

Dear Panellist,

WelfarePartners, the Department's new on-line portal for Treatment Benefits is live and you can get set-up to access it now! Using WelfarePartners.ie you will be able to:

- Check a customer's eligibility for Treatment Benefit on-line and from the end of October you will also be able to submit payment requests and see details of your payments on-line.
- Please note that the lay-out of your panel number will be different on Welfare Partners and on any paper forms used after end of October:
- Dental panel numbers, you will need to enter the letter "D" and an extra "zero" before your existing panel number to make your existing panel number look like this D00999 or D09999.
- Optical panel numbers, you will need to enter the letter "O" and an extra "zero" before your existing panel number to make it look like this O00999 or O09999.

How do I get access?

YOU NEED TWO THINGS!

- 1) You need to be registered with Revenue for on-line business and have access to an active ROS certificate.**
- 2) You then need to download a digital sub-user certificate.**

To use WelfarePartners.ie you will require a ROS sub-user certificate for security and validation purposes. You can get a number of these sub-certs (if you are registered with Revenue as an Employer), this will be useful if you have more than one receptionist in your practice.

To get the necessary sub user-cert you will need to be registered with Revenue to conduct business on-line via their Revenue Online service, (ROS) and have an active ROS certificate.

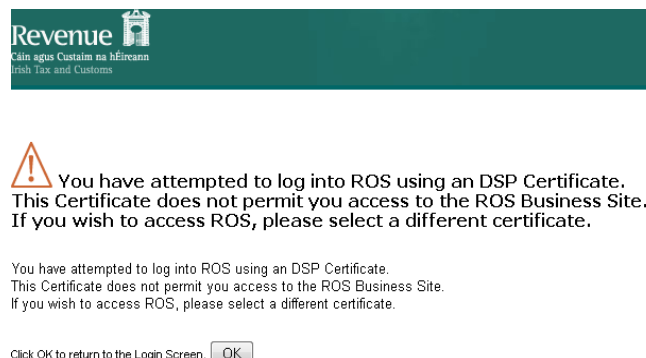
You possibly have a ROS cert already as a business owner or check with your accountant who may hold it for you. If you don't have one, or its inactive, you can get a ROS cert or re-active it from Revenue.ie, follow this link:

<https://www.ros.ie/helpcentre/help.html#/?a=gettingStarted/registering-for-ros>

Getting a sub-user certificate for use with WelfarePartners

Note: clarification on security re. ROS Access:

Sub-user certificates which are set up for use with WelfarePartners can only be used to access WelfarePartners and cannot be used to access the ROS business site, for tax purposes etc – attempting to use it on ROS will display the following message:



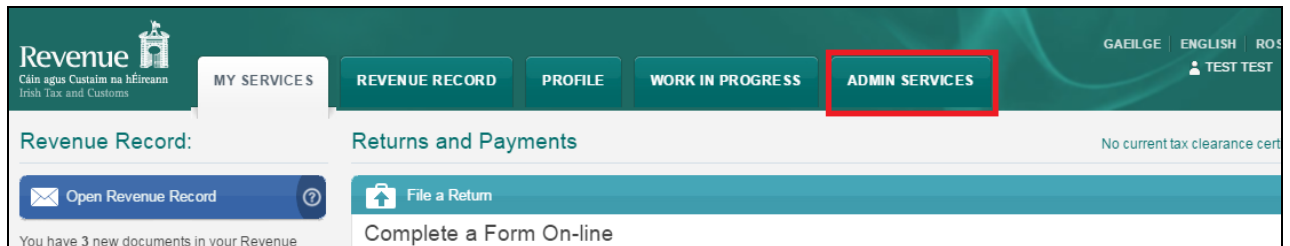
HOW LONG DOES IT TAKE TO GENERATE THE SUB-USER CERTIFICATE?

It takes approximately 24 hours for the requested certificate to become ready for download.

