



An Roinn Coimirce Sóisialaí
Department of Social Protection

Accessing Welfare Partners with a Revenue Sub-Cert

Redundancy, Insolvency and Covid-19
Related Lay-off Payment Schemes

29.11.2023

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Section 01

Introduction



1. Introduction

Welfare Partners requirements

To access Welfare Partners, the user must first get a Department of Social Protection (DSP) sub-certificate, which can be obtained from Revenue's site, ROS.ie.

Employers use their ROS administrator access to generate the sub-cert. An agent or accountant acting for an employer will need an employer PAYE number to access ROS. If an agent or accountant uses their PPSN as their business number, they will be unable to create a DSP sub-cert.

Liquidators, Receivers and Examiners can generate sub-certs for staff of their organisation by using their own ROS administrator access and not that of the employer they are representing.

Other employer representatives such as executors, foreign administrators & foreign liquidators, should contact Revenue to get administrator access for the employer's ROS certificate. They can then generate a DSP sub certificate from the ROS certificate.



Section 02

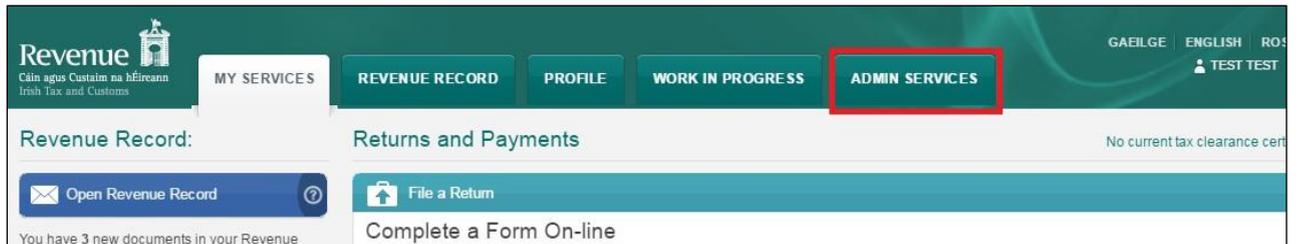
Setting up a sub certificate for use
with Welfare Partners



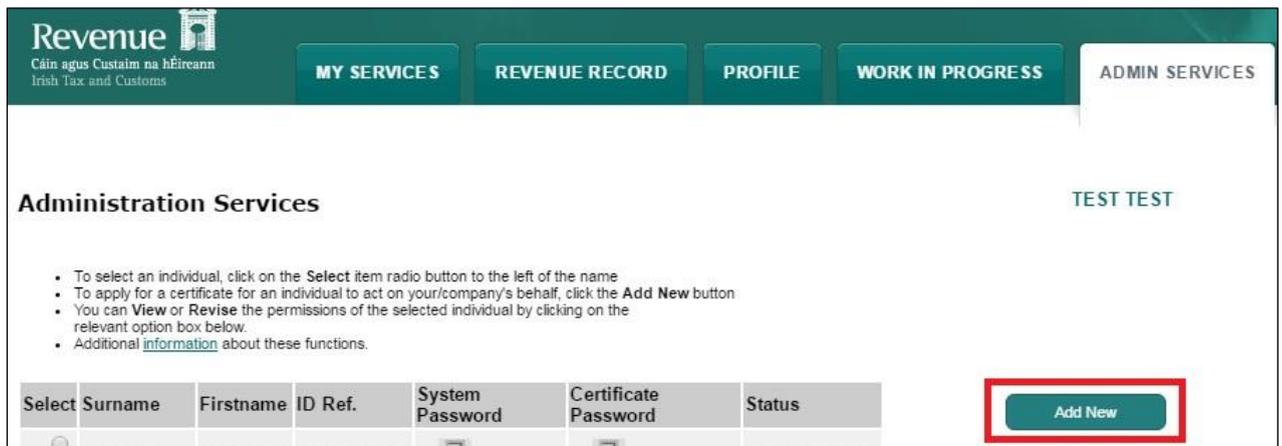
2. Setting up a sub certificate

Setting up a ROS DSP Sub-Certificate for use with Welfare Partners – ROS Administrator

1. Login in to ROS as the ROS Administrator and click into the 'Admin Services' tab



2. Click 'Add New'.



3. Click on the 'Third Party Certificate' drop down menu and select DSP Certificate. If the 'Third Party Certificate' option is not displayed, you may have logged in using a PPSN or TAIN number. If so, please refer to section 1 'introduction' above regarding employer and employer agent access.

