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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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.
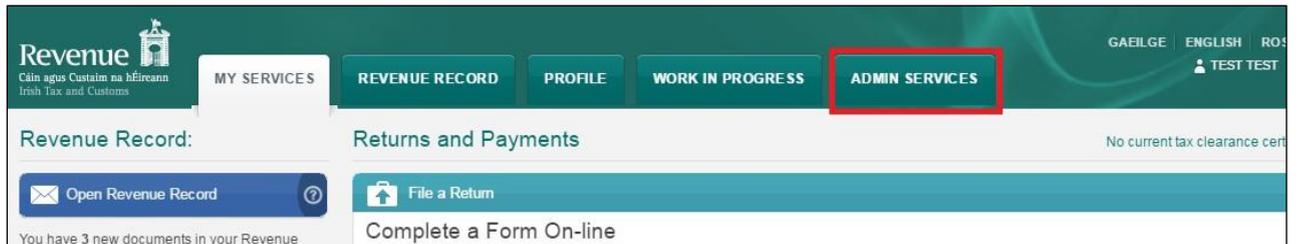
Section 02

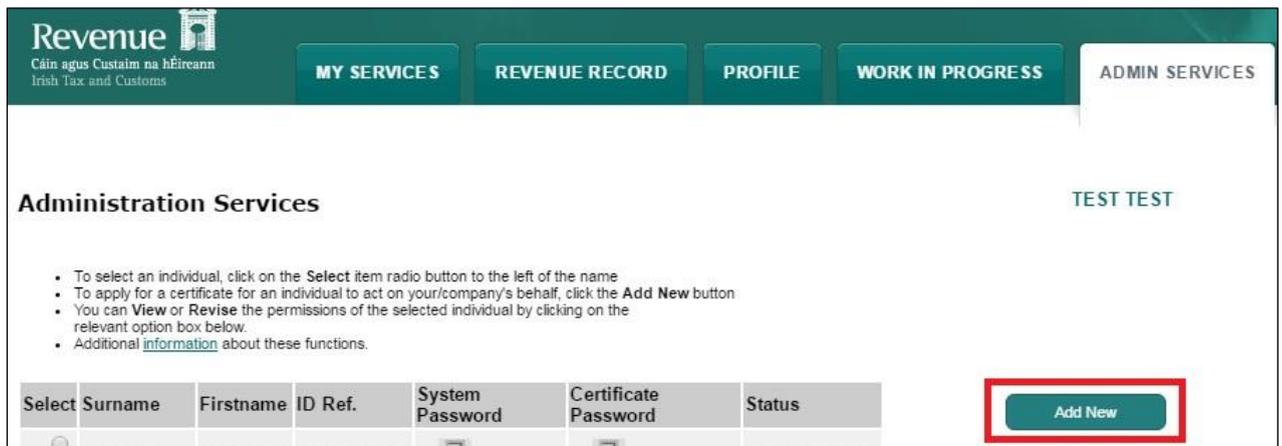## Setting up a sub certificate for use with Welfare Partners

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.

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'.

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.

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.

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

| MY SERVICES | REVENUE RECORD | PROFILE | WORK IN PROGRESS | ADMIN SERVICES |

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
○	MOBILE	MOBILE1	PBTPKGQE	🔒	🔒	REGISTERED
○	SUBCERT1	ONE	ONE	🔒	🔒	REGISTERED
○	SUBCERT2	TWO	NVDF	🔒	🔒	REGISTERED
○	SUBCERT3	THREE	DSP	🔒	🔒	REGISTERED
○	SURNAME	FIRSTNAME	CECERT1	🔒	🔒	REGISTERED