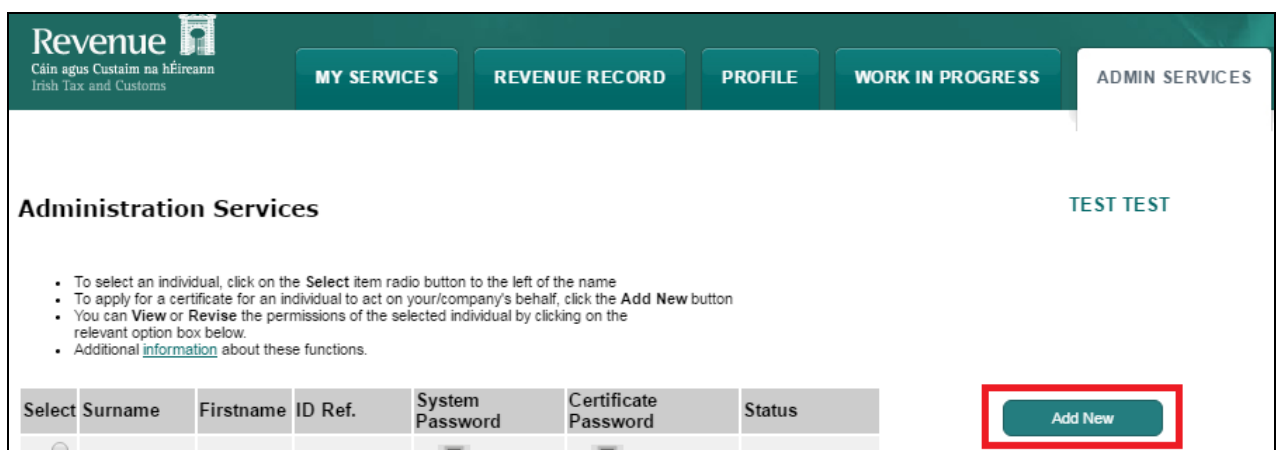
Sub-users usually receive an automated email when the certificate is ready, but in some cases, this email may not be received. The certificate will be ready after 24 hours, even if the email is not received.

Setting up a sub-user certificate for use with WelfarePartners – What the ROS Administrator (the person registered with Revenue.ie and who controls the ROS cert) needs to do!

Follow the steps detailed below, the boxes highlighted in **Red** are the relevant ones for you to select.



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



2. Click "Add New"

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Irish Tax and Customs

MY SERVICESREVENUE RECORDPROFILEWORK IN PROGRESSADMIN SERVICES

Application for a New Certificate

TEST TEST

Information

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.

Motor Dealers and Authorised Treatment Facilities:

 To apply for an NVDF Digital Certificate for the purposes of notifying changes of vehicle ownership or end of vehicle life, please select the NVDF tickbox below.
In order to distinguish your NVDF certificate from standard Certificates, we recommend that you insert NVDF as part of the ID reference.

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.

Department of Social Protection:

 If the Digital Certificate is for the purposes of accessing the DSP WelfarePartners portal, please select the DSP tick box below . DSP certificates will not permit a user to log onto the ROS Business Site to file tax returns or to make tax payments. A standard ROS Business Certificate should be used for this purpose.

Surname

First Name

ID Ref

ID Type

E-mail address for the above named

NVDF Certificate

DSP Certificate

3. Click on the "DSP Certificate" tick box

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MY SERVICES

REVENUE RECORD

PROFILE

WORK IN PROGRESS

ADMIN SERVICES

Application for a New Certificate

TEST TEST

- 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.
- Motor Dealers and Authorised Treatment Facilities:** To apply for an NVDF Digital Certificate for the purposes of notifying changes of vehicle ownership or end of vehicle life, please select the NVDF tickbox below. In order to distinguish your NVDF certificate from standard Certificates, we recommend that you insert NVDF as part of the ID reference.
- 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.
- Department of Social Protection:** If the Digital Certificate is for the purposes of accessing the DSP WelfarePartners portal, please select the DSP tick box below. DSP certificates will not permit a user to log onto the ROS Business Site to file tax returns or to make tax payments. A standard ROS Business Certificate should be used for this purpose.

