



The Government of the Republic of Trinidad and Tobago
MINISTRY OF EDUCATION

EPORTAL USER GUIDE



TABLE OF CONTENTS

<u>Overview</u>	2
<u>Website</u>	3
<u>Sign-In</u>	4
<u>Terms and Conditions</u>	12
<u>Further User Authorization</u>	14
<u>Employee Profile Page</u>	17
<u>Add or Update Profile Picture</u>	19
<u>Dashboard</u>	25
<u>Job Letter</u>	27
<u>General Job Letter</u>	28
<u>Embassy Job Letters</u>	30
<u>Payslips</u>	35
<u>Verification</u>	41
<u>Sign-Out</u>	49



OVERVIEW

The Employee Portal (EPortal) Service is an online automated Human Resource Management System (HRMS) designed to allow employees of the Ministry of Education to easily access their employment information using data provided by the Integrated Human Resource Information System (IHRIS).

The EPortal Service allows users to digitally view and download the following:

- Monthly Payslips
- Job Letters

These documents can then be verified by any institution that requires them through the publicly available Employee Verification Portal.

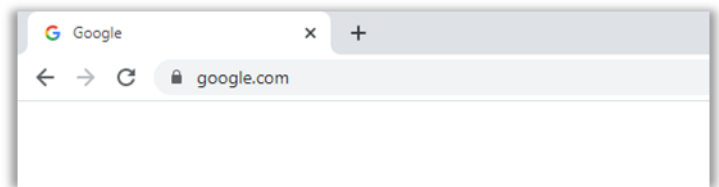


WEBSITE

Tutorial

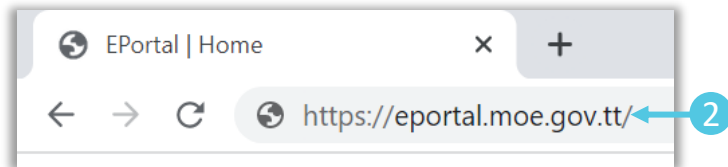
Finding EPortal

Step 1: Open a new tab or window on your internet browser. Example: Google Chrome, Microsoft Edge, etc.

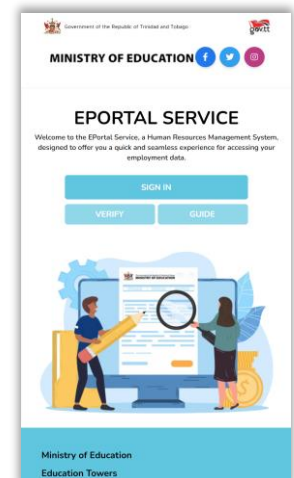
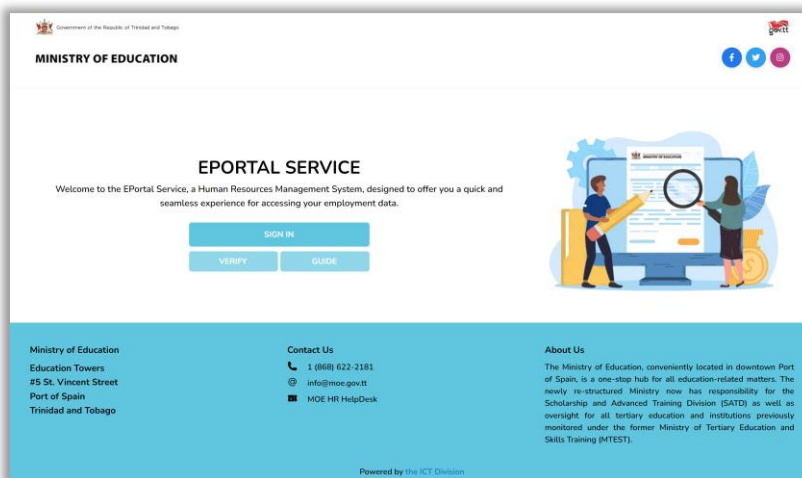


Step 2: Enter the URL below as seen in the Address Bar on the right:

<https://eportal.moe.gov.tt/>



NOTE: You will be directed to the EPortal landing page shown below.



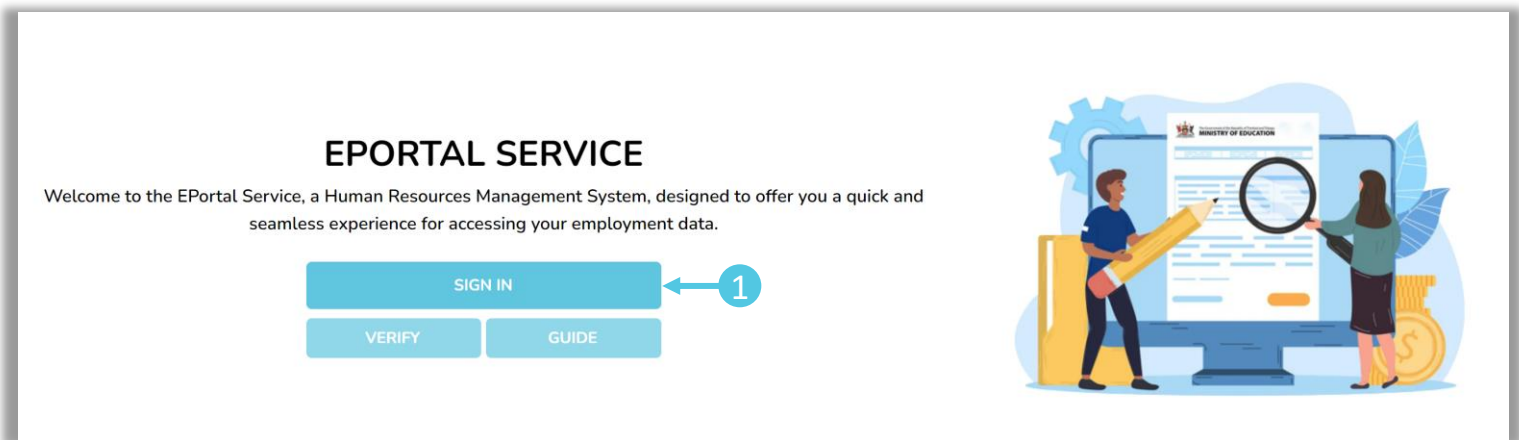
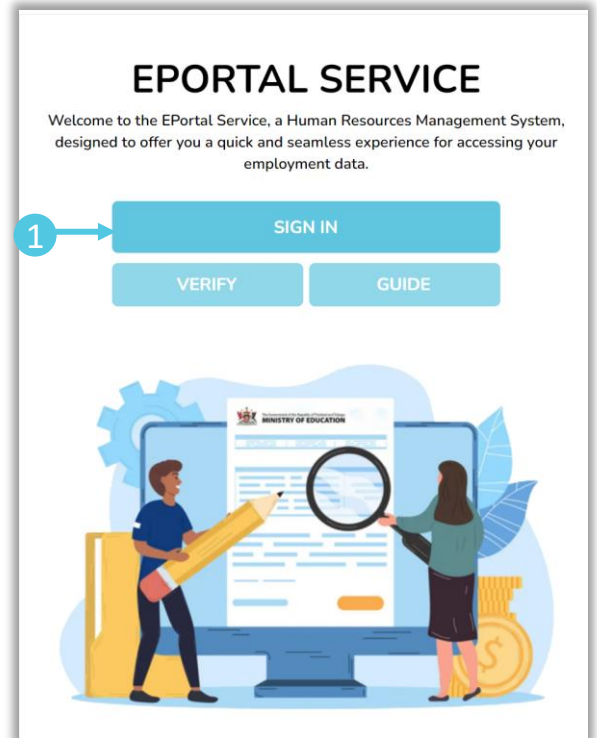
Level 9, Tower A, Education Towers
#5 St. Vincent Street, Port of Spain
Help Desk: 612-HELP | eportal.help@moe.gov.tt

SIGN-IN

Tutorial

Signing In to EPortal

Step 1: Click **Sign In** located at the center of the screen.

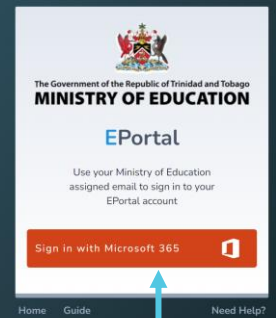
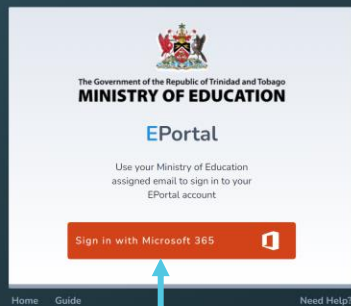


SIGN-IN

Tutorial

Signing In to EPortal (cont'd)

Step 2: Click Sign in with Microsoft 365.

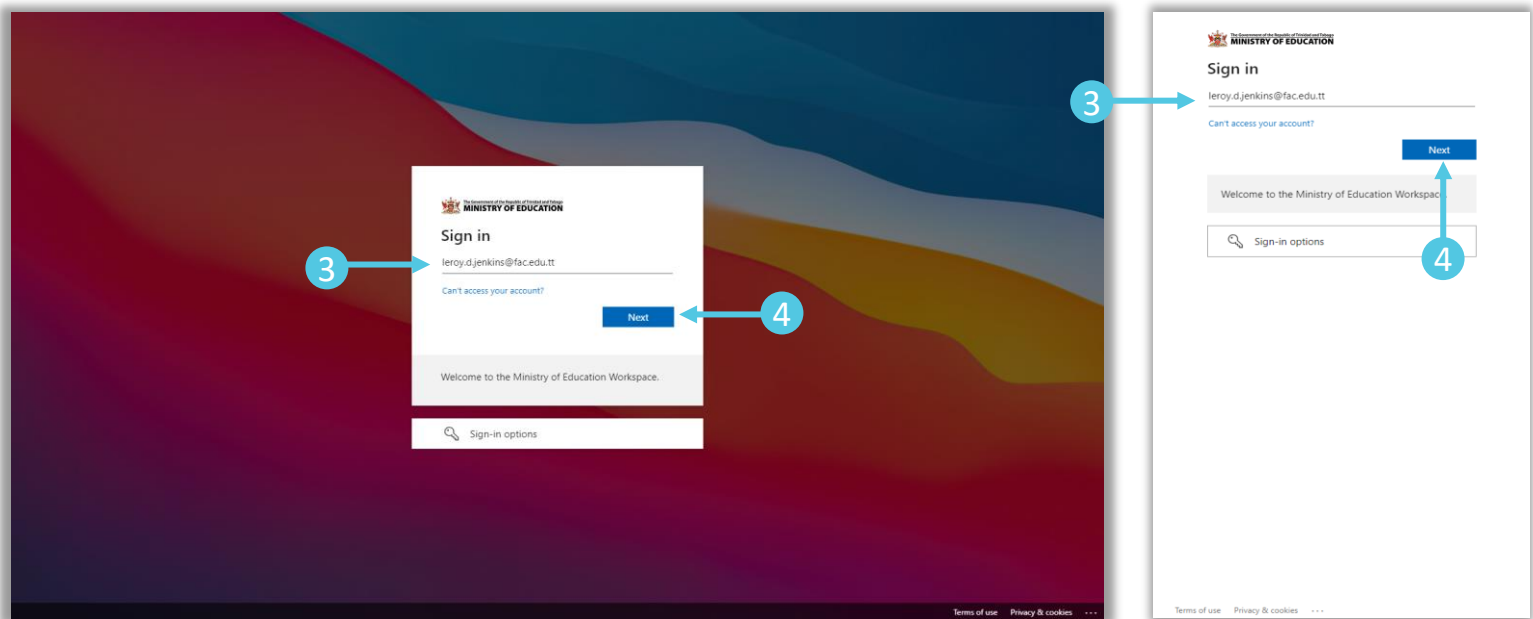


SIGN-IN

Tutorial

Signing In to EPortal (cont'd)

Step 3: Enter your MOE assigned employee email address.



Step 4: Click **Next**.



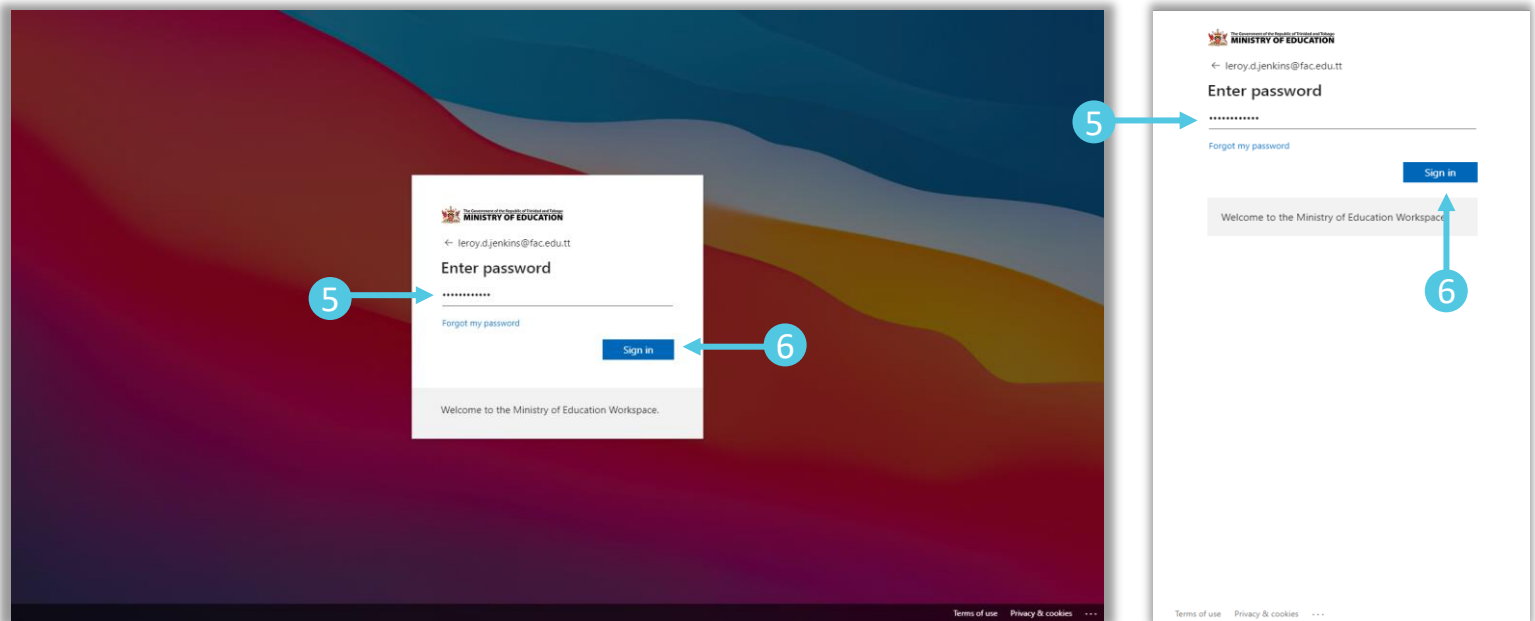
Level 9, Tower A, Education Towers
#5 St. Vincent Street, Port of Spain
Help Desk: 612-HELP | eportal.help@moe.gov.tt

SIGN-IN

Tutorial

Signing In to EPortal (cont'd)

Step 5: Enter the password associated with your MOE assigned email address.