Add New

View

Revise

MyEnquiries Permissions

Amend ROS Email Addresses
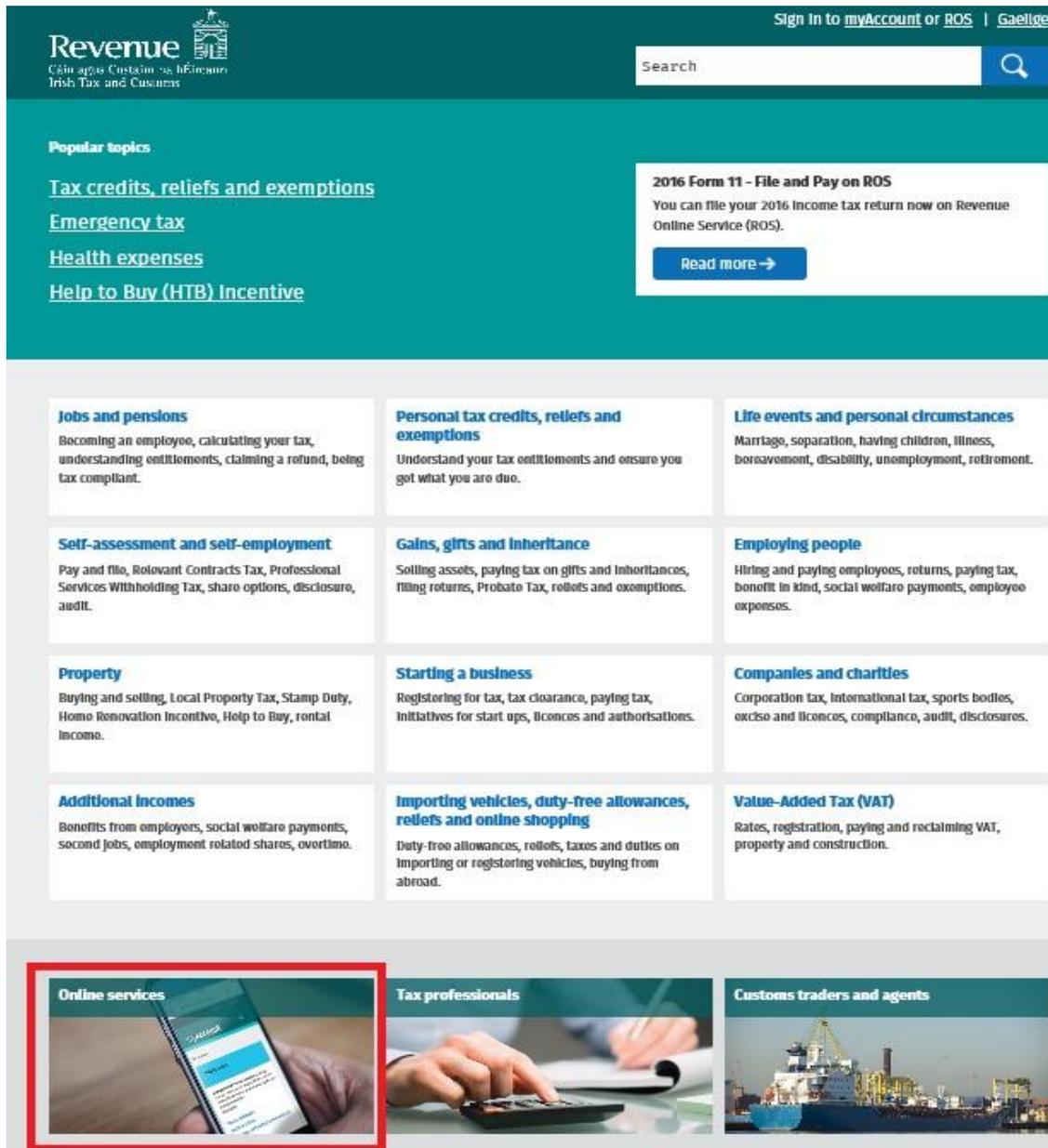
Section 03

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'.

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

4. To proceed, click 'I Accept'.

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'.

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.