Information

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"/>	<div>ID Type</div> <div><input checked="" type="checkbox"/></div> <div><input type="text"/></div>
E-mail address for the above named	<input checked="" type="checkbox"/>	<input type="text"/>	
SEED Number for the above named		<input type="text"/>	
EORI Identifier for the above named		<input type="text"/>	

NVDF Certificate

☐

DSP Certificate

☒

Please select a tax registration for use with this DSP sub cert

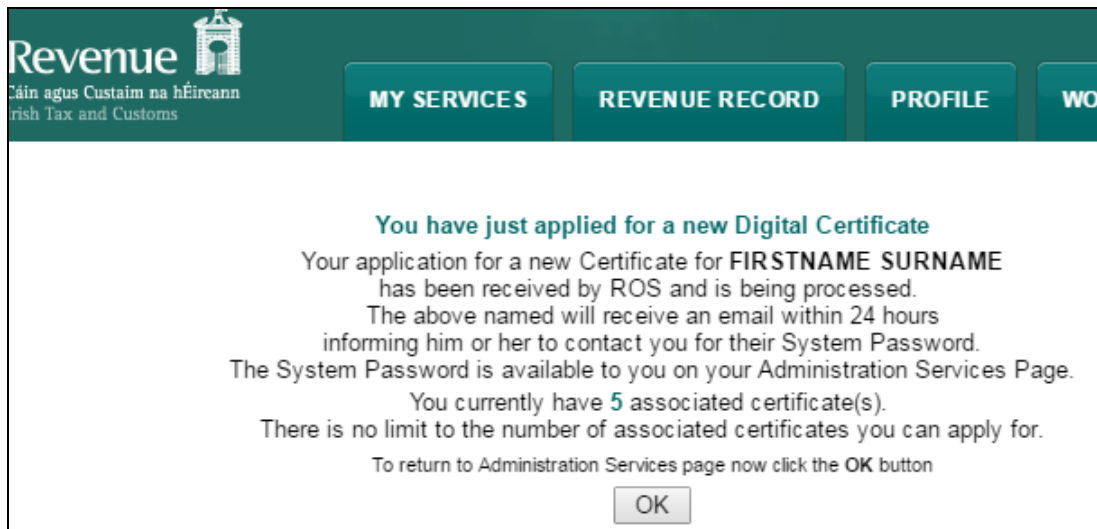
Tax Type	Tax Regn./ Trader No.	Enabled
PAYE-EMP	3450630CH	<input type="radio"/>
PAYE-EMP	3450631EH	<input type="radio"/>
PAYE-EMP	6235323WA	<input checked="" type="radio"/>
Income Tax	6235323WA	<input type="radio"/>