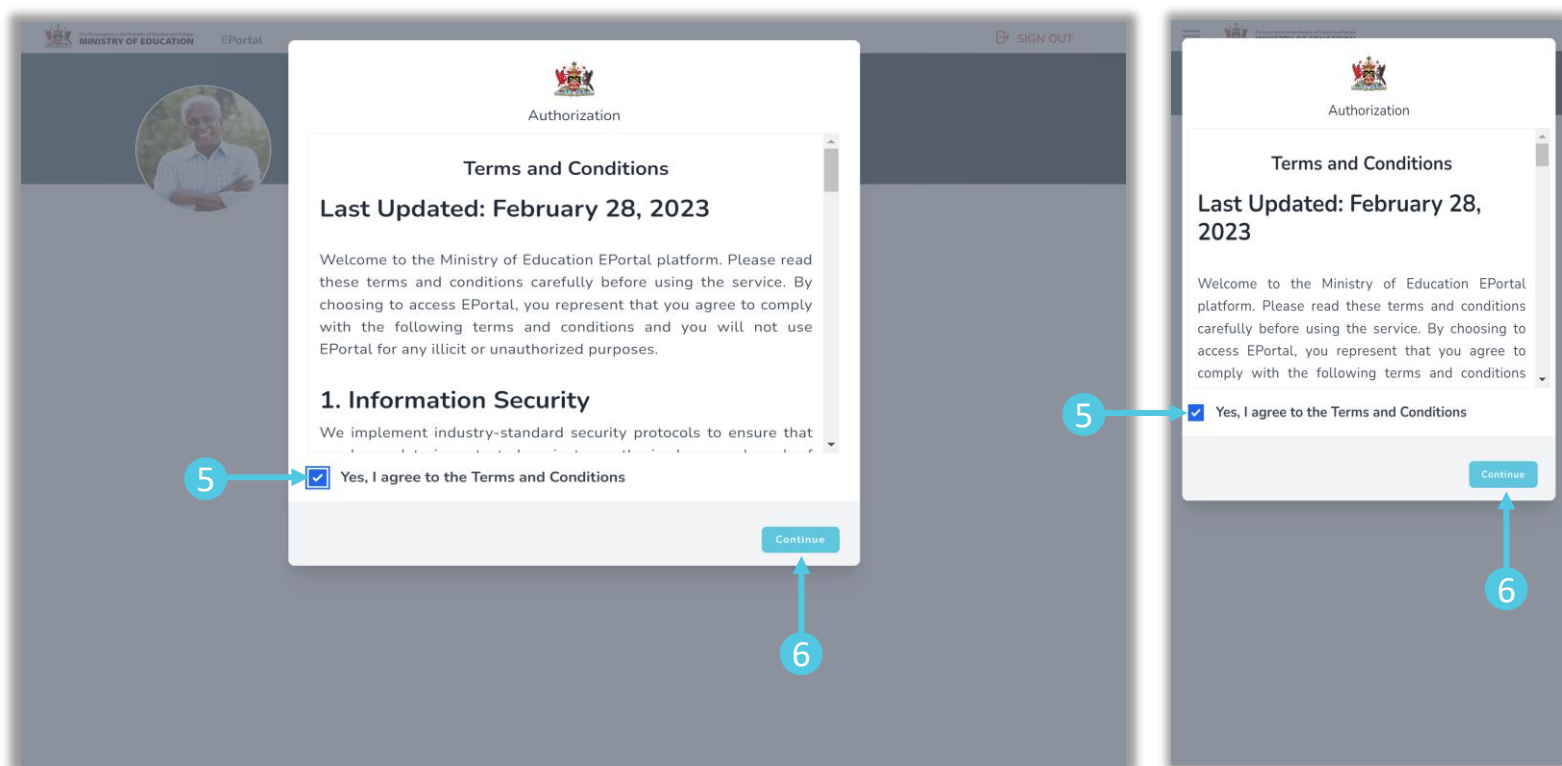
Step 6: Click **Sign in**.

SIGN-IN

Tutorial

Signing In to EPortal (cont'd)

Step 5: Accept the EPortal Terms and Conditions.



Step 6: Click Continue.

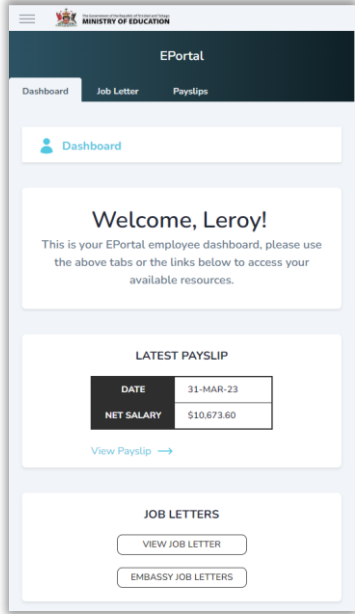
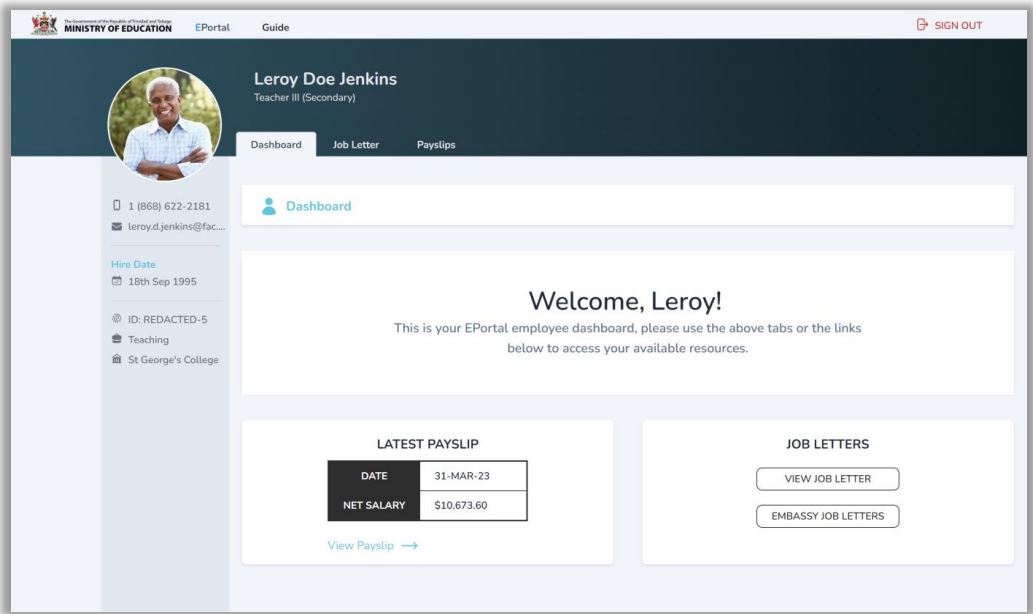


SIGN-IN

Tutorial

Signing In to EPortal (cont'd)

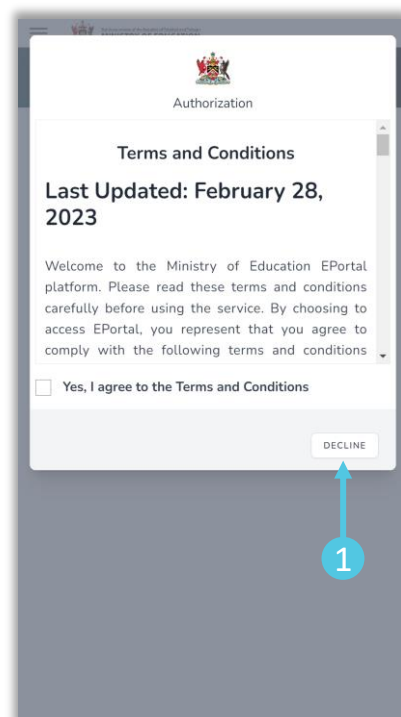
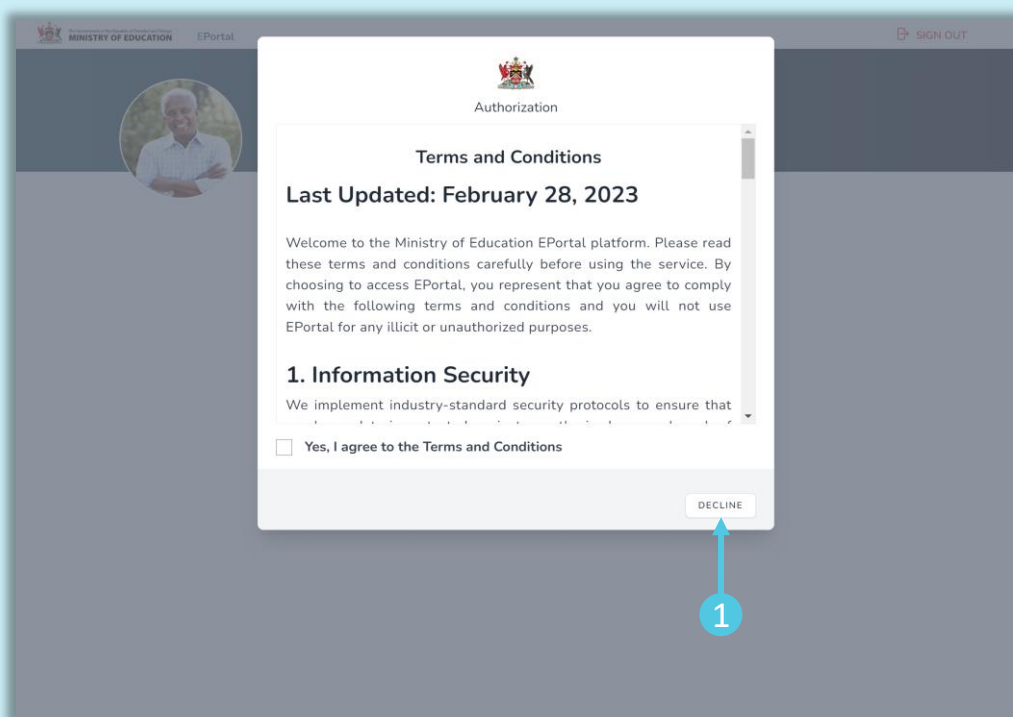
NOTE: You should be directed to the following dashboard page, if not, proceed to Question 3 of the Sign-In How To Guide.



SIGN-IN

How To Guide

QUESTION 1: What if I do not want to agree to these Terms and Conditions?



WHAT TO DO:

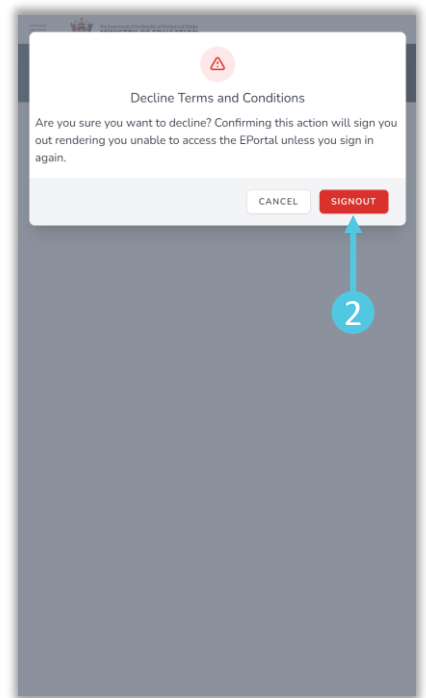
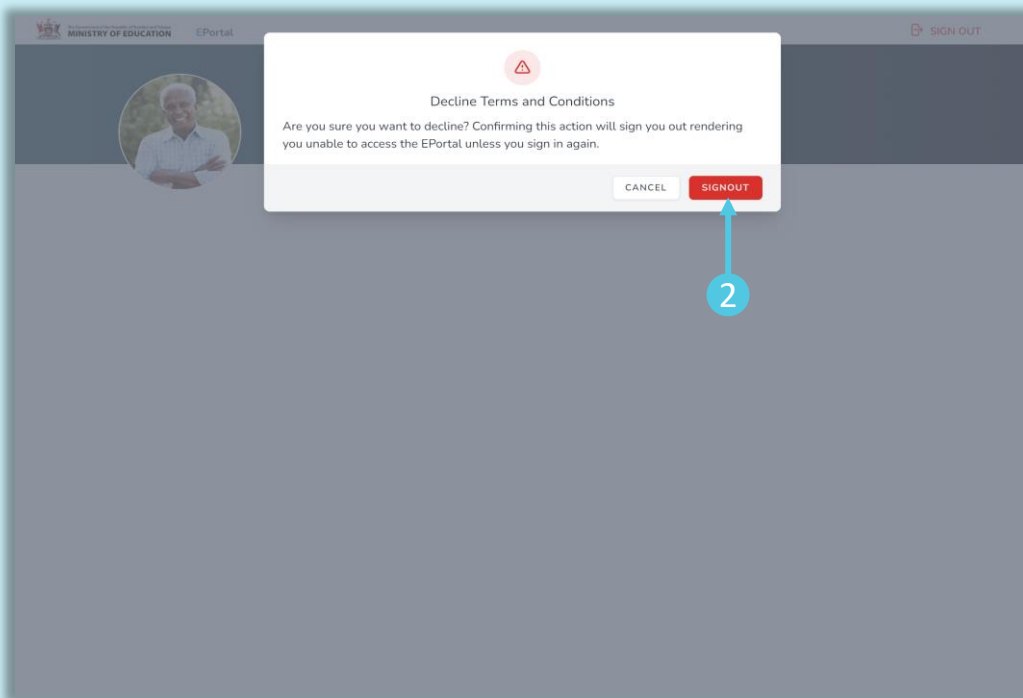
Step 1: Click **DECLINE**.

