An Roinn Coimirce Sóisialaí
Department of Social Protection

Wage Subsidy Scheme on Welfare Partners

11.11.2025

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Section 01

Accessing Welfare Partners

1.1. Accessing Welfare Partners

1. To access Welfare Partners you must have a valid ROS DSP Sub-cert.

   A guide on how to obtain a ROS DSP Sub-cert is available here.

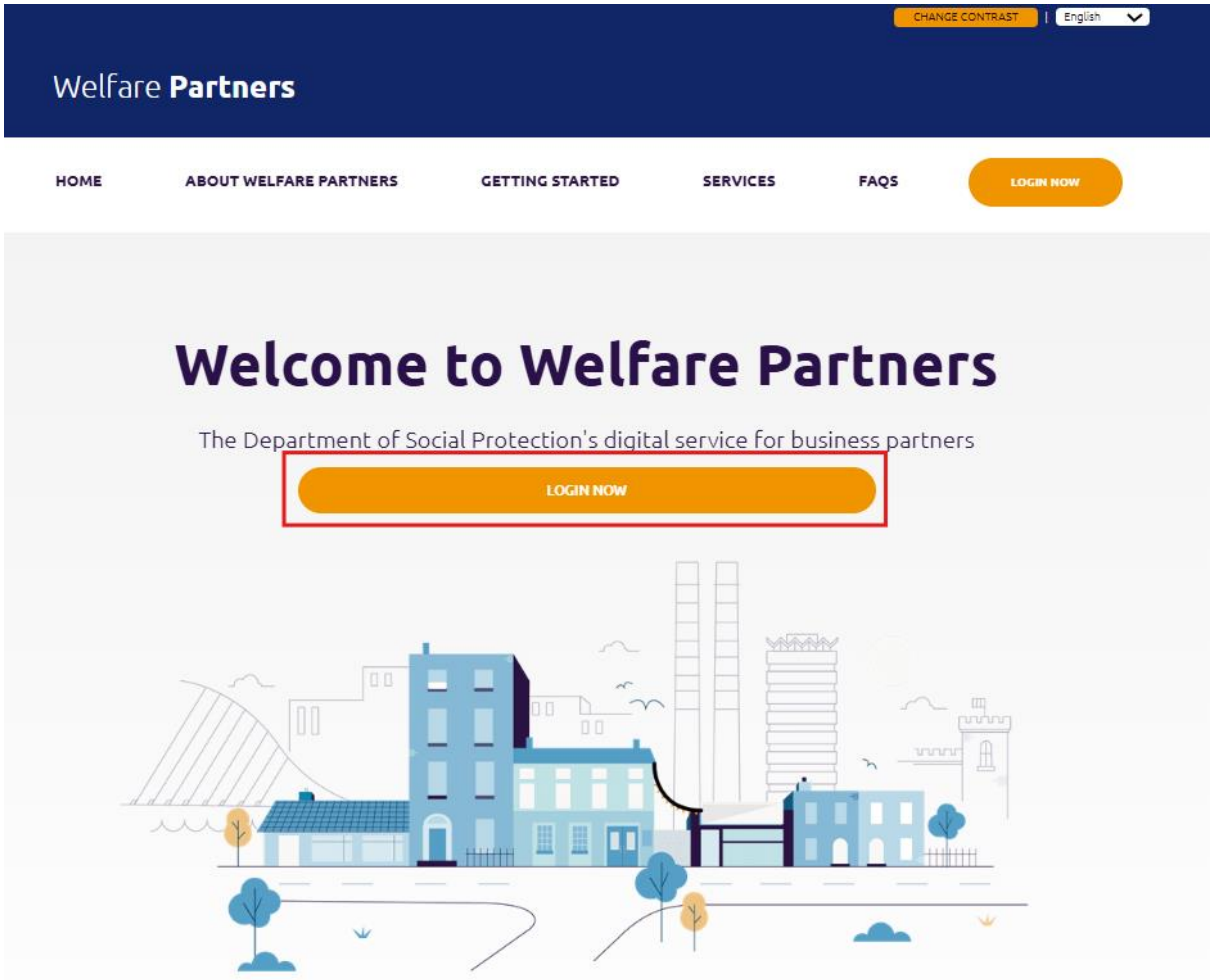
Section 02

Log on to Welfare Partners

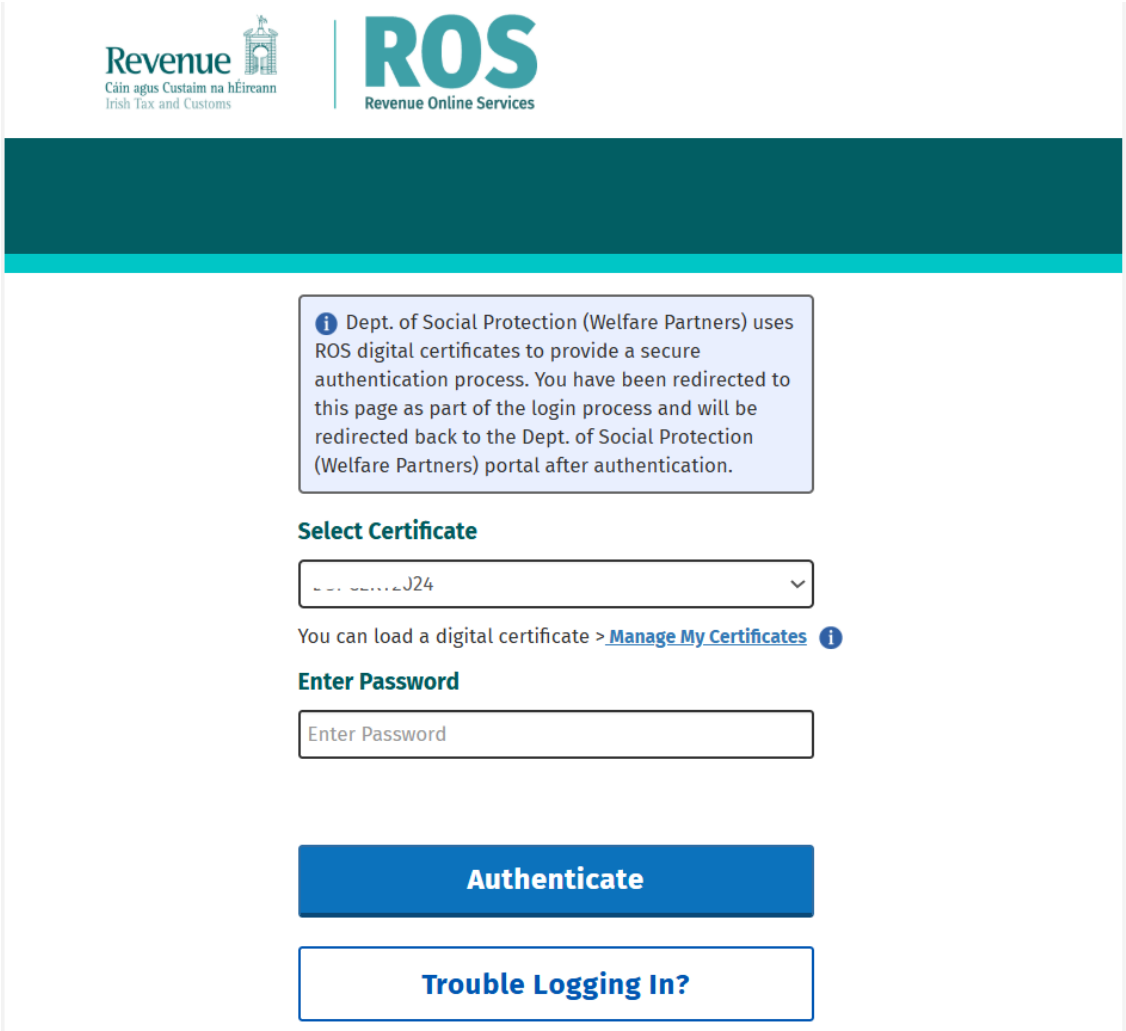
2.1 Log on to Welfare Partners

1. Go to www.welfarepartners.ie.

2. Click “LOGIN NOW”

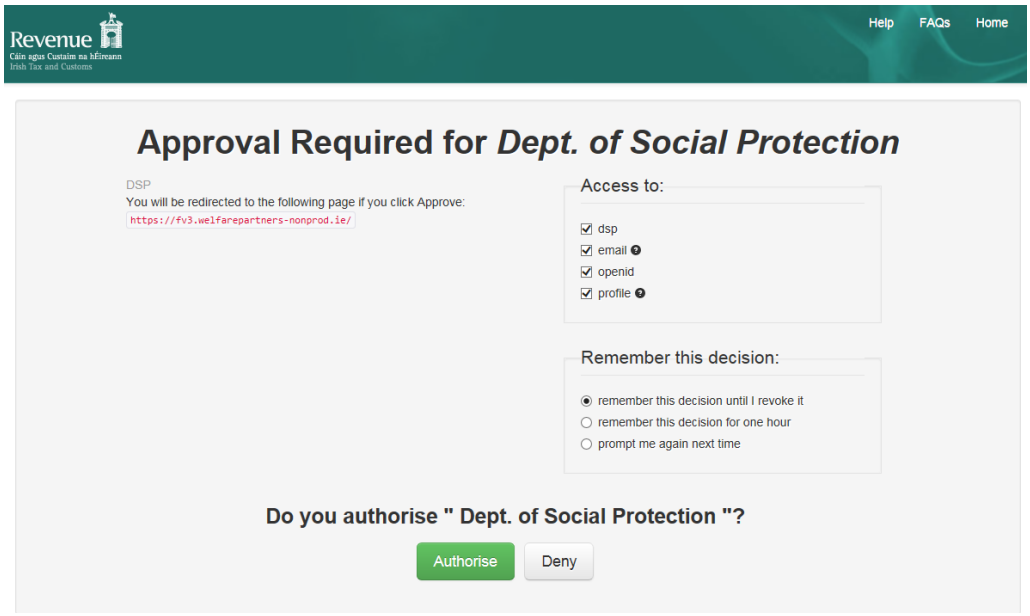


3. Depending on your browser, and/or if you have only one DSP Sub-Cert installed, you may be presented with the following screen:



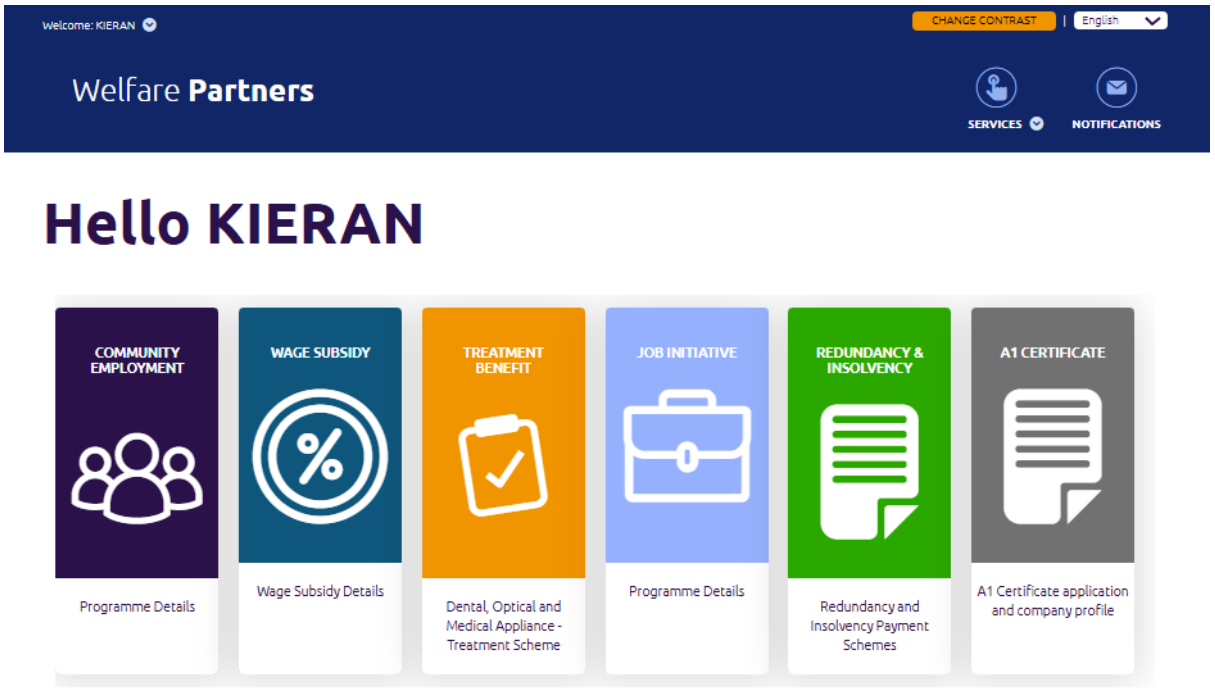
4. You should enter the certificate password, and click ‘Authenticate’.

5. If this is the first time you are logging on to Welfare Partners with this ROS DSP Sub-Cert, you will be presented with the following screen:



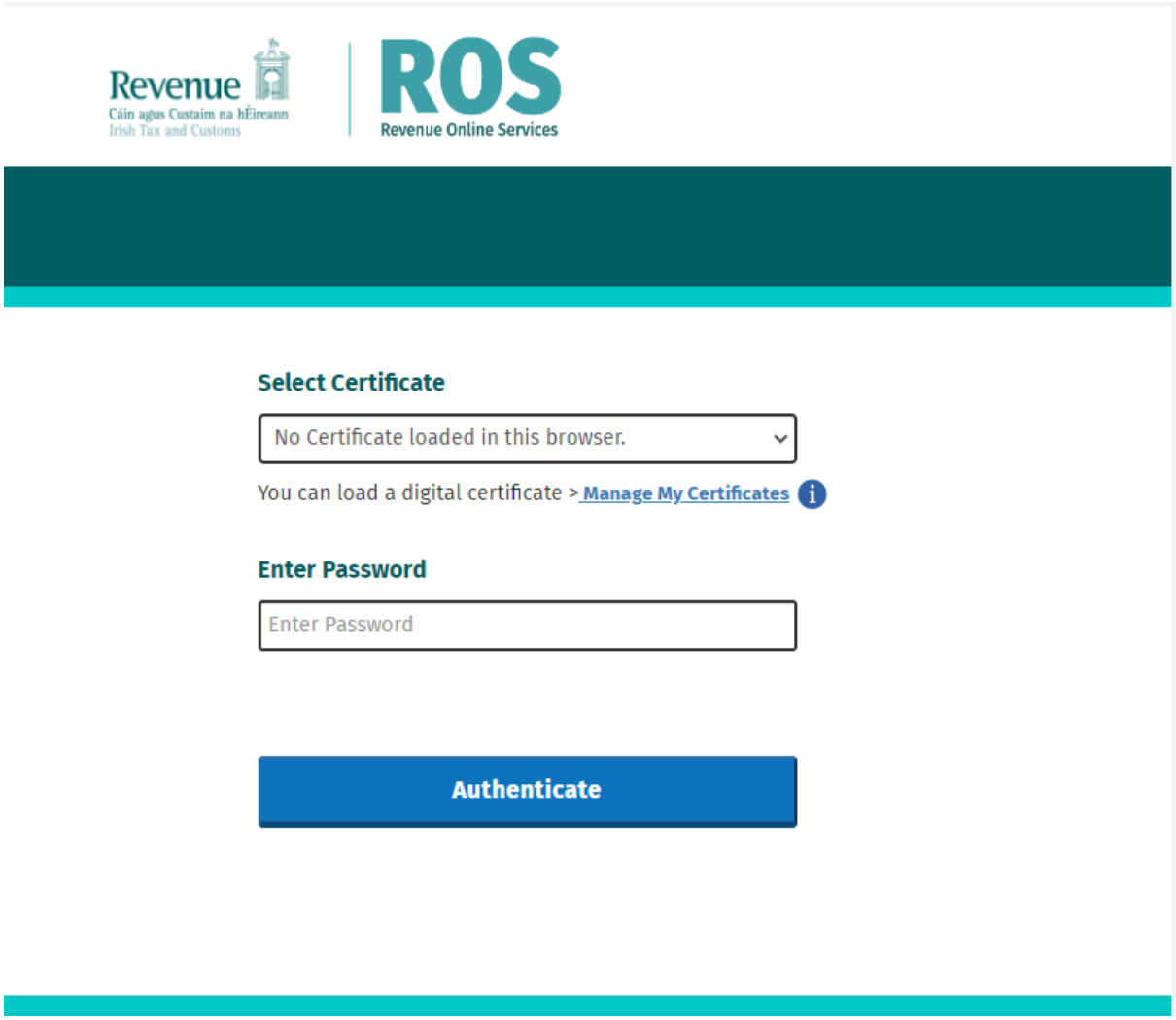
6. You should click on “Authorise” without changing any options.

7. You should now have access to the Welfare Partners site, and be presented with the following screen:



2.2 Installing ROS DSP Sub-Certificate

8. If this is the first time you attempt to log on to Welfare Partners you may be presented with the following screen:



9. If this happens, click on ”**Manage My Certificates**“ and the following pop-up will be presented:

GAEILGE

Manage My Certificates

Choose your certificate here:

Search for a certificate (.p12 file)
on your computer

Drop a file here to upload, or

Click to browse for a file

Loaded certificates will be displayed here:

Certificate Name	Download	Remove
You currently have no certificates loaded in your browser.		

Enter Password

Load Certificate

← Return to ROS Login

Step by step guides and solutions can be found at **ROS Online Help**

10. Find and select the ROS DSP Sub-Cert that you have saved to your PC by first clicking on the ‘Click to browse for a file’ button then once you find the file click open.
    File appears in ‘Choose your certificate here’

11. When you have selected the ROS DSP Sub-Cert, you must enter the password for that cert.

12. When you have selected the correct cert and entered the password, click on ‘Load Certificate’.
    This loads the certificate to your browser for future use.

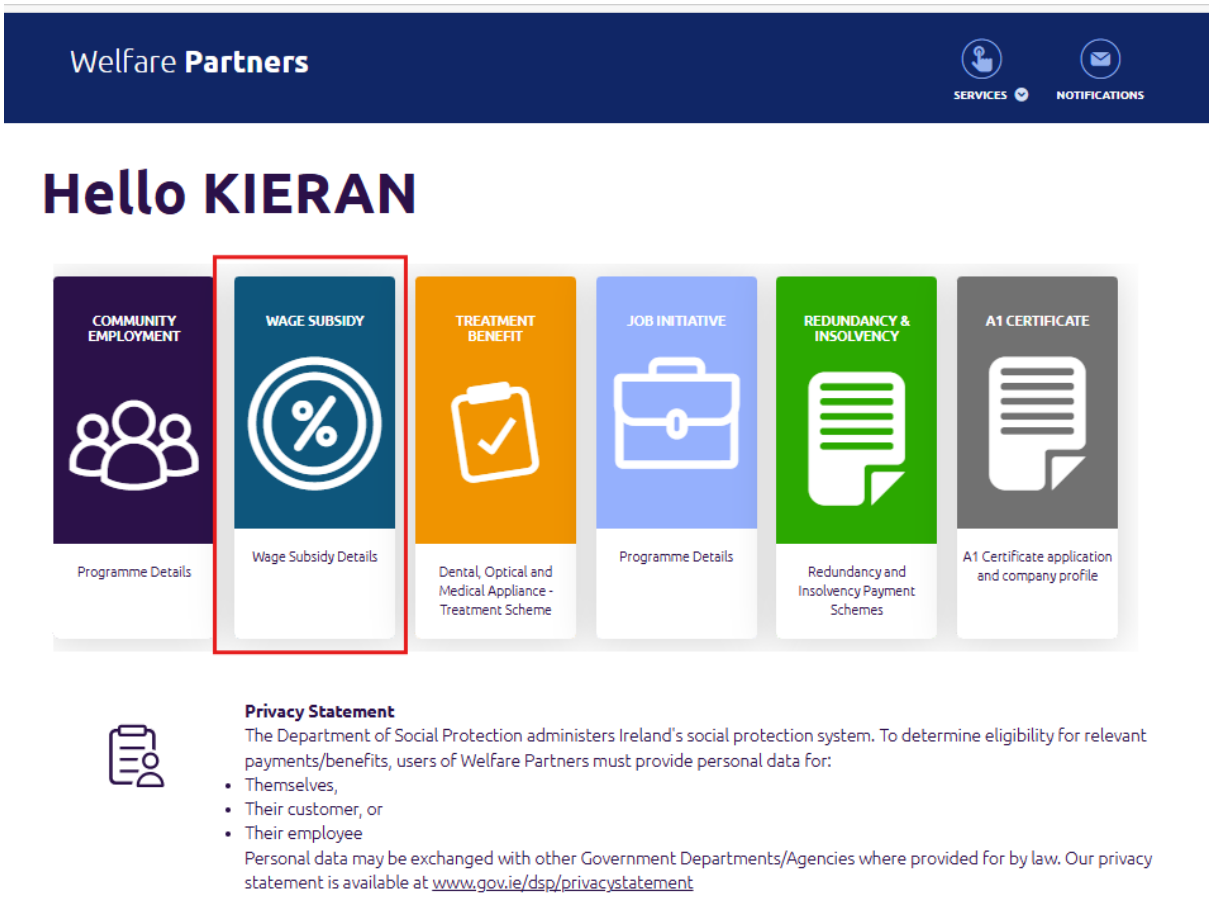
13. You should return to the initial www.welfarepartners.ie page and follow steps 3 through 7 above.