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

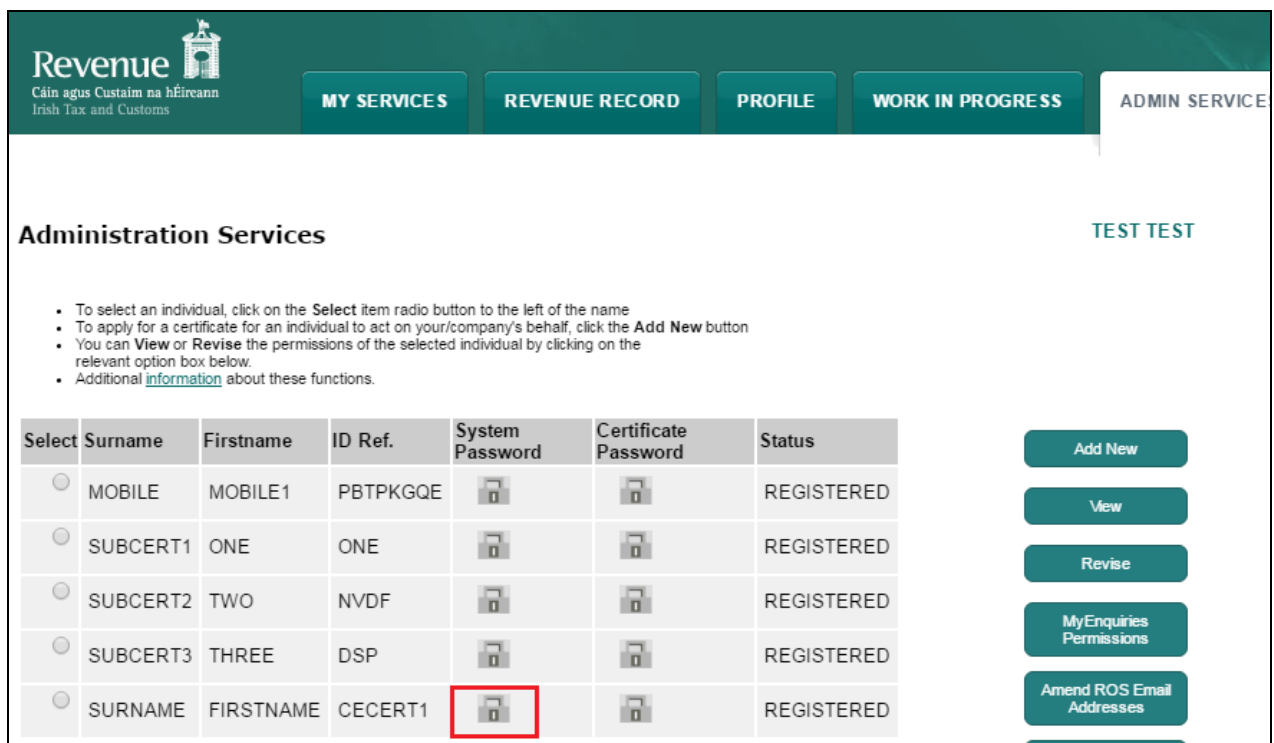
Click on the **Back** button to go back to the previous page

4. Enter the sub-user details :
 - a. **Surname** – sub-user’s surname
 - b. **First Name** – sub-user’s first name
 - c. **ID Ref** – this is an identifier that you make up - 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. TBcheckcert01
The ID Ref will be used to download the certificate and must be unique
 - d. **ID Type** – select "Other"
 - e. **E-mail address for the above** – This should match the email address being used for WelfarePartners. You need to tell TB section what e-mail you have linked to this sub-cert! –mail us to welfarepartnersTB@welfare.ie
 - f. **SEED Number** – leave this blank
 - g. **EORI Identifier** – leave this blank
5. **Tax registration** – select the registration number that you want to use for WelfarePartners
Only one registration number can be assigned to each certificate, you need to tell TB section which registration number you used. welfarepartnersTB@welfare.ie

