

# EMPLOYMENT PERMITS ONLINE: COMMON USER QUERIES

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## INTRODUCTION

Employment Permits Online launched in April 2025 with the majority of users having been able to register successfully and prepare and submit permit applications for processing.

The Department is aware however, that a small number of technical issues are impacting some users in setting up or operating their accounts. In addition, Employment Permits Online differs from the old EPOS system in a number of ways.

This document outlines some common queries and the recommended actions to address them.

### Company Registration for an Employment Permits Portal Account

- The company's primary contact i.e. who will initially register the account (the administrator) **must match the details currently held by the Department** based on previous permit applications. The primary contact should be the first user to register a portal account for the company. If you are not sure which details to use – please contact [employmentpermitsqueries@enterprise.gov.ie](mailto:employmentpermitsqueries@enterprise.gov.ie)
- The email address of the primary contact must be unique to that company meaning that this email address **cannot also be used on a different Employment Permits portal account** (say as an employee account or as an employer account for a different company).
- **A mobile (cell) phone number must be used** as the Multi Factor Authentication process for each log-in to the system and involves the sending of a text message to a mobile phone. A landline cannot be used.
- The Company Name and Primary Contact name fields are all **case sensitive**.
- It's important to be aware that company details used when registering for an account must match exactly what was previously provided - this includes **case sensitive words and abbreviations**.

### Registration for Current Employment Permit Holders

- If you already hold an employment permit you should use the same email address previously provided to the Department.
- This email address will be your username to login to your employment permit portal account. An employee must use a **personal email address** and not an email address linked to their employer.
- Please note that your name, email address, date of birth and passport number must match exactly to the information recorded in relation to your previous employment permit application.
- You can check an existing employment permit or contact [employmentpermitsqueries@enterprise.gov.ie](mailto:employmentpermitsqueries@enterprise.gov.ie) to confirm how your name is currently registered on the Department's system.

## COMMON USER QUERIES

<b>My Verification Email didn't arrive?</b>	<p><b>Issue:</b> The first step after a user has successfully submitted their portal registration is to send an email to them to verify their email address.</p> <p><b>Action:</b> If this verification email doesn't arrive, the user should check their spam or junk emails folder. You can also try logging in on the login page and that should generate a new e-mail for you.</p>
<b>I need to Reset my Password?</b>	<p><b>Issue:</b> Where a user has been sent the following, but was unable to activate the link in the appropriate timeframe.</p> <ul style="list-style-type: none"><li>❖ Dear (Name), we received a request for a password change for username (email) at <a href="mailto:employmentpermitsqueries@enterprise.gov.ie">employmentpermitsqueries@enterprise.gov.ie</a></li><li>❖ <a href="#">Go to this page</a> to set your new password. The link will be active for one hour.</li></ul> <p><b>Action:</b></p> <ul style="list-style-type: none"><li>• The user can go to the forgot password link on the login page to send themselves a new link – <a href="#">Login</a>.</li><li>• Please note that the initial registration step must be completed in order to reset a password or login to an account. This is the case for all customers even those who previously used the old employment permits system.</li><li>• If the forgot password link has expired, a user can simply request a new link be emailed to them – using the forgot password link again.</li></ul>
<b>The 2 Factor Authentication Code is not arriving.</b>	<p><b>Issue:</b></p> <ul style="list-style-type: none"><li>• The Department uses 2 Factor Authentication which sends a code by SMS message to verify the identity of the person logging into a portal account.</li><li>• When registering, a user must provide a mobile (cell) number which can receive international SMS – choose the country flag for your mobile (cell) and then enter the number <b>without</b> any leading zeros or spaces.</li><li>• Do not add the country code again once you have selected the correct country flag. A <b>landline number cannot be used</b> as this will not be able to receive SMS codes.</li></ul> <p><i>Examples</i></p> <ul style="list-style-type: none"><li>❖ for Brazil – choose the Brazil flag and enter mobile (cell) number such as 912345678 this will be then stored as +55912345678. Similarly for the United States – choose USA flag and the 10 digit cell number.</li></ul>

