

Leaving Certificate Candidate Self Service Portal 2023 Before You Start Guide

The Candidate Self Service Portal (CSSP) is a service provided by the State Examinations Commission (SEC) for 6th year candidates entered for the 2023 Leaving Certificate.

The Candidate portal will open at 1pm on Wednesday 8 February and closes at 5pm Tuesday 21 February. *We are expecting a lot of traffic on this Portal over this period, so please be patient when completing the steps. You will have every opportunity to complete this important process.*

A Step-By-Step Guide to the process of creating your candidate portal account and selecting your options is presented below. Before you commence the registration process, please take the time to read this guide in full. All Leaving Certificate and Year 2 Leaving Certificate Applied candidates should create their candidate portal account now.

For candidates attending post-primary schools (school candidates), the information that you see on the portal was provided to us by your school some months ago. Prior to 2021, the SEC issued a personalized hard copy form to school candidates each year so that they could confirm their options for the examinations. In 2021 this information was collected through the CSSP. The use of the online system will continue for the 2023 Leaving Certificate

Information Needed Now and Importance of Your Decisions

The purpose of gathering information from you at this time is so that we can put in place the necessary arrangements to support the delivery of the 2023 Leaving Certificate.

All candidates must indicate if they intend to take any of their examinations through Irish.

Higher level Music candidates must choose the elective that they are studying for their Leaving Certificate.

You are required to take the written examination and all related assessment components (orals, coursework etc.) relevant to the subjects for which you choose to sit the examinations. If you do not take all of these components you will not be able to achieve full marks.

If you complete a related assessment component, but do not go on to take the written examination, this work may not be marked.

Selecting Subject Levels

The level you chose on the portal now should be the level at which you have been studying for and preparing to take your examinations.

When selecting levels on the portal, you will be permitted to select one level for each subject.

When you sit the examinations, you will be permitted to change your level in respect of the written examinations on the day of the examination.

Other Services Provided through the Candidate Portal.

A range of other candidate services for the 2023 Leaving Certificate will be provided through the portal later on. These include accessing your provisional results in the examinations and accessing the details of the outcomes of examinations including your grades and your marks in each subject.

You will also use it to apply to view examinations scripts, to make an appeal application and to access your appeal results.

Getting Help

See the Q&A section on pages 7 & 8 for answers to some of the questions you might have about using the Portal. If you do not find the answer there and you need assistance the SEC Candidate Portal helpdesk can be contacted at **1800-111135 or 1800-111136**. The helpdesk phonelines will be available between 9am to 5pm Wednesday 8 February until Tuesday 21 February. Outside of these hours you can email candidateportal@examinations.ie

What Do I need to Do Now?

Complete the following steps between 1pm Wednesday 8 February and before 5pm Tuesday 21 February.

Leaving Certificate Candidates	STEP 1 Register to create your account STEP 2 a. Review your Personal Details b. Confirm your Subjects and Levels You also need to indicate if you wish to sit any of your examinations through Irish. Higher Level Music Candidates need to choose their Elective.
Leaving Certificate Applied Candidates (Year 2 only)	STEP 1 Register to create your account

STEP 1:- Register to Create your Account (LC & LCA Candidates)

1. Before you start the registration process you will need the following information to hand:
 - a. your examination number —see the Q&A Section below if you do not know this number.
 - b. your Personal Identification Number (PIN) which is the first 4 digits of your Personal Public Services Number (PPS number) —see the Q&A Section if you do not know this number.
 - c. an email address to which you will have regular access over the coming months
NB: Do not use Yahoo/Ymail email accounts as there are issues delivering emails to Yahoo accounts. Please use a different email account type.
 - d. your mobile phone number.
2. Go to www.examinations.ie Click on the **Leaving Certificate Candidate Self Service Portal (CSSP) 2023**
3. Select the green **Step 1: Register** button. This brings you to the first page of the Registration process.
4. On this page enter your Examination number in the first box. Enter the first 4 digits of your PPS number in the box marked PIN. Click **Register**. This brings you to the Registration page. This is where you will create your Candidate Self Service Portal Account.