The screenshot shows the 'Application for a New Certificate' page on the Revenue website. The page has a green header with navigation tabs: MY SERVICES, REVENUE RECORD, PROFILE, WORK IN PROGRESS, and ADMIN SERVICES. The main content area contains instructions and a form. The form fields are: Surname (text input), First Name (text input), ID Ref (text input), E-mail address for the above named (text input), Third Party Certificate (dropdown menu, highlighted with a red box), Money Laundering Reporting Officer (MLRO) (radio buttons for Yes/No), SEED Number for the above named (text input), and EORI Identifier for the above named (text input). There are 'Submit' and 'Back' buttons at the bottom of the form. The footer contains links for ROS Help, Exit, Accessibility, Terms & Conditions, Privacy Policy, and Certificate Policy Statement.

4. Enter the sub-user details. The sub-user is the person who will be logging into Welfare Partners to create the Payments Scheme applications.
 - a. Surname – The surname of the person that will use this cert
 - b. First Name – The first name of the person that will use this cert
 - c. ID Ref – This is an identifier of your choice
 - i. **You must take a record of this, as it will be needed later to download the sub-cert.**
 - ii. It is a good idea to include a reference to the scheme that the cert will be used for as part of the ID Ref, e.g. RedundancyCert01.
 - d. ID Type – select 'Other'
 - e. E-mail address for the above named – This is the email address of the person whose name was entered earlier
 - f. SEED Number – leave this blank
 - g. EORI Identifier – leave this blank
 - h. Tax registration – select the number that matches your Employer Registered Number/PREM REG number/PAYE number.

5. Click 'Submit'.

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Irish Tax and Customs

MY SERVICES REVENUE RECORD PROFILE WORK IN PROGRESS ADMIN SERVICES

Application for a New Certificate

- To apply for a digital certificate for an employee or individual to act on your behalf or on behalf of the company enter the details requested below and click **Submit**.
- Click on the symbol on the left to view the help available for this application.
- Denotes required field.
- Permissions:** Note all New Certificates will obtain the default permissions of "View" only. To change the user permissions please click the **Revise** button in the **Admin Services** tab after the New Certificate is created.
- Third Party Certificate:** Third party certificates are used to access online services not provided by Revenue, for example Change of vehicle ownership (motortrans) and DSP WelfarePartners services. Select the option that corresponds to the Third Party online service you wish to access. **Third Party certificates cannot be used to log onto ROS.** Leave this blank, if the certificate is required for Revenue Online Services.
- System for the Exchange of Excise Data (SEED):** If this certificate is for a SEED user, please enter their SEED number below.
- Import Control System (ICS):** If this certificate is for an ICS Carrier who submits declarations via an agent, please enter their EORI Identifier below.

Surname	<input checked="" type="checkbox"/>	<input type="text"/>
First Name	<input checked="" type="checkbox"/>	<input type="text"/>
ID Ref	<input checked="" type="checkbox"/>	<input type="text"/>
ID Type	<input checked="" type="checkbox"/>	<input type="text"/>
E-mail address for the above named	<input checked="" type="checkbox"/>	<input type="text"/>
Third Party Certificate		<input type="text"/>
Money Laundering Reporting Officer (MLRO)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
SEED Number for the above named		<input type="text"/>
EORI Identifier for the above named		<input type="text"/>

Click on the **Submit** button to send your details to ROS

Click on the **Back** button to go back to the previous page

[ROS Help](#) | [Exit](#) | [Accessibility](#)
[Terms & Conditions](#) | [Privacy Policy](#) | [Certificate Policy Statement](#)

6. Confirmation will issue that a new certificate has been requested. **Please note:** It can take up to 24 hours for the cert to become available for download.

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MY SERVICES REVENUE RECORD PROFILE WO

You have just applied for a new Digital Certificate

Your application for a new Certificate for **FIRSTNAME SURNAME** has been received by ROS and is being processed.

The above named will receive an email within 24 hours informing him or her to contact you for their System Password.

The System Password is available to you on your Administration Services Page.

You currently have **5** associated certificate(s).

There is no limit to the number of associated certificates you can apply for.

To return to Administration Services page now click the **OK** button

OK

7. Click the 'System Password' padlock for the new sub-user and take note of the system password.

You will need to take note of this password to download the sub-cert later.