6. Click Submit



7. You should receive confirmation that a new Certificate has been requested.

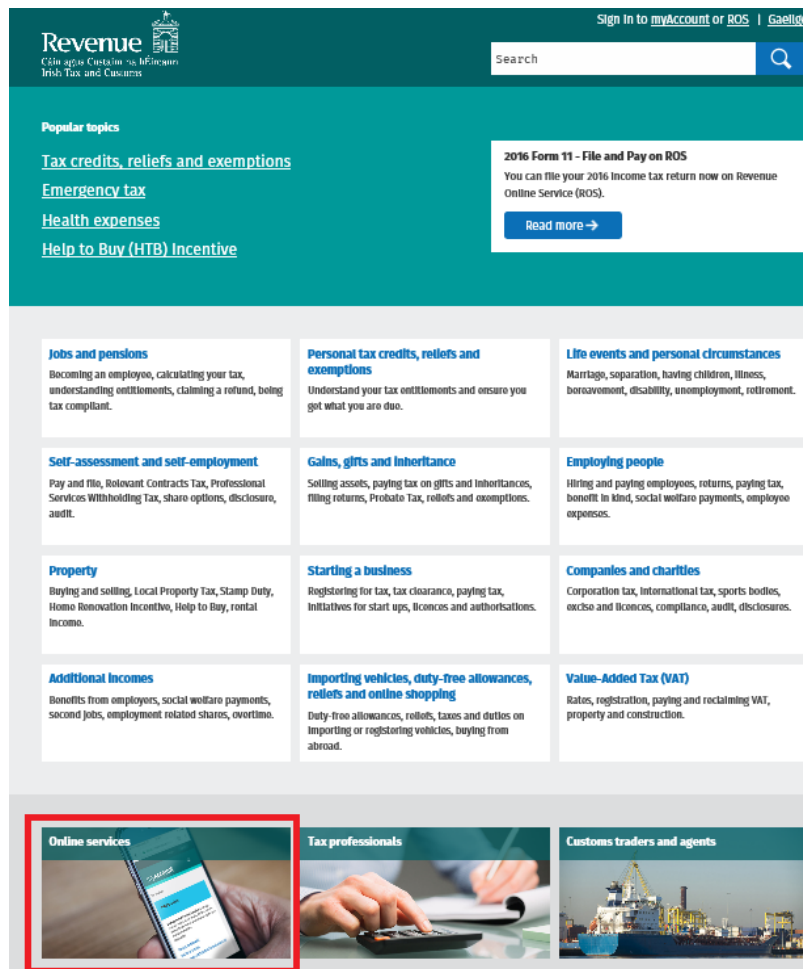


8. Click the System Password padlock for the new sub-user and [note the system password code](#) – this code will be needed to download the sub-user certificate


How the DSP sub-cert user, eg. Receptionist/Practice Manager will access the sub-cert, load it to their PC and access WelfarePartners!

Downloading a sub-user certificate for use with WelfarePartners

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



1. Go to www.revenue.ie and click the Online Services icon



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[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

- [Claims and refunds](#)
- [Customs](#)
- [Excise](#)
- [Manage your record](#)
- [PAYE Services](#)
- [Payments](#)
- [Property](#)

2. Click on Register for ROS



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ROS Registration

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
Apply for your ROS Access Number (RAN)

[Apply for your RAN →](#)



Step 2
Apply for your Digital Certificate

[Apply for your Digital Certificate →](#)



Step 3
Download and Save your Digital Certificate

[Download and Save your Digital Certificate →](#)

3. Click on Download and Save your Digital Certificate

Revenue

Get, give, discuss the information. With you and everyone.

ROS Registration

← Back

Step 1

Apply for RAN

Step 2

Apply for your Digital Certificate
(Input RAN)

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

I Accept

Click I Decline if you do not wish to accept these Terms & Conditions

I Decline

4. To proceed, click "I Accept"

Revenue
SARL and Companies Tax Division
19th Floor, 100, Queen's Road Central, Hong Kong

ROS Registration

[← Back](#)

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

Are you applying in your capacity as:

☐ An Individual or Company

☐ A Tax Agent

☐ An LPT Receiver

☒ A Sub User

Linked Certificate Application: To retrieve a Sub-user Certificate requested on your behalf by the ROS Administrator, please enter your ID Reference here:

ID Reference provided by your ROS Administrator *

[What is this?](#)

[Next →](#)

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

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](#).

 **Certificate Name**

 **Enter Password**

 **Confirm Password**

Downloading and installing certificate.

This can take up to 3 minutes on iOS.

