essential. It is very important that as many staff and retirees as possible register for this service.

First Time User? Register for online payslips

All users have to register once before using the system. To register, you will need a unique PIN number and a unique User ID. Check your paper payslip for this information. You will also need an email address to register. You can supply a work or personal email address.

Register

Already Registered? View your payslip online

You will need your User ID and your password to view your payslip. You will receive your password by email after you register. View our User Guide here

Sign in & View my Payslip

Self-Service User Guide

To 'Login' enter your 8 digit Personnel number, password and email address in the boxes provided. Click the Log In button.

Log In * = mandatory

Please enter your personnel number and password. [Register](#) if you don't have an account.

Personnel No: *

Password: *

Email Address: *

Log In

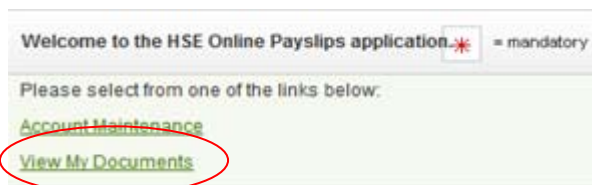
[Forgotten your Password?](#)

Click here

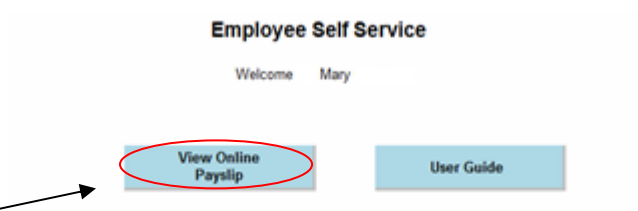


4. View Your Payslip

4.1. View a current Payslip



Click here.

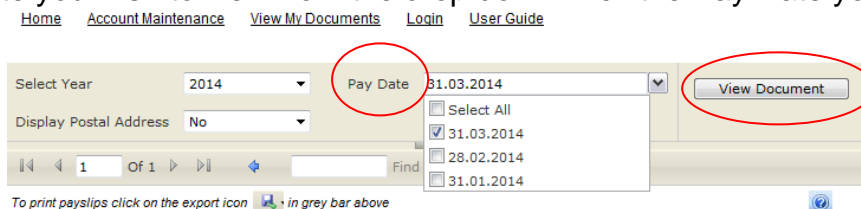


Click here.

Your most recent payslip will display.

4.2. View a previous Payslip

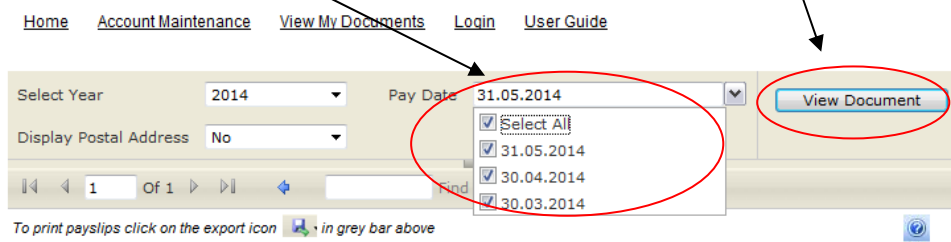
Select the Pay Date you wish to view from the drop down. Tick the Pay Date you wish to view



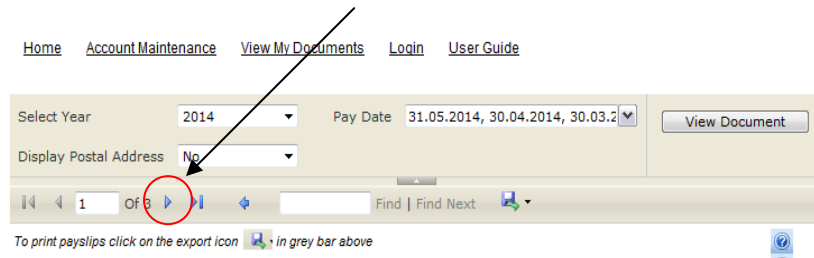
Click on "View Document" **twice** to display the chosen payslip on screen.

4.3. View multiple Payslips

On the Pay Date drop down tick 'Select All'. Click on "View Document" **twice**. Your first payslip will display.