Section 03

Welfare Partners online submission

3.1 Access wage subsidy requests

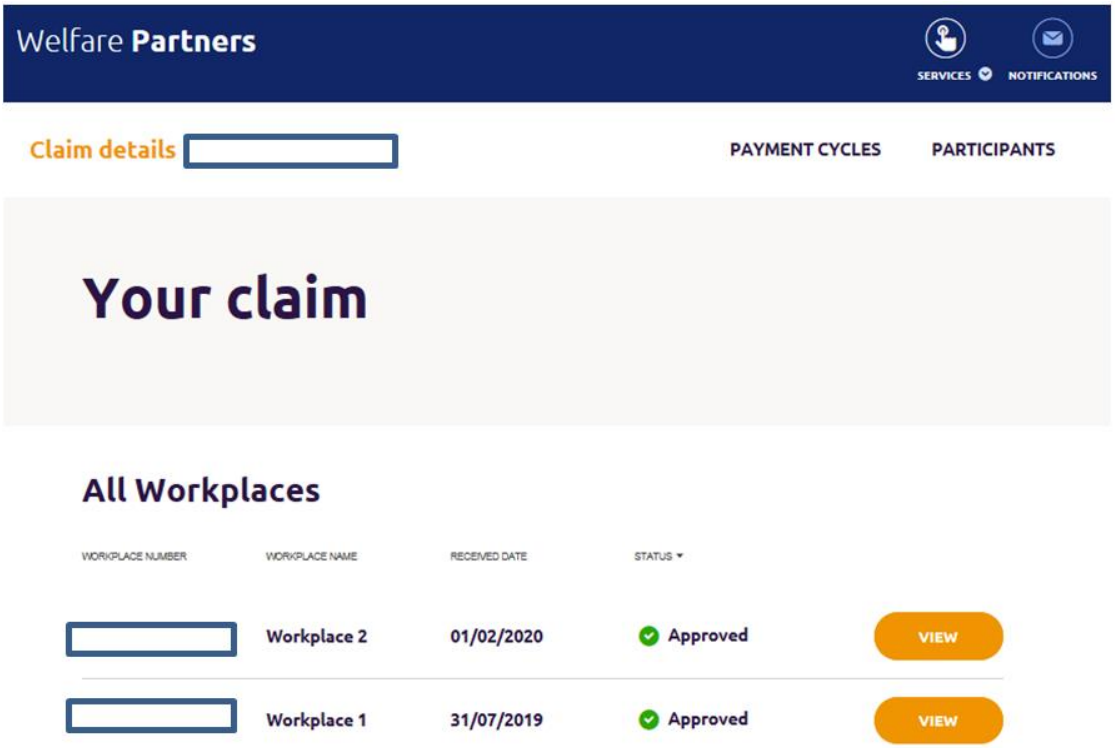
1. Once you have logged on to Welfare Partners successfully, you should click on the Wage Subsidy card:



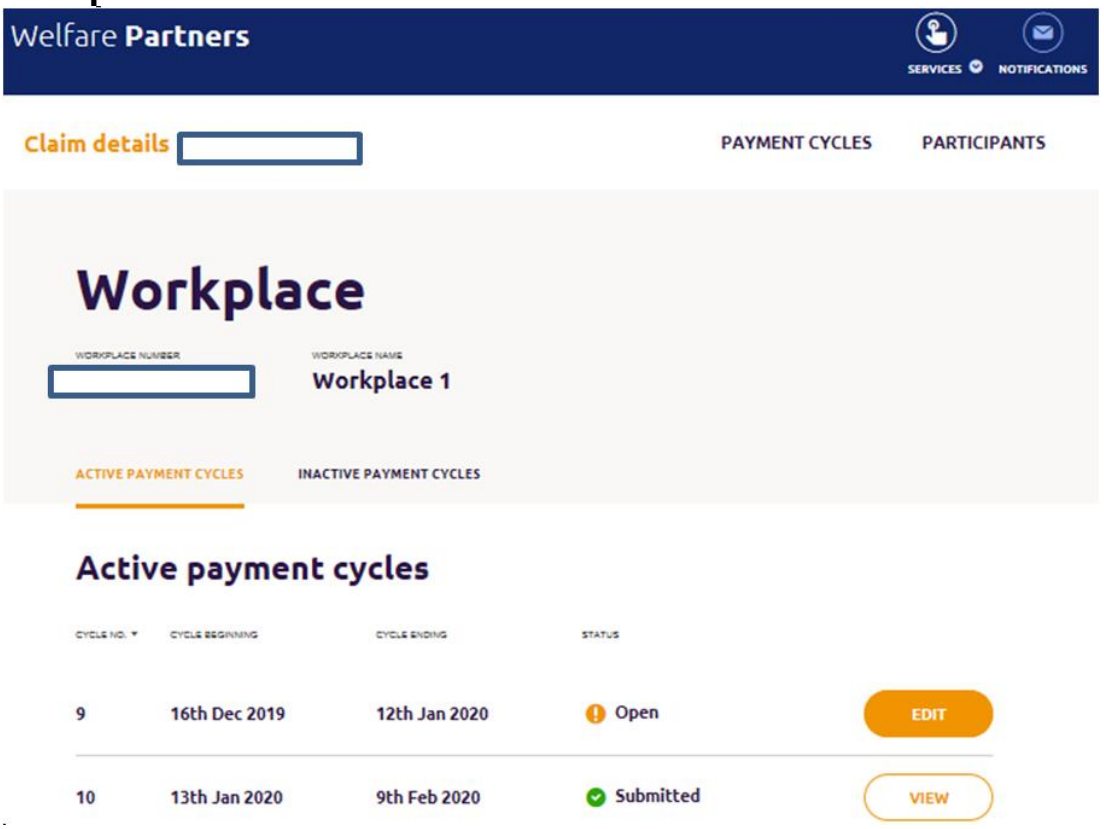
If you encounter an error message at this point, please contact the dedicated helpdesk by emailing wagesubwelfarepartners@welfare.ie

2. Depending on your access as either a claim contact or a Workplace contact, you will be presented with either of the following screens:

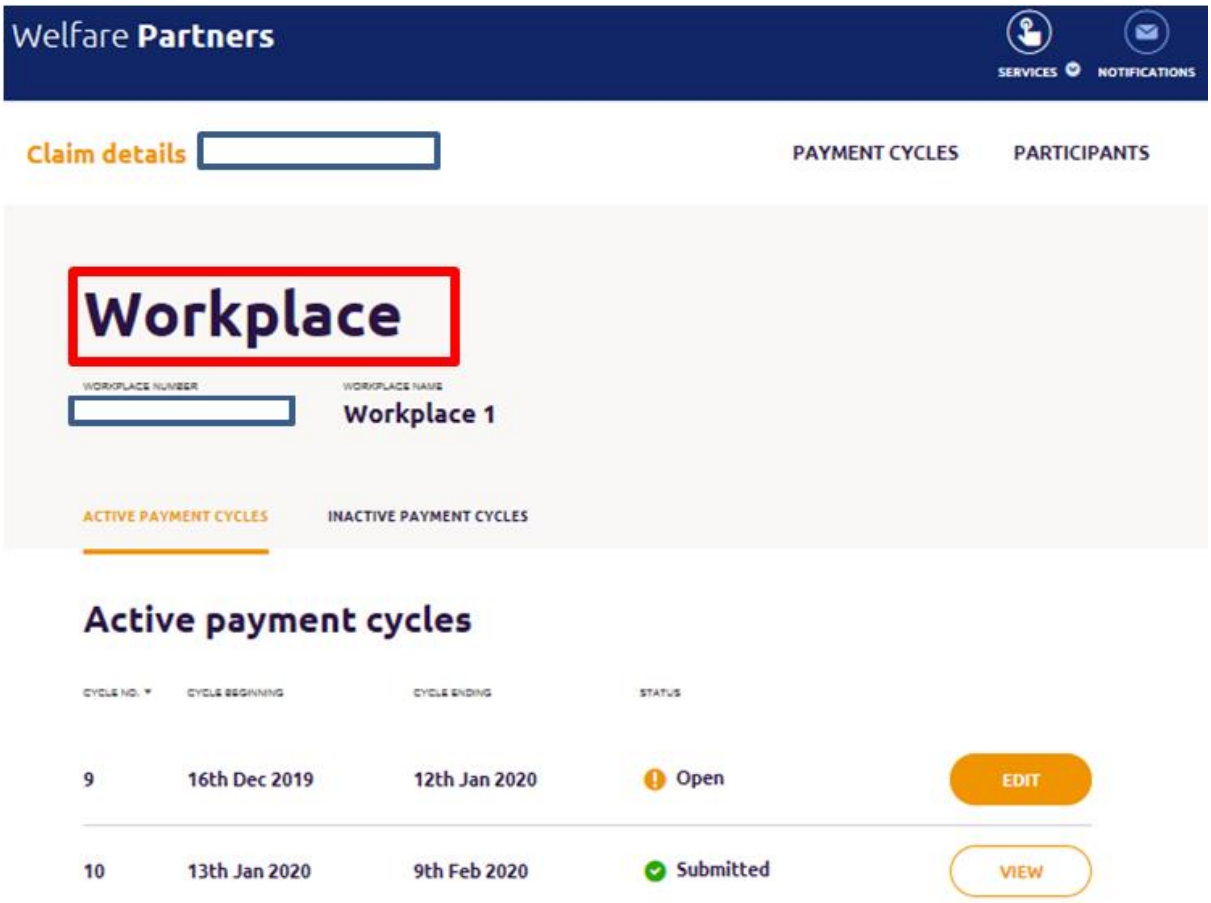
As a Claim contact:



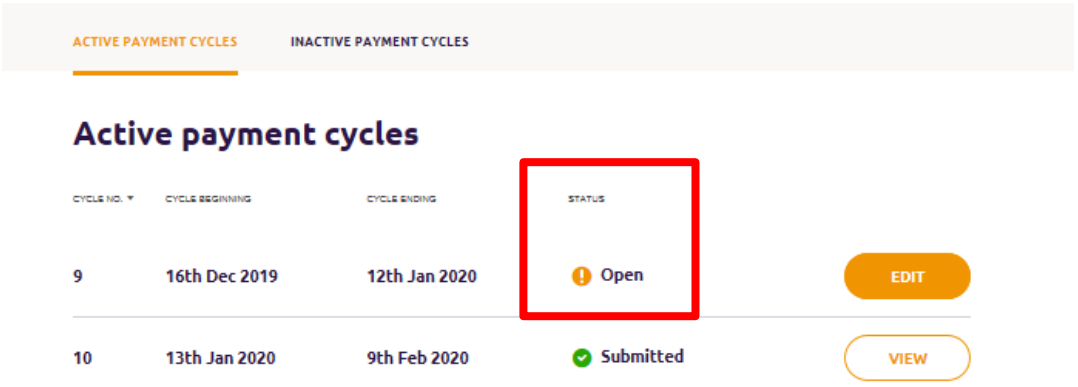
As a Workplace contact:



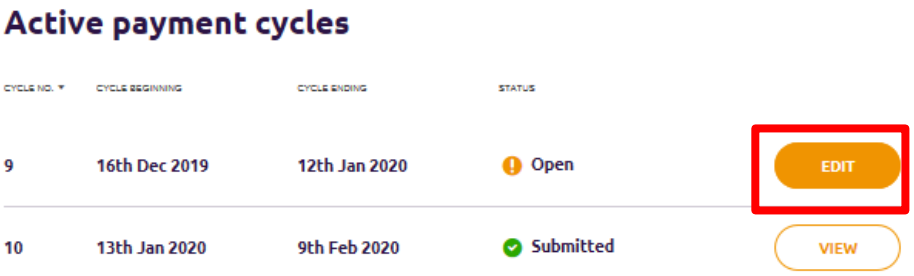
3. To submit wage subsidy requests, you start from the Workplace screen.