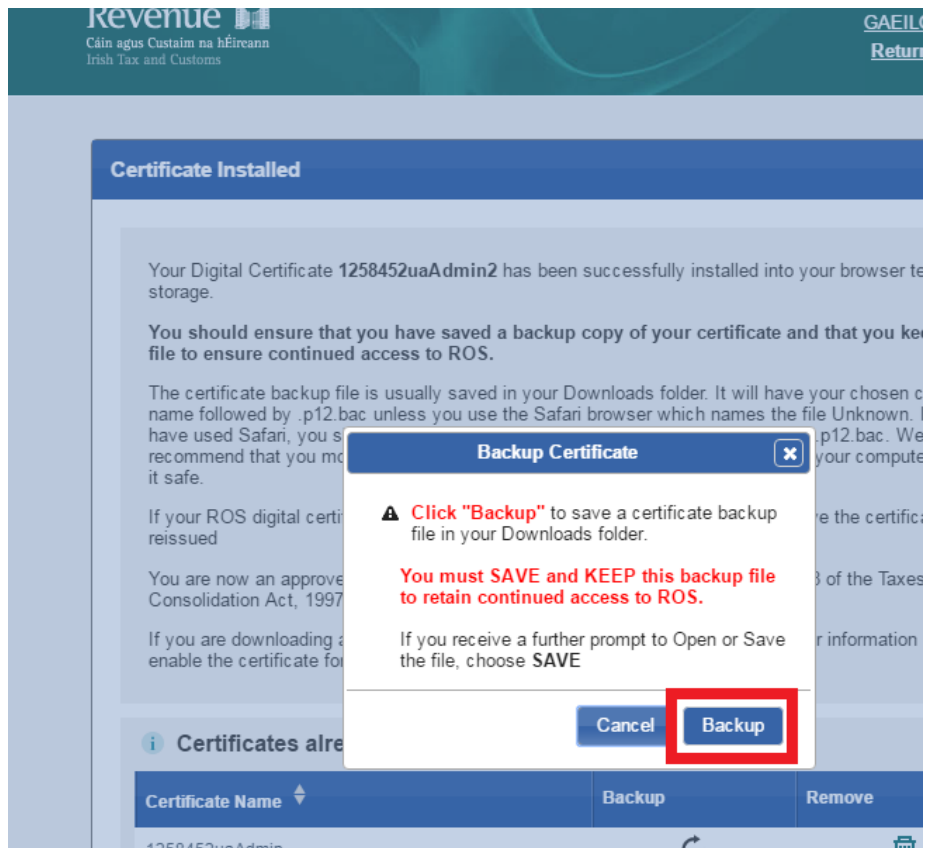
0%



Back

Request Certificate

6. Make up a name for your certificate – this will appear on the login screen and should contain TB or DSP dental or another identifier so that you know that this is a WelfarePartners only certificate. The name **cannot** be changed later.
The certificate name may not include spaces or accented characters or symbols
7. Make up a password – this is the password that you will use to log in to WelfarePartners
The password must have at least 8 characters, including at least one UPPER case character, one lower case character and 1 digit. If you forget your password, your ROS Administrator can check it for you.
8. Click the Request Certificate button



9. Click the Backup button

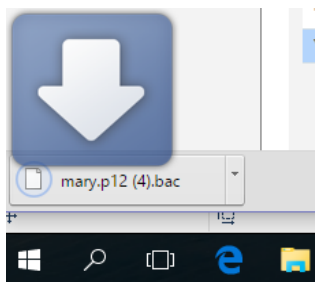
If you lose your sub-user certificate, your ROS Administrator will have to issue a new one, so make sure to save the certificate on your computer.

