HSE Online Payslips User Guide

Logging In

To ‘Sign In’ enter your 8 digit User ID and Password.

Your password will be supplied by email following successful registration. 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 password is 4 characters in length. If you are copying from your email and pasting, it will often include an extra space at the end. If you see 5 dots when you paste into the password box, delete the last dot. If you are typing the password in please bear in mind that it is case sensitive; you will need to enter the password exactly as it appears on your Welcome mail, including any upper/lower case letters or numbers.

Contact Details

If you are unable to access the registration link or experience technical difficulties using this site please email the Online Payslip Support Department at HSEPay@Zellis.com, giving details of your issue and including your full name and User ID. Telephone support will be available on 01-2474202, but priority will be given to the email support service.

If you are in Dublin, Wicklow or Kildare and you have any queries regarding the information on your payslip, please contact the Payroll Helpdesk on 01 881 7150.

If you are in Galway, Mayo or Roscommon and you have queries regarding the information on your payslip please contact the Payroll Helpdesk on 091-775925 or your local payroll section.

If you are in Meath, Louth or Cavan or Monaghan contact 046-9251740. This dedicated Payroll Helpdesk number is available from 9 a.m. to 5 p.m. (Mon to Fri.).

If you are in Cork or Kerry, contact 021-4923659. This dedicated Payroll helpdesk telephone number is available from 9a.m. to 3 p.m. (Mon to Fri). You can also email payroll.south@hse.ie.
If you wish to change your email address for Online Payslips, please complete the appropriate sections of the change of Personal Details Form and forward to your local HR Department.

On initial login you will also be asked to provide your PPS Number as part of the security validation process. Click on [Verify my details] to continue.

You will then be asked to set the answers to three security validation questions. You will be asked to provide the answer to one of these questions on each subsequent login as well as when resetting your password.

Click on [Set my user questions] to continue.

Once your questions have been set you must change your password, the new password must be entered and confirmed. The screen contains the valid format instructions.
Clicking on [Submit] will bring you to the next screen.

The following message confirms that the password change is complete.

View your Payslip

The HSE Online Payslips screen will appear.

When you click on ‘here’ you are brought into the payslip selection screen. You can then select which payslip you wish to view by clicking on the payslip date.
HSE Online Payslips

Your payslips from your first pay date in September 2012 onwards are displayed below. When viewing your payslips you can choose to print by selecting the print button at the bottom right hand corner of the page.

Your P60s/P60D0s can be viewed under the heading Annual Documentation at the bottom of this page.

### Payroll Documentation

<table>
<thead>
<tr>
<th>Period</th>
<th>Financial Tax year</th>
<th>Pay Date</th>
<th>Payslip Page</th>
</tr>
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<tbody>
<tr>
<td>38</td>
<td>2012</td>
<td>06/09/2012</td>
<td>1</td>
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View Payslips for 2012

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### Payroll Details

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<th>PAY METHOD</th>
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<table>
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<th>HOURS</th>
<th>THIS PERIOD</th>
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<th>ITEM</th>
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<td>458.69</td>
<td>6,974.64</td>
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<td>NINOCPB</td>
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<td>30.45</td>
<td>0.00</td>
<td>P.R.S.I.</td>
<td>64.91</td>
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<td>0.00</td>
<td>USC</td>
<td>105.17</td>
<td>1,910.59</td>
</tr>
<tr>
<td>NITE-DTY</td>
<td>T</td>
<td>2.06</td>
<td>54.71</td>
<td>0.00</td>
<td>PEN LEAFY</td>
<td>120.37</td>
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<td>75.00</td>
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<table>
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<tr>
<th>TAXABLE PAY THIS PERIOD</th>
<th>NON TAX PAY THIS PERIOD</th>
<th>GROSS PAY THIS PERIOD</th>
<th>TOTAL DEDS THIS PERIOD</th>
<th>B/P/W/D</th>
<th>B/P/WO</th>
<th>NET PAY THIS PERIOD</th>
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Requesting a new password

Using the ‘Forgotten Password’ link

This link allows you to request a password reset in the event that you cannot remember your existing password.