SIGN-IN

How To Guide

WHAT TO DO (cont'd):

Step 2: Click **SIGN OUT**.



NOTE: You must accept the Terms and Conditions to access the EPortal Service.



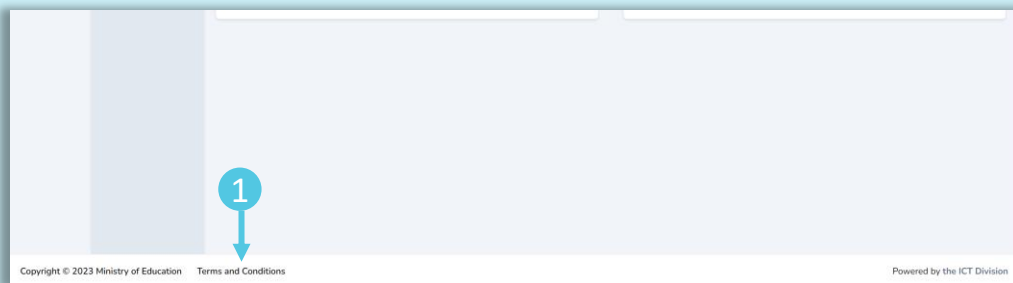
SIGN-IN

How To Guide

QUESTION 2: Where can I view the Terms and Conditions that I agreed to?

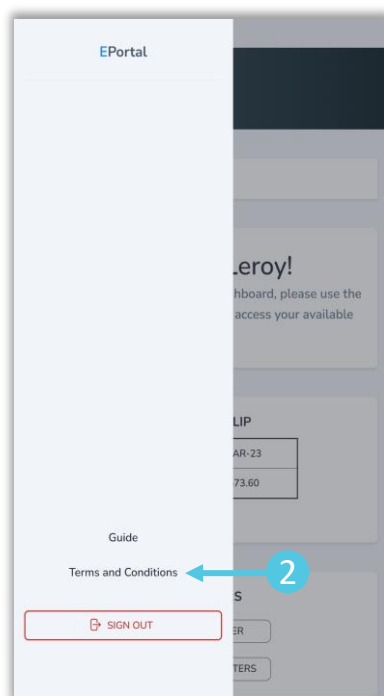
WHAT TO DO:

Step 1: Scroll down to the footer of the page and click **Terms and Conditions** OR



Step 1: For Mobile devices, tap the top left corner of the screen and toggle the Hamburger menu ☰

Step 2: Go to the bottom of the open hamburger menu and click **Terms and Conditions**.

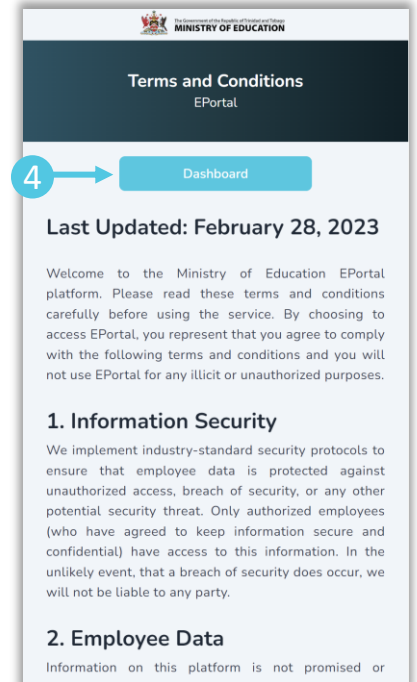
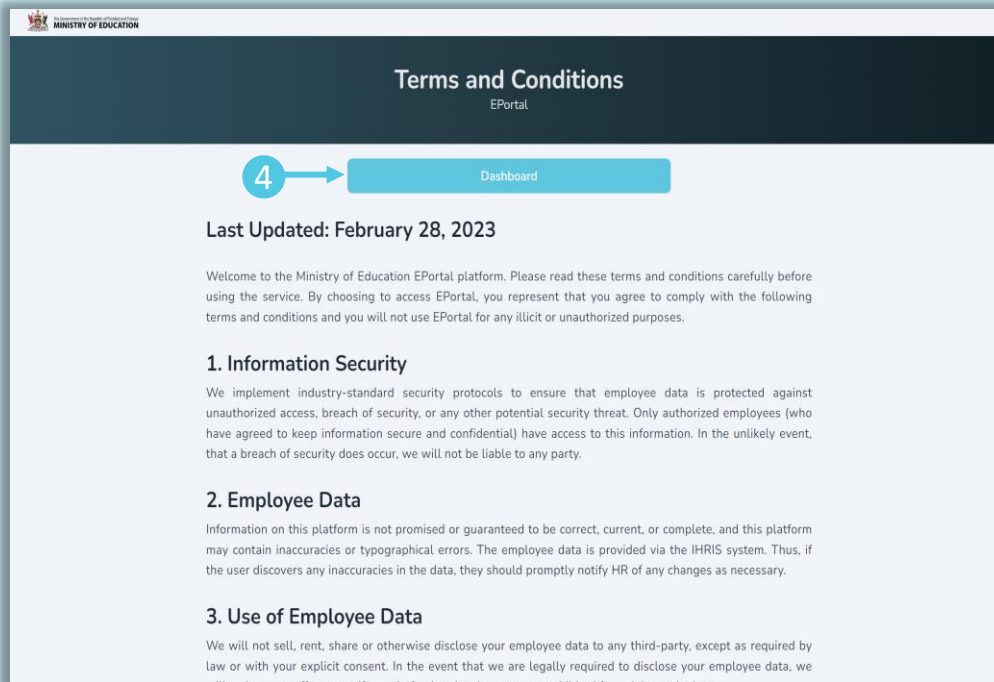


SIGN-IN

How To Guide

WHAT TO DO (cont'd):

Step 3: Read the Terms and Conditions.



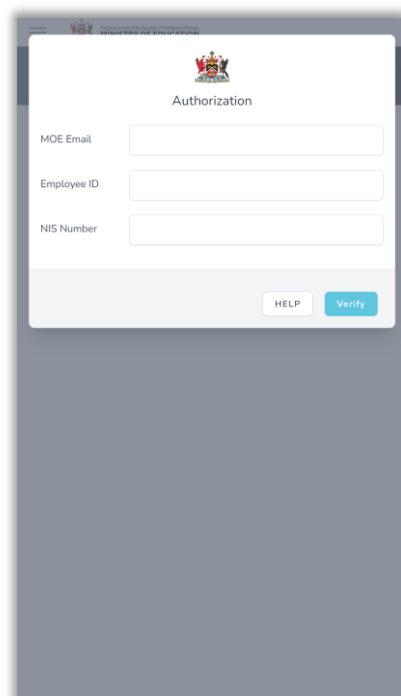
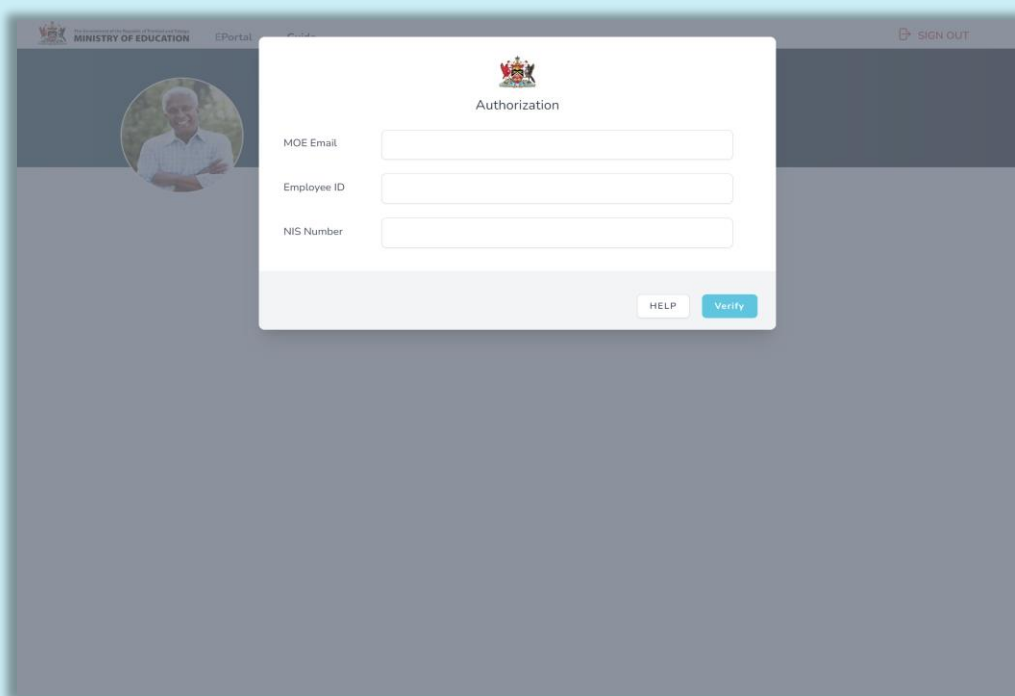
*Step 4: When you are finished click **Dashboard** or **Home** to go back to either your employee dashboard or the EPortal landing page respectively .*



SIGN-IN

How To Guide

QUESTION 3: Why have I been directed to this page instead of my EPortal Dashboard, after accepting the Terms and Conditions and clicking **Continue**?



REASON: You were authenticated by Microsoft 365, but your employee profile was not found in the EPortal database.



SIGN-IN

How To Guide

WHAT TO DO:

Step 1: Enter your MOE assigned email address.

Step 2: Enter your 5- or 6-Digit **Employee ID**

Step 3: Enter your 9-Digit **NIS Number**.

Step 4: Click **Verify**.

NOTE: If you are still not redirected to your user dashboard then proceed to **Question 4**.

The screenshot shows the 'Authorization' page of the MOE system. At the top center is the MOE logo and the word 'Authorization'. Below this are three input fields: 'MOE Email', 'Employee ID', and 'NIS Number'. Each field has a blue arrow pointing to it with a circled number: 1 for MOE Email, 2 for Employee ID, and 3 for NIS Number. At the bottom right of the form area, there are two buttons: a white 'HELP' button and a blue 'Verify' button. A blue arrow with a circled number 4 points to the 'Verify' button.

SIGN-IN

How To Guide

QUESTION 4: Why did I get the Error Message: “The credentials supplied does not match an existing employee.” ?

REASON: Your provided credentials did not match any employees in the EPortal Database.

WHAT TO DO:

Step 1: Verify that you have entered in your **Employee ID** correctly.

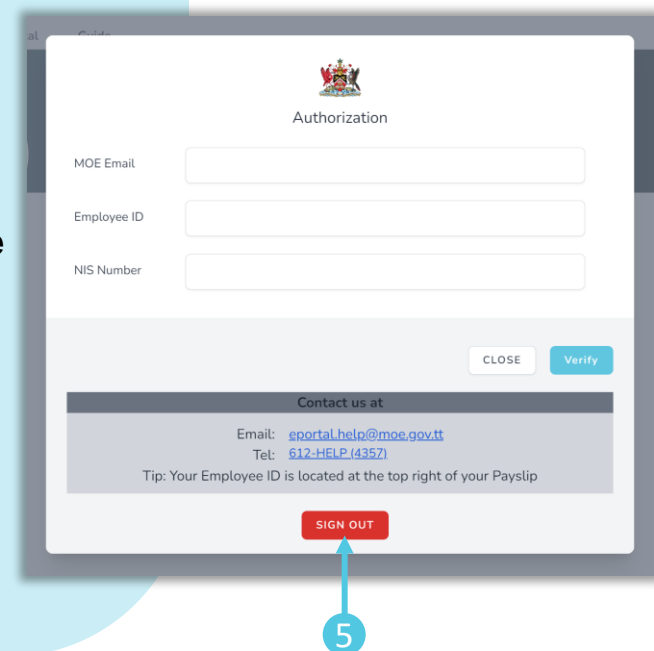
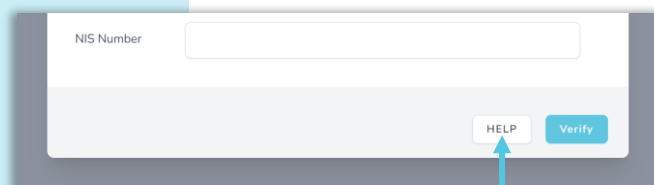
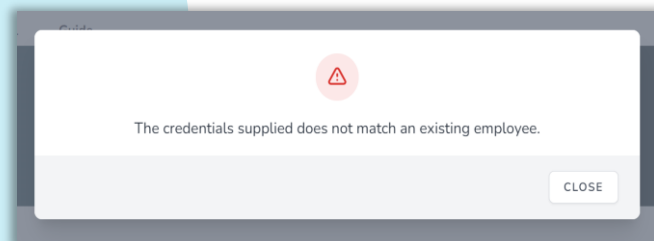
Step 2: Verify that you have entered your **NIS Number** correctly.

Step 3: Click **Verify** again.

NOTE: If you are certain your credentials are correct but receive the error message again, then you may not be authorized to access the EPortal Service.