	<ul style="list-style-type: none"> <li>❖ Users who also have a UK or Irish mobile number should use that number, as some overseas SMS can get blocked (due to local operator restrictions).</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• If the code does not arrive to the mobile (cell) in a few minutes – click resend verification <b>‘Once’</b>. Users should <u>not click it repeatedly</u> as it may cause your provider to block our SMS messages as spam.</li> <li>• If it doesn't arrive leave it for a few hours or overnight as the provider may unflag as spam later.</li> </ul>
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<p><b>As an employee I’m not entirely sure what parts of the application I need to complete.</b></p>	<p><b>Issue:</b></p> <ul style="list-style-type: none"> <li>• All employment permit applications are now jointly completed online by the parties involved, the employer and prospective employee.</li> <li>• The employee will directly provide the personal information relevant to themselves, with the employer completing the fields relevant to their sections of the application. The application must be signed by all parties involved using an e-signature.</li> <li>• The first page of the employee section of the permit application is the employee questionnaire page which has “Are you currently in the State” as the first question. This page also has the passport photo upload option.</li> <li>• It is important to note, <i>details of the employment, the upload of the contract and confirmation of the remuneration (pay)</i> are all inputted by the employer as part of their completion of the application – not by the employee.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• The employee completes the fields requiring their personal information and uploads their passport photo. It is important the photo provided is in line with the requirements set out at the bottom of the page (i.e. image size, format and resolution).</li> <li>• The final page is the Declaration of the Foreign National Page <b>must</b> be signed by the employee.</li> <li>• <b>Failure of any of the parties (employee, employer or agent if applicable) to sign the application will result in its remaining as a draft and the pay now button not displaying.</b></li> </ul>
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<p><b>I can’t seem to upload my passport photograph.</b></p>	<p><b>Issue:</b></p> <ul style="list-style-type: none"> <li>• Passport photos must comply with the dimensions and DPI noted below. Photo should not be scanned – prospective employees are advised to go</li> </ul>
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to an official photo shop with these specifications and obtain a Digital File Photo saved in Jpeg format.

- ❖ Minimum image size: Width 413 pixels (35mm) Height 531 pixels (45mm)
- ❖ Maximum image size: Width 448 pixels(38mm) Height 590 pixels (50mm)
- ❖ Image resolution: 240dpi to 300dpi

- It should be noted that all individual documents for upload must each be less than 5mb in size to avoid being rejected by the system.

**Action:**

- The photo can be checked by viewing the file properties, without opening it, in Windows Explorer – the details tab will show the dimensions and DPI of the photo. There are also a range of software and online tools which you can use to resize the photo, if required.
- If the photo is within the requirements detailed but still not uploading successfully, firstly save the photo to the computer desktop and then upload from there.

**I'm trying to Renew my employment permit but can't see how.**

**Issue:**

- Where an employment permit is renewable and the end date is due to expire (within the required period), the User clicks on the 'Renew' button from the menu. The button only becomes available during this timeframe.

**Action:**

- When the User clicks on the button, the permit application process commences through the section 'Apply for a Permit'. However, the application type selected should be 'Renewal' and not 'New'.



Permits					Edit
Permit ID	Permit Type	Employee	Permit Start Date	Permit End Date	Cancel
BRS73227	General Employment Permit	Homer Simpson	17/02/2025	27/02/2025	Redundancy Request
					Renew

**I'm completing a renewal application and so I don't know why I need to submit information as**

**Issue:**

The request to provide information on qualifications or experience is not a mandatory field.

**Action:**

For the question "Please select your Profession from the available list". Select N/A (for not applicable).

to qualifications or experience.

If you cannot find your 'Profession' from the list above, please enter it here -

Sous Chef

Please upload a copy of your Registration/Recognition certificate for this profession -

Select files...