ADMIN SERVICES

MY SERVICES
REVENUE RECORD
PROFILE
WORK IN PROGRESS

Administration Services TEST TEST

- To select an individual, click on the **Select** item radio button to the left of the name
- To apply for a certificate for an individual to act on your/company's behalf, click the **Add New** button
- You can **View** or **Revise** the permissions of the selected individual by clicking on the relevant option box below.
- Additional [information](#) about these functions.

Select	Surname	Firstname	ID Ref.	System Password	Certificate Password	Status
<input type="radio"/>	MOBILE	MOBILE1	PBTPKGQE			REGISTERED
<input type="radio"/>	SUBCERT1	ONE	ONE			REGISTERED
<input type="radio"/>	SUBCERT2	TWO	NVDF			REGISTERED
<input type="radio"/>	SUBCERT3	THREE	DSP			REGISTERED
<input type="radio"/>	SURNAME	FIRSTNAME	CECERT1			REGISTERED

Add New

View

Revise

MyEnquiries
Permissions

Amend ROS Email
Addresses



Section 03

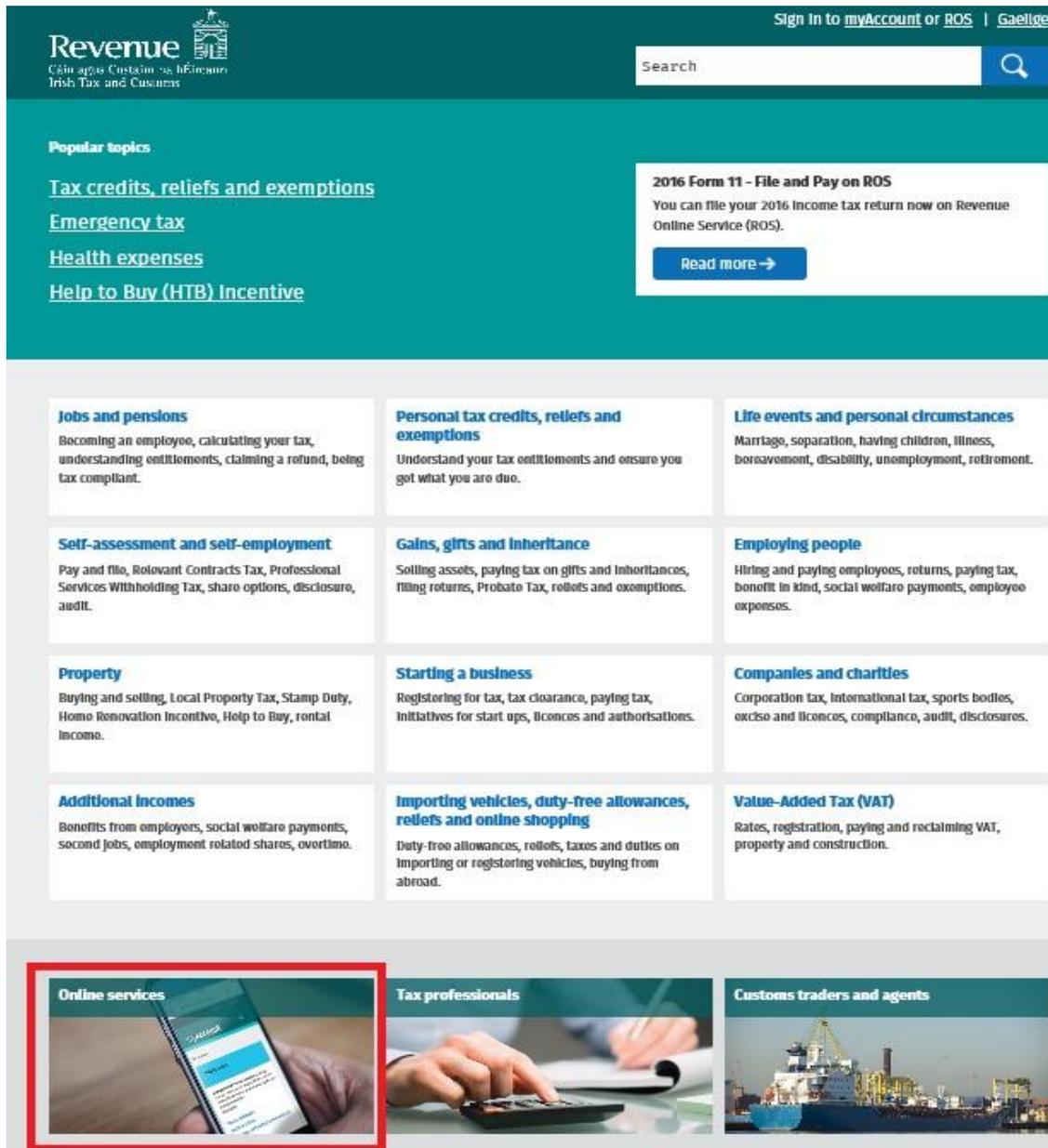
Downloading a ROS DSP sub-certificate for use with Welfare Partners