Step 4: Click **Help** and contact us OR

Step 5: Click **SIGN OUT**



EMPLOYEE PROFILE PAGE

Tutorial

Understanding Your Employee Profile Page

Main Navigation Header Bar:

- 1. Ministry of Education Logo
- 2. EPortal Logo
- 3. User Guide
- 4. Sign Out Button

Employee Profile Header:

- 5. Profile Picture
- 6. Name
- 7. Job Title

The screenshot shows the Employee Profile Page interface. At the top, there is a navigation bar with the Ministry of Education logo (1), EPortal logo (2), and Guide link (3). On the right side of the navigation bar is a SIGN OUT button (4). Below the navigation bar, the profile header displays a profile picture (5), the name Leroy Doe Jenkins (6), and the job title Teacher III (Secondary) (7). Below the profile header, there are tabs for Dashboard, Job Letter, and Payslips. The main content area shows a welcome message: "Welcome, Leroy!" and a note: "This is your EPortal employee dashboard, please use the above tabs or the links below to access your available resources." On the left side, there is a sidebar with contact information: phone number 1 (868) 622-2181, email leroy.d.jenkins@fac..., hire date 18th Sep 1995, ID: REDACTED-5, and location Teaching at St George's College.

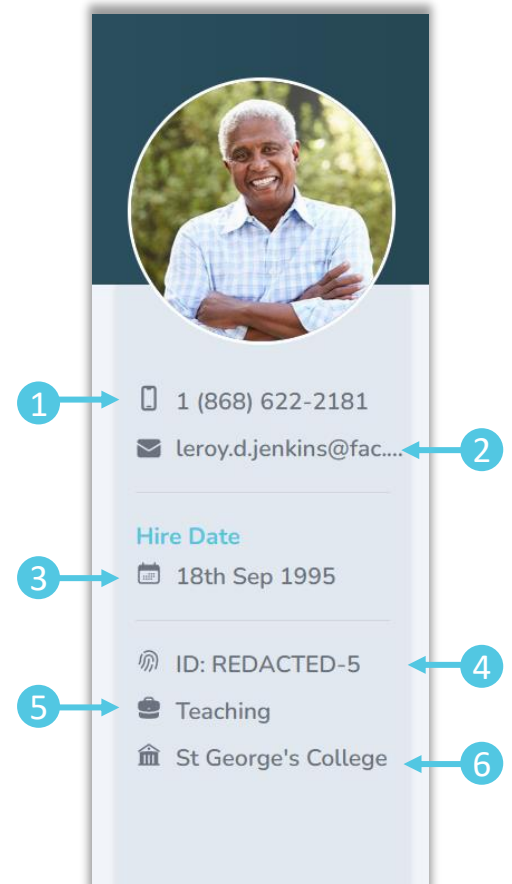
EMPLOYEE PROFILE PAGE

Tutorial

Understanding Your Employee Profile Page (cont'd)

Employee Profile Left Side Bar:

- 1. Phone Number (Cell)
- 2. Employee Ministry Email Address
- 3. Hire Date / Contract Start Date
- 4. Employee ID Number
- 5. Employment Type (Civil, Teaching, Contract or Secretariat)
- 6. Job Department



Employee Profile Navigation Bar:

- 1. Employee Dashboard
- 2. Job Letter Tab
- 3. Payslips Tab



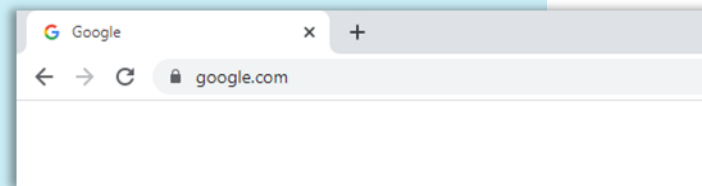
EMPLOYEE PROFILE PAGE

How To Guide

QUESTION 1: How do I upload or change my profile picture?

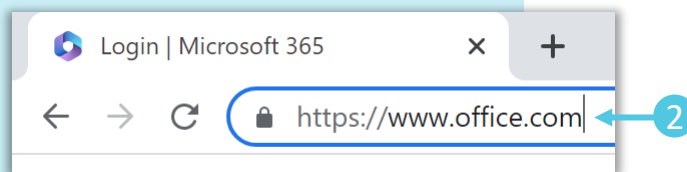
WHAT TO DO:

Step 1: Open a new tab or window on your internet browser. Example: Google Chrome, Microsoft Edge, etc.



Step 2: Enter the URL below as seen in the Address Bar on the right:

<https://www.office.com/>

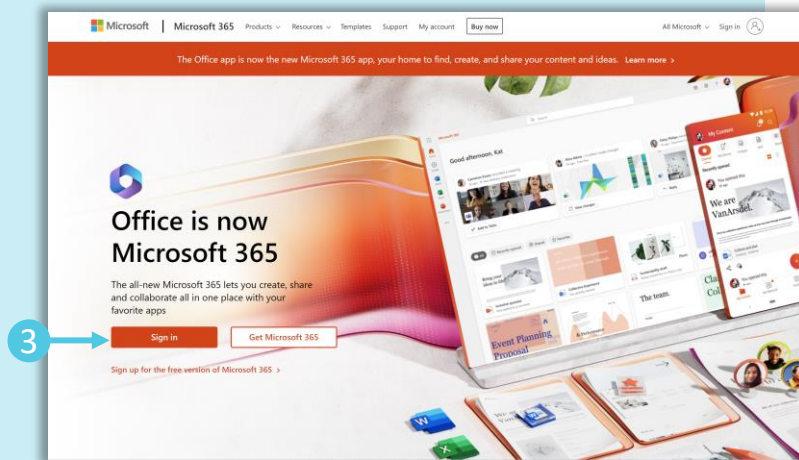


EMPLOYEE PROFILE PAGE

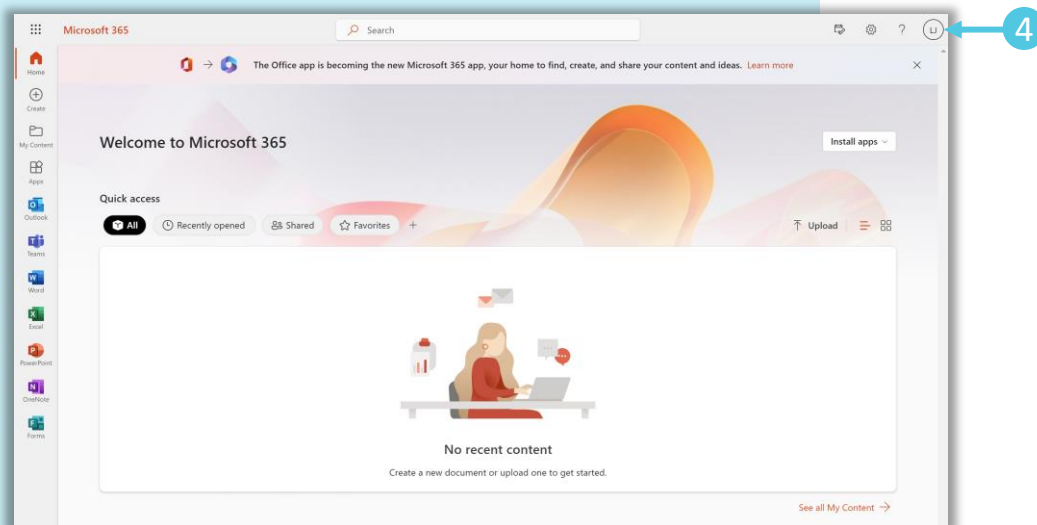
How To Guide

WHAT TO DO (cont'd):

Step 3: Sign In to your Microsoft365 account.



Step 4: On your homepage, click the circle with your initials in the top right corner of the screen.

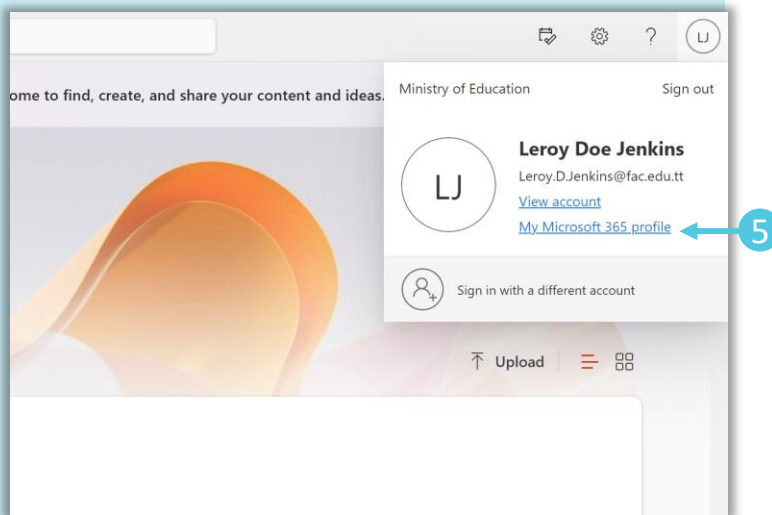


EMPLOYEE PROFILE PAGE

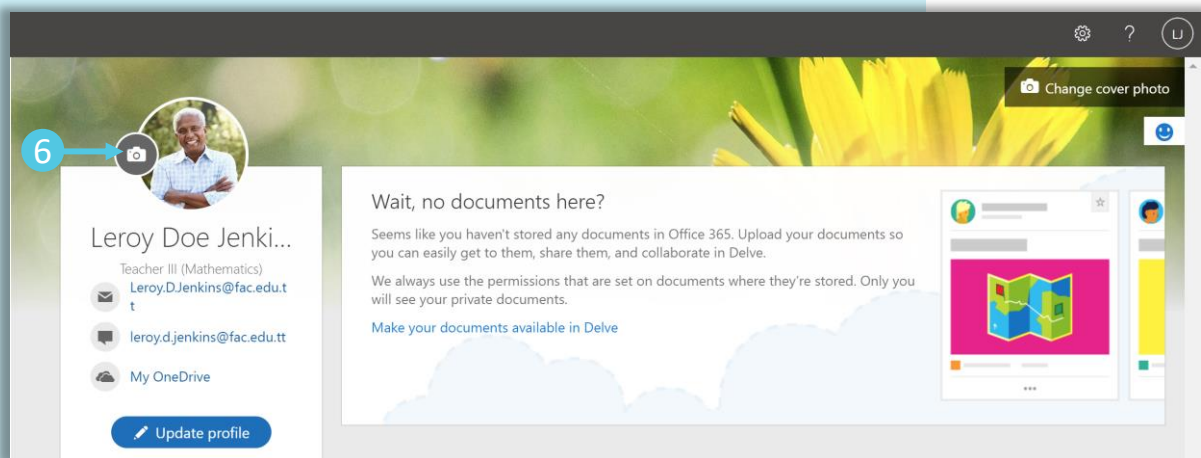
How To Guide

WHAT TO DO (cont'd):

Step 5: Click on **My Microsoft 365 profile**.



Step 6: Click the camera icon on the circle above your name.

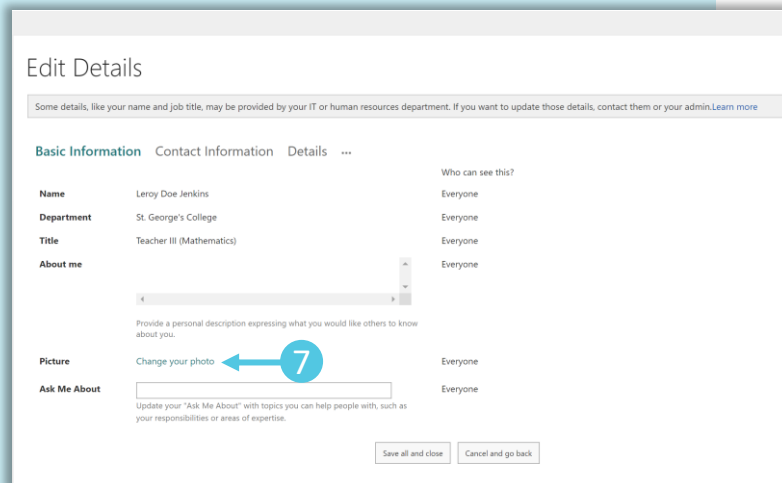


EMPLOYEE PROFILE PAGE

How To Guide

WHAT TO DO (cont'd):

Step 7: Click **Change your photo**



Edit Details

Some details, like your name and job title, may be provided by your IT or human resources department. If you want to update those details, contact them or your admin. [Learn more](#)

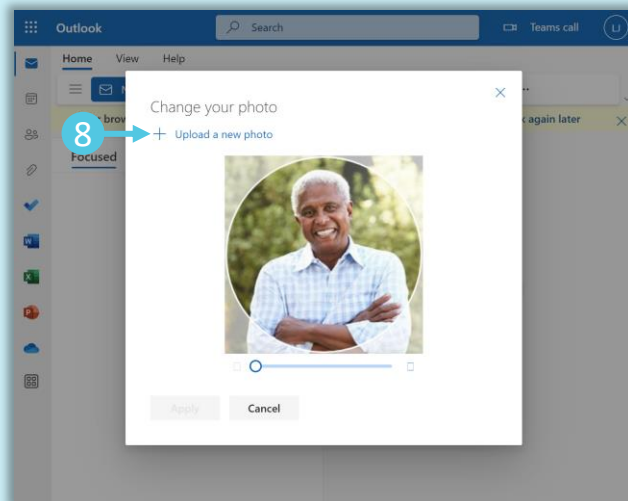
Basic Information Contact Information Details ...

Name	Leroy Doe Jenkins	Who can see this?	Everyone
Department	St. George's College		Everyone
Title	Teacher III (Mathematics)		Everyone
About me	<input type="text"/>		Everyone
Picture	Change your photo		Everyone
Ask Me About	<input type="text"/>		Everyone

Provide a personal description expressing what you would like others to know about you.

Update your "Ask Me About" with topics you can help people with, such as your responsibilities or areas of expertise.

Step 8: Click **+ Upload a new photo** or drag a photo from your computer onto the circled area.