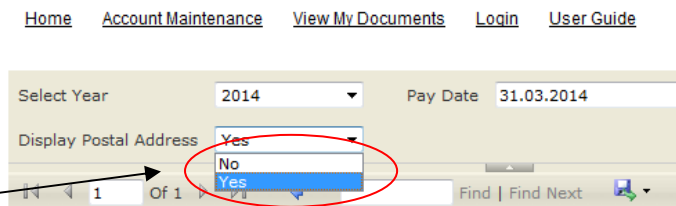


To view the next month's payslip Click the Next Page arrow



5. Display a Postal Address

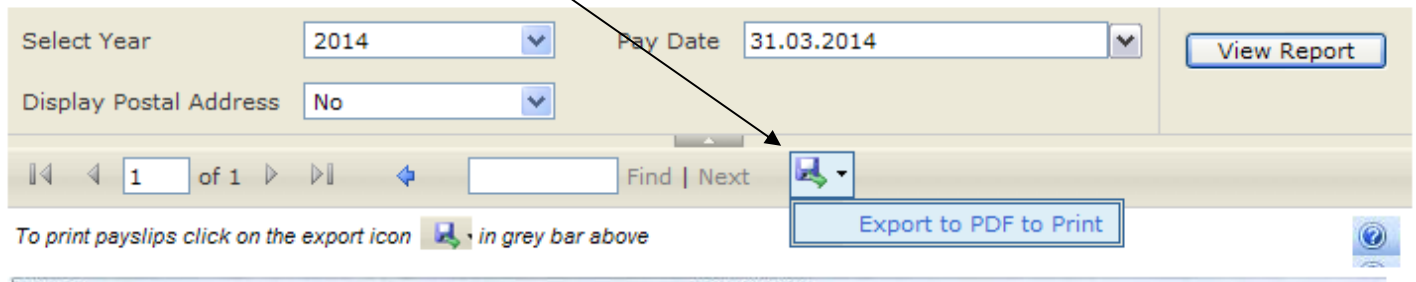
You have the option to “Display postal address”. Click Yes from the dropdown to the right and click “View Document” The postal address will then appear on screen.



Click here

6. Print Your Payslip

To print a payslip click on the disk icon. Click Export to PDF to Print.



Your payslip should automatically open up and offer you the option to open your PDF document or save it. If you do not have Adobe Acrobat Reader installed on your PC then you can download it for free at <http://get.adobe.com/uk/reader> After you install the application you will now be able to save or print your payslip.

With your payslip open in adobe reader click the print icon in the toolbar.



Click here to print

You will then be prompted to select which printer you would like to use. Select your printer and click ok.

6.1. Printing in Google Chrome

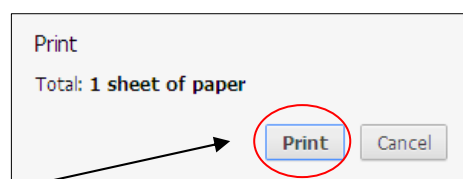
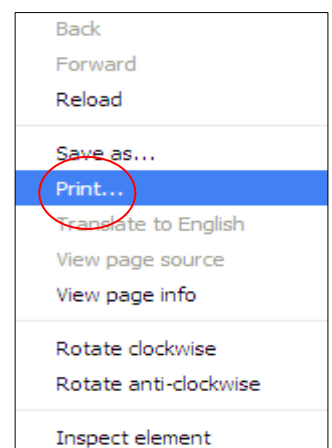
When saving/printing the payslip in Google Chrome the payslip will not automatically open. The file will appear in a download bar at the bottom of your browser window.



Click on the file and your payslip pdf will open up within google chrome.

Right click anywhere on the screen and scroll down to print. Then press print on the print menu screen that appears as seen below.

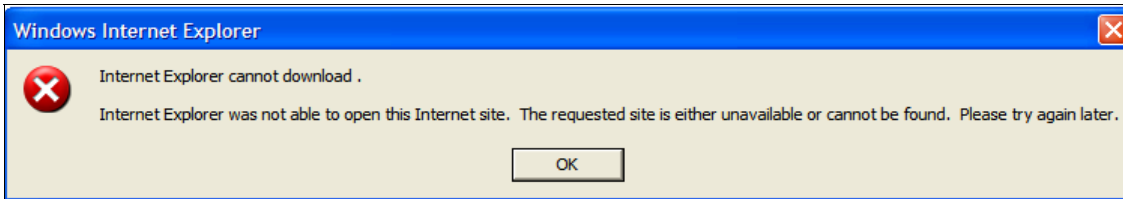
Click print again on the next screen that appears.