5. **To Create your Account** on this page, you need to enter and confirm;

- a. Review your Name and Date of Birth.
Your name and date of birth will be prepopulated with the data your school provided. If the details are correct please proceed to the next question.
Only if this information is incorrect amend the details accordingly. This will be the only opportunity you will have to update your Name and Date of Birth on the portal.
- b. Your mobile number
- c. Your email address

You also need to create a password which you will need to enter and confirm. The password must be a minimum of 8 characters and include upper and lower-case characters and numbers. When you have this done, click **Register button**.

6. **Receive your Account Activation email** - you should receive an Account Activation email from the State Examinations Commission to activate your account. While you might receive your email immediately, it may take a few hours (depending on the delivery policies of individual email providers). Make sure to also check your SPAM & JUNK FOLDERS.

If after 2 hours you do not receive the Account Activation email you should contact the helpdesk - Phone 1800-111135 or 1800-111136. The helpdesk phonelines will be available between 9am to 5pm from Wednesday 8 February to Tuesday 21 February. Outside of these hours you can email candidateportal@examinations.ie.

7. **Activate your Account** — in order to complete the registration process, you must click on the link in the email sent to your email account. The email will be from the State Examinations Commission. Clicking the link in the email completes the registration process and confirms the creation of your Candidate Self Service Portal Account. NB: **Your Account is not activated until you click on the link in the Account Activation email.**

8. **If you are a Leaving Certificate Applied Candidate and have completed all the above steps you do not need to do anything further at this stage.**

9. **For Leaving Certificate Candidates** when you click the link in the Account Activation email you will be brought to the **Login for Step 2** You can also access the **Login button from the CSSP Homepage.**

STEP 2 For Leaving Certificate Candidates

Login to your Account – enter your examination number and the password you created during the registration process. Click the **Log In** button.

a. Personal Details

This will bring you to the **Personal Details** Screen. On the **Personal Details** screen you will see your personal details as follows:

- Your Name, Examination Number and Date of Birth.
- If you are a school candidate you will be required to confirm if you are repeating your Leaving Certificate.

- Your School Details - this will state the name of the School you are attending It will also show the School Roll Number.

You cannot change your name or date of birth on the portal at this stage. If these details are incorrect, please advise your school to complete the relevant form and email the State Examinations Commission entries@examinations.ie to correct these details.

Please click on the **Click here to Proceed** button to bring you to **the next page**.

LEAVING CERTIFICATE CANDIDATES –

b. Confirm Subjects and Levels

You are also required to indicate if you wish to sit an examination through Irish and Music Higher Level Candidates are required to choose their Elective

On this page you will see details of all of the subjects and the levels for which you are entered for the Leaving Certificate 2022.

2023 Leaving Certificate Subjects

Ábhair Ardteistiméireacht 2023

Scrúduimhir / Examination Number: XXXXXXXXXX

Withdraw subject	Subject	Level	English or Irish Paper Version
<input type="checkbox"/>	IRISH	Higher Level / Ard Leit <input type="text" value="Higher Level / Ard Leit"/>	N/A
<input type="checkbox"/>	ENGLISH	Higher Level / Ard Leit <input type="text" value="Higher Level / Ard Leit"/>	N/A
<input type="checkbox"/>	MATHEMATICS	Higher Level / Ard Leit <input type="text" value="Higher Level / Ard Leit"/>	English <input type="text" value="English"/>
<input type="checkbox"/>	FRENCH	Higher Level / Ard Leit <input type="text" value="Higher Level / Ard Leit"/>	English <input type="text" value="English"/>
<input type="checkbox"/>	ACCOUNTING	Higher Level / Ard Leit <input type="text" value="Higher Level / Ard Leit"/>	English <input type="text" value="English"/>
<input type="checkbox"/>	MUSIC	Higher Level / Ard Leit <input type="text" value="Higher Level / Ard Leit"/>	English <input type="text" value="English"/>

Performing Elective Listening Elective Composing Elective

<input type="checkbox"/>	DESIGN & COMMUNICATION GRAPHICS	Higher Level / Ard Leit <input type="text" value="Higher Level / Ard Leit"/>	English <input type="text" value="English"/>
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ADD A SUBJECT
If there are other subjects that you are studying which are not listed above, add them now.

