



An Roinn Oideachais  
Department of Education

# Higher Education Payroll Shared Services

*Guide to Core Portal*

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15<sup>th</sup> February 2023



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## Overview

- HEI staff will use Core Portal to:
  - Access payslip information.
  - Update bank account details and their contact email address.
- All staff will receive a self registration email with a link to register for portal access.
  - Existing staff will receive this email during the on-boarding stage.
  - After Go-Live, new staff will automatically receive this email when their employee record is created by HR.
  - Staff who are both employees and pensioners will have separate Core Portal accounts for each identity. A different email address must be provided for each identity as the same email address cannot be used for two separate Core Portal accounts.
- During this process, staff will set their password and select answers to three pre-defined security questions.



# Core Portal Registration

From: donotreply@corehr.com  
Subject: Coreportal Account Activation

Dear XXX,

This email address was recently used to register you for a Core Portal account with HEPSS (Higher Education Payroll Shared Services).

In order to activate this account, you will be required to verify your email address. To verify your email address, please click on the link below:

If clicking the link above does not work, please copy and paste the URL in to a new browser window instead.

Kind Regards  
The HEPSS Helpdesk Team

Note, This is an automated email address and cannot accept replies.

[Link will be here]

When an employee's HR record has been created, they will receive an email inviting them to complete the self registration process.



# Core Portal Registration

To activate your new Coreportal account you are required to fully complete this activation form. First set a password and then confirm this password. In order to help password recovery process select some security questions and answers. You will need these if you forget your password and wish to initiate a password recovery process. All information provided is held securely using latest encryption methods.

## ▲ Your Password

New Password

••••••••

Confirm Password

••••••••

## ▲ Security questions for recovery assistance

Question One

What was the name of your first pet

Answer One

Doggy

Question Two

Name your favourite holiday destination

Answer Two

Sun

Question Three

What was the make of your first car

Answer Three

Wheels

[Terms of Service](#): By signing up, you agree to our Terms of Service.

Activate Account

## Set and confirm your password:

Between 8 and 20 characters

1 uppercase character

1 lower case character

1 special character

1 number

Pick three security questions from a pre-defined dropdown list and set answers to them.

Tick to accept the Terms of Service.

Click **Activate Account**.



# Core Portal Registration

From: donotreply@corehr.com

Subject: Coreportal Account Activation

Dear XXX.

You have successfully completed your account activation with HEPSS (Higher Education Payroll Shared Services), Core Portal.

Please find below, the link to Core Portal and note that your username is your Employee ID.

[https://my.corehr.com/pls/coreportal\\_esbshemiep/cp\\_por\\_public\\_main\\_page.display\\_login\\_page](https://my.corehr.com/pls/coreportal_esbshemiep/cp_por_public_main_page.display_login_page)

If you have any queries, or require assistance, please contact the Helpdesk at [HEPSS\\_Helpdesk@esbs.gov.ie](mailto:HEPSS_Helpdesk@esbs.gov.ie)

Kind Regards  
The HEPSS Helpdesk Team

Note, This is an automated email address and cannot accept replies.

Following completion of the self-registration process, you will receive email confirmation of the same.

This will contain the link from which you can access Core Portal.



## Accessing Core Portal

- Your username is your 4-digit employee ID.
- Your password is what you set it to be during self-registration.
- Two-factor authentication is in operation on Core Portal.
  - This is an extra layer of security that acts as a checkpoint to mitigate the risk of compromised passwords.
  - Users will be asked to answer one of three pre-defined security questions as part of the login process.
- Core Mobile App is not configured and not supported. We recommend using a laptop or desktop for the best experience of accessing Core Portal.



# How to Log into Core Portal



Your username is your **Employee Number.**

Your password is whatever you set it to during self-registration.



# How to Log into Core Portal

- You will be asked to answer one of your pre-set security questions.

Security Question

Two step authentication is enabled, each time you sign in you will be requested to answer one of your security questions.

Name of the first album you purchased

Sign In

- Enter the answer and click **Sign In**.

Security Question

Two step authentication is enabled, each time you sign in you will be requested to answer one of your security questions.

Name of the first album you purchased

Sign In



# How to Log into Core Portal

Once you have successfully answered your security questions, you will be given access to the portal.