3. Downloading the sub-cert

The ROS Administrator should provide the sub-user with the ID Ref and System Password from the 'Admin Services' tab.

1. As the sub-user, you will need to go to www.revenue.ie and click the 'Online Services' icon.



2. Click on 'Register for ROS'.

The screenshot shows the Revenue website header with the logo and navigation links. Below the header, there is a search bar and a 'Back to homepage' link. The main content area is divided into two columns. The left column is titled 'Online services' and contains sections for 'myAccount' and 'ROS'. The 'myAccount' section includes a description, a 'Sign in to myAccount' button, and links for 'Register for myAccount' and 'Sign in to myAccount using MyGovID'. The 'ROS' section includes a description, a 'Sign in to ROS' button, and a link for 'Register for ROS' which is highlighted with a red box. The right column is titled 'List services by:' and features three filter buttons: 'All', 'myAccount', and 'ROS'. Below these buttons is a list of services with dropdown arrows: 'Claims and refunds', 'Customs', 'Excise', 'Manage your record', 'PAYE Services', 'Payments', and 'Property'.

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Sign in to [myAccount](#) or [ROS](#) | [Gaeilge](#)

Search

[Back to homepage](#)

Online services

Sign in or register myAccount

myAccount is a single access point to secure online services such as PAYE services including Jobs and Pensions, HRI, MyEnquiries and more.

[Sign in to myAccount](#)

[Register for myAccount](#)

[Sign in to myAccount using MyGovID](#)

ROS

Revenue Online Service (ROS) enables you to view your own, or your client's, current position with Revenue for various taxes.

[Sign in to ROS](#)

[Register for ROS](#)

List services by:

All myAccount ROS

- Claims and refunds
- Customs
- Excise
- Manage your record
- PAYE Services
- Payments
- Property

3. Click on 'Download and Save your Digital Certificate'.

The screenshot shows the 'ROS Registration' page with the following content:

- Revenue** logo and 'ROS Registration' header.
- Register for ROS - Business Customers and Practitioners**
- Who can apply to become a ROS Customer?**
 - ✓ Any individual or entity with an Irish tax registration number already registered for a business tax e.g. Income Tax, VAT or Employers PAYE. Individuals who are registered for PAYE or LPT only should register for myAccount
 - ✓ Tax practitioners with a valid TAIN number
 - ✓ LPT Receivers with a valid Receiver number
- Click on the steps below to start or continue the registration process
- Step 1** (Pencil icon): Apply for your ROS Access Number (RAN). Button: **Apply for your RAN →**
- Step 2** (Sun icon): Apply for your Digital Certificate. Button: **Apply for your Digital Certificate →**
- Step 3** (Lock icon): Download and Save your Digital Certificate. Button: **Download and Save your Digital Certificate →** (This button is highlighted with a red box).

4. To proceed, click 'I Accept'.

The screenshot shows the 'ROS Registration' page with the following content:

- Revenue** logo and 'ROS Registration' header.
- Navigation: **← Back**
- Progress bar with three steps: **Step 1** (Apply for RAN), **Step 2** (Apply for your Digital Certificate (Input RAN)), and **Step 3** (Download and Save your Digital certificate).
- Terms and Conditions**

The use of the Revenue On-Line Service (ROS) is governed by the terms and conditions set out below. These terms and conditions are important and are for the protection of both you and Revenue. Please take the time to read them carefully.