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:
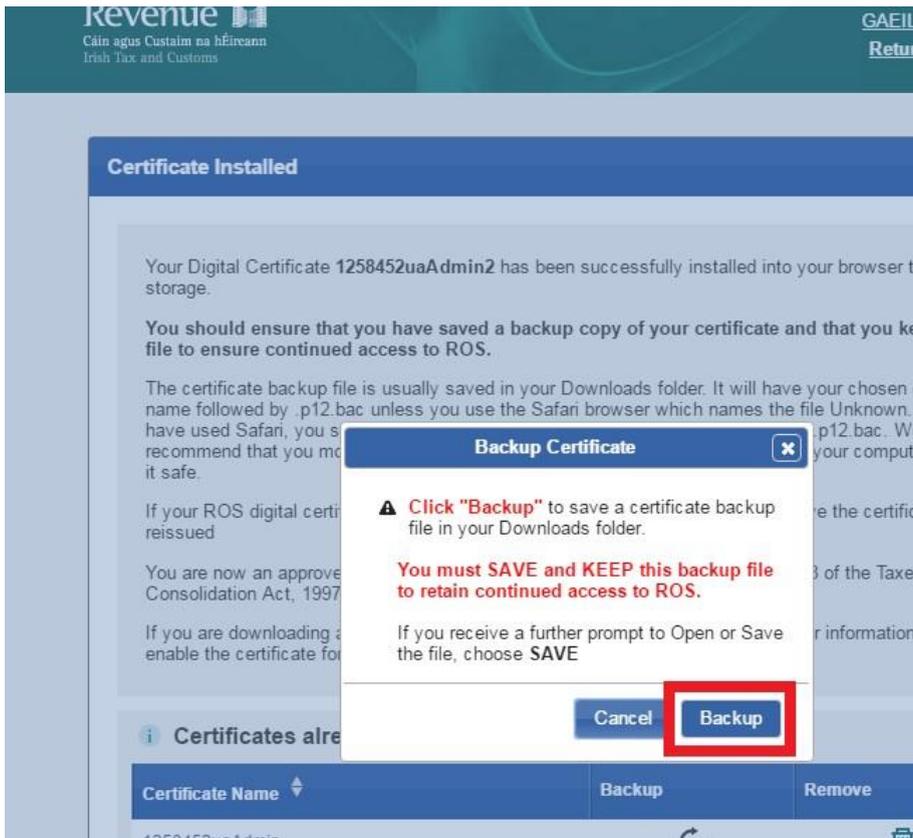
a. The backup certificate file will save automatically to your Downloads folder, or you will be asked whether you want to 'Open' or 'Save' the file.

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
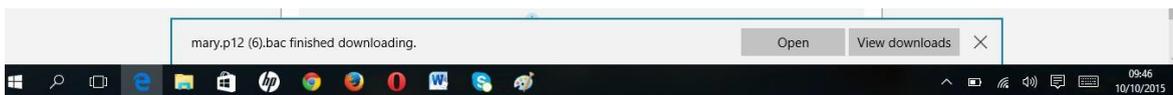
Google Chrome Browser

Save prompt

Internet Explorer Browser

Do you want to open or save **mary.p12.bac** (2.05 KB) from **ros.ie**?   [Open] [Save ▾] [Cancel] ✕
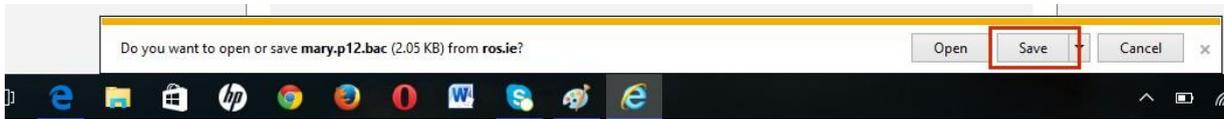
Mozilla Firefox Browser

Opening mary.p12.bac   ✕

You have chosen to open:

    mary.p12.bac
      which is: bac File (2.1 kB)
      from: blob:

What should Firefox do with this file?

  ○ Open with   [Browse...]
  ◉ Save File
  ☐ Do this automatically for files like this from now on.