The screenshot shows the 'Employee Dashboard' interface. On the left, there is a sidebar with a menu containing 'Pay', 'Expense', and 'Book Leave'. A red arrow points from the 'Pay' menu item to a yellow callout box. The main content area features several widgets: 'My Payslips' with a 'VIEW ALL' button and a table showing 'Total Earnings', 'Total Deductions', and 'Net Pay'; 'My Expense Reports' with a 'No Claims' indicator and a blue donut chart; 'My Prim' with a search bar and a 'VIEW HISTORY' button; and 'Trip Destinations' with a map and a 'LOAD MAP' button. A yellow callout box is also present near the bottom left of the dashboard.

Other widgets such as Expenses and Book Leave are visible, but these only apply to HEIs who have adopted those modules.

Staff can view their payslips by clicking on this widget.  
Payslips are released 1 day before pay day.



# Accessing your Payslip Details

My Payslips VIEW ALL

29th July 2022 DISPLAY PAY SUMMARY

Total Earnings	*****
Total Deductions	*****
Net Pay	*****

Your pay details are masked to keep them confidential.

Click Display Summary to reveal your payment details. You will be asked to enter your CorePortal password to proceed.

Confirm Password

Password\*

This field is required

CANCEL OK

My Payslips VIEW ALL

29th July 2022 FULL PAYSIP

Total Earnings	€23.00
Total Deductions	€-0.01
Net Pay	€23.01

Click Full Payslip to reveal your payslip.



# Accessing your Payslip Details



Joseph Blogs

Main Street  
Dublin  
Dublin 1

Personnel No: 99999  
PPS Number: 123456789X  
Pay Group: NCAD Monthly

Payslip Date: 04-Nov-22  
Pay Period: Aug-2022



Cost Centre: NCAD F4 Dept. running costs

Details				Cumulatives (Year-to-date)			
Pay Grade:	Ncad Lecturer	Point:	█	Gross Earnings:	█	Pre Tax Deductions:	█
Rate Current:	█	Annual Cut Off:	█	Taxable Pay:	█	LPT:	0.00
Annual Tax Credit:	█	PRSI Weeks:	4	Cut Off:	█	Tax:	█
PRSI Class:	█	Tax Basis:	Cumulative	Tax Credit:	█	PRSI Weeks-to-date:	4
This Period Tax Credit:	█			USC:	█	Employee PRSI:	█
This Period Cut Off:	█			Employer PRSI:	█		

Gross Earnings				Deductions		
Description:	Hours:	Rate:	Value:	Description:	This Period:	Year to Date:
Basic Pay			█	ASC Deduction	█	█
				Pension Buy Back	█	█

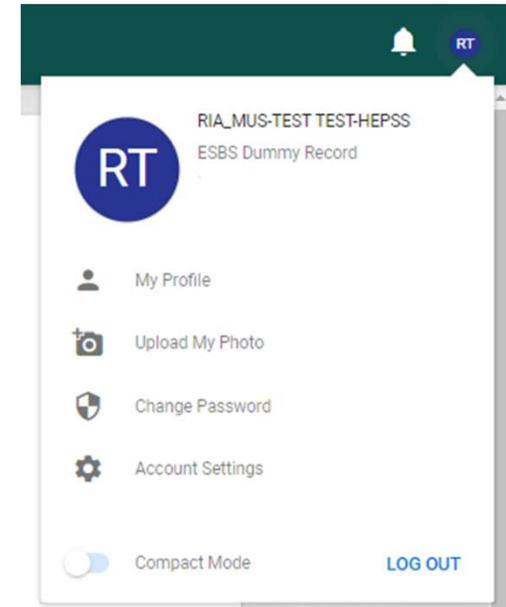


DOWNLOAD PDF



## Updating Your Details

- Users of Core Portal can update their contact and bank details by clicking on their account icon on the top right-hand corner of the portal.
- Click My Profile to update contact and bank details.





## Updating Your Details

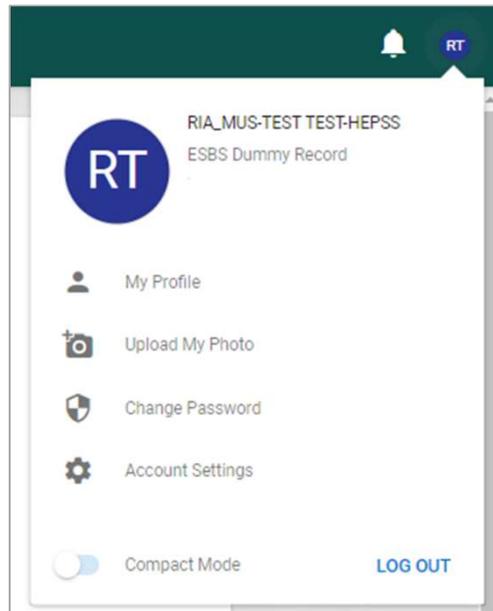
- Users can update their contact and bank details from this screen.