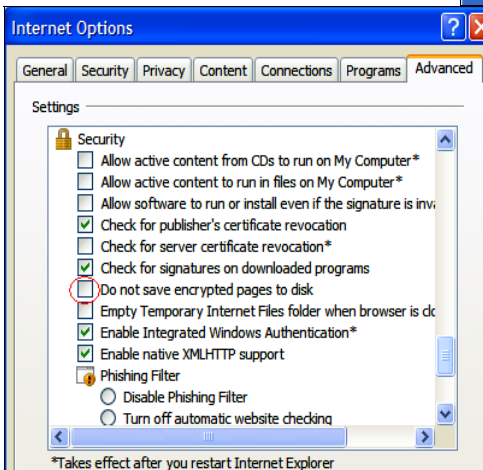
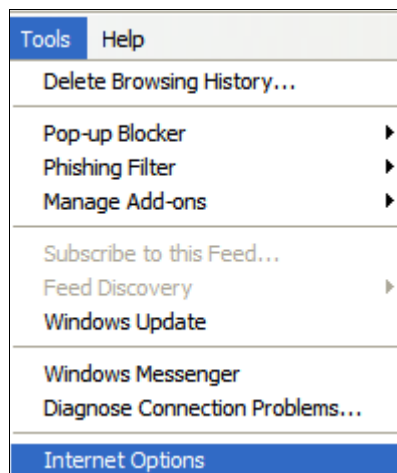
Click here to print.

6.2. Download Error

Some users may experience an error message when they try to print their payslip. This is due to a security setting within Internet Explorer that needs to be turned off in order for you to export the payslip



To turn off the security feature you need to go to the menu bar and click Tools -> Internet Options -> Advanced and scroll down to Security and ensure that the 'Do not save encrypted pages to disk' box is unticked.



With this change made you now need to restart your browser for the changes to take effect. You should now have no problems when you try to export your payslip.

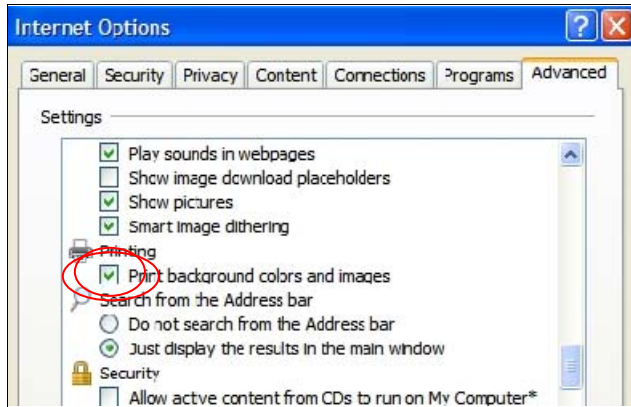
6.3. Printing Payslips directly from within different Internet Browsers

Alternatively you can print directly from your browser window. However the full webpage details will also show up when printing from within your browser.

Background Image Missing

When printing your payslip from within your internet browser you may find that only the text appears but the background image is missing. This is due to a print setting within your internet browser that

needs to be turned on.



Microsoft Internet Explorer 7

Click Tools -> Internet Options -> Advanced. Scroll down to Printing and tick the option to print background colours and images box.

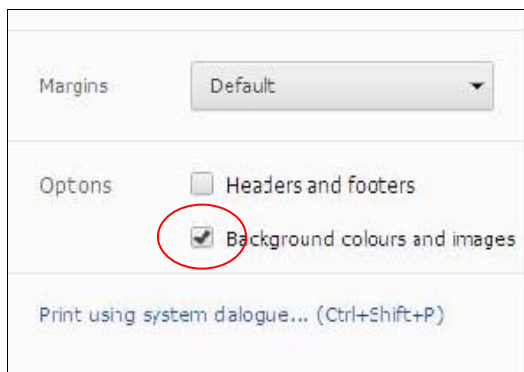
If using **Microsoft Internet Explorer 8** you can change this option from the File -> Page Setup Menu option.

Google Chrome

Go to the settings menu



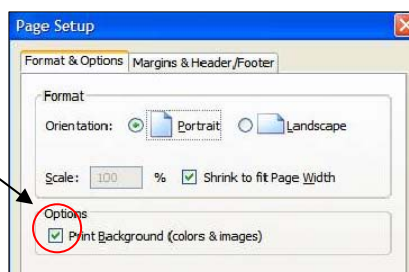
Select Print->Options and tick the 'Background colours and images' box.