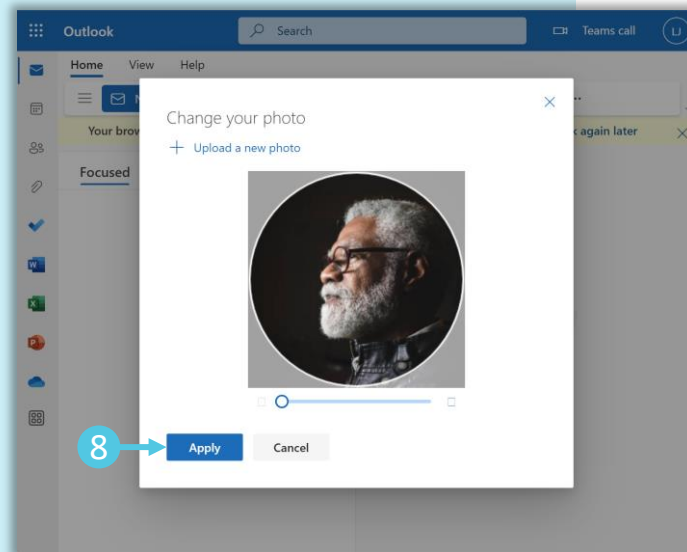


EMPLOYEE PROFILE PAGE

How To Guide

WHAT TO DO (cont'd):

Step 9: Adjust the photo to fit perfectly in the circle, then click **Apply**.



Step 10: If you are currently signed in to your EPortal account, sign out then sign back in to see your changes.

NOTE: Your newly uploaded photo should show up as your EPortal profile picture.

How To Guide

QUESTION 2: How do I change my data in the left side profile bar?

WHAT TO DO:

All data published on your EPortal profile is provided by the IHRIS Database, if you require any changes to your data, please contact HR.

DASHBOARD

Tutorial

Understanding Your Employee Dashboard

Dashboard Components:

- 1. Greetings and Instructions
- 2. Latest Payslip
- 3. Job Letter Shortcuts

The image shows two versions of the EPortal employee dashboard. The left version is a desktop layout, and the right version is a mobile layout. Both versions feature a 'Dashboard' header with a user icon. The main content area is divided into three sections: a welcome message, a 'LATEST PAYSリップ' section, and a 'JOB LETTERS' section. The 'LATEST PAYSリップ' section contains a table with the following data:

DATE	31-MAR-23
NET SALARY	\$10,673.60

The 'JOB LETTERS' section contains two buttons: 'VIEW JOB LETTER' and 'EMBASSY JOB LETTERS'. The 'View Payslip' link is also present below the table. The numbered callouts (1, 2, 3) point to the welcome message, the latest payslip table, and the job letters buttons, respectively.

How To Guide

QUESTION 1: Why is my **Latest Payslip** table empty?

REASON: You do not have a payslip on record in the IHRIS Database yet.

WHAT TO DO:

Wait until you receive your first payslip. If you believe this to be an error, please contact HR or Help Desk.

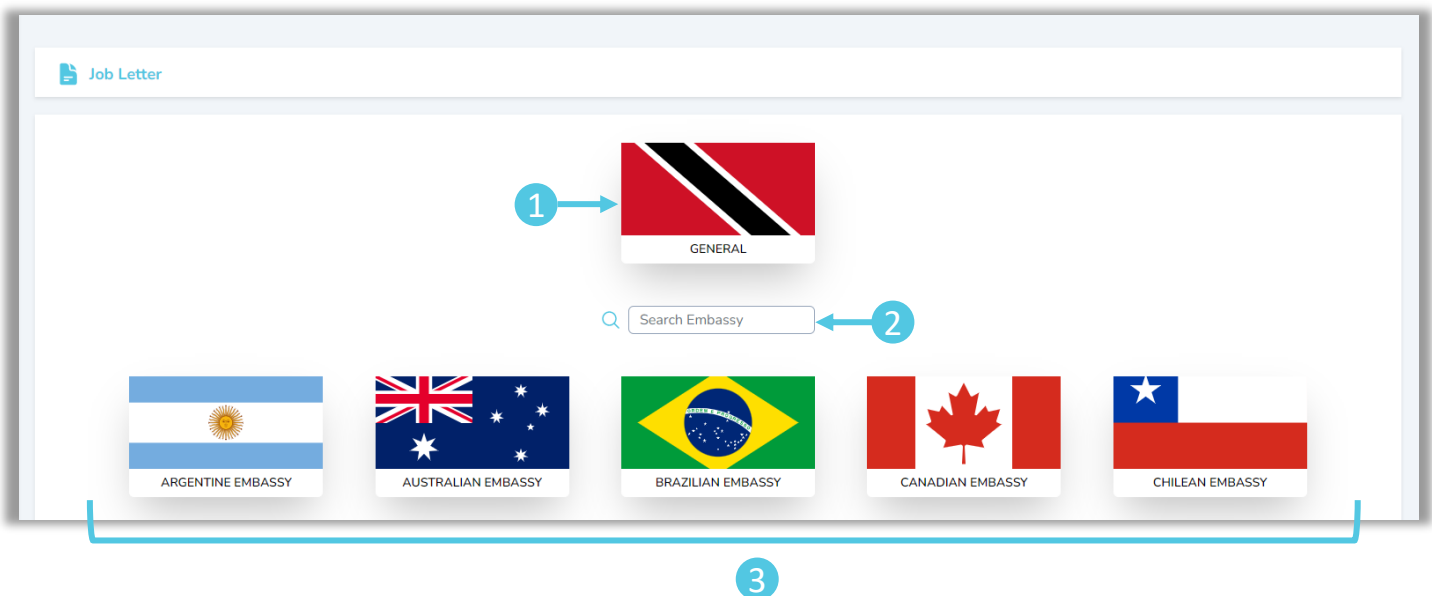
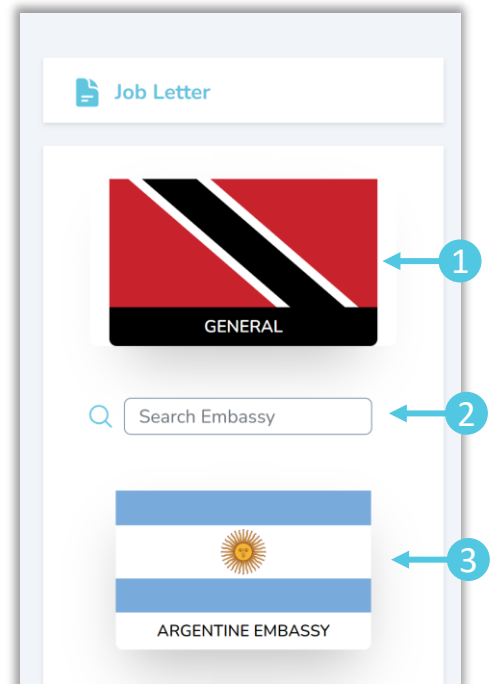
JOB LETTER

Tutorial

Understanding The Job Letter Tab

Page Components:

- 1. General Job Letter
- 2. Embassy Search Bar
- 3. Available Embassy Job Letters



JOB LETTER

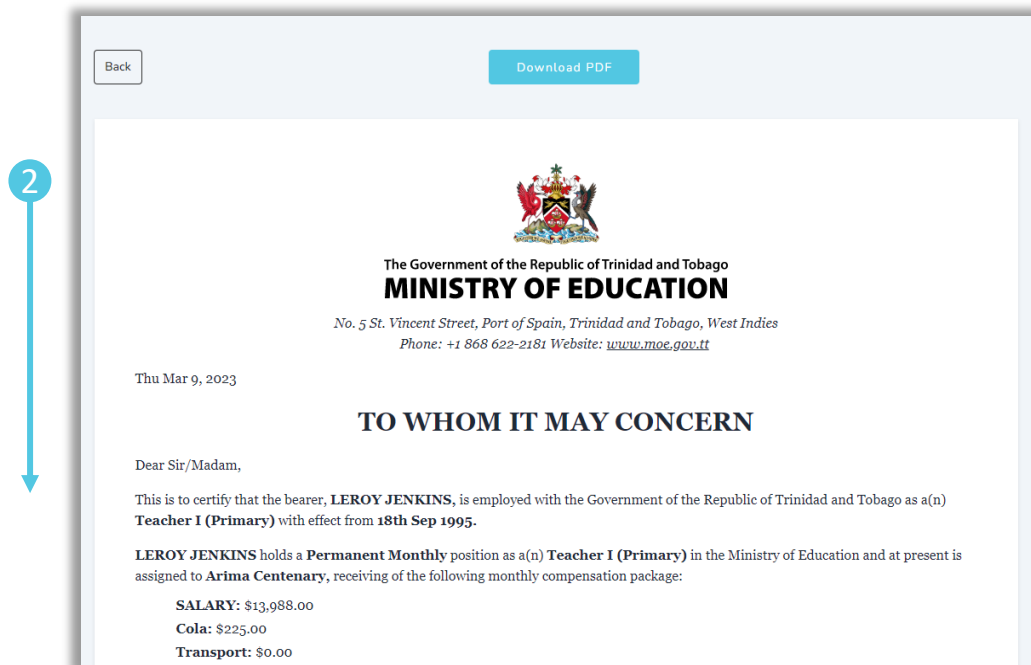
Tutorial

Accessing Your General Job Letter

Step 1: Click the **GENERAL** Icon



Step 2: Read through your digital letter

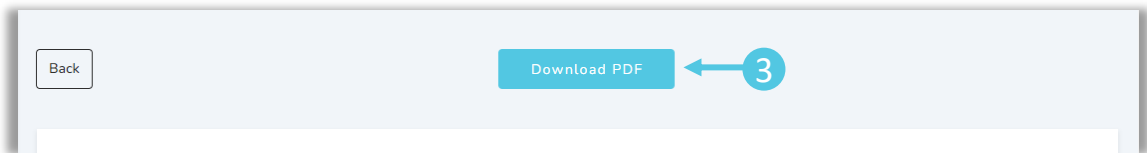


JOB LETTER

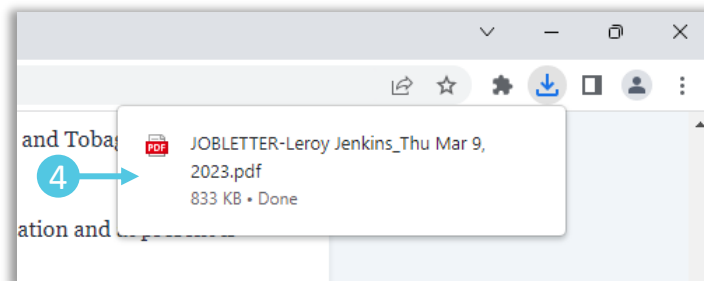
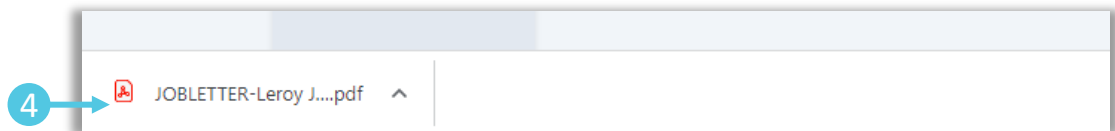
Tutorial

Accessing Your General Job Letter (cont'd)

Step 3: Click **Download PDF** at the top of the page.



Step 4: Click the File in the Download Bar to open it in the Browser.