Allowed Extensions: .pdf;.png;.jpg;.jpeg

As an employer I am commencing the renewal of an employment permit, but it is not displaying in the portal of my appointed agent?

**Issue:**

- The appointed agent cannot see the renewal of an employment permit begun by the employer.

**Action:**

- If employers are creating permit applications (for renewals or transfers) in their own portal account they must add the agent on the **first screen**.
- Failure to do so will result in the permit not displaying for the appointed agent. This is a necessary step even when the agent has been authorised.
- The employer needs to add the agent on the first screen when creating the permit application.

The screenshot shows a web form with three main sections: 'Employee Details', 'Employer Details', and 'Employer's Agent Details'. The 'Employee Details' section includes fields for 'Full Name', 'Date of Birth' (with a calendar icon), and 'Passport Number', followed by a 'Search' button. The 'Employer Details' section includes fields for 'Employer' (redacted), 'Employer Contact Person', and 'DETE ICT Test'. The 'Employer's Agent Details' section includes a dropdown menu for 'Agent' and a text field for 'Who will pay the Fee for this Application?'. The 'Agent' dropdown and the text field are highlighted with a red rectangle. At the bottom of the form are 'Back' and 'Save & Next' buttons.

My Employment Permit application

**Issue:**

- One party to the application (likely either the employee or the employer) has not completed the application fully.

seems to be stuck in 'draft'.

**Action:**

- Both the employer and employee **must** register separate portal accounts in which they complete their respective parts. Each party can search for the other once they create the permit application, but as with the registration process - the details **must** match.
- All employment permit applications **must be jointly completed online** by all the parties involved, the employer and prospective employee (as well as the appointed agent, if applicable).
- The employee will directly provide the personal information relevant to themselves, with the employer completing the fields relevant to their sections of the application.
- For agents, they will be able to provide the details for the party on whose behalf they are acting.
- The application must be signed by all parties involved using an e-signature.
- **Only one employment permit application should be created.** It doesn't matter whether the employee or employer create the permit application. If the employee creates the application, they will need to add the employer to the application using the company name and Employer Registration Number (ERN). If the employer creates it, they will need to add the employee using their full name, date of birth and passport number.
- To resume working on the permit application again, locate the existing permit application (rather than creating a new one) in the **My Applications and Permits** area. Once located, click the **actions** button to the right of the permit application to resume completing the application.
- The user responsible for submitting the application should check with the other parties to ensure they have fully completed all their parts and signed the application form.

The page is not loading correctly.

**Issue:**

- In the event a page in the application form hangs and doesn't load for some reason, the user should **click the back button** in their browser and **then click the "Save and Next" button**. The application is saved each and every time the user clicks save and next.

**Action:**

- If the connection is lost or the user wishes to access their existing draft application, simply go back into the existing permit application and **click the Action button and then 'Edit' to reopen and continue** with the existing application form.

	<ul style="list-style-type: none"> <li>Importantly, <b>there is no need to create a new permit application</b> if a draft application has already been saved and is in the permit applications box.</li> </ul>
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<p><b>The Pay Now button is not displaying when I'm trying to submit an application.</b></p>	<p><b>Issue:</b></p> <ul style="list-style-type: none"> <li>It is likely that all the parties (employee, employer and agent, if applicable) have not fully completed and signed the employment permit application.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>The user responsible for submitting the application should check with the other parties to ensure they have fully completed all their parts and signed the application form.</li> </ul>
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<p><b>I'm not receiving a pin code to my mobile (cell) phone.</b></p>	<p><b>Issue:</b></p> <ul style="list-style-type: none"> <li>The required Multi Factor Authentication pin code is likely being blocked as a result of local restrictions in the foreign country.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>The Department has introduced an additional email notification in such circumstances, so both an SMS and an email will issue. It is important to note that the timeframe to activate either option is 10 minutes.</li> </ul>
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<p><b>I'm seeing a white spinning page.</b></p>	<p><b>Issue:</b></p> <ul style="list-style-type: none"> <li>This is likely an internet browser display issue.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>Users should click on the browser back button and then click next at the bottom (of the application page) to return to the page.</li> </ul>
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## COMMON REGISTRATION ISSUES

