Higher Education Payroll Shared Services
Guide to Core Portal

15th 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

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

If you have any queries, or require assistance, please contact the Helpdesk at 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

- o Your username is your 4-digit employee ID.

- o Your password is what you set it to be during self-registration.

- o 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.

- o Core Mobile App is not configured and not supported. We recommend using a laptop or desktop for the best experience of accessing Core Portal.

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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.

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

How to Log into Core Portal

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

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

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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 PAYSLIP

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

NCAD
Coláiste Náisiúnta Ealaíne is Deartha
National College of Art and Design

Cost Centre: NCAD F4 Dept. running costs

Details

Pay Grade:	**Ncad Lecturer**	Point:	■
Rate Current:			
Annual Tax Credit:	■	Annual Cut Off:	■
PRSI Class:	■	PRSI Weeks:	4
This Period Tax Credit:	■	Tax Basis:	Cumulative
This Period Cut Off:	■		

Cumulatives (Year-to-date)

Gross Earnings:	■	Pre Tax Deductions:	■
Taxable Pay:	■	LPT:	0.00
Cut Off:			
Tax Credit:	■	Tax:	■
USC:	■	PRSI Weeks-to-date:	4
Employee PRSI:	■		
Employer PRSI:	■		

Gross Earnings

Description:	Hours:	Rate:	Value:
Basic Pay			■

Deductions

Description:	This Period:	Year to Date:
ASC Deduction	■	■
Pension Buy Back	■	

access People XD

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.
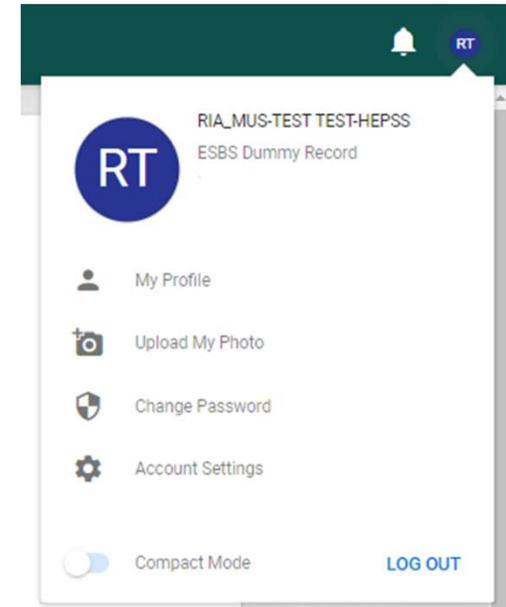
Updating Your Details

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

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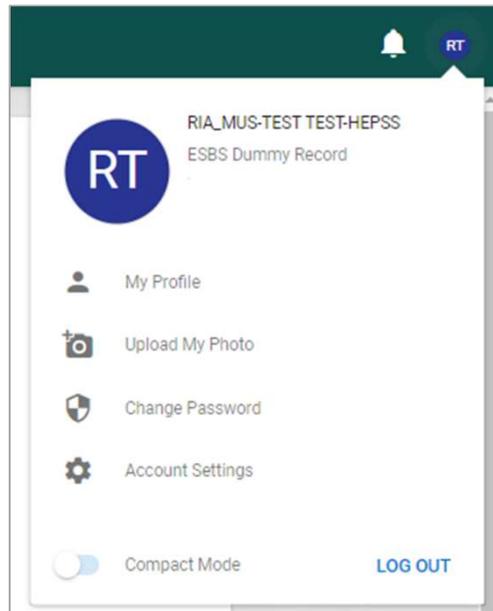
o To Log Out of Core Portal, click your initials in the top right-hand corner of the screen and select Log Out.

Forgotten your Password?

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

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Recovery Assistance

Thank you. An email has been sent to you. Please follow the link to confirm you wish to reset your password.

← Previous Step   Next Step →
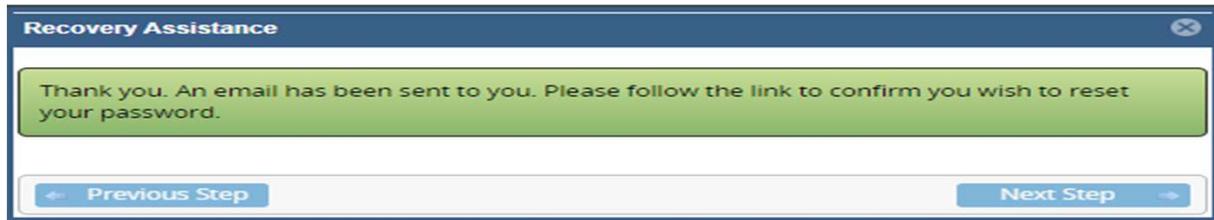
- An email will issue from the system containing a link and guidance on how to reset your password.

- 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)

Forgotten Answers to your Security Questions?

How to reset your Security Questions and Answers

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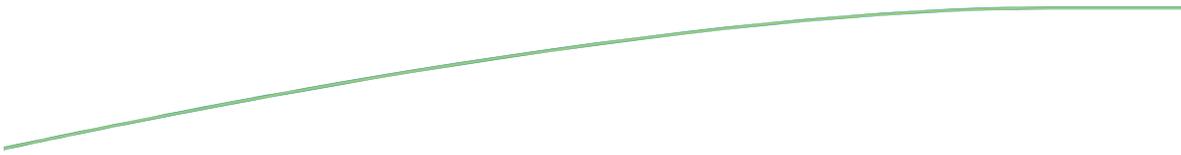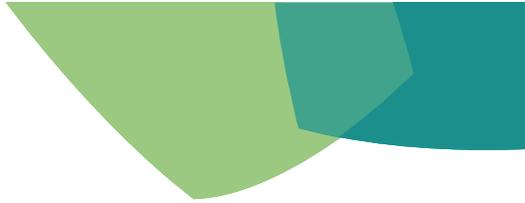
If you have forgotten the answers to your security questions, you will be able to reset them at the portal login screen by clicking on the **Forgot password or security question link**.

How to reset your Security Questions and Answers

Enter your username (employee number)

& date of birth.

Click **Next Step**.

Click **Security Question Reset**.

Click **Next Step**.

How to reset your Security Questions and Answers

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

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

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

○ HEPSS phone lines are open on Thursdays from 09:00 to 17:00 at 01 8896628.

Conclusion

o   Employees receive an email containing a self-registration link for Core Portal.

o   Employees who are also pensioners must have a different email address for each identity.

o   Your login for Core Portal is your 4-digit employee number.

o   You must set a password and answers to three security questions.

o   To log in, you will be asked to enter your login ID, password, and answer one of your pre-set security questions.

o   Payslips are available on Core Portal one day before payday.

o   Core Portal contains a self-service feature for resetting passwords and security questions.

o   Support in relation to passwords and security questions is available from HEPSS_Helpdesk@ESBS.GOV.IE.