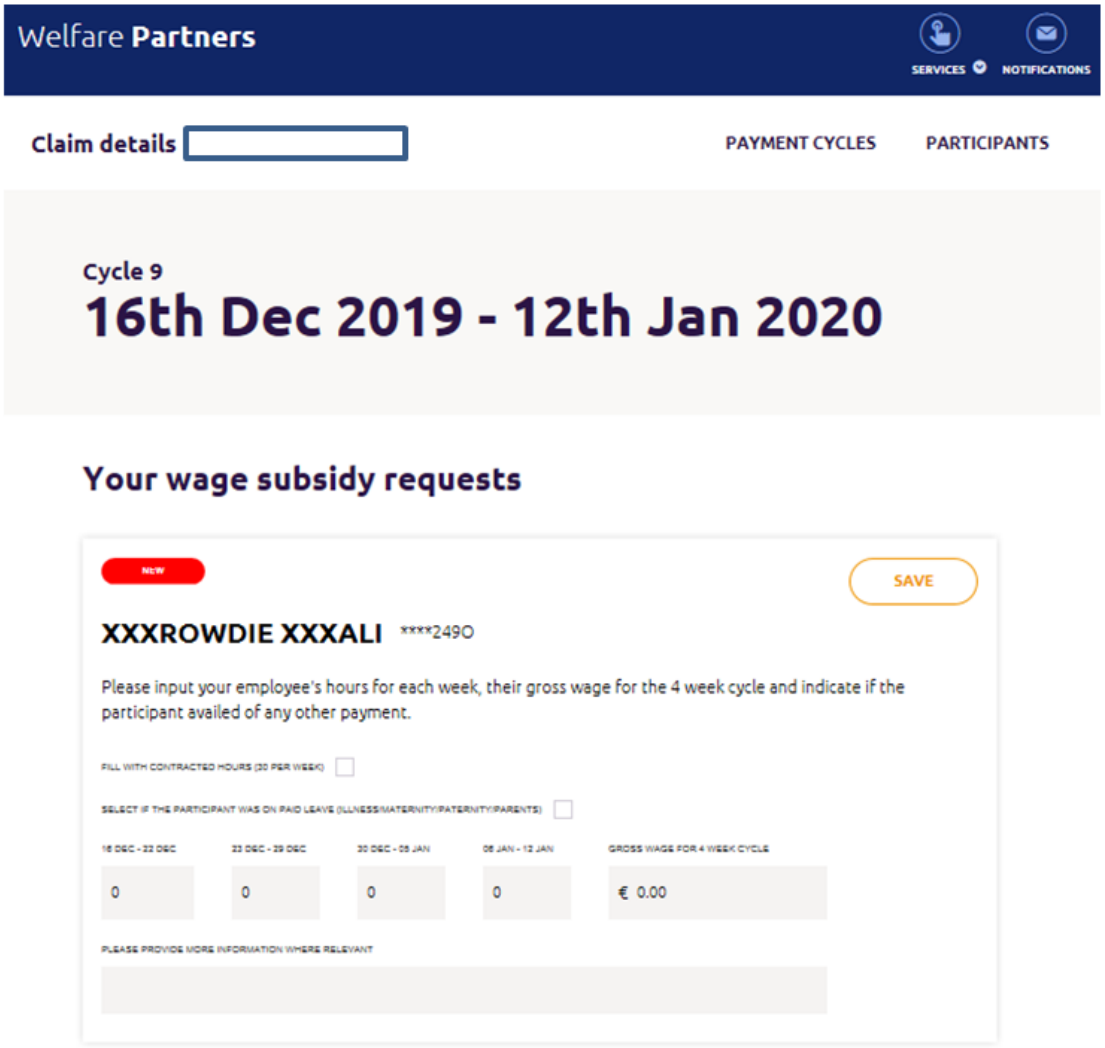
4. The status of a payment cycle will indicate if you need to complete and submit the wage subsidy request. If the status of a cycle is 'Open', there are wage subsidy requests to be submitted.



5. To submit a wage subsidy request for a cycle, first click on EDIT



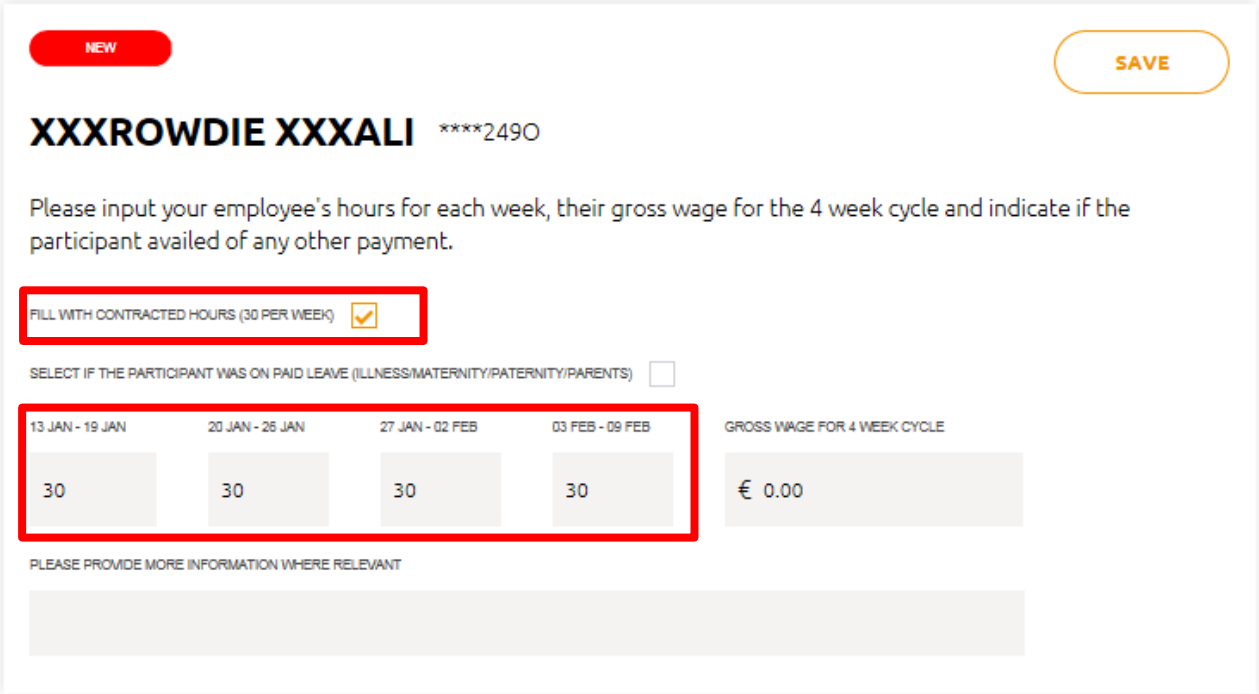
6. You will be brought to the screen showing all wage subsidy requests that must be completed for that cycle.



7. You should complete each wage subsidy request with the detail of hours worked in each week and the total gross wage paid to the employee for the entire four week period.

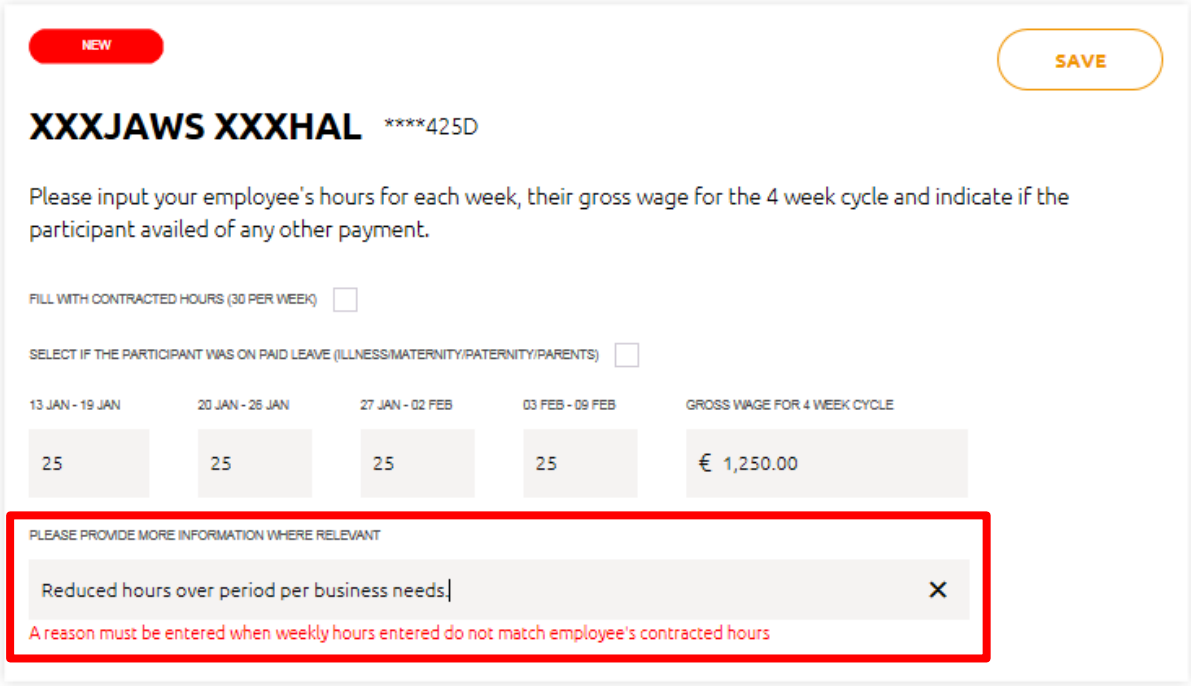
3.2 Enter details of hours worked

8. If the employee has worked the agreed contracted hours for each week of the period, you can select the option “FILL WITH CONTRACTED HOURS (X). (where X is the number of agreed contracted hours as informed to DSP.)
   In the example below, the employee is contracted to work 30 hours per week, and has worked 30 hours in each week of this cycle.