1. General terms and conditions:

 - 1.1 ROS is established in Ireland in accordance with the laws of the Republic of Ireland and is governed by Irish laws. When you use ROS, you accept that your use and any information on ROS, is governed by the laws of Ireland. If any dispute arises from your use of the ROS site or any information on it, you agree to allow any such dispute to be heard in the Irish courts.
 - 1.2 The Revenue Commissioners have and retain, subject to existing contractual agreements with third party service providers, all rights (including but not limited to, copyrights, patents, trade secrets and any other intellectual property rights) in all versions of ROS.
 - 1.3 ROS may only be used by Revenue's employees, customers, agents acting on behalf of Revenue's customers or third parties registered with or contracted by Revenue solely for the purpose of transacting business with Revenue.
 - 1.4 Revenue reserves the right to make changes to the information, design and services provided in the ROS website without notice and without liability. Every effort will be made to advise of changes in advance.
 - 1.5 Revenue reserves the right to add, amend or vary the terms of this
- Click **I Accept** to proceed with retrieving your digital certificate. Button: **I Accept** (highlighted with a red box).
- Click **I Decline** if you do not wish to accept these Terms & Conditions. Button: **I Decline**.

5. Select 'A Sub User' and enter the ID Ref provided by your ROS Administrator.

This is the ID Ref that was created and noted when the administrator was [setting up the sub-cert.](#)

6. Click 'Next'.

The screenshot shows the 'ROS Registration' interface. At the top left is the Revenue logo. The main header is 'ROS Registration'. Below this is a progress bar with three steps: 'Step 1 Apply for RAN', 'Step 2 Apply for your Digital certificate (Input RAN)', and 'Step 3 Download and Save your Digital Certificate'. Step 3 is currently active. A 'Back' button is on the left. The main heading is 'Download and Save your Digital Certificate'. Below it, the question 'Are you applying in your capacity as:' is followed by four radio button options: 'An Individual or Company', 'A Tax Agent', 'An LPT Receiver', and 'A Sub User'. The 'A Sub User' option is selected and highlighted with a red box. Below the options is a grey box containing the text: 'Linked Certificate Application: To retrieve a Sub-user Certificate requested on your behalf by the ROS Administrator, please enter your ID Reference here:'. Underneath this is the label 'ID Reference provided by your ROS Administrator *' and a link 'What is this?'. A text input field is provided for the ID reference. At the bottom is a blue 'Next →' button.

7. Enter the password that was generated and noted on the ['Admin Services'](#) tab and click 'Next'.

ROS Registration

Step 1
Apply for RAN

Step 2
Apply for your Digital Certificate
(Input RAN)

Step 3
Download and Save your Digital
Certificate



Download and Save your Digital Certificate

Please enter your System Password below and click the **Next** button
The * symbol beside a field denotes that this field is required

Enter your System Password *

Next →

8. Create a name for the certificate.
 - a. This name will help you identify that the certificate is for Welfare Partners purposes, so it's advised that the name includes 'Redundancy' or your company's name.
 - b. **The name cannot be changed later.**
 - c. The 'Certificate Name' cannot include spaces, accented characters, or symbols.
9. Create your password for use with this cert.
 - a. **This is the password that you will use to log in to Welfare Partners.**
 - b. The password must have at least eight characters, including at least one UPPER case character, one lower case character, and one digit.
 - c. If you forget your password, your ROS Administrator can check it for you.
10. Click the 'Request Certificate' button.

Application for a Digital Certificate

To download your certificate please complete the details below and click **Request Certificate**

Your ROS digital certificate will be installed in your browser temporary storage.

You will be prompted to save a backup file copy of your certificate. You must save the file to ensure continued access to ROS

If you require any assistance requesting your certificate, [click here](#).

i Certificate Name	<input type="text"/>
i Enter Password	<input type="password"/>
i Confirm Password	<input type="password"/>

Downloading and installing certificate.

This can take up to 3 minutes on iOS.

[← Back](#)