Depending on what browser you use and what settings you have chosen regarding downloads, at this point, the following may happen :

- a. the backup certificate file will save automatically to your Downloads folder



e.g. Microsoft Edge Browser



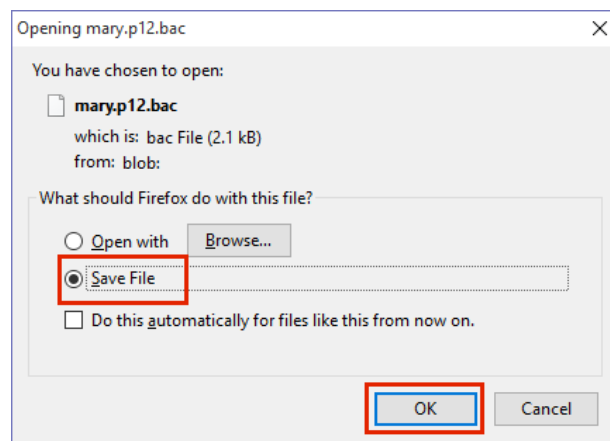
e.g. Google Chrome Browser

OR

- b. you will be asked whether you want to Open or Save the file – always choose **SAVE** to create the backup certificate file in your Downloads folder



e.g. Internet Explorer Browser



e.g. Mozilla Firefox Browser

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 to create this folder are included in the ROS Help Centre here :

<https://www.ros.ie/helpcentre/help.html#/?a=gettingStarted/registering-for-ros>

You should now go to WelfarePartners and try to log in.

Make sure that the correct certificate is appearing on the WelfarePartners login screen.

If the correct certificate is not loaded for WelfarePartners, please load it by following the instructions here : <https://www.ros.ie/helpcentre/help.html#/?a=rosSecurityRefresh/load-cert>

Further assistance is available from the ROS Technical Helpdesk :

<http://www.revenue.ie/en/contact-us/helpdesk/ros-technical-helpdesk.aspx>

- Revenue have a helpline 1890 201106.

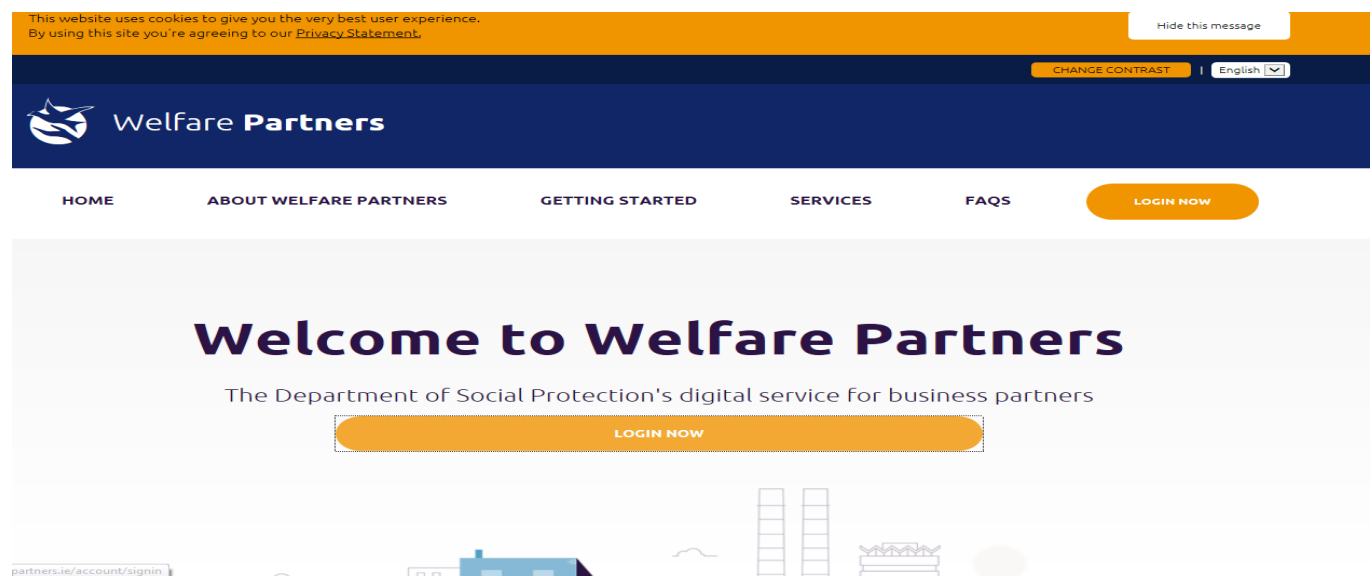
How to Log-in to Welfare Partners:

Welfare Requirements

- Each WelfarePartners user must have their own “DSP” sub-user cert.
- The email address used for the sub-cert must match the one registered with WelfarePartners, [you need to tell Treatment Benefits section what e-mail you intend to use for your sub-cert](#), and also confirm the tax reference number used, ie. Employer number, VAT/income tax number etc, so they can add it to the database to allow for security validation.