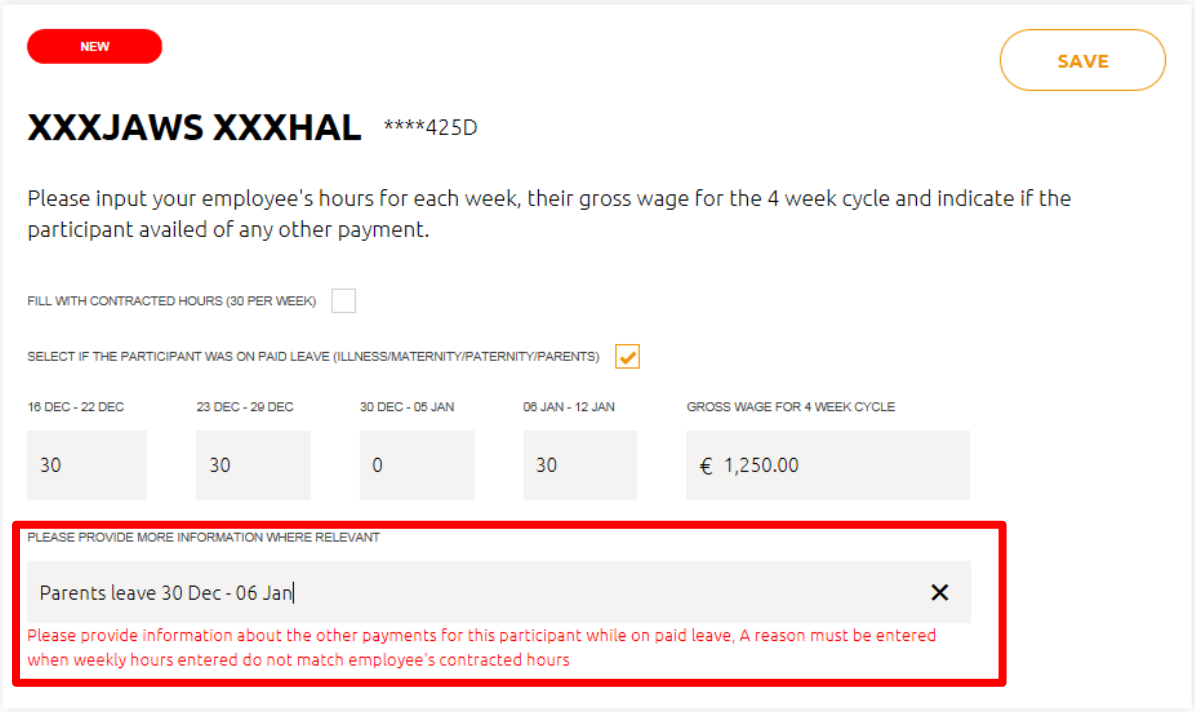
Note: If the detail of the contracted hours recorded is incorrect, please contact your local case officer to have these details amended.

9. If for any reason the employee did not work the agreed contracted hours for each week of the cycle, you can complete the detail of hours worked each week individually.
   In the example below, the contracted hours are 30 hours per week, but the employee only worked 25 hours each week.
   If the hours input do not match the contracted hours recorded by us, a reason must be provided in the text box indicated.



DO NOT ENTER ANY SENSITIVE PERSONAL DETAIL WHICH MAY REPRESENT A RISK TO GDPR.

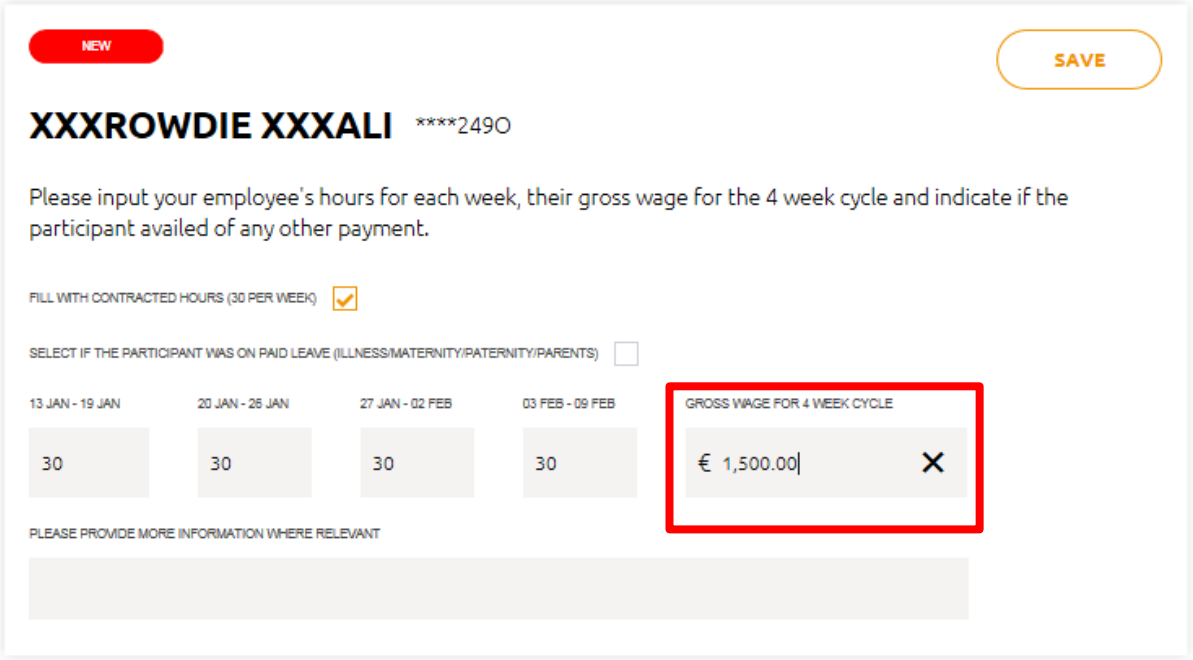
10. If the employee was on any form of paid leave other than annual leave or accrued holiday entitlement, please select the option ‘SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)’.



DO NOT ENTER ANY SENSITIVE PERSONAL DETAIL WHICH MAY REPRESENT A RISK TO GDPR.

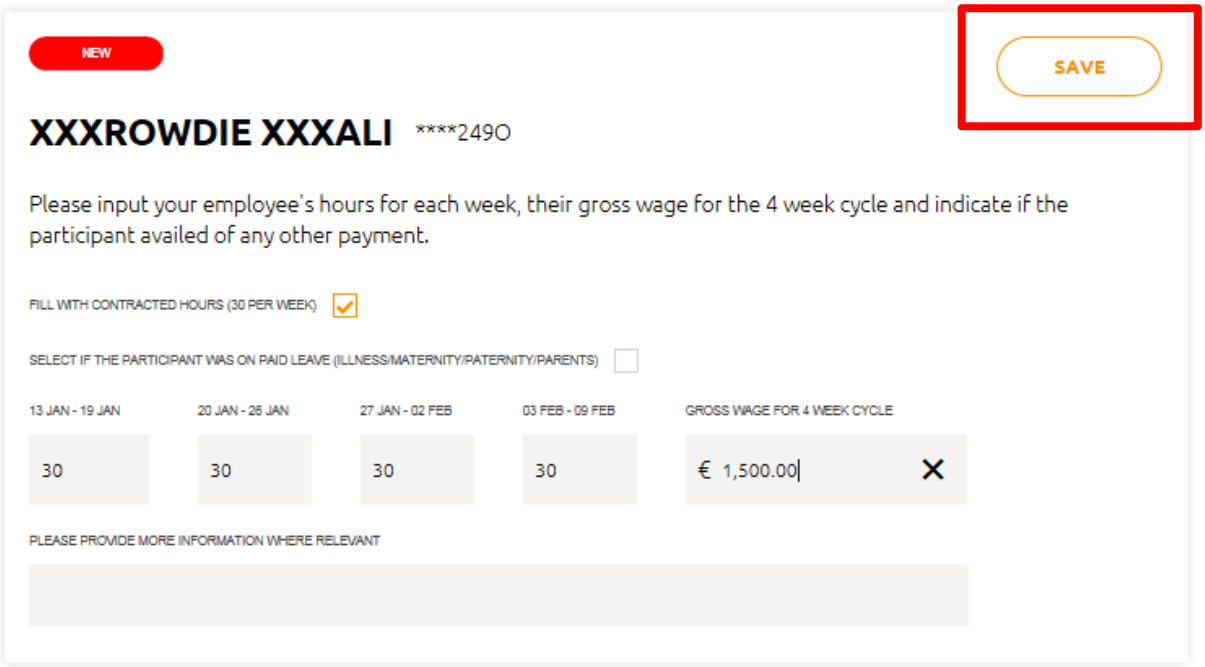
3.3 Enter detail of gross wage paid

11. You should now enter the gross wage paid to the employee for the entire four week cycle.



12. **Note:** If this is your only participant/employee, please go to part 3.4.1 of this guide.