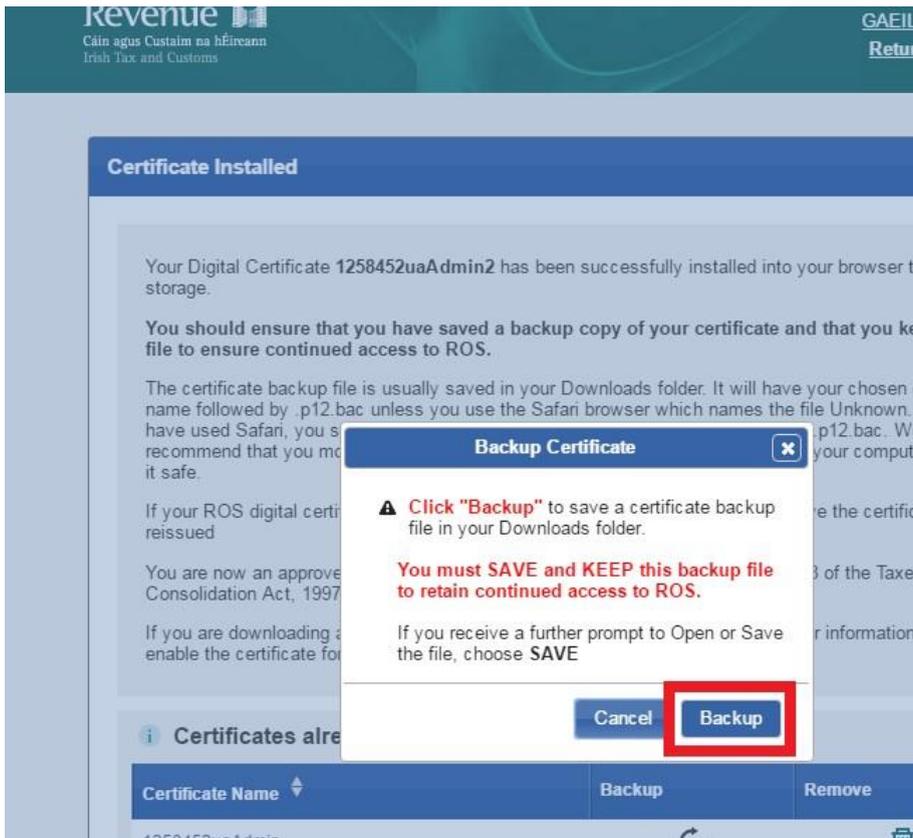
[Request Certificate](#)

Backing-up the Sub-Cert

1. Click the 'Backup' button.

If you lose your sub certificate, your ROS Administrator will have to issue a new one. So, ensure your certificate is saved to your computer.

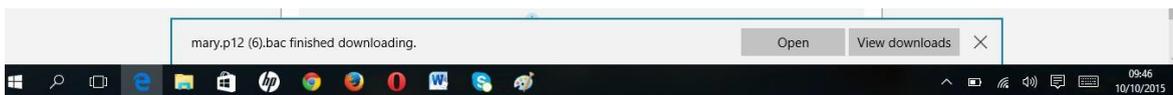
2. Depending on what browser you use and what settings you have chosen regarding downloads, the following may happen next:



- a. The backup certificate file will save automatically to your Downloads folder, or you will be asked whether you want to 'Open' or 'Save' the file.
- b. If asked whether to 'Open' or 'Save', you should always choose 'Save' to create the backup certificate file in your Downloads folder

Automatic download

Microsoft Edge Browser

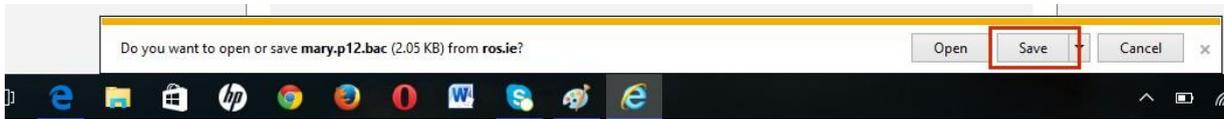


Google Chrome Browser

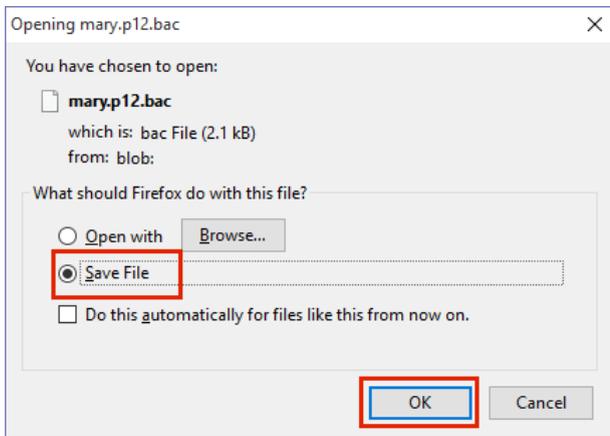


Save prompt

Internet Explorer Browser



Mozilla Firefox Browser



3. You must keep a copy of the certificate backup file in a safe location to ensure that you can access it in the future. We recommend moving it to a ROS\RosCerts folder, or other safe location, on your computer. Instructions on how to create this folder are included in the [ROS Help Centre](#).
4. You should now go to Welfare Partners and follow the process to log in.