<p><b>The user is seeking to register and receiving a message that there is already a person with that email address.</b></p>	<p><b>Issue:</b></p> <ul style="list-style-type: none"> <li>The user is correctly recorded on the system as the Primary Contact for the company, but their full name did not match.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>Please ensure that the spelling is correct. It is important that if you do not use a middle name that this field is left blank – inserting n/a will give rise to an error.</li> </ul>
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- If the user is still experiencing an issue, they should contact [employmentpermitsqueries@enterprise.gov.ie](mailto:employmentpermitsqueries@enterprise.gov.ie) so that a member of the Support Desk can review the matter further.

The user is receiving a message that the person registering is not listed as the primary contact

**Issue:**

- The company's Primary Contact who will initially be required to register (the administrator) must match the details currently held on the system (based on previous applications).

**Action:**

- The user will need to contact the Support Desk, [employmentpermitsqueries@enterprise.gov.ie](mailto:employmentpermitsqueries@enterprise.gov.ie) (confirming the below details) so that the necessary changes can be made to the information on the EPO system.

Company Name	Employer Registration Number (ERN)*	Name of Primary Contact to register Portal account (administrator)	Primary Contact (administrator) email address <b>MUST BE UNIQUE</b>	Primary Contact (administrator) mobile phone

\* In the case of a registered sole trader, the Tax Registration Number (TRN) should be used. TRM will be the same as your PPSN.

The user is seeking to register and getting a message that the details do not match for that Employer Registered Number (ERN).

**Issue:**

- Employment Permits Online requires that the email on each account (employee, company/employer) must be unique for data protection purposes.
- The same name and mobile (cell) number can be used across multiple companies. However, **the email address must be unique and not duplicated across other companies (portal accounts).**

**Action:**

- An alternative unique email address should be used.
- Where that is not possible, the user will need to contact the Support Desk, [employmentpermitsqueries@enterprise.gov.ie](mailto:employmentpermitsqueries@enterprise.gov.ie) so that the necessary changes can be made to the information currently held on the system.

**The User is attempting to create an account and receiving a message that – the email is already in use with different details.**

**Issue:**

- Employment Permits Online requires that the email on each account (employee, company/employer) must be unique for data protection purposes. A user **cannot register a portal account if the email address they are providing is already attached to a different employer or portal account.** This could be a different company (with a separate ERN) within a wider company Group.

**Action:**

- If the portal account is already registered and the person is being added as a user or administrator, they will need to select a new and unique email address to be added to the account.
- If the person is initially registering the Portal Account (as the Point of Contact) they should contact the Support Desk, [employmentpermitsqueries@enterprise.gov.ie](mailto:employmentpermitsqueries@enterprise.gov.ie) to ensure the details they are using match those recorded on the system (based on previous applications submitted).

## GENERAL ADVICE

If a User is receiving an 'error' message or experiencing a particular issue when registering or accessing Employment Permits Online, we would recommend they include a **screen shot** of this when emailing the Support Desk [employmentpermitsqueries@enterprise.gov.ie](mailto:employmentpermitsqueries@enterprise.gov.ie) This will allow the Support Desk to more efficiently address their issue.

If the screen is not displaying as it should (or as you have been advised), this may relate to your internet browser. To clear your browser's cache on most browsers, you can typically press Ctrl+Shift+Delete (or Command+Shift+Delete on Mac) and select "Clear browsing data". If this command does not work, a quick google search should provide details for your specific browser.

Whereas the Portal account is mobile (cell) phone compatible. We would advise the use of a laptop or desktop computer, especially when submitting an employment permit application, to ensure the optimal display of all pages fully.