Mozilla FireFox

Before selecting the print option, go to File -> Page Setup and tick 'Print Background (colours & images)' box.

Tick box as shown below under 'Options'

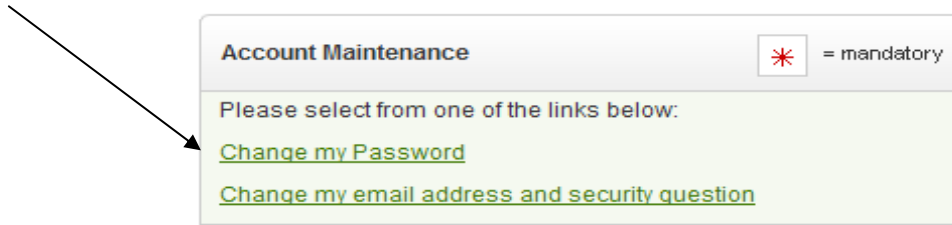


Then Select File->Print->Ok

7. Online Payslip Account Maintenance

7.1. Change my Password

Click here

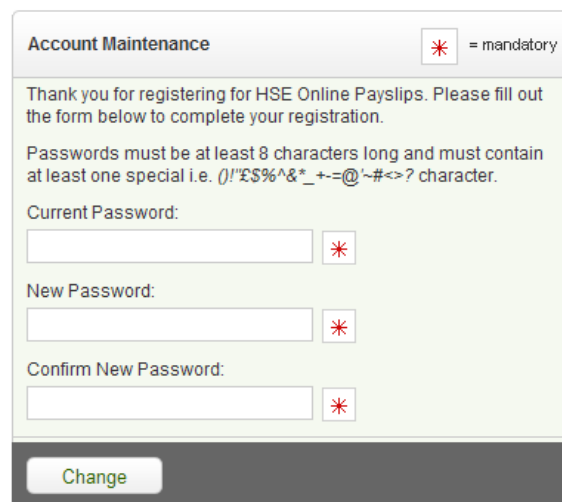


Account Maintenance * = mandatory

Please select from one of the links below:

- [Change my Password](#)
- [Change my email address and security question](#)

The following box will appear. Follow the instructions on screen to change your password.



Account Maintenance * = mandatory

Thank you for registering for HSE Online Payslips. Please fill out the form below to complete your registration.

Passwords must be at least 8 characters long and must contain at least one special i.e. ()!@£\$%^&* _+ -= @ ~# <> ? character.

Current Password: *

New Password: *

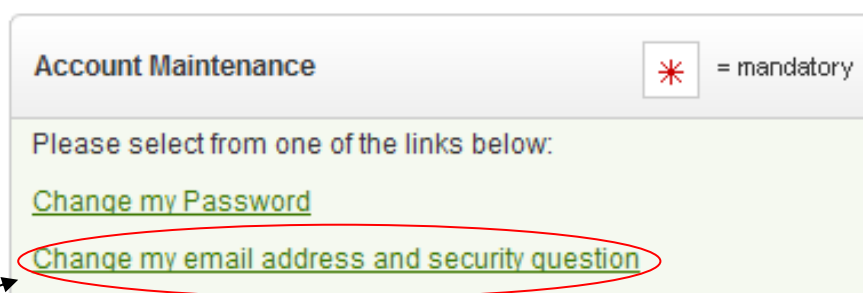
Confirm New Password: *

You will be prompted to set a password. The password should be 8 digits long, and a special character such as #, %, \$ etc.

Note: Your password will be case sensitive.

7.2. Change my Email Address and Security Question

Click Change my email address and security questions on the Account Maintenance page.



Account Maintenance * = mandatory

Please select from one of the links below:

- [Change my Password](#)
- [Change my email address and security question](#)

Click here

The following box will appear:

The screenshot shows a web form titled "Account Maintenance" with a legend indicating that a red asterisk (*) denotes a mandatory field. The form contains the following elements:

- A header bar with the title "Account Maintenance" and a legend: a red asterisk in a box followed by "= mandatory".
- A green background area containing the text: "Please update your Account Details".
- A prompt: "Please enter your new email address" followed by a text input field and a red asterisk icon.
- A prompt: "Please confirm your email address" followed by a text input field and a red asterisk icon.
- A prompt: "Current Password:" followed by a text input field and a red asterisk icon.
- A text block: "To protect your account you will need to set the answer to one of the following security questions".
- A prompt: "Security Question:" followed by a dropdown menu showing "Favourite holiday destination" and a red asterisk icon.
- A prompt: "Security Answer:" followed by a text input field and a red asterisk icon.
- A dark grey footer bar containing a "Save" button.