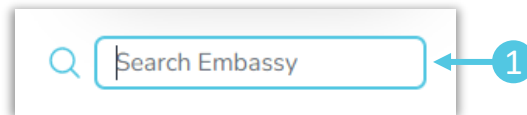


JOB LETTER

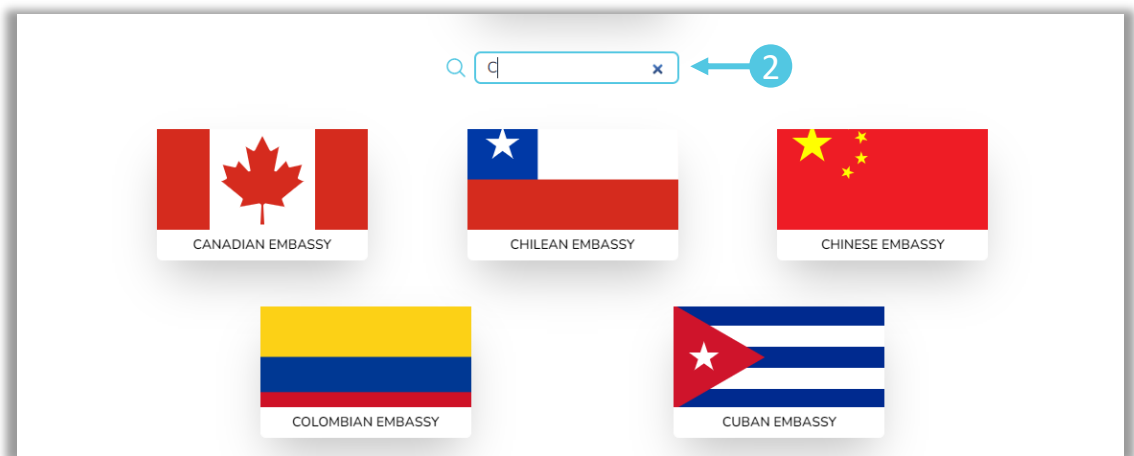
Tutorial

Accessing Embassy Job Letters

Step 1: Select **Search Embassy** to filter Embassies OR go to **Step 3**



Step 2: Type in the Embassy Name

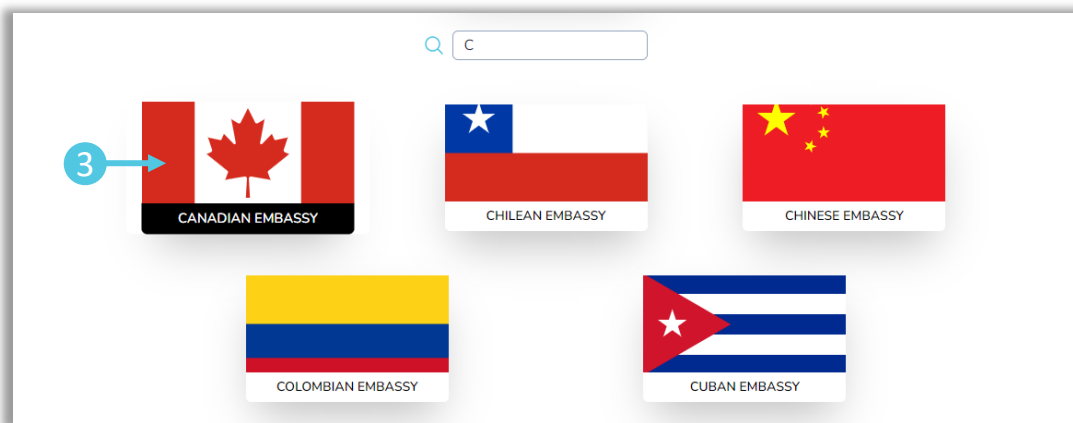


JOB LETTER

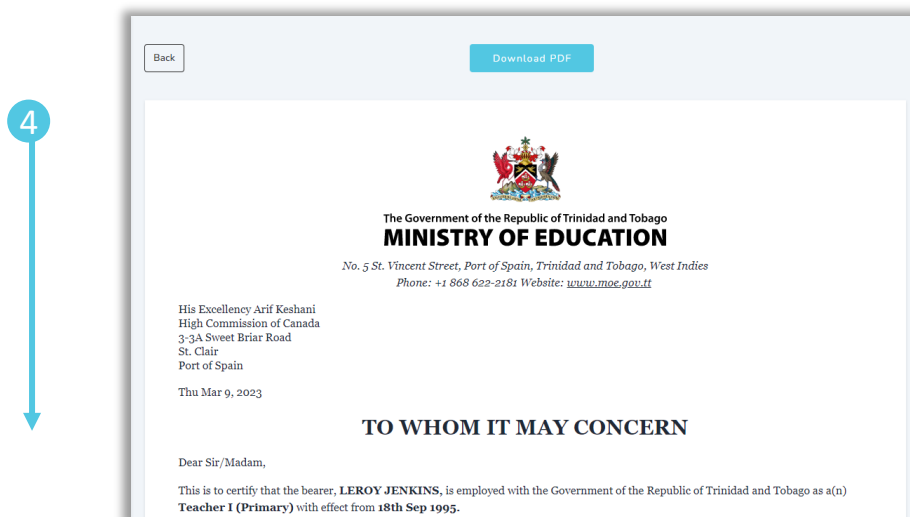
Tutorial

Accessing Embassy Job Letters (cont'd)

Step 3: Click desired Embassy Icon



Step 4: Read through your digital letter.

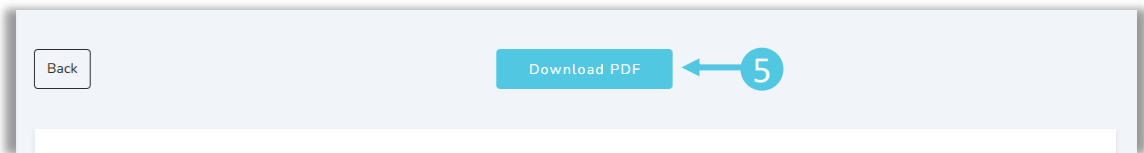


JOB LETTER

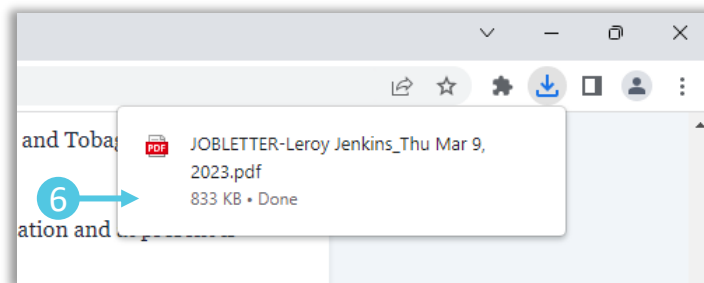
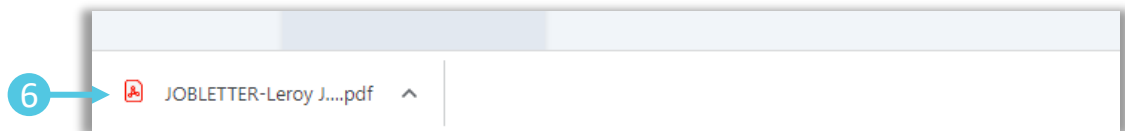
Tutorial

Accessing Embassy Job Letters (cont'd)

Step 5: Click **Download PDF** at the top of the page.



Step 6: Click the File in the Download Bar to open it in the Browser.



How To Guide

QUESTION 1: I have incorrect data stated in my Job Letter?

REASON: The data produced by the system would have been provided by IHRIS.

WHAT TO DO:

If there are any discrepancies in this data, HR should be contacted.

How To Guide

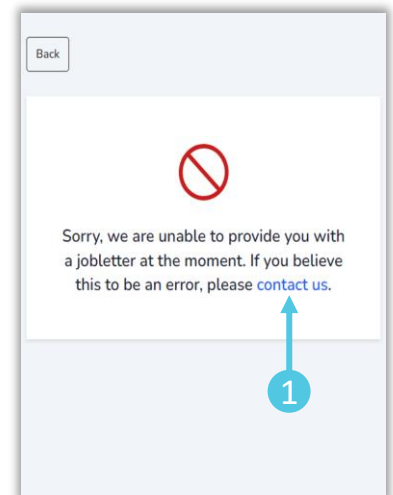
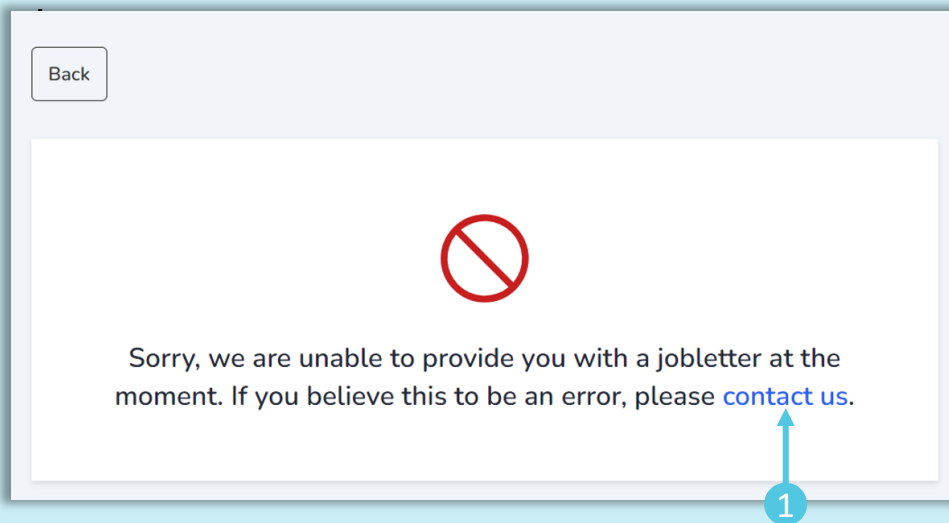
QUESTION 2: Why do I see this page when I click on any of my Job Letters?

REASON: Your data on IHRIS shows that you are outside of the contract period and hence no longer employed with the Ministry of Education.

WHAT TO DO:

If you believe this to be an error.

Step 1: Click **contact us** and send us an email.



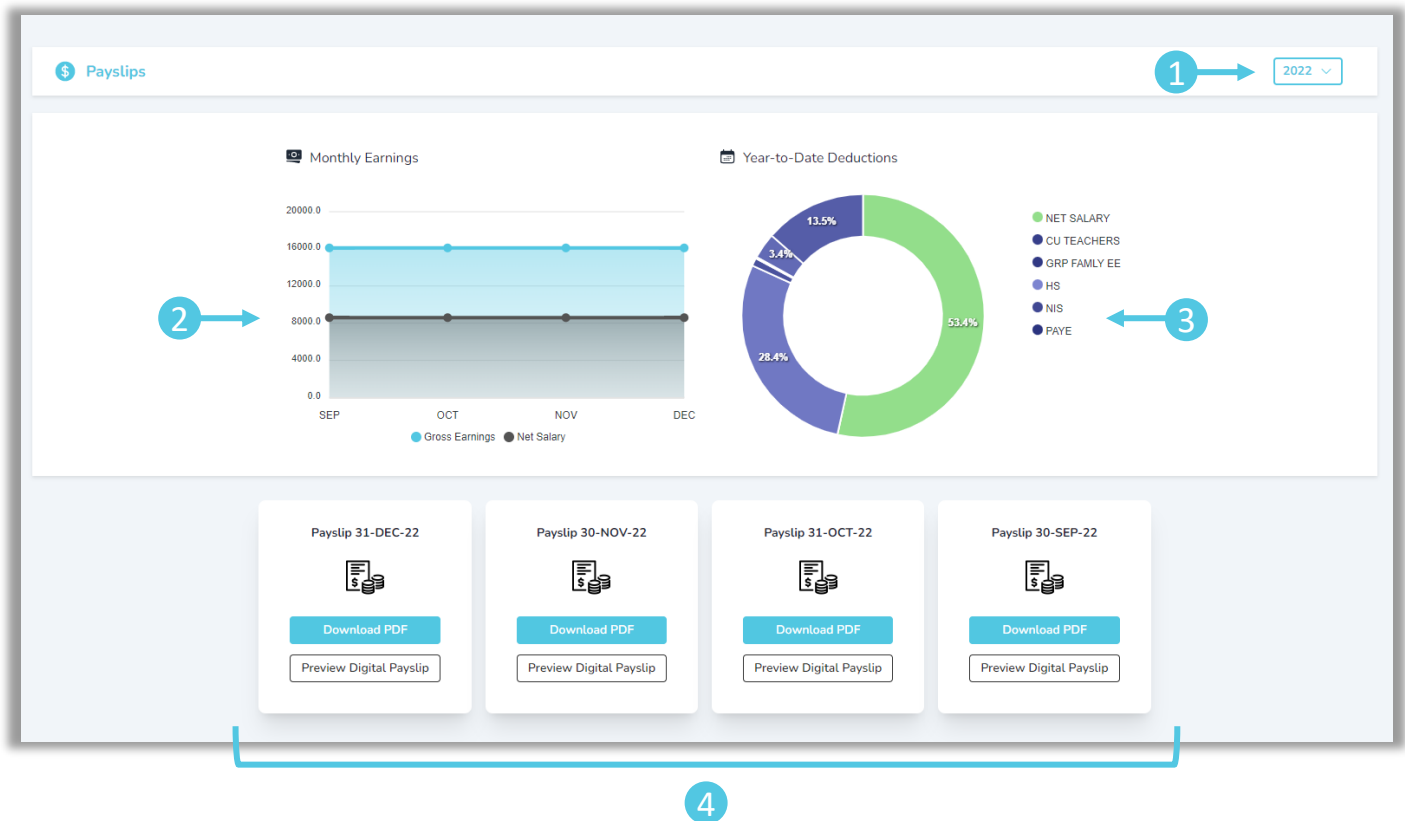
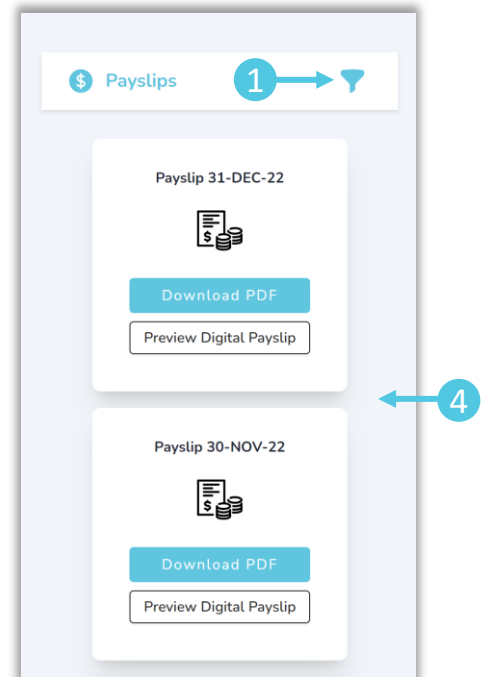
PAYSLIPS

Tutorial

Understanding The Payslips Tab

Page Components:

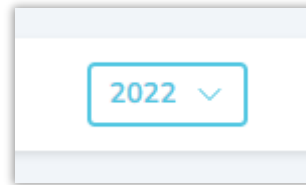
- 1. Pay Data Year Selector
- 2. Monthly Earnings Chart
- 3. Total Deductions Paid for Year to Date.
- 4. Available Employee Payslips



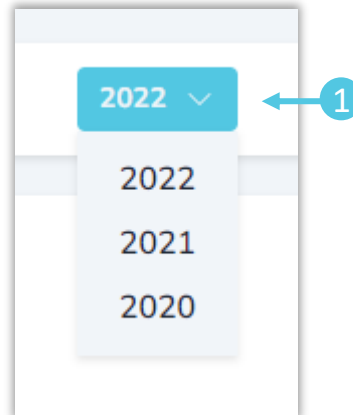
PAYSLIPS

Tutorial

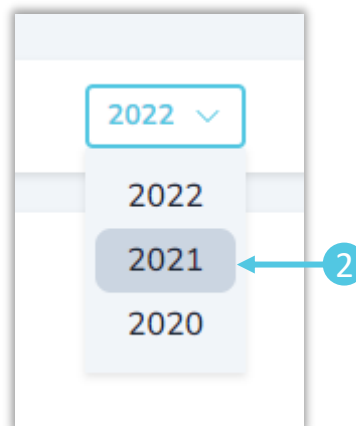
Selecting A Pay Data Year



Step 1: Click the year selector dropdown.



Step 2: Select your desired year.