Then follow these instructions:

- So you have your sub-user certificate (DSP sub-cert) loaded to your PC/Laptop desktop, have named it and you know the password, you have also told TB section the e-mail address/tax no. you have linked to the sub-cert.
- Go to welfarepartners.ie on web/google



- On the homepage go to [log-in now](#).
- A Revenue screen will appear and say “no certificates are loaded in this browser”



VAT Filing: Customers may experience difficulty uploading VAT3 returns prepared offline. Returns may be filed online. This issue will be resolved on Monday evening 18th September.

Certificate Renewal: You may be prompted to renew your certificate at login. Note your new password and [save your renewed certificate](#)

1. Select Certificate

ITREV113

[Manage My Certificates](#)

2. Enter Password

3. Authenticate

Authenticate

[Certificate Help](#)

[Certificate Help](#) | [System Requirements](#)

- Click “Mange my certificates”

Manage My Certificates

Load Certificates:

You must load the latest version of your certificate: [CLICK HERE FOR HELP](#)

Choose Certificate

 Browse...

Enter Password

[Reset Login](#)

[Return to Login](#)

Load Certificate

Certificates already loaded in this browser:

Certificate Name	Backup	Remove
ITREV113		

Certificate was removed.

For more information please click on the buttons or go to the [ROS Help Centre](#)

- Next screen, click “Browse”
- Find your DSP sub-cert on your desktop
- Click on it and click “open”
- Certificate is selected
- Enter Password
- Select “return to Log-in”
- Enter Password
- You are on the WelfarePartners homepage and ready to check eligibility.


Hello John



Click on the “Treatment Benefit card” option

Use the Eligibility checker on WelfarePartners Homepage

- You will be asked to agree to a data protection statement, click to accept.



I will only use Welfare Partners to obtain and share data related to claims for Treatment Benefit by individual patients in accordance with the Data Protection Act 1988 and the amended Data Protection (Amendment) Act 2003. Data will only be accessed with patients consent. Please confirm that you have READ the Privacy Statement before proceeding

I AGREE

- Enter your panel number, this will be your current number with an extra Alpha added and an extra zero before the current panel number, so if you panel number was 9999 it will now be D09999 if dental, O09999 if Optical and M09999 if medical appliances.

CLOSE

Enter your Practice or Panellist number

SUBMIT

- In the Eligibility checker, enter the customers PPSN and DOB, these must be a correct match or you can’t proceed any further.

- Click “Check eligibility”, this records that you declare that you have the customers permission to make this enquiry on their behalf.
- The outcome of the check will be displayed and also shown in the “Results” section underneath.
- The result will be either:
 - “Approved”, you can provide the treatment detailed under “View”
 - “Not-approved”, customer is not qualified
 - “Pending”, we need to check their eligibility further and may need to contact customer, we will update the status when we have a decision.
- Currently only Eligibility functionality is live, Payment functionality will be introduced at the end of October.
- Until the full functionality is deployed, you still have to submit a paper claim form for payment or delay claiming until after 28th October.
- We will provide a detailed manual on WelfarePartners in advance of the go-live of the full service in late October.

You can see a slideshow on Welfare partners here:

<http://www.welfare.ie/en/downloads/DentalandOpticalWelfarePartners.pdf>

Contact us on: WelfarepartnersTB@welfare.ie or ring 074 9164530 or 64537