13. If you have multiple participants/employees, and when you have entered the detail of the hours worked and the gross wages paid to the employee, click on SAVE



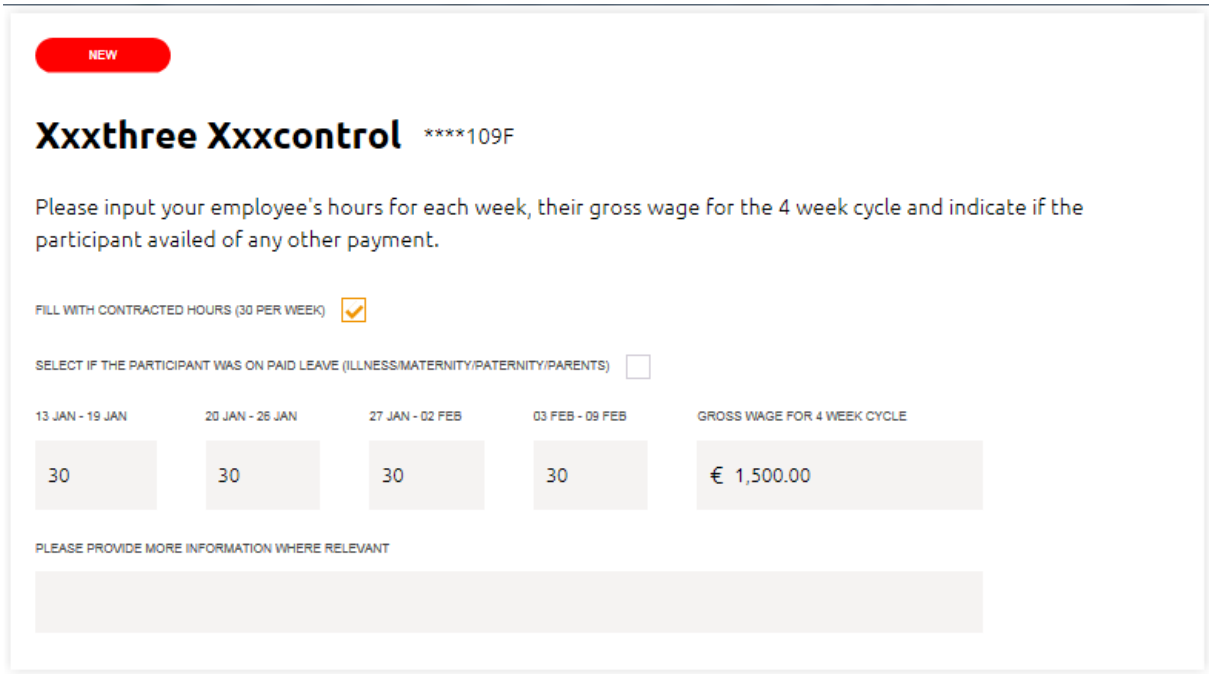
The subsidy request will now go into a state of ‘Awaiting Processing’.

If you have multiple subsidy requests to complete, you must save each subsidy request individually, so that they are all in a status of ‘Awaiting Processing’.

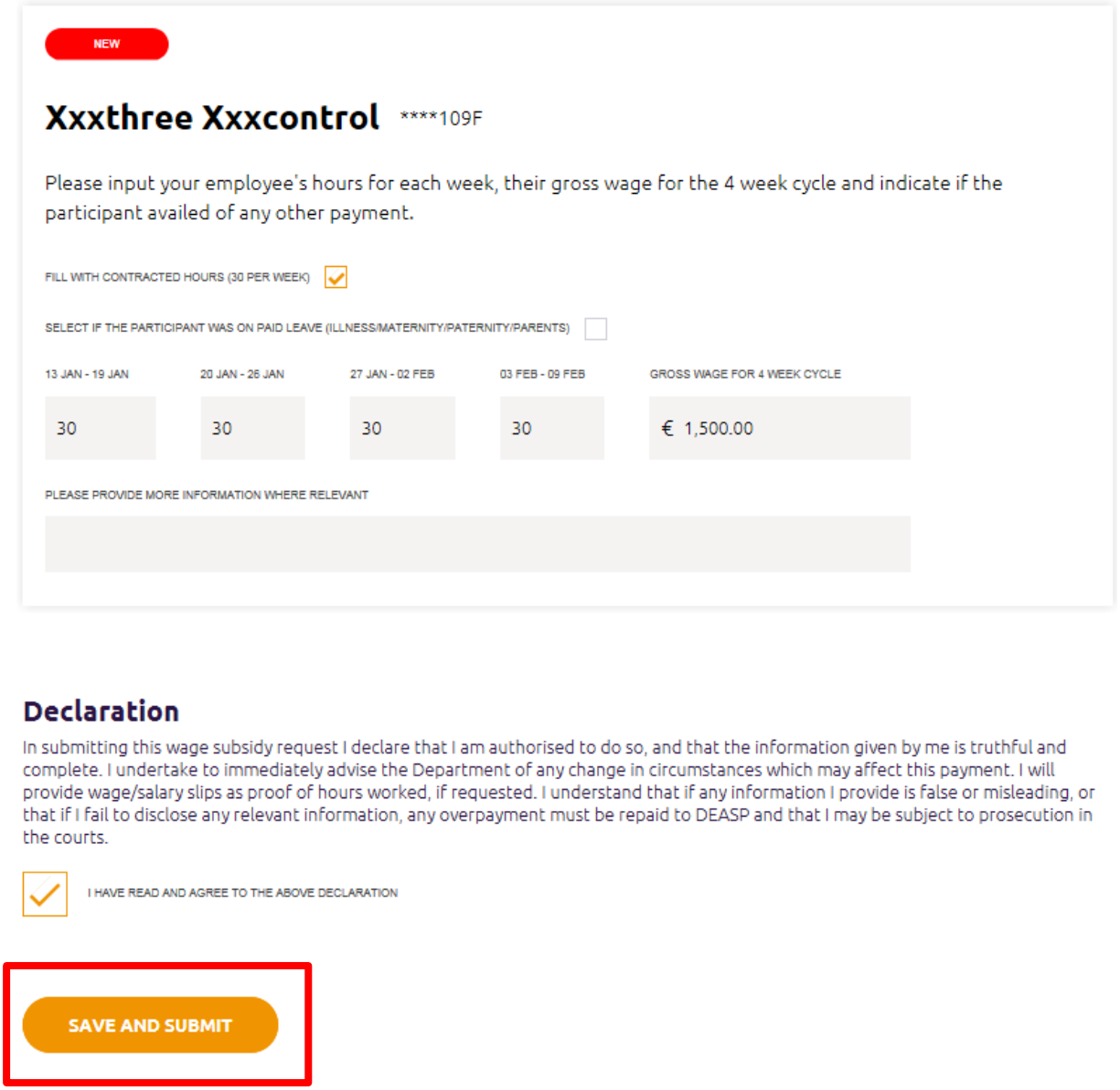
3.4 Submission of completed subsidy requests

3.4.1 Single participant/employee

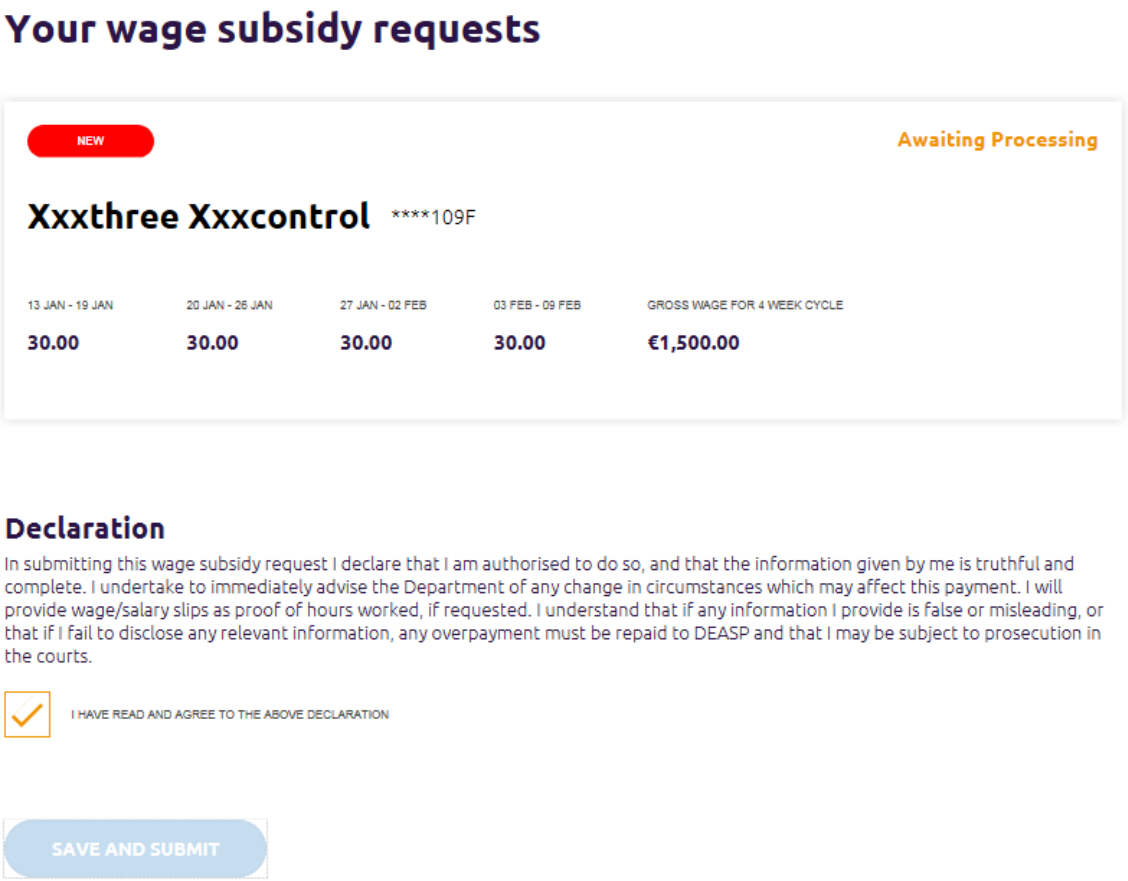
1. If there is only one wage subsidy request to be completed for the cycle, you must read the declaration statement and confirm same by checking the box to indicate that 'I HAVE READ AND AGREE TO THE ABOVE DECLARATION'



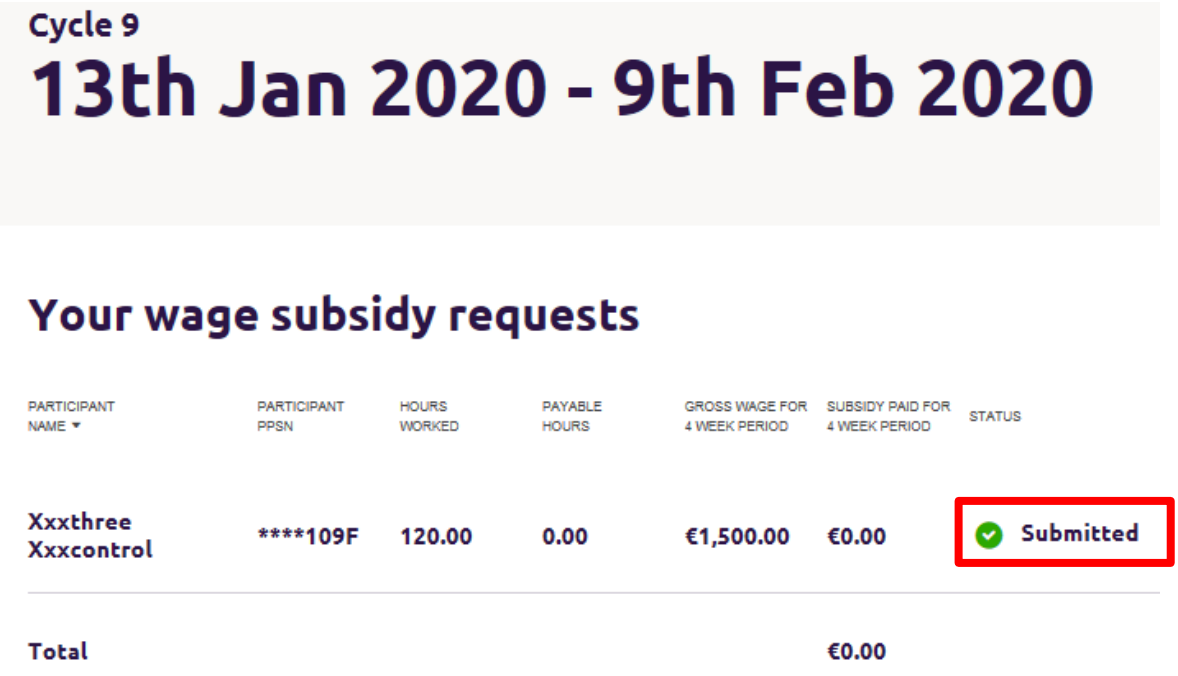
2. You should now click on ‘SAVE AND SUBMIT’



