First time sign-in and password recovery

Please note: You have the same username and password for the NSSO HR self-service (HRMS), Case Management System (CMS), Performance Management and Development System (ePMDS), and Probation system (eProbation), as well as for OneLearning. The password for all of these systems can only be set or changed on your HR self-service account.

First time logging in

**Step 1:** Go to [www.nsso.gov.ie](http://www.nsso.gov.ie), and select ‘Log into HR self-service’.

**Step 2:** Log into HR self-service using the username and temporary password emailed to you by the NSSO.

**Step 3:** You will be brought directly to the password expiration page. You need to change your temporary password to something more memorable the first time you sign in. Click the link labelled ‘Click here to change your password’.

**Step 4:** On the Change Password screen, enter your temporary password in the ‘Current Password’ box. Choose a new password and enter it in ‘New Password’ and ‘Confirm Password’ boxes. Click the ‘Change Password’ button. You will be advised that your password has been changed. Click ‘OK’ to continue.

**Step 5:** After changing your password, you will be directed to the HR self-service home page. Select the option to ‘Reset Password’ at the bottom of the page.

**Step 6:** You will be brought to your General Profile Information page. To edit your password details, click ‘Change or set up forgotten password help’.

**Step 7:** This page allows you to choose a security question, to be used for recovering a forgotten password. Select a security question from the dropdown list. Enter the answer to your security question in the ‘Response’ box. Click ‘OK’ to save and exit.

Recommendations for creating a complex password

A complex password must contain a minimum of 8 characters, from three of the following five categories:

1. Uppercase alphabetic characters (A-Z)
2. Lowercase alphabetic characters (a-z)
3. Numerical characters (0-9)
4. Non alphanumeric characters (~!@#$%^&\*\_-+=`|\(){}[]:;"'<>,.?/)
5. Any Unicode character that is categorized as an alphabetic character but is not uppercase or lowercase. This includes Unicode characters from Asian languages.

A Complex Password should **not**:

* Spell a word or series of words that can be found in a standard dictionary.
* Spell a word with a number added to the beginning and/or the end.
* Be based on any personal information such as user id, family name, pet, birthday.
* Be based on a keyboard pattern (e.g. qwerty) or duplicate characters (aabbccdd).

Alternatively, you can use a passphrase or a nonsensical word.

A passphrase could be a lyric from a song or a favourite quote. Examples of complex passwords are:

Welc0me t0 NSSO (Capital W, elc, zero, me, space, t, zero, space, capital NSSO)

or:

ET Phon3 hom3 (Capital ET, space, capital P, hon, 3, space, hom, 3)

A nonsensical word can be built using the first letter from each word in a phrase (Tn1!Dbpcd$, represents "The number 11 Dublin bus passes Clonskeagh daily.")

Password Recovery

Please note: The password recovery system requires you to provide the answer to a security question.

If you did not set a security question or cannot remember the answer you gave to the question you chose, please see the troubleshooting section at the end of this document.

**Step 1:** On the login screen in HR self-service, choose the option for ‘Forgotten Password?’ below the ‘Sign In’ button. You will be directed to the ‘Forgot My Password’ screen.

**Step 2:** On the password recovery screen enter your full User ID in the ‘User ID’ box.

Click ‘Continue’ to proceed.

**Step 3:** The next screen will ask you to verify your identity by answering your security question. Please ensure your business email address is listed correctly. Carefully read the question and type your answer in the ‘Response’ box. Click the ‘Email New Password’ button. An on screen message will indicate that a new temporary password has been sent to your email account.

**Step 4:** Look for a message in your email account with your new password. You can use your username and this new password to sign into HR self-service. Remember to change your password to something you will remember as soon as you sign in.

Troubleshooting

I can’t log on with the username and password provided to me.

Ensure that the username and password you are entering is exactly the same as the one provided. For example check the text is in the same case, and that there are no additional spaces. If you are still having issues, please contact NSSO HR Services by email at [hrcontact@nsso.gov.ie](mailto:hrcontact@nsso.gov.ie) or by phone on 0818 107 100.

I don’t remember my username

Use the ‘Search’ option in your emails to find the original log-in details email sent from the NSSO, which had your user name and temporary password. The password will have changed the first time you signed in, but the username will be the same. If you are still having issues, please contact NSSO HR Services.

I didn’t set a security question

Verify that you did not set a security question. On the login screen for HR self-service, choose the option for ‘Forgotten Password?’ below the ‘Sign In’ button. If your profile has a security question set up you will be taken to the ‘Forgot My Password’ screen. Otherwise, an error will be displayed and you should contact NSSO HR Services.

I don’t remember the answer to my security question

Verify that you do not know the answer to your security question. On the ‘Forgot My Password’ page, review your question and think carefully about what you may have answered. Type your best guess in the ‘Response’ box and click the ‘Email New Password’ button.An incorrect answer will return an error. You can guess multiple times if there are a number of answers that could be correct. If you definitely cannot remember your answer, you should contact NSSO HR Services.

I don’t have a business email address

Every user of HR self-service has a business email address. If you don’t know yours, you should contact NSSO HR Services. If your email address needs to be updated, ask your manager to email [hrcontact@nsso.gov.ie](mailto:hrcontact@nsso.gov.ie) and CC you in the email, informing NSSO that your email address needs to be updated.