NiSRP Self Service Common Helpdesk Topics and Solutions

How do I log in?

Please click **here** to watch the video tutorial on how to log in for first time on a HSE device

Please click **here** for step-by-step instructions (.pdf) on how to log in via a HSE device

Please click **here** for step-by-step instructions (.pdf) on how to log in via a personal device

My Inbox
All Items

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Why do I get the error message "SAML2 service not accessible" when I try to log on to Self Service?

When you create a bookmark of **the login screen** the browser saves the address for that session. When the user goes back in at another stage using this address it will give the "SAML2" error.

It is recommended to set a desktop shortcut to save the login. Click **here** to view the poster or you can also read the steps to do this in the next Q&A.

If you do not use the desktop shortcut you will also find the login screen link under Staff and Careers on **www.hse.ie** and also on **www.hse.ie/nisrpselfservice**

How do I save a link to the NiSRP Self Service log-in on my desktop?

Right mouse click on a blank part of the desktop and select 'New' and 'Shortcut'. On the next screen enter **https://myhseselfservice.hse.ie**. Click Next. Enter the name of the link NiSRP Self Service log-on and click finish. The icon will appear on your desktop.

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How do I get my User ID?

Your User ID is your SAP personnel number [eight digits eg: 30123456] prefaced by the letter 'e' . If you don't know your personnel number you will find it printed on your payslip. You will see the number circled in the sample payslip image.

If you work in HSE South East your new User ID (SAP personnel number) was sent to you in an email from SAP HR Self Service. You should have received this on 28th September if we had your email address on record prior to that date. Please double check your spam/junk folders for emails from SAP HR Self Service to ensure you haven't received them already.
In the event that you have not received your User ID please register for NiSRP Self Service by completing the form **here** and you will receive your User ID within five working days.

How do I get my password?

Please click **here** to watch the video tutorial on how to log in for first time on a HSE device.
Using an internet browser, open the logon screen: **https://myhseselfservice.hse.ie**
Select the "Password Reset" option. Enter your Logon ID (User ID) and email (this is the email we have on record for you, it might be an HSE or personal email address) and select the "Submit" button.

You will then be emailed a password which you can use to log in. Click the Continue button and on the next page enter the User ID and Password emailed to you and click Log On. On the next page enter Old Password (emailed password) and New Password / Confirm Password. This must be at least 8 characters long with a requirement for 1 uppercase letter, 1 number and 1 symbol e.g. £, %, !. Click Change.
You will now be logged in to NiSRP Self Service.

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What is a passcode? and why do get one every time I log in?

The passcode is an extra security step required when signing in from a non-HSE device. Every time you sign in from a non-HSE device you will be sent an automated email with a six-digit number by email. If you do not have a HSE device it is best to use a personal email address. You can change your email address in My Addresses on Self Service. Click **here** to watch the video tutorial.

The system sent a passcode to my email but I have not received it?

You should check your spam folder in your email. The email address registered on SAP may not be your HSE email so check your personal email such as Hotmail, Gmail or Yahoo mail.

My annual leave balance looks incorrect:

The annual leave entitlement shown in Self Service started accruing from the day of 'go live' in May. It is therefore 'normal' for this entitlement to show less than 20 hours. This does not affect your ability to take leave. If you have any other leave queries you can check out FAQS **here**.

My Leave Requests
Manage my leave request

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How do I update my travel documentation on NiSRP Self Service?

The "Travel Privileges" feature allows employees to submit key documents about their vehicle to Line Managers for approval. Three key documents must be submitted to Line Managers every year to enable you to claim travel expenses, these are:

My Travel and Expenses
🚌 2
Open Reports

Certified copy licensing certificate/vehicle registration for the nominated vehicle
Certified copy of current insurance policy
Certified copy of signed employee declaration for use of own motor vehicle
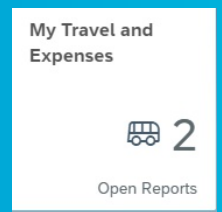
If you have any other travel privilege queries you can check out FAQS **here**.

I can't login as a manager on NiSRP Self Service/I can't see all my staff on NiSRP Self Service:

My Team Calendar
View my team
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If a manager's staff list is incorrect, please complete the "Reporting Line Change Form" *(accessible here)* and return to the OM administrator in your area. You can access contact details for East OM administrators *here* and South East OM administrators *here*.
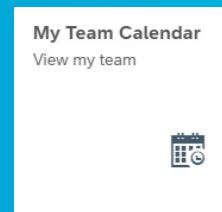
When I apply for leave or travel the approver appears incorrect?

The "Reporting Line Change Form" *(accessible here)* must be completed, signed off by line manager and returned to the OM administrator in your area. You can access contact details for East OM administrators *here* and South East OM administrators *here*.

🐦 **@HBS_NiSRP**   🌐 **For more, click here**   ✉ **hbs.nisrp@hse.ie**

HBS Health Business Services
The business division of the HSE

NiSRP

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