3. Your subsidy request has now been successfully submitted.

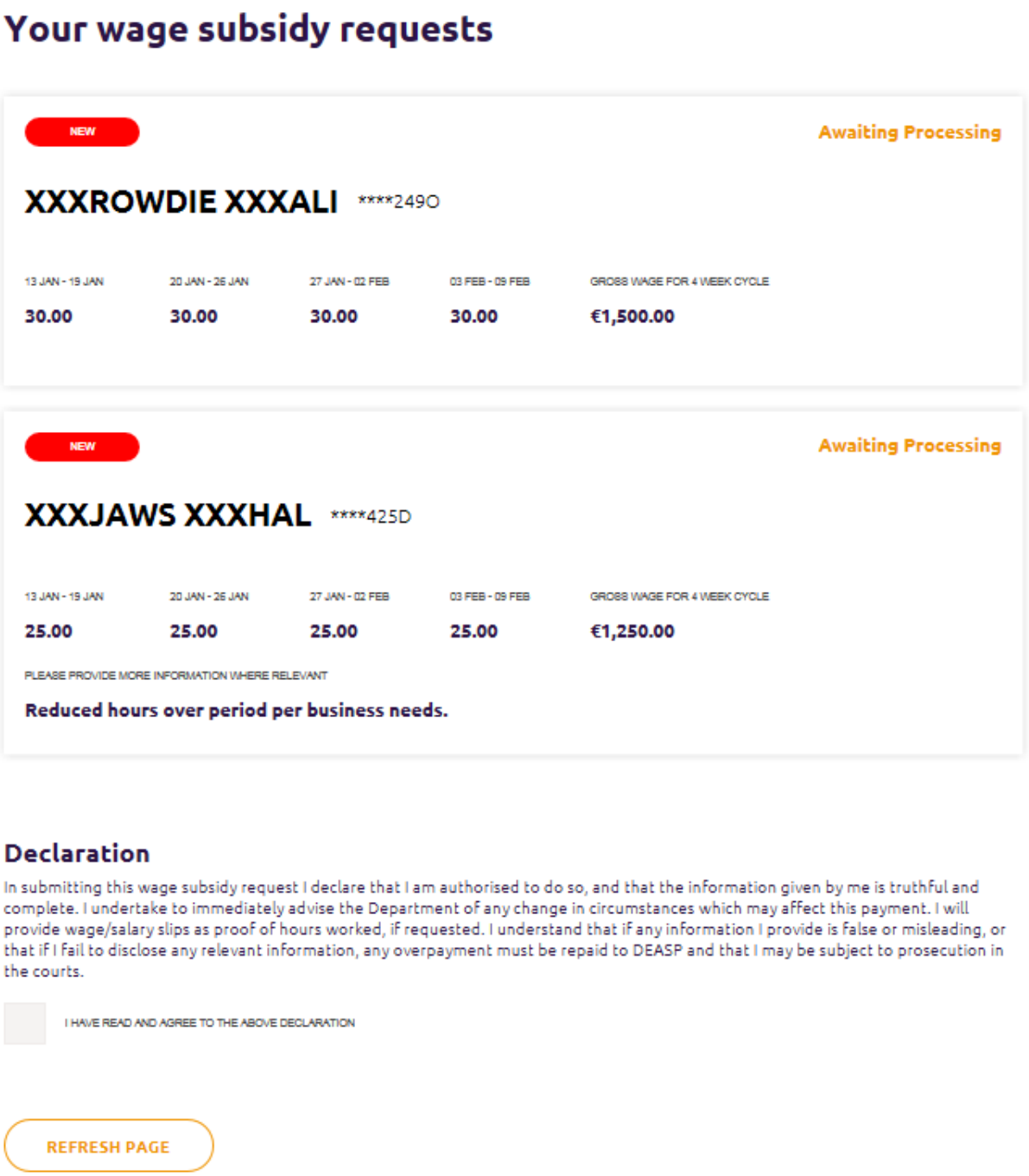


4. You can confirm the submission of the wage subsidy request by refreshing your browser



3.4.2 Multiple participants/employees

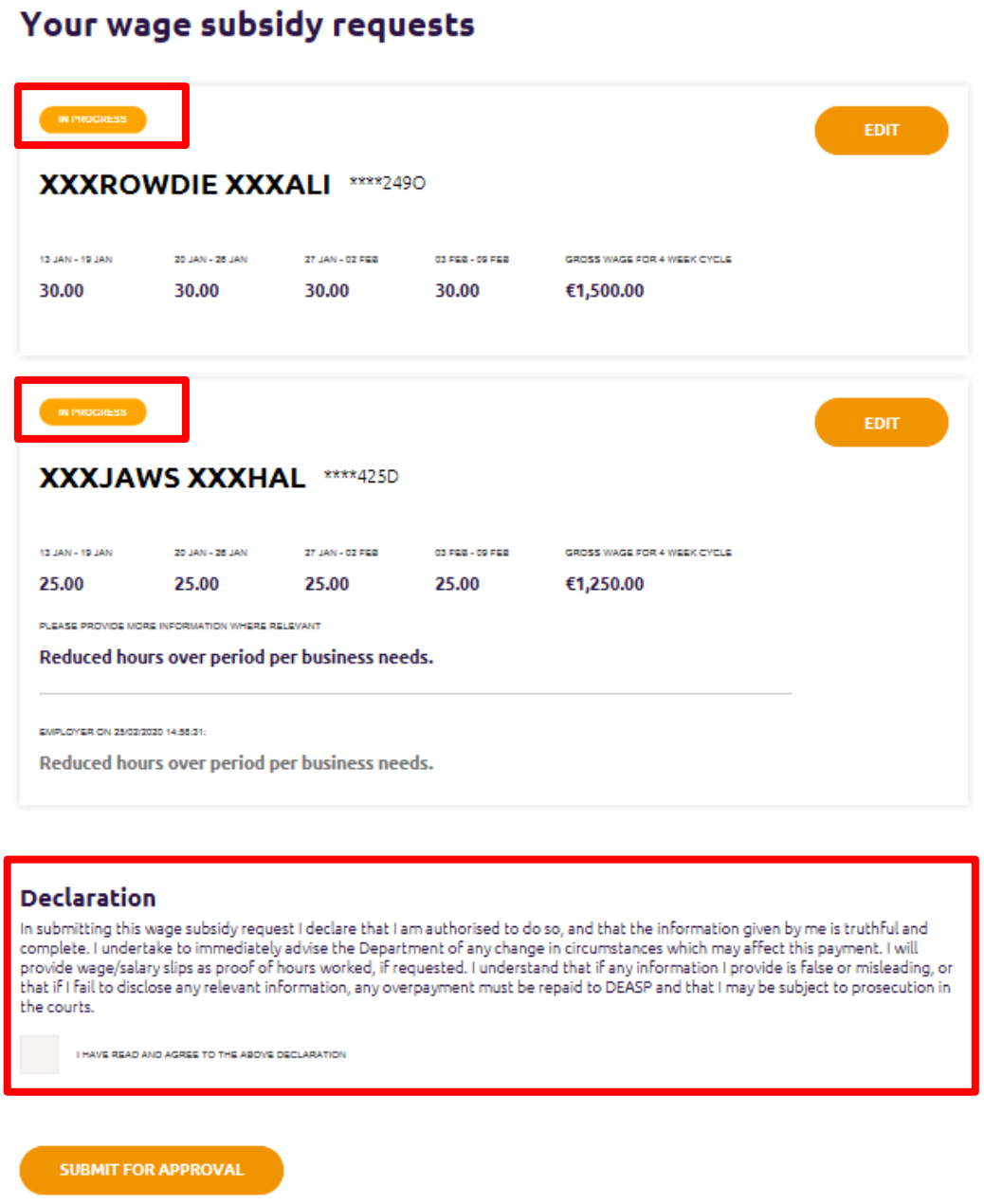
1. If you have multiple subsidy requests to complete, you must save each subsidy request individually, so that they are all in a status of ‘Awaiting Processing’ before they can be submitted.
   Once all subsidy quests for a cycle are in a status of ‘Awaiting Processing’, you must click on the button ‘REFRESH PAGE’