Confirm: By checking this box, you are confirming your selections above

You should review the information presented very carefully before making your selections. You will be able to do the following by checking the boxes or selecting from the drop-down menus (as appropriate): -

- Withdraw from a subject in which you had been entered for the Leaving Certificate
- Change the level of your subjects
- Add a subject not listed in which are following a program of study
- For candidates entered for Music at Higher Level, choose your Elective.
- Indicate if you require an Irish version of the paper for the written examination

Before you make your choices, please read the important information presented on pages 1 and 2 of this Guide. Please provide the most up to date information that you have about your intentions at this point and time. The SEC will use this information for planning purposes.

When you have made your choices by completing the form and **before** you hit the SUBMIT button, you should carefully review on the page to ensure it is correct. **You will not be able to go back to alter your choices on the portal at this time.**

At the end of the page you then tick the box confirming your choices and then click the **Submit** button

Once this has been done, you will receive a confirmation page which you can print and/or save for your records. You will also receive a copy of this confirmation page by email from the State Examinations Commission. If you do not receive a confirmation email please contact the SEC to confirm that that your confirmation of subjects and levels was submitted successfully.

This is all you need to do at this point. You are strongly advised to keep your account details securely (Examination number and the password you created) so you can access the portal when it re-opens for the next stage.

Portal Questions and Answers

I do not know my Examination number – how can I get this?

- You should have been provided with this 6-digit number by your school, centre of education or by the State Examinations Commission if you entered for your Leaving Certificate independently. Please check your records for the number.
- If you do not have this number and you are attending a school or other centre of education (including further education and training centres or private college) then you should ask the school to provide the number to you.
- If you are an external candidate then you should have this number on record from the correspondence received from the State Examinations Commission.
- If you are still unable to trace this number, you can contact the Helpdesk for assistance.

What is a PPS Number?

Your Personal Public Service Number (PPS Number) is a unique reference number. A PPS Number is always seven numbers followed by either one or two letters.

I don't know my PPS Number – where can I find it?

1. You will find your PPS Number on the following documents:
 - Public Services Card
 - Medical Card or GP Visit Card
 - European Health Insurance Card
 - Drugs Payment Scheme Card
 - Payslips you have received from your employer, if you are working
 - Correspondence from the Revenue Commissioners or the Department of Employment Affairs and Social Protection
2. If you live at home with a parent or guardian, please check with them to see if they know your PPS Number.

If you have checked all of the sources suggested and still cannot locate the number, you can check with your school as they may have this number on their records. (**Note:** Due to the public health emergency, you should make every effort to locate your PPS Number, following steps above, before making contact with your school.)

I have checked all of the suggested sources and with my school and I still am unable to locate my PPS Number?

If you still cannot find your PPS Number, you should call the Department of Employment Affairs and Social Protection at 071 967 2616 or 1890 927 999. **If you are under 18, your parent or guardian will have to make this contact on your behalf.**

I do not have a PPS Number, or I believe that I did not have one at the time I entered for the Leaving Certificate examinations. Should I obtain one now?

No. If you do not have a PPSN, or did not have one when you entered for the examinations, you should contact the contact the helpdesk.

I have my PPS number, and I have entered the first four digits as my PIN but it is not recognised by the system, what should I do?

If you are sure that you have correctly entered your examination number and the first four digits of your PPS number, you should contact the helpdesk.

If I have registered my account and have not received the Account Activation email what should I do?

Check if you used a Yahoo/Ymail email address. If you did, you should contact the Helpdesk. There are difficulties with these email addresses. We will reset your account and you will need to register again using an alternative email address.

If you did not use a Yahoo/Ymail email address, and have not received the email, then we would ask you to;

- Check your Spam and Junk mail folders. The email will be from the State Examinations Commission.
- If it is not there, wait for a couple of hours before contacting us. The email will be sent immediately but email providers' delivery policies vary and it may take 2-3 hours for the email to reach your account.
- If it still has not arrived, you should then contact the Helpdesk.

If I have technical difficulties accessing the Candidate Self Service Portal, what should I do?

If you have any difficulties you can contact the Helpdesk.

How do I contact the Helpdesk?

The SEC Portal helpdesk can be contacted at **1800-111135 or 1800-111136**. The helpdesk phonelines will be available 9am to 5pm from Wednesday 8 February to Tuesday 21 February. Outside of these hours you can email candidateportal@examinations.ie.

Data Protection

Full details of the State Examinations Commission data protection policies are available <https://www.examinations.ie/data-protection/>