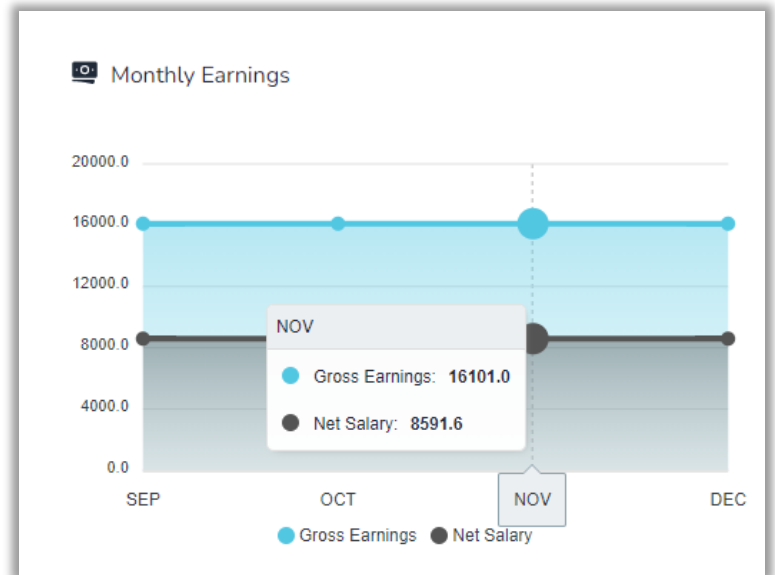


PAYSLIPS

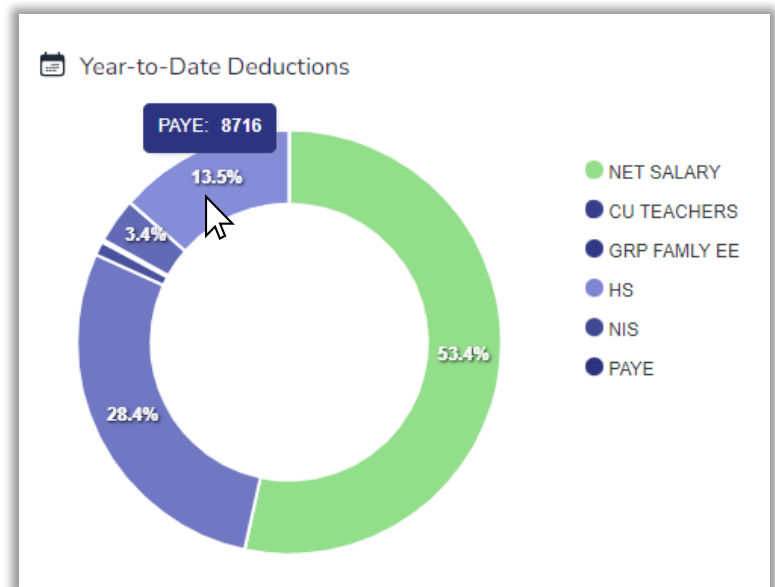
Tutorial

Viewing Your Annual Pay Data

Step 1: Hover over the **Monthly Earnings** chart to see your Net Salary vs. Gross Earnings for a particular month of the year.



Step 2: Hover over the **Year-to-Date Deductions** chart to see a breakdown of the total deductions and how it compared to your Net Salary.

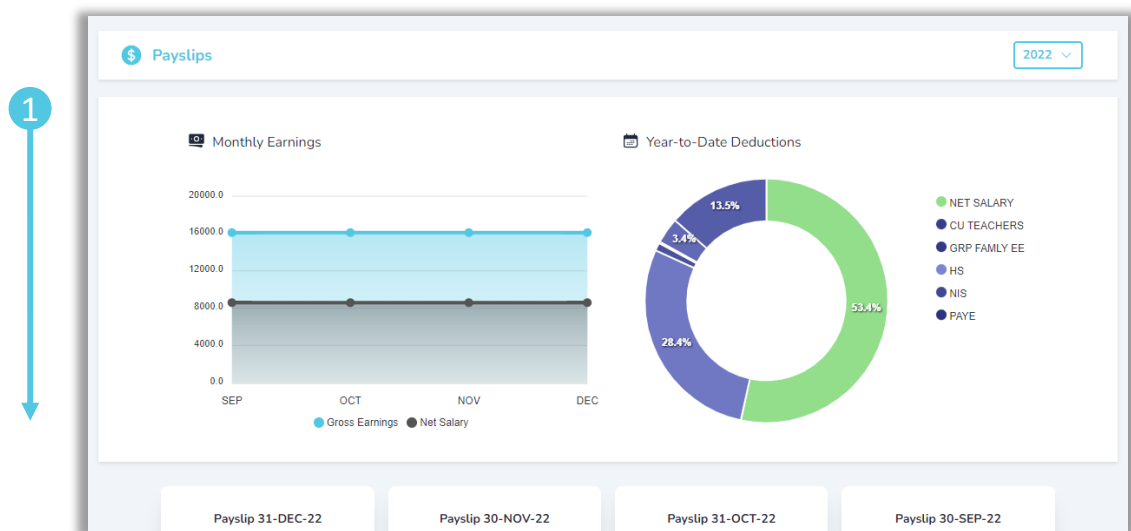


PAYSLIPS

Tutorial

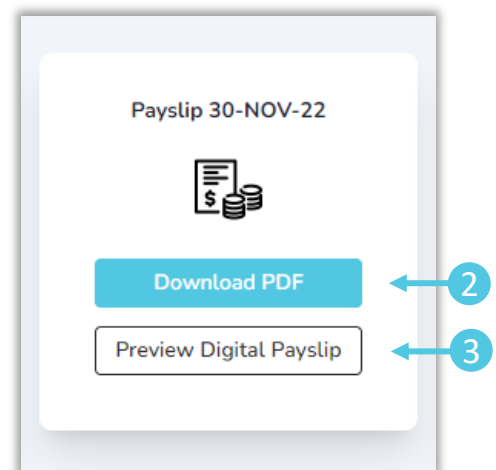
Accessing Your Payslips

Step 1: Scroll past the Annual Pay Data to the payslips below.



Step 2: Click **Download PDF** to download the document immediately OR.

Step 3: Click **Preview Digital Payslip** to view the payslip.



PAYSLIPS

Tutorial

Accessing Your Payslips

Step 4: Read through digital payslip.

Back Download PDF

LEROY JENKINS' PAYSLIP FOR 31-DEC-22

NAME	LEROY JENKINS	EMPLID	REDACTED-5
NIS NUMBER	123456789	MINISTRY	MINISTRY OF EDUCATION
MONTH ENDING	31-DEC-22	PAYMENT BY	REDACTED

Earnings	Amount	Deductions	Amount
TAXABLE EARNING		CU TEACHERS	\$4,575.00
ACTING	\$1,888.00	GRP FAMILY EE	\$170.00
COLA	\$225.00	HS	\$33.00
SALARY	\$13,988.00	NIS	\$552.40
NON-TAXABLE EARNING		PAYE	\$2,179.00
TOTAL EARNINGS	\$16,101.00	TOTAL DEDUCTIONS	\$7,509.40
NET SALARY	\$8,591.60		

Step 5: Click **Download PDF** at the top.

Back Download PDF

Step 6: Click the File in the Download Bar to open it in the Browser.

PAYSLIP-31-DEC-22.pdf

PAYSLIP-31-DEC-22 (36).pdf
838 KB • Done

How To Guide

QUESTION 1: I have worked for X years, why don't I see X years of payslips?

REASON: EPortal can only provide payslips through data IHRIS has made available to it. If you do not see payslips for certain years you have worked, then IHRIS has not made those years available just yet.

WHAT TO DO:

Over time IHRIS may provide new data that will make these years available for download.

QUESTION 2: We are in a new year, why can't I see beyond the pay data of the previous year?

REASON: You have not received any payslips for the new year just yet.

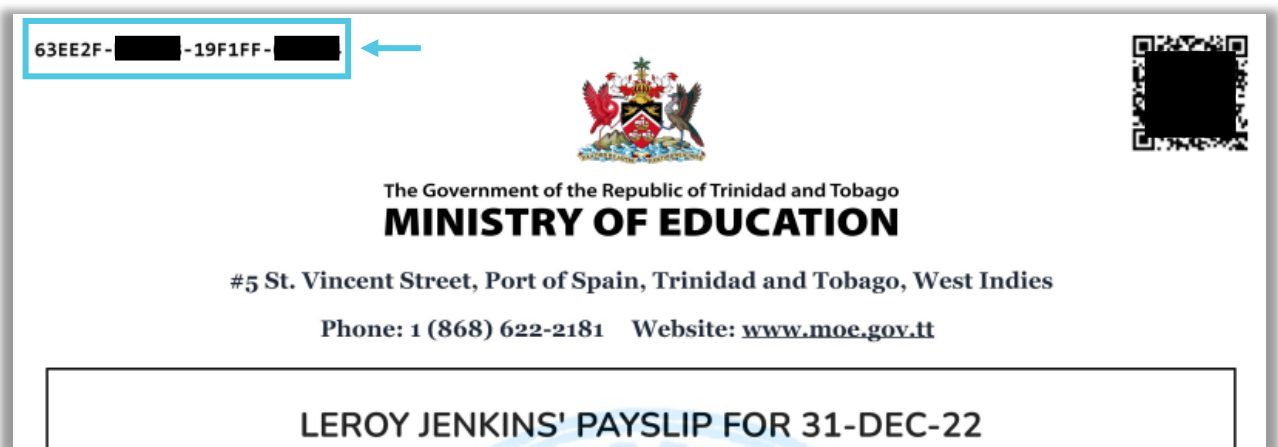
WHAT TO DO:

Wait until a payslip has been released for the new year, then your payslips page will update to reflect the data for this new year.

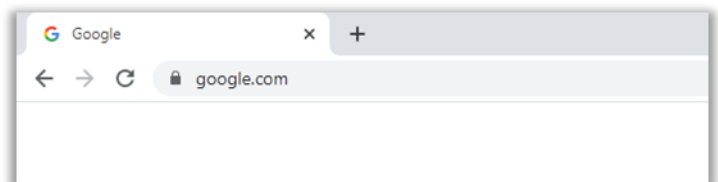
VERIFICATION

Tutorial

Verify using Verification Code

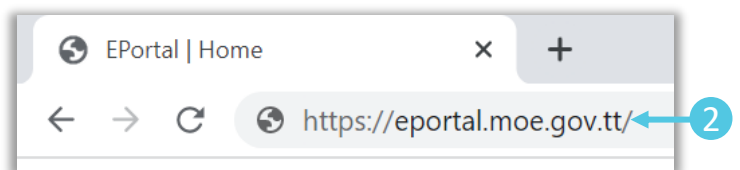


Step 1: Open a new tab or window on your internet browser. Example: Google Chrome, Microsoft Edge, etc.



Step 2: Enter the URL below as seen in the Address Bar on the right:

<https://eportal.moe.gov.tt/>

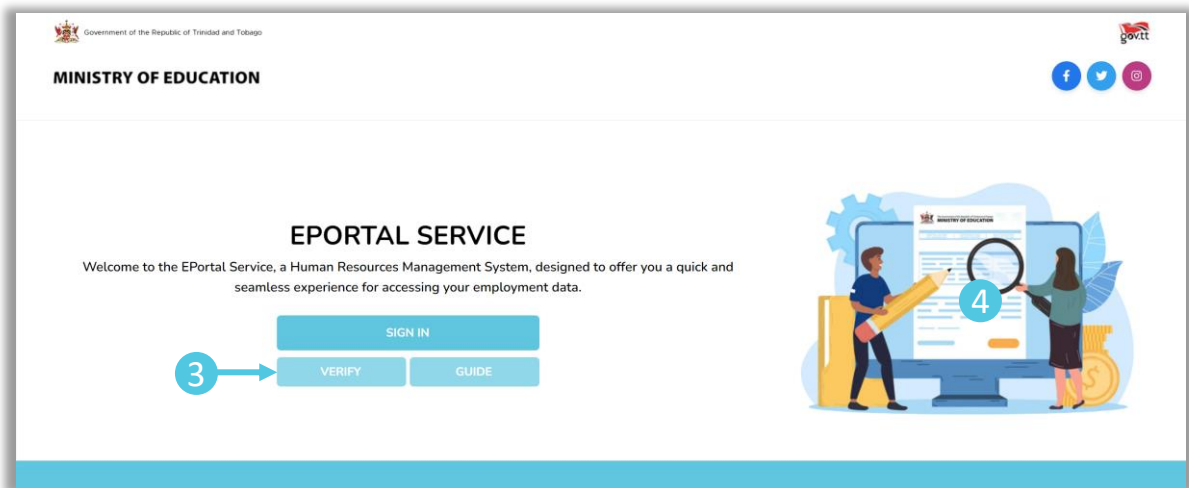


VERIFICATION

Tutorial

Verify using Verification Code (cont'd)

Step 3: Click **VERIFY**

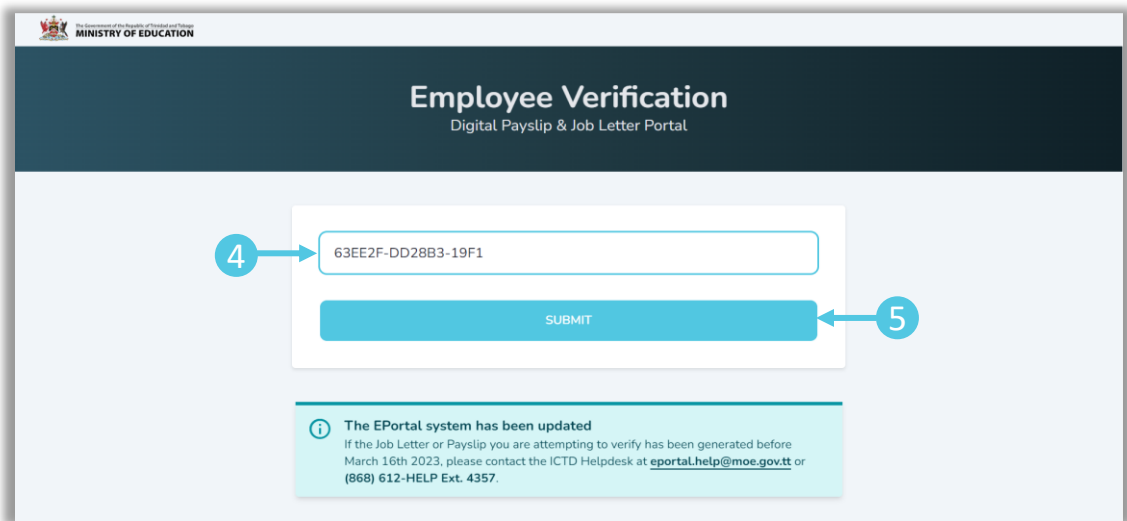


VERIFICATION

Tutorial

Verify using Verification Code (cont'd)

Step 4: Enter the 24-Character Verification Code into the Search Bar



The screenshot displays the 'Employee Verification' portal interface. At the top, it features the Ministry of Education logo and the text 'MINISTRY OF EDUCATION'. Below this, the main heading is 'Employee Verification' with the subtitle 'Digital Payslip & Job Letter Portal'. The central focus is a search bar containing the 24-character verification code '63EE2F-DD28B3-19F1'. A blue arrow labeled '4' points to the search bar. Below the search bar is a prominent blue 'SUBMIT' button, with a blue arrow labeled '5' pointing to it. At the bottom of the page, there is a light blue information box with an 'i' icon, stating: 'The EPortal system has been updated. If the Job Letter or Payslip you are attempting to verify has been generated before March 16th 2023, please contact the ICTD Helpdesk at portal.help@moe.gov.tt or (868) 612-HELP Ext. 4357.'