Section 04

How to access Welfare Partners

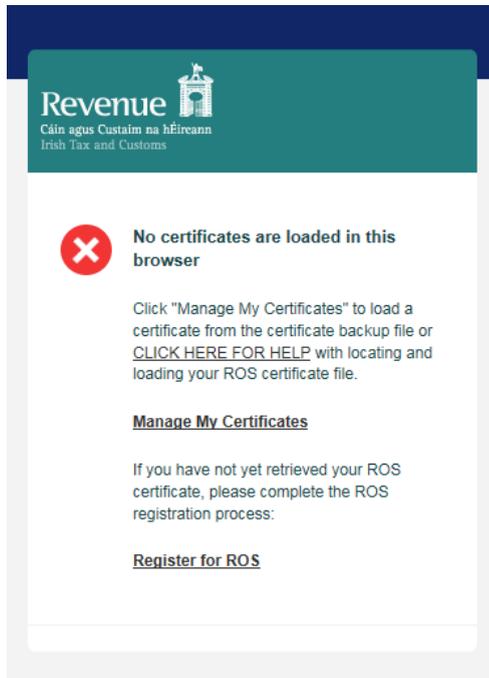


4. How to access Welfare Partners

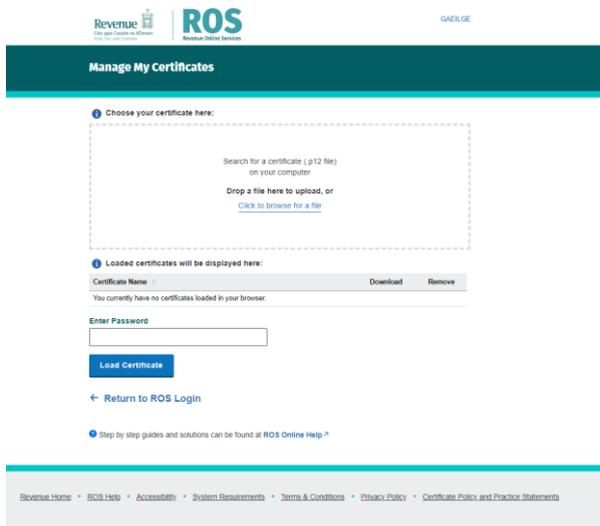
1. Go to www.welfarepartners.ie.
2. Click 'LOGIN NOW'.



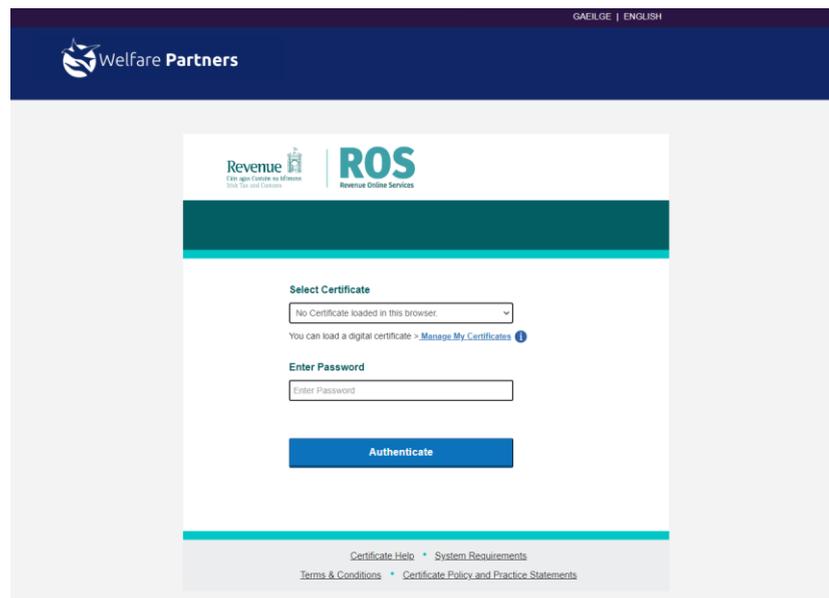
- The first time you attempt to log on to Welfare Partners, you may be presented with the following screen and error message.



- If this happens, click on '**Manage My Certificates**', and the following screen will open.