The screenshot displays the 'Employee Dashboard' interface. The header shows a back arrow, 'Employee Dashboard', and a user ID 'RT'. The main content area is titled 'RIA\_MUS-TEST TEST-HEPSS, ESBS Dummy Record, ESBS' with a breadcrumb trail 'Employee Dashboard > RIA\_MUS-TEST TEST-HEPSS, ESBS Dummy Recor...'. A left-hand navigation menu includes sections for 'EMPLOYEE DETAIL' (with sub-items: Contacts, Next Of Kin, Documents, Bank Detail), 'DIVERSITY', 'CONTRACT', 'TIME MANAGEMENT', 'LEARNING AND DEVELOPMENT', and 'OTHER INFORMATION'. The 'Contacts' section is active, showing 'My Contact Details' with fields for Corporate Email Address, Email Address, Home Phone, Home Telephone Number, Internal Extension, and Mobile Number. Below this is the 'My Address Details' section, showing 'Address Type' and 'Address' (with the value 'TEST HOUSE TEST TOWN TEST CITY TEST COUNTY Ireland') and 'Default Home Address'.

- Changes to bank details must be made at least 10 working days prior to your scheduled pay date. Changes made after this cut-off point may not take effect until the next pay period.



## Logging Out of Core Portal



- To Log Out of Core Portal, click your initials in the top right-hand corner of the screen and select Log Out.



# Forgotten your Password?

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# How to reset your Password



Your username is your **Employee Number.**

Your password is whatever you set it to during self-registration.

If you cannot remember your password, you can reset your password using the **forgot password function.**



# How to reset your Password



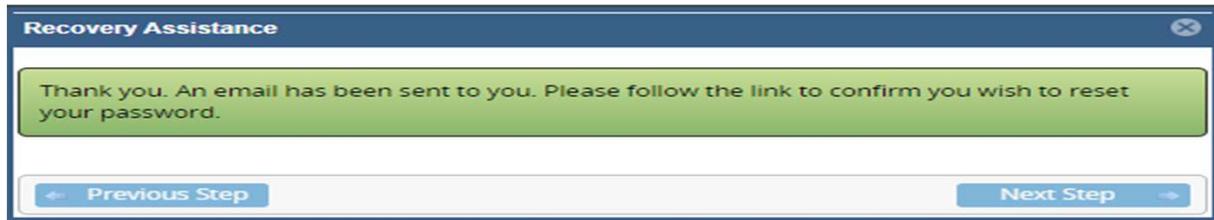
Enter your username (employee number) under **Login Details**.  
Enter your **Date of Birth**.  
Click **Next Step**.

Click **Password Reset**  
Click **Next Step**.

Click **Reset Password by sending an email**.  
Click **Next Step**.



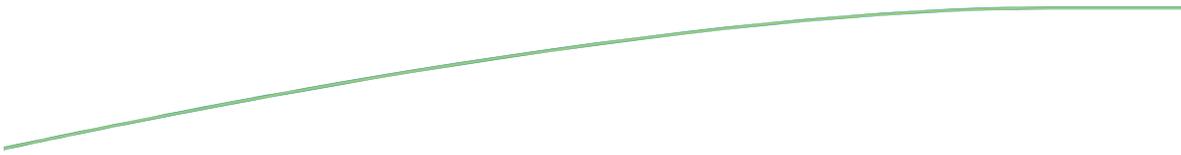
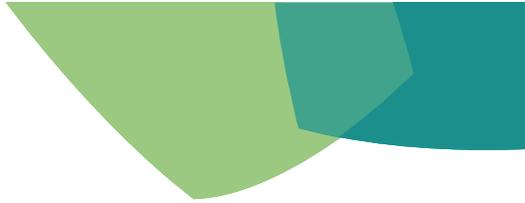
## How to reset your Password



- An email will issue from the system containing a link and guidance on how to reset your password.
- This email will issue to the email address that you used when completing the self-registration process.
- Users will not be able to reset their passwords themselves if the account is locked or if the password has expired. In such case the HEPSS Helpdesk will reset the password on request ([HEPSS\\_Helpdesk@ESBS.GOV.IE](mailto:HEPSS_Helpdesk@ESBS.GOV.IE))



# Forgotten Answers to your Security Questions?





# How to reset your Security Questions and Answers

If you have forgotten the answers to your security questions, you will be able to reset them at the portal login screen by clicking on the **Forgot password or security question link**.