The screen will request confirmation of your email address and password.

Click on the links and choose one of the 5 security questions

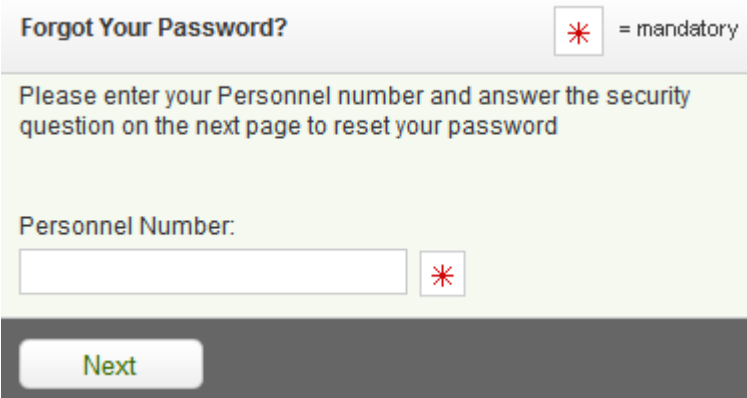
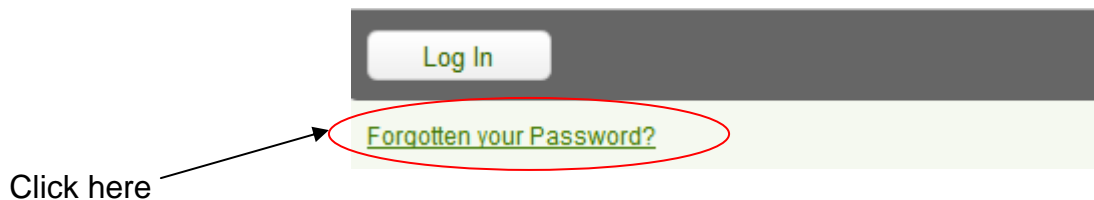
You will be prompted to input the answer to chosen question.

Note: the system will **not** automatically send an email to confirm that you have successfully updated your security question.

8. Difficulties Registering / Logging in

8.1. *Forgotten Password*

If you are unable to remember your password, please click the forgotten password link on the login form.



Forgot Your Password? * = mandatory

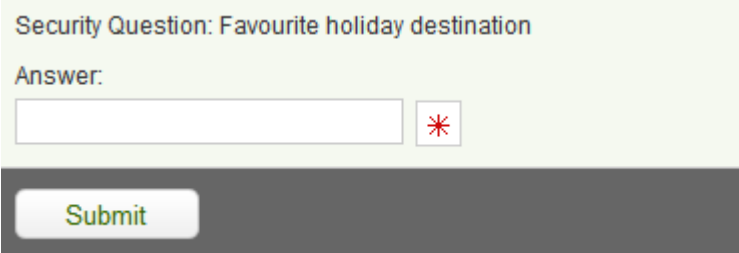
Please enter your Personnel number and answer the security question on the next page to reset your password

Personnel Number:

Next

The image shows a form titled 'Forgot Your Password?' with a red asterisk icon and the text '= mandatory'. Below the title is a paragraph of instructions. There is a text input field for 'Personnel Number:' with a red asterisk icon to its right. At the bottom is a 'Next' button.

Enter your personnel number in the field and click next.



Security Question: Favourite holiday destination

Answer:

Submit

The image shows a form with the title 'Security Question: Favourite holiday destination'. Below the title is the label 'Answer:' followed by a text input field with a red asterisk icon to its right. At the bottom is a 'Submit' button.

Enter the answer to the security question you have set up in your online payslip account.

When you click submit an email will be sent to you with a temporary password which will allow you to log into the website again.

8.2. *User Inactivity*

If you are logged in but not actively using the online payslips solution, it will lock after 25 minutes of inactivity in which case you will need to go through to login steps again. Always remember to follow the HSE data security rules which can be viewed by clicking the link below.

http://www.hse.ie/eng/services/Publications/pp/ict/Information_Security_Policy.pdf

9. Payroll Related Queries