



Renewal Application 2017 - EMPLOYEE **Register and renew your licence early**

Register with Licences.ie

If you are renewing your licence for the first time, you must register with Licences.ie. To do this, open the website www.licences.ie, click on "Register" and follow the online instructions. If required, you can access a PSRA video demonstration on www.psr.ie which will show you how to register with licences.ie.

Once registered on Licences.ie there is no requirement to undertake this step again.

Renewing your licence application

You can only renew your licence with Licences.ie when you receive your letter from the PSRA inviting you to renew your licence. Your licence renewal letter will contain a PIN number to renew your licence(s). A PIN number and your licence number will be required to complete your licence renewal application.

LICENCES.IE

Log on to Licences.ie using the email address and password you registered with Licences.ie. If you have forgotten your Licences.ie password, click on "Forgot Password" on the Licences.ie login screen and follow the onscreen instructions.

LICENCES.IE HELP DESK

Any technical difficulties in registering or logging onto Licences.ie, contact Licences.ie helpdesk by

- Email : support@licences.ie
- Telephone: 1890 200090 or 065 9080207

Employee Licence Renewal Application

- Go to www.Licences.ie
- Log in using your email address and password with which you registered with Licences.ie
- Select the PSRA renewal logo on the lower section of the screen
- Select Continue To Renew Your PSRA Licence
- Insert your PIN Number and your Licence Number to start the licence renewal process
- Completing your renewal application:
 - Follow on screen requirements
 - If you have commenced your renewal application and for whatever reason you cannot complete the application in one go – select the SAVE and CLOSE button located at bottom right of each screen to save your partially completed application. You can return to your application at a later and more convenient time. Log back into Licences.ie with your email and password and you can then access your PSRA application by clicking on My Applications.

Payment of Licence Fee and Contribution to Fund

- As an employee you are provided with a choice on how you wish to pay for your licence and contribution to the Compensation Fund, either
 - Pay for your licence and contribution to the Compensation Fund yourself by selecting the “ADD TO Basket” button on left side of Screen
- **Or**
 - Request that your Employer makes these two payments on your behalf by selecting “Ask My Employer To PAY” button on left side of screen. You will require your Employers EMAIL ADDRESS so that an email request for payment is sent to the Employer on behalf of that employee.
- Licences.ie allows Employers to view all their employees and the status of their licences at any time.

My Application

- Your application can be viewed at any time by going to Licences.ie and selecting at the top of the screen the drop down menu beside your name and select My Application.
- The status of your application can be viewed e.g Awaiting Payment or Submitted
- **THE ONUS IS ON YOU, THE LICENSEE, TO ENSURE YOUR APPLICATION IS SUBMITTED TO THE PSRA ON TIME**
- Licences.ie will issue an email to you when the status of your application changes e.g. Awaiting Payment, Submitted.

Invitations to Renew Your Licence

- Licence renewal invitation letters including PIN numbers are expected to issue from the PSRA in April for those licences expiring on 5th July 2017.

Lost PIN Numbers

- Please place your PSRA invitation to renew your licence in a safe location. If you mislay your invitation to renew letter you must contact the PSRA Helpdesk requesting a new letter to issue to you with your PIN number. A PIN number will not be provided to you over the phone or by email. For security and data protection reasons, the only way you will receive your PIN number is by post. No Exceptions will be made regarding this process.

New Licence Types

- Adding new Licence types to a Renewal licence application is not permitted. This can only be done by making a new application.

PSRA Helpdesk

The PSRA will have a dedicated helpdesk during below dates and times if further assistance is required.

- PSRA Helpdesk will be available from 24 April to 24 May, 2017.
- Telephone: 046 9033800
- Time: 10 am – 4 pm (open through lunch)

**DEADLINE DATE FOR 5TH JULY 2017 RENEWALS IS
24TH MAY 2017**