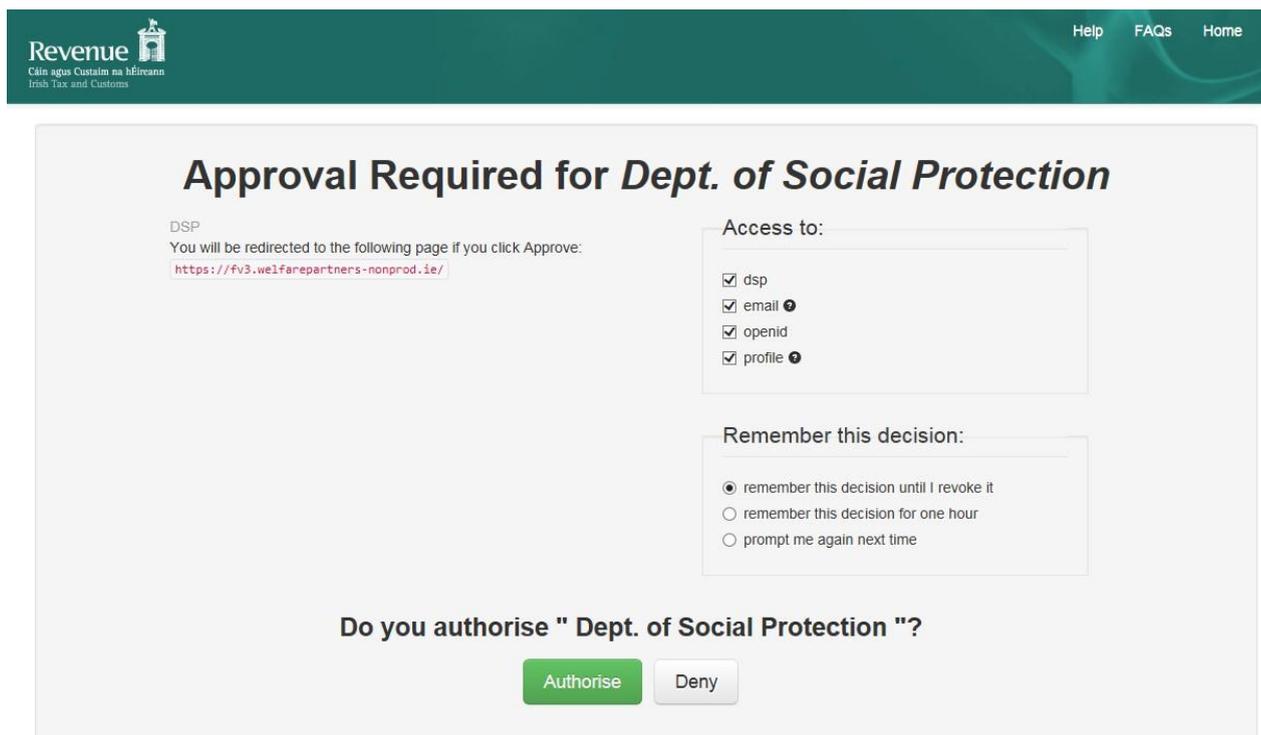
5. Find and select the ROS DSP Sub-Cert that you have saved to your PC by clicking on the 'Browse' button in the 'Choose Certificate' field.
6. When you have selected the correct ROS DSP sub-cert, you must enter the password for that cert.
7. When you have selected the correct cert and entered the password, click on 'Load Certificate'. This loads the certificate to your browser for future use.
8. Select 'Return to Login', and you'll be brought to the next step.
9. You should be presented with the following screen.



4. Select the certificate to be used. If you have multiple DSP sub-certs installed

on your machine, ensure you've selected the correct one.

5. Enter the password. This is generated on the ['Admin Services'](#) tab on ROS.
6. Click 'Authenticate'.
7. The first time you log in with this sub-cert, you will be presented with the following screen.



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Help FAQs Home

Approval Required for *Dept. of Social Protection*

DSP
You will be redirected to the following page if you click Approve:
<https://fv3.welfarepartners-nonprod.ie/>

Access to:

- dsp
- email
- openid
- profile

Remember this decision:

- remember this decision until I revoke it
- remember this decision for one hour
- prompt me again next time

Do you authorise " Dept. of Social Protection "?

Authorise Deny

8. You should click on 'Authorise' without changing any of the options.
9. You should then be brought to the list of services on the Welfare Partners homepage.

Hello Jane



If you have issues loading the correct certificate for Welfare Partners, refer to these instructions in the [ROS Help Centre](#).

Further assistance is available from the [ROS Technical Helpdesk](#).