The screenshot shows the login interface for 'access PeopleXD'. It features a dark green background with white text. At the top left, the logo 'access PeopleXD' is displayed. Below it are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to its right. A green 'SIGN IN' button is positioned below the password field. At the bottom of the form, a red rectangular box highlights the text 'Forgot password or security question'. A red line with an arrow points from the right side of the page towards this box. In the bottom left corner of the overall image, the 'ESBS Education Shared Business Services' logo is visible.



# How to reset your Security Questions and Answers

Recovery Assistance

If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your username and date of birth.

Login Details

Date of Birth

day month year

Previous Step Next Step

Enter your username (employee number)  
& date of birth.  
Click **Next Step**.

Recovery Assistance

Options below will allow you reset your password or security questions. Select most appropriate option and continue to next step.

Password Reset

Security Question Reset

Previous Step Next Step

Click **Security Question Reset**.  
Click **Next Step**.



# How to reset your Security Questions and Answers

The screenshot shows a window titled "Recovery Assistance" with a close button in the top right corner. A blue information box at the top contains the text: "In order to reset security questions you must provide your password, if you can not remember your password select the Reset Password in previous screen." Below this, there are two input fields: "Password" and "IBAN". The "IBAN" field has a placeholder text "last four digits of IBAN". At the bottom of the window, there are two buttons: "Previous Step" with a left arrow and "Next Step" with a right arrow.

Enter your password and the last 4 digits of your IBAN. Click **Next Step**.

The screenshot shows the same "Recovery Assistance" window, now at the second step. It features three sets of questions. Each set consists of a dropdown menu for the question and a text input field for the answer. The questions are labeled "Question One", "Question Two", and "Question Three". The dropdown menus currently show "select question One", "select question Two", and "select question Three" respectively. The answer fields contain placeholder text: "answer to question One", "answer to question Two", and "answer to question Three". The "Previous Step" and "Next Step" buttons are still present at the bottom.

You will be given the option to answer three pre-defined security questions from a dropdown list.



# How to reset your Security Questions and Answers

Recovery Assistance

Question One

select question One

- What was the name of your first pet
- Name your favourite holiday destination
- Name of your favourite childrens book
- What was your childhood nickname
- Where did you meet your spouse/significant other
- What is your oldest siblings birthday month and year(e.g. 01/1960 or MMYYYY)
- What was the name of your favourite childhood toy
- Name of your favourite event/concert you attended
- Name of the first album you purchased

answer to question Three

Previous Step Next Step

Set your answers to three questions of your choice from the dropdown list and click **Next Step**.

Recovery Assistance

You have successfully reset your security questions, you will receive an email confirming security question reset.

Previous Step Next Step

Your security questions have been reset. Click **Next Step** to return to the Core Portal login page.



## Escalation and Support Channels

- If you need assistance regarding your username, please remember this is your employee ID. For queries in relation to your employee number, please contact your local HR office.
- If you need assistance regarding access to your Core Portal Account, please contact the Higher Education Payroll Shared Services (HEPSS) Helpdesk directly at [HEPSS\\_Helpdesk@esbs.gov.ie](mailto:HEPSS_Helpdesk@esbs.gov.ie).
- HEPSS phone lines are open on Thursdays from 09:00 to 17:00 at 01 8896628.



## Conclusion

- Employees receive an email containing a self-registration link for Core Portal.
- Employees who are also pensioners must have a different email address for each identity.
- Your login for Core Portal is your 4-digit employee number.
- You must set a password and answers to three security questions.
- To log in, you will be asked to enter your login ID, password, and answer one of your pre-set security questions.
- Payslips are available on Core Portal one day before payday.
- Core Portal contains a self-service feature for resetting passwords and security questions.
- Support in relation to passwords and security questions is available from [HEPSS\\_Helpdesk@ESBS.GOV.IE](mailto:HEPSS_Helpdesk@ESBS.GOV.IE).