

Attention: Frontline Healthcare Workers

01 March 2021

Dear Colleagues,

All frontline healthcare workers (working in a HSE or HSE-funded organisation, a private hospital or clinic or within a community based not-for-profit or private healthcare provider not directly funded by the HSE) are eligible to receive a Covid-19 vaccine. Up to 22 February, 123,143 persons who are categorised as front-line healthcare workers have received at least first dose of a Covid-19 vaccine and our goal is to ensure that all other frontline healthcare workers are offered a vaccine without delay.

To ensure that you receive your vaccine, all persons must be registered on the Registration Portal. As part of the registration process, you will need to indicate which sequence of worker you fall into. This sequence is based on the type of work and setting in which you work and will be used to further prioritise when you will receive your vaccine dose and can be accessed through <https://healthservice.hse.ie/filelibrary/staff/guidelines-for-sequencing-and-registration-process-for-hcw-covid-vaccination.pdf>

Accessing the Registration Portal

To access the portal, on the following link <https://healthcloudtrialmaster-15a4d-175b26401cc.force.com/frontlineworkers/s/login/?ec=301&startURL=%2Ffrontlineworkers%2Fs%2F>

If you have not yet registered

We ask you to register today. It only takes a few short minutes to complete. You will need to have your Personal Public Service Number (PPSN) available.

The attached 'HCW Portal Quick Guide' provides detailed instructions on what to do.

If you have already registered and are still awaiting an appointment

We ask that you check that you have fully completed your registration as we are aware of incomplete records. We also ask that you verify that the correct sequence (2a, 2b, 2c, etc.) is associated to your record. To update or change your details:

1. Log in to the registration portal using the email address that you registered with
2. Click on the 'My Profile' link in the top right hand corner of the screen
3. Select 'My Profile' and click on the edit button

Having Problems?

If you have problems completing the registration [contact our customer support team](#). You can also call the HSELive vaccine helpline on [01 240 8746](tel:012408746). The helpline is open 8am to 8pm Monday to Friday and 9am to 5pm on Saturday and Sunday.

What happens after you register?

You will not receive an appointment immediately. Appointments will be prioritised based on the Guidelines for sequencing and registration process for HCW COVID vaccination.

When you are granted an appointment, we ask that you attend the clinic at the appointed time and bring with you photo ID and proof of employment.

Your ongoing efforts are greatly appreciated.