[OK]   [Cancel]
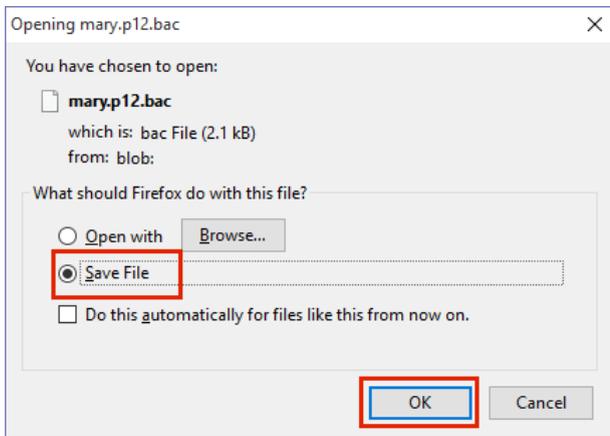
3. You must keep a copy of the certificate backup file in a safe location to ensure that you can access it in the future. We recommend moving it to a ROS\RosCerts folder, or other safe location, on your computer. Instructions on how to create this folder are included in the ROS Help Centre.

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.
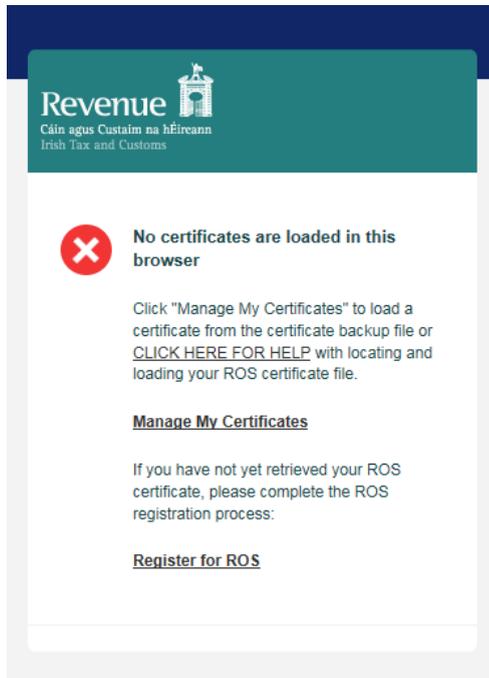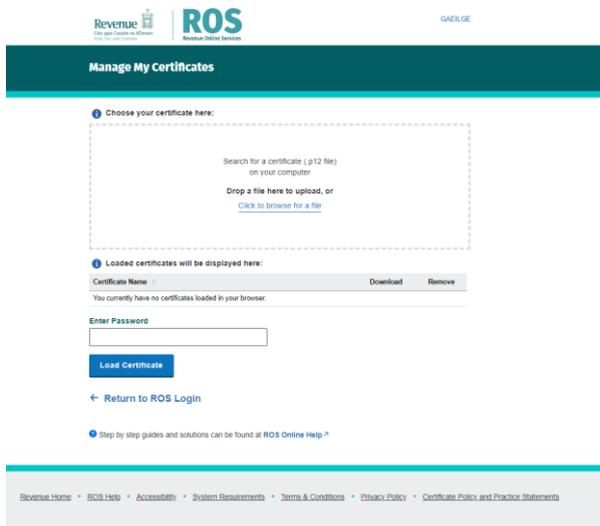
2. Click 'LOGIN NOW'.

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

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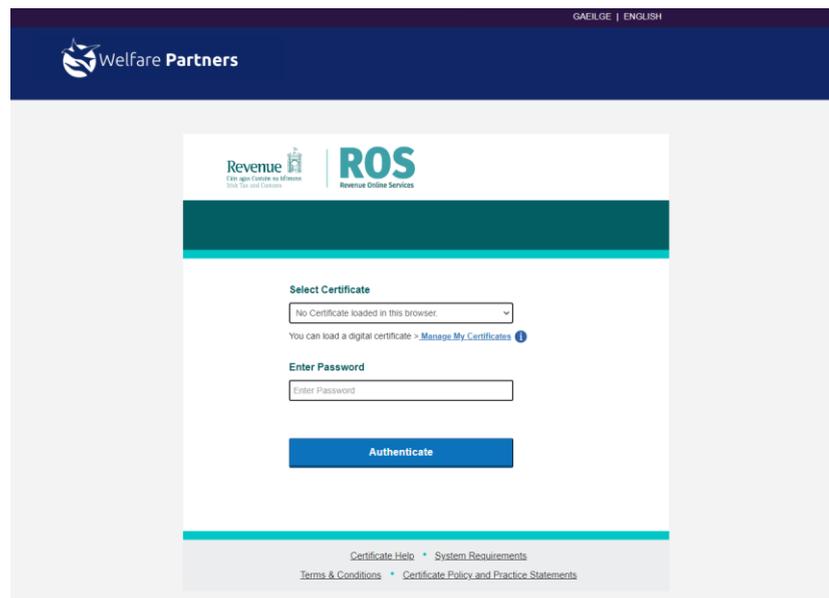
4. Select the certificate to be used. If you have multiple DSP sub-certs installed