Step 5: Click **SUBMIT**

VERIFICATION

Tutorial

Verify using Verification Code (cont'd)

Step 5: Examine the displayed document and verify its contents.

6



The screenshot shows the 'Employee Verification' portal with a verified payslip for Leroy Jenkins. A blue arrow points from the number '6' to the document content.

Employee Verification
Digital Payslip & Job Letter Portal

Verified Payslip - 14/03/2023

EPortal > Verification > Payslip

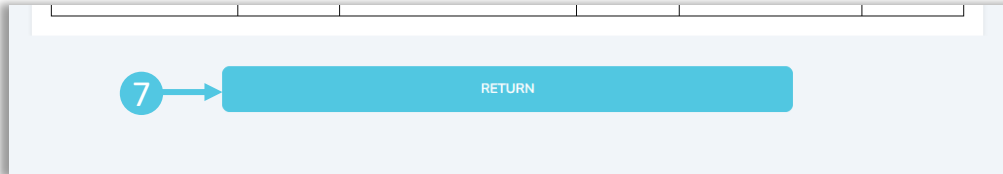
LEROY JENKINS' PAYSリップ FOR 31-DEC-22

NAME	LEROY JENKINS	EMPLID	REDACTED-5
NIS NUMBER	123456789	MINISTRY	MINISTRY OF EDUCATION
MONTH ENDING	31-DEC-22	PAYMENT BY	REDACTED

Step 6: Scroll down to the bottom of the document page.

Step 7: Click **RETURN** when finished

7



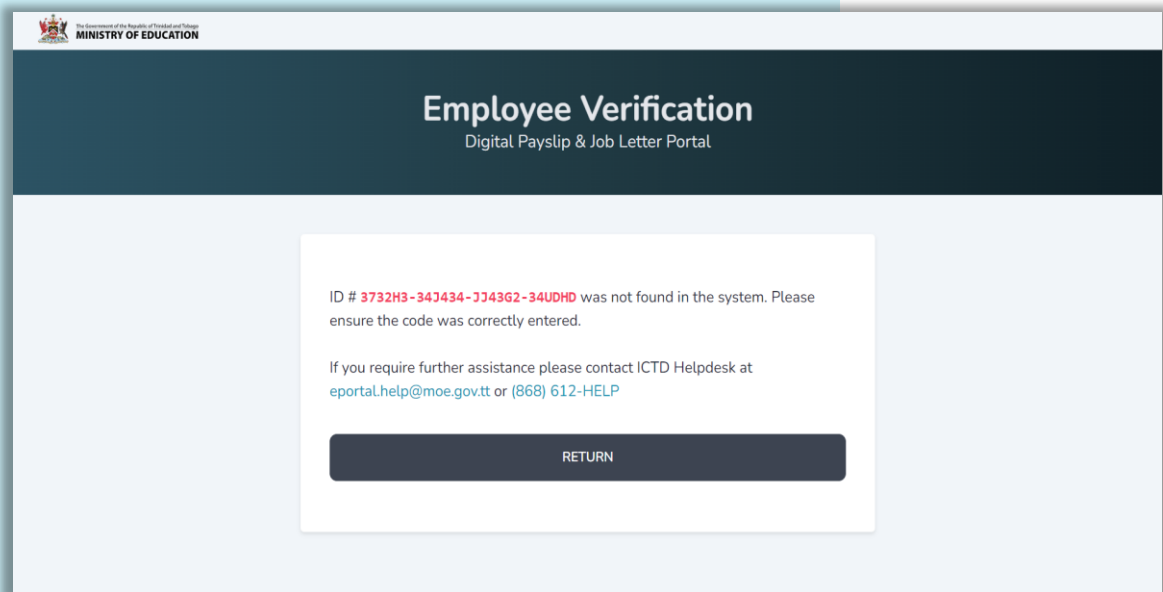
The screenshot shows the bottom of the document page with a blue 'RETURN' button. A blue arrow points from the number '7' to the button.

RETURN

VERIFICATION

How To Guide

QUESTION 1: Why am I directed to the following page?



REASON: The 24-character verification code was either incorrectly entered or the document with the code does not exist in the Ministry of Education's EPortal Verification Database.

WHAT TO DO:

Step 1: Click **RETURN**

VERIFICATION

How To Guide

WHAT TO DO (cont'd):

Step 2: Enter the 24-character verification code again.

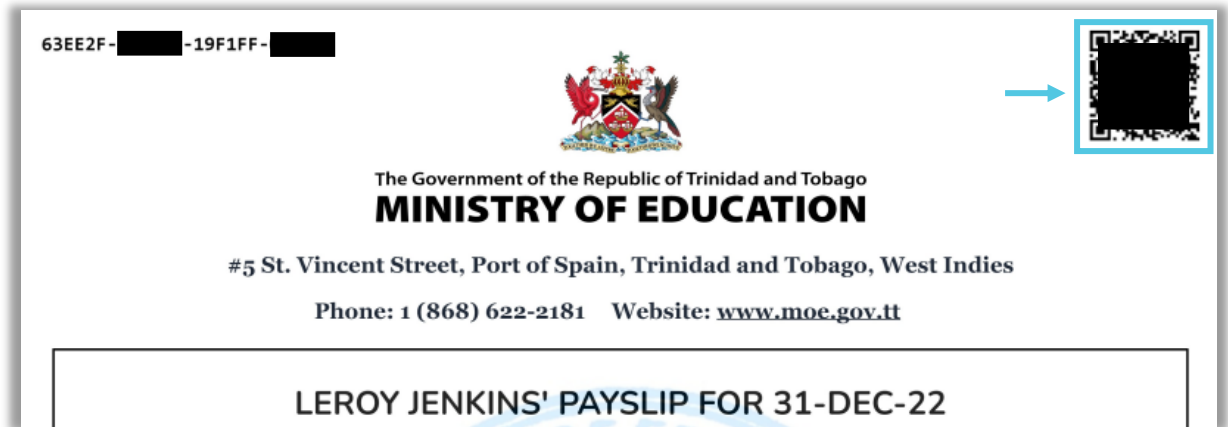
Step 3: Click **SUBMIT**

NOTE: If you are again redirected to the same page, but you are certain that you entered the verification code correctly, then the code and the document may be invalid.

VERIFICATION

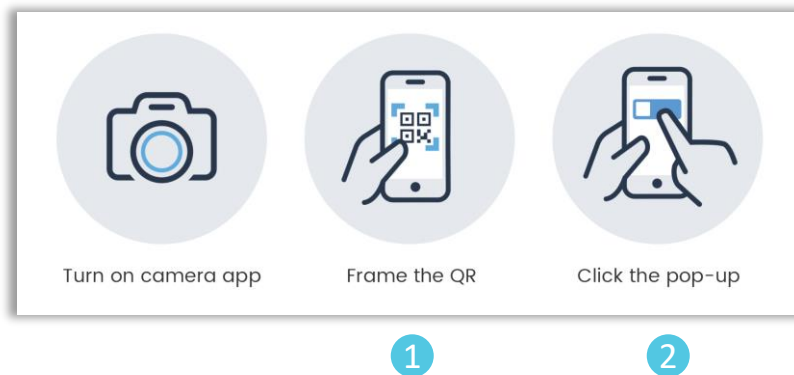
Tutorial

Verify using QR Code



Step 1: Using any smartphone camera or QR Code Scanner, scan the QR Code on the document you wish to verify.

Step 2: Click on the Link that pops up.



VERIFICATION

Tutorial

Verify using QR Code (cont'd)

Step 3: You will be redirected to the document. Examine the displayed document and verify its contents.

Step 4: Scroll down to the end of the Document page.

4

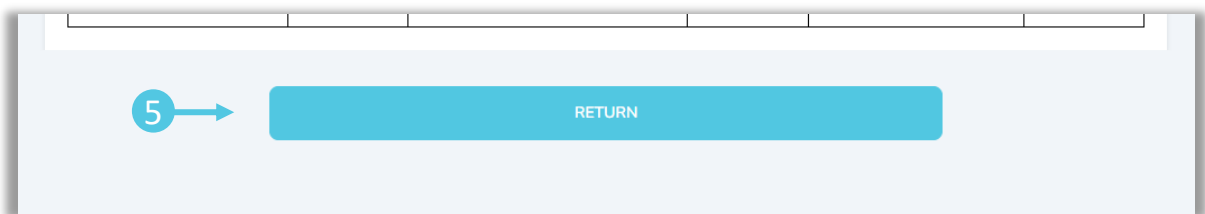


The screenshot shows the 'Employee Verification' page with a dark header and a green status bar. The status bar indicates 'Verified Payslip - 14/03/2023'. Below this, a breadcrumb trail shows 'EPortal > Verification > Payslip'. The main content area displays 'LEROY JENKINS' PAYS Lip FOR 31-DEC-22' and a table with employee details.

NAME	LEROY JENKINS	EMPLID	REDACTED-5
NIS NUMBER	123456789	MINISTRY	MINISTRY OF EDUCATION
MONTH ENDING	31-DEC-22	PAYMENT BY	REDACTED

Step 5: Click **RETURN** when finished

5



The screenshot shows a light blue footer area with a blue button labeled 'RETURN'. A blue arrow points to the button from a blue circle containing the number '5'.

SIGN-OUT

Tutorial

Signing Out of EPortal on Desktop

Step 1: Hover mouse to the top right corner of the screen and click **SIGN OUT**

The screenshot shows the EPortal interface for Leroy Doe Jenkins, a Teacher III (Secondary). The top navigation bar includes the Ministry of Education logo, 'EPortal', and 'Guide'. The user's name and title are displayed next to their profile picture. A 'SIGN OUT' link is located in the top right corner, highlighted with a blue circle and arrow labeled '1'. The dashboard content includes a 'Welcome, Leroy!' message, a 'LATEST PAYSリップ' section with a table, and a 'JOB LETTERS' section with buttons for 'VIEW JOB LETTER' and 'EMBASSY JOB LETTERS'.


LATEST PAYSリップ	
DATE	31-MAR-23
NET SALARY	\$10,673.60

NOTE: You will be signed out and redirected to the EPortal Service landing page.

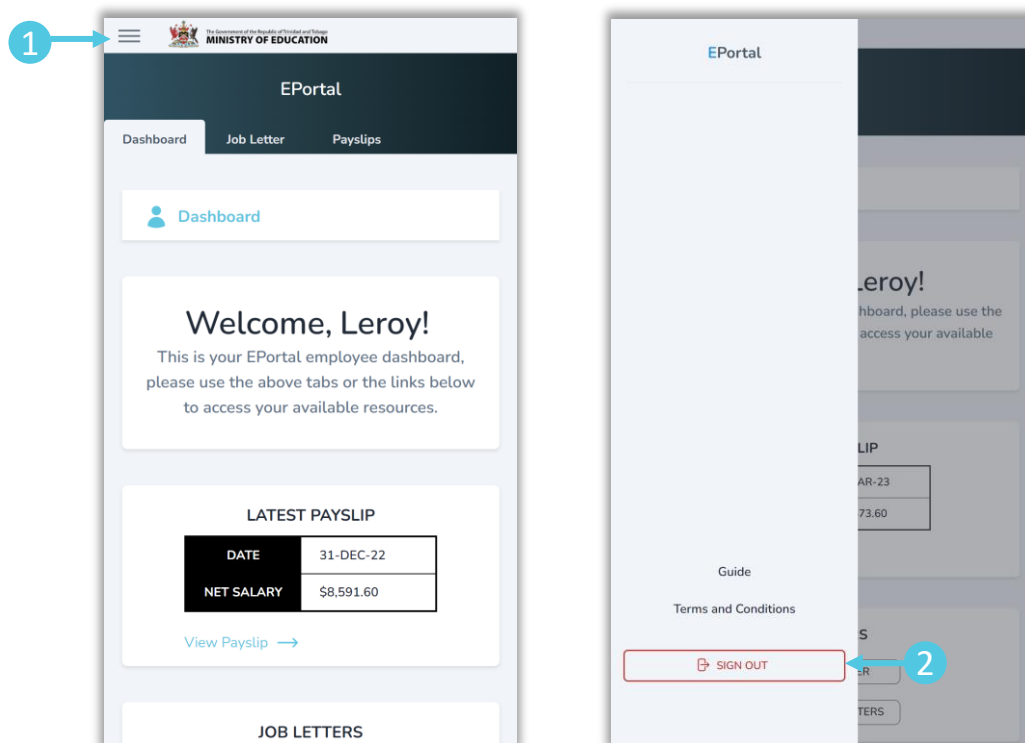
SIGN-OUT

Tutorial

Signing Out of EPortal on Mobile or Tablet

Step 1: Tap the top left corner of the screen and toggle the Hamburger menu 

Step 2: Go to the bottom of the open hamburger menu and click **SIGN OUT**





The Government of the Republic of Trinidad and Tobago
MINISTRY OF EDUCATION



Level 9, Tower A, Education Towers
#5 St. Vincent Street, Port of Spain
Help Desk: 612-HELP | eportal.help@moe.gov.tt