NSSO HR self-service systems

The NSSO HR self-service allows you to view and change some of your personal data. Through HR self-service you can apply for leave, worksharing, employee schemes, and submit certain other requests. Through the same system, managers can approve these requests. Please note that both HR self-service and the NSSO Case Management System can **only** be accessed on the Government network.

Employee HR self-service

Go to the NSSO website [www.nsso.gov.ie](http://www.nsso.gov.ie) and select ‘Log into HR self-service’. This will bring you directly to the HR self-service log in screen. You will need to use your NSSO Username and Password. Once you have entered your details click Sign In.

Once logged in, you will be brought to your Personal Information Home screen. On the left side, there is a list of options that you can click to select, including:

* Personal Information Summary – allows you to change personal data such as your home address or marital status.
* Annual Leave – allows you to apply for Annual Leave, and apply to carry over Annual Leave days.
* Non-Annual Leave – allows you to apply for Non-Annual Leave.
* Workshare Request – allows you to submit a Workshare request
* Sickness Absence – allows you to complete your Resumption of Work form or view your absence record.
* Reset Password – allows you to change your Self Service log in password
* Employee Schemes - Allows you to apply online for the Travel Pass, Cycle to Work, and VDU Eye Exam schemes.
* Pension Self Service – allows you to view certain information about your pension, and links you to a modeller to estimate your pension entitlements.
* Mobility Home – allows you to apply for, or view the status of, mobility requests through list-based mobility and advertisement-based mobility schemes.

If you click the blue hyperlinks in the Personal Information Home screen, you will be brought to the relevant e-form, where you can input details of your change/request.

Manager HR self-service

Go to the NSSO website www.nsso.gov.ie and select ‘Log into HR self-service’. This will bring you directly to the HR self-service log in screen. You will need to use your NSSO Username and Password. Once you have entered your details click Sign In.

If you are recorded as a Manager on HR self-service, you will have an additional Manager tab to the right of your Employee tab. Click on the Manager tab if you need to review or approve any employee requests, or if you need to raise a sick leave absence.

On the left side of the Manager Self Service screen, there is a list of Manager self-service options that you can click to select:

* Annual Leave – allows you to approve or deny a request for annual leave, or to carry over annual leave days.
* Non-Annual Leave – allows you to approve or deny a request for non-annual leave.
* Workshare Request – allows you to approve or deny a request for a worksharing.
* Sickness Absence – allows you notify the NSSO of an employee’s absence, to approve an employee’s resumption of work form, or to view an employee’s absence record.

By clicking on any of these links on the Manager self-service screen, you will be brought to the relevant screen to input details of your approval.

On the right side of the screen, there is a list of the remaining annual leave balances for each person reporting to you, and a list of upcoming annual leave days for those staff directly underneath.

**Important:** If you have staff reporting directly to you but don’t have a Manager tab on HR self-service, please contact us by email at hrcontact@nsso.gov.ie or by phone on 0818 107 100.

NSSO Case Management System

The Case Management System is an online system which allows you to submit a HR query or request, or to submit supporting documentation to NSSO HR Services.

To the Case Management System, go to the NSSO website [www.nsso.gov.ie](http://www.nsso.gov.ie) and select ‘Log into HR self-service’. This will bring you directly to the HR self-service log in screen. You will need to use your NSSO Username and Password. Once you have entered your details click Sign In.

Once logged in, you will be brought directly to the Case Management System home screen. On the left of the screen, you will see a summary of any cases related to you.

By clicking on any of these case links you can open and update the case details, or submit additional relevant documentation to the NSSO.

On the right of the screen, there are links that will allow you to add a new case (Add Case) or search for details of any existing cases assigned to you (Manage Cases).

Add a new case

To submit a new query or request to NSSO HR Services, click on ‘Add Case’.

The top half of the ‘Add Case’ screen displays your name and contact details.

The remainder of the ‘Add Case’ screen presents you with a number of drop down fields, which you will need to populate with the appropriate information.

In the Case Summary box, insert a brief description of your request. This is a mandatory field. In the Case Details box, enter the specific details of your request. This field is not mandatory but you should briefly enter any relevant information to your request, to assist the NSSO in processing your request.

Once you have inserted all relevant information, click on Submit. Your case will automatically be sent to NSSO HR Services. You will receive a screen confirmation and a separate email, stating that your case has been submitted to the NSSO. Both provide you with a unique case number. This number will be used in any future correspondence about this case.

Updating an open case

The easiest way to identify cases is through their unique case number. Locate the case on the list you wish to update by its unique case number. Click on the case number. You will be brought to the ‘Manage Case’ screen.

You will see a case number reference at the top of the screen, and case information immediately underneath. Click the button labelled ‘Add Note or Attachment’ to upload supporting documents or additional information to your case.

**Please note:** if you add a note to an existing case, the NSSO team processing your request do not receive a notification. If your change is urgent, for example a change in unpaid leave dates due to start imminently, please contact the NSSO by phone or email after you add the note or documents.

Troubleshooting log-in issues

Your account will lock if you enter incorrect login details 3 times. The most common reason for users getting locked out of their account is when a user ID or password contain typos, or a previous password has been saved in the browser.

What should I do if I’m locked out of my account?

On the HR self-service login screen, click the forgotten password link and follow the instructions to reset your password.

I get an error message when trying to reset my password

The password recovery system requires you to set up an answer to a security question. Therefore, it is important to set a security question when you sign in for the first time. If you get an error stating ‘A new password can not be sent to user’ when trying to reset your password, you likely haven’t set a security question. Please take a screenshot of the error message and email HRcontact@nsso.gov.ie to get additional password recovery support.

Tips to avoid getting locked out from your account:

Your username and password are case sensitive.

Ensure there are no typos when entering your User ID and Password.

Do not enter your e-mail address instead of your User ID.

Do not copy and paste your Username and Password as this is highly prone to error.

I can log into self-service but I can’t access the self-service options.

If you can login to HR self-service but the application options (for example, applying for annual leave) are disabled, it is most likely because you have yet to complete an outstanding Resumption of Work e-form after a period of sick absence. Once the Resumption of Work e-form has been submitted, full access to the self-service options will return.

I am still having technical difficulties with HR self-service. What should I do?

If your issue isn’t fixed by following the steps above, you will need to contact us by email at hrcontact@nsso.gov.ie or by phone on 0818 107 100.