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.
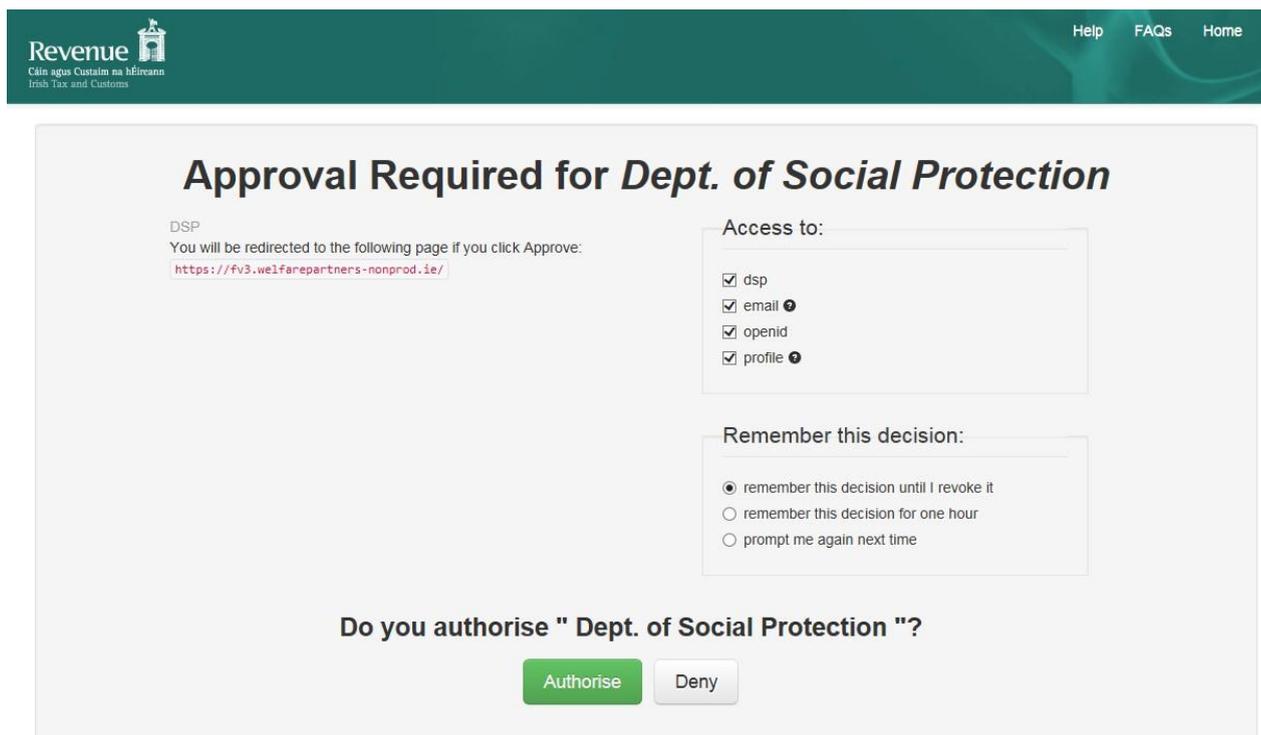
8. You should click on 'Authorise' without changing any of the options.

9. You should then be brought to the list of services on the Welfare Partners homepage.

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.