The first step is to click on the ‘forgotten password’ link

This brings up the Forgotten Password page where you are prompted for your User ID and presented with one of your previously set security validation questions.
Click on [reset my account] link.

The following screen is displayed if you have entered incorrect details:

**Confirmation Message!**

You have entered incorrect details. Your account has not been reset and you will not receive an email with a temporary password. Please re-enter details by clicking on continue and selecting forgotten password. If you continue to experience problems requesting a password reset please email the Online Payslip Support Department at HSFPay@Zellis.com giving details of your issue and including your full name and your User ID. Telephone support will be available at 01-2474202 but priority will be given to the email support services.

If the **correct** details have been supplied the following confirmation page will be displayed:

**Confirmation Message !**
The details provided are correct. You will shortly be sent an email with a temporary password.

An email is generated and sent to your email account.

The email contains a temporary password and instructions for logging in:

*From:* <payslips@hse.ie>
*Date:* 13 November 2019 at 09:12:01 GMT
*To:* User@hse.ie

*Subject: MyView Employee Self Service Forgotten Password*

Dear User name,

Your password has been reset. In order to access this service you will need your User ID and Password.
Your User ID is 123456
Your initial password is Gh74

As an initial security validation when you first login you will be asked your PPS Number. You will then be asked to create a number of additional security questions and to change your password. One of these additional security questions will be presented on each subsequent login.

To login now and view your payslips online please click on the following link.
https://onlinepayslipsrl.hse.ie/live/Portal/

Please do not reply to this email. Replies to this email will not be responded to or read. If you have any questions please visit the FAQs section on our website.

Kind Regards
System Administrator

You can then log in using the temporary password

On successful login you will be asked for your PPS number. Click on [Verify my details] to continue

You will then be asked to set the answers to your security validation questions. On subsequent logins one of these questions will be asked and the answer must match the answer provided here

Click on [Set my user questions] to continue
Once these questions have been set you must change your password by entering your old password, followed by your new password which you must then confirm. The screen contains the valid format instructions.

Clicking on [Submit] will bring you to the next screen

The following message confirms that the password change is complete.

The HSE Online Payslips screen will appear.
Printing

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<th>0.00</th>
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</tr>
</thead>
<tbody>
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<td>NON TAX PAY YEAR TO DATE</td>
<td>GROSS PAY YEAR TO DATE</td>
<td>TAX CREDIT YEAR TO DATE</td>
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<td>PR SI-IR YEAR TO DATE</td>
<td>PR SI-IR THIS PERIOD</td>
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<tr>
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</tr>
</tbody>
</table>

Supported Internet Browsers for printing: Internet Explorer V7, V8, V9, Mozilla Firefox V3.5x, V3.6x, V6

Internet Browser not supported for printing: Google Chrome

Recommended settings for printing:

Internet Explorer

1. Open Internet Explorer
2. Click on the File option and then on Page Setup.

Payslips can be printed by selecting print at the bottom right hand corner of the payslip.

Can I remove the header and footer that outputs when I print my online payslip?
Yes this output can be adjusted via your browser by clicking on File and selecting Page Setup. You can then turn off the footer and header options.
3. Ensure the following options are selected: Portrait, Enable Shrink to Fit

Mozilla/Firefox

1. Open Firefox:

2. Click on the Firefox option on the top left of the browser window.

3. Click on Print, Page Setup
4. Ensure the following options are selected:

Portait, Shrink to fit Page Width (the print size can be reduced further if required by deseleting Shrink to Fit and entering a percentage in the Scale box e.g. 80)

**Other Links**

**Home** – Clicking on the ‘Home’ link the following screen appears

**View your details** – Clicking on the ‘View your details’ link the following screen appears

**Change Password** – Clicking on the ‘change password’ link allows you to change your password
**Update Profile** – Clicking on the ‘update profile’ link allows you to reset the answers to your security validation questions.

![Security Validation](image)

**Need further help?**

If you are still experiencing problems logging in, please email the Online Payslip Support Department at HSEPay@Zellis.com, giving details of your issue and including your full name and User ID. Telephone support will be available on 01-2474202 but priority will be given to the email support service.