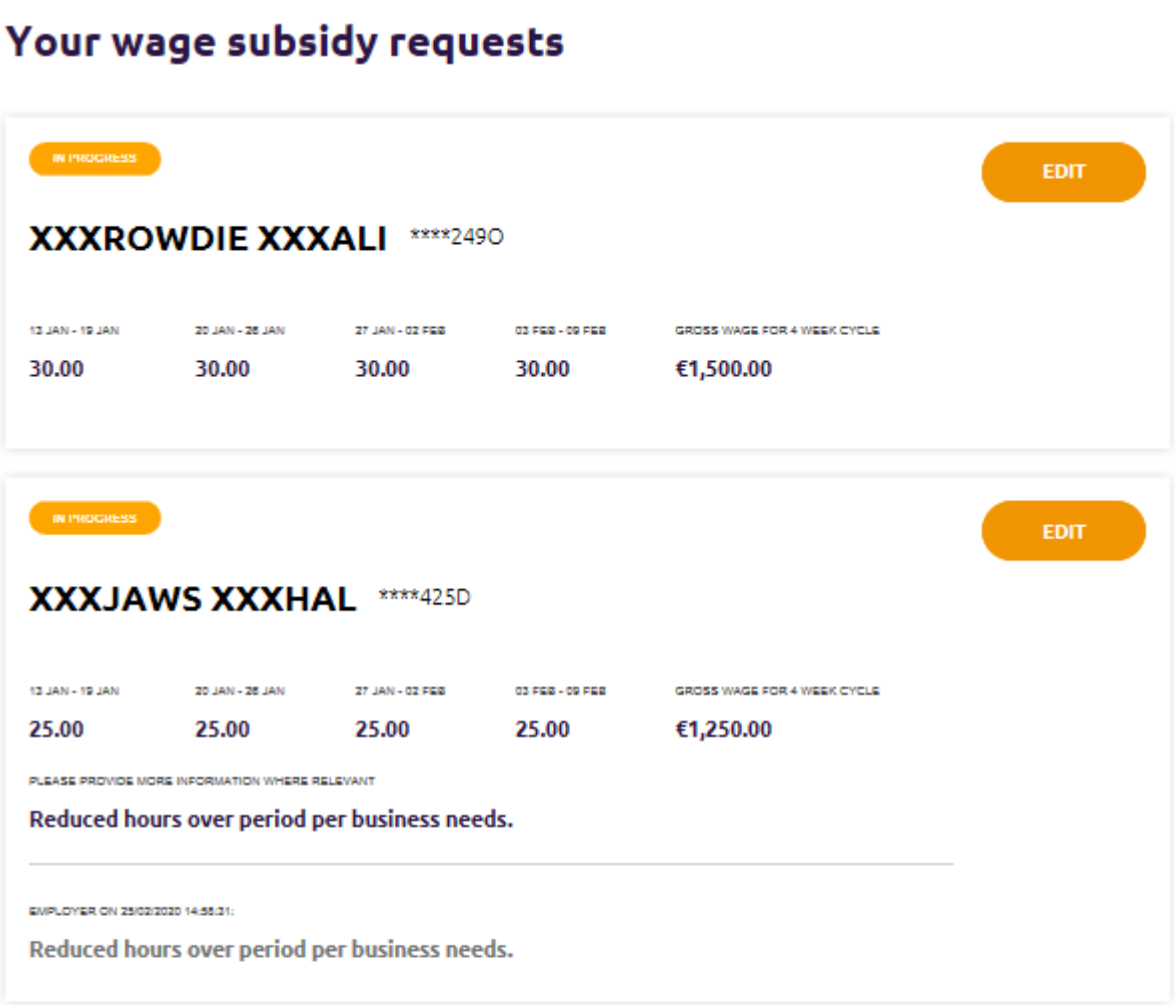
2. If the ‘REFRESH PAGE’ button is unavailable, please refresh your browser page manually.

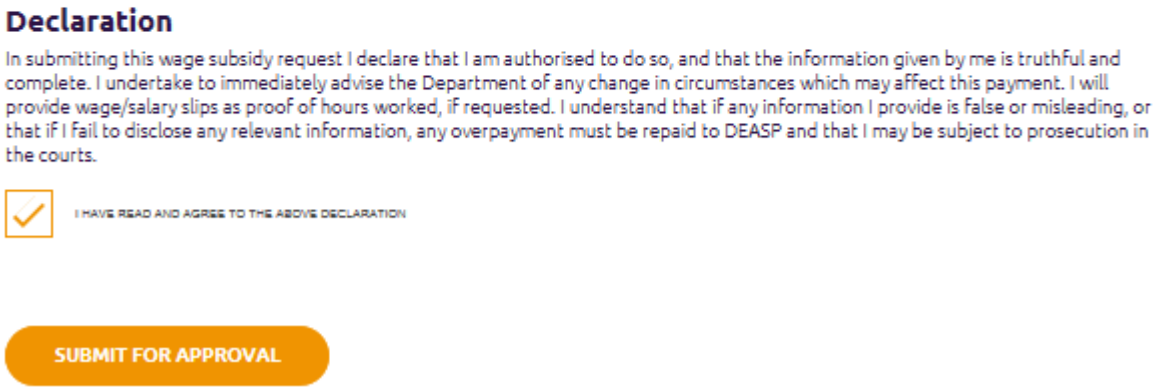
3. You should now see that the subsidy requests are in a status of ‘IN PROGRESS’.

   Before submitting the subsidy requests you must read the declaration statement and confirm same by checking the box to indicate that ‘I HAVE READ AND AGREE TO THE ABOVE DECLARATION’.



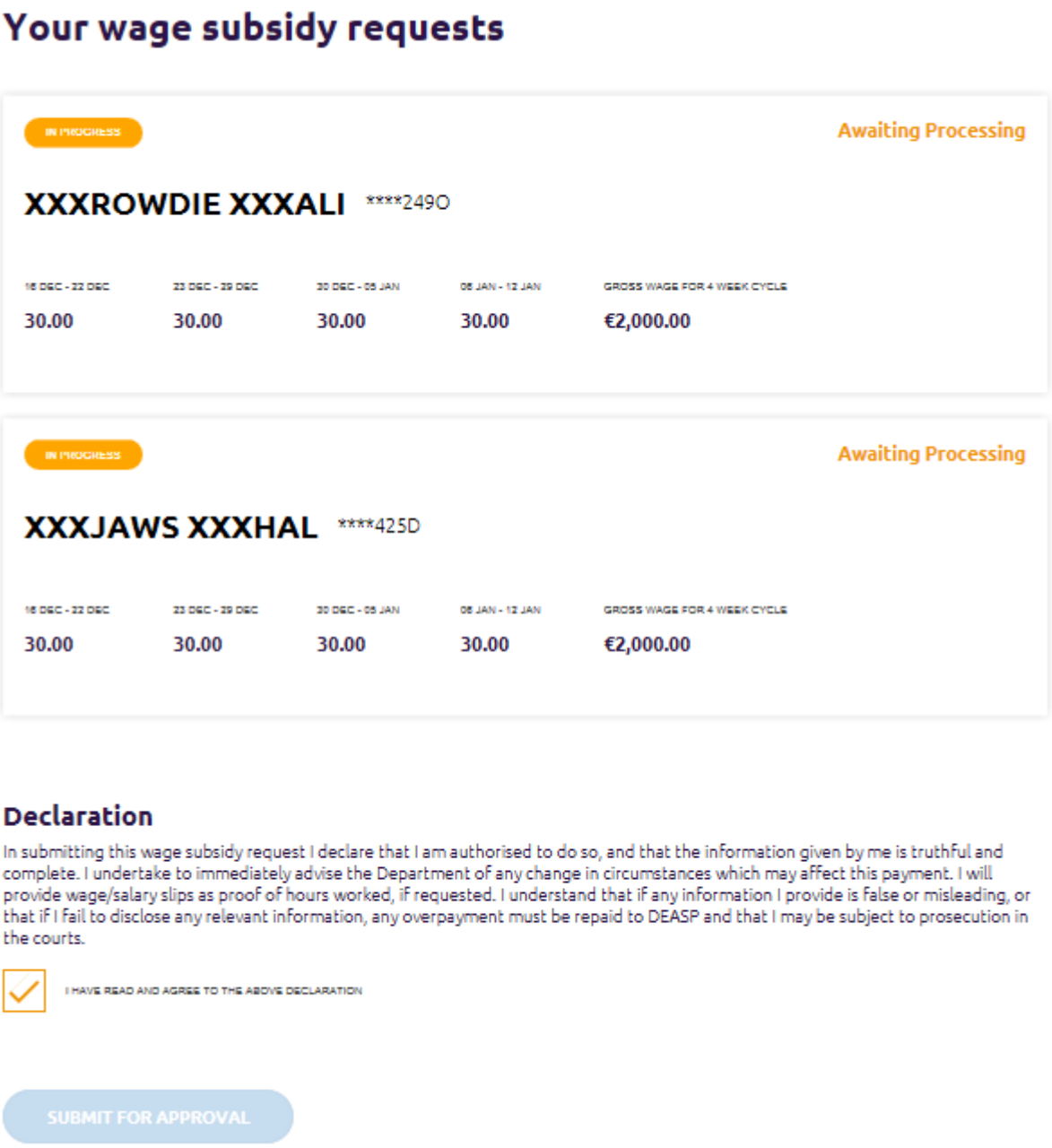
4. You must read the declaration statement and confirm same by checking the box to indicate that ‘I HAVE READ AND AGREE TO THE ABOVE DECLARATION’.



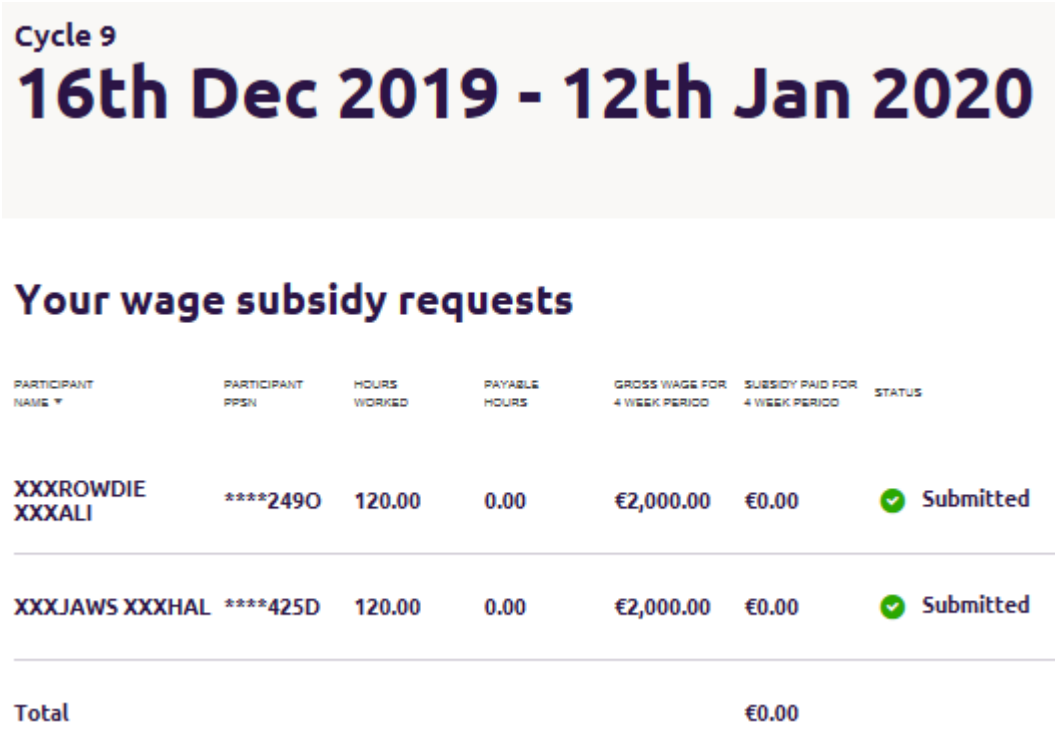


5. You must then click on the ‘SUBMIT FOR APPROVAL’ button to complete the submission process.

   Your subsidy request has now been successfully submitted.



6. You can confirm the submission of the wage subsidy requests by refreshing your browser.



Cycle 9

16th Dec 2019 - 12th Jan 2020

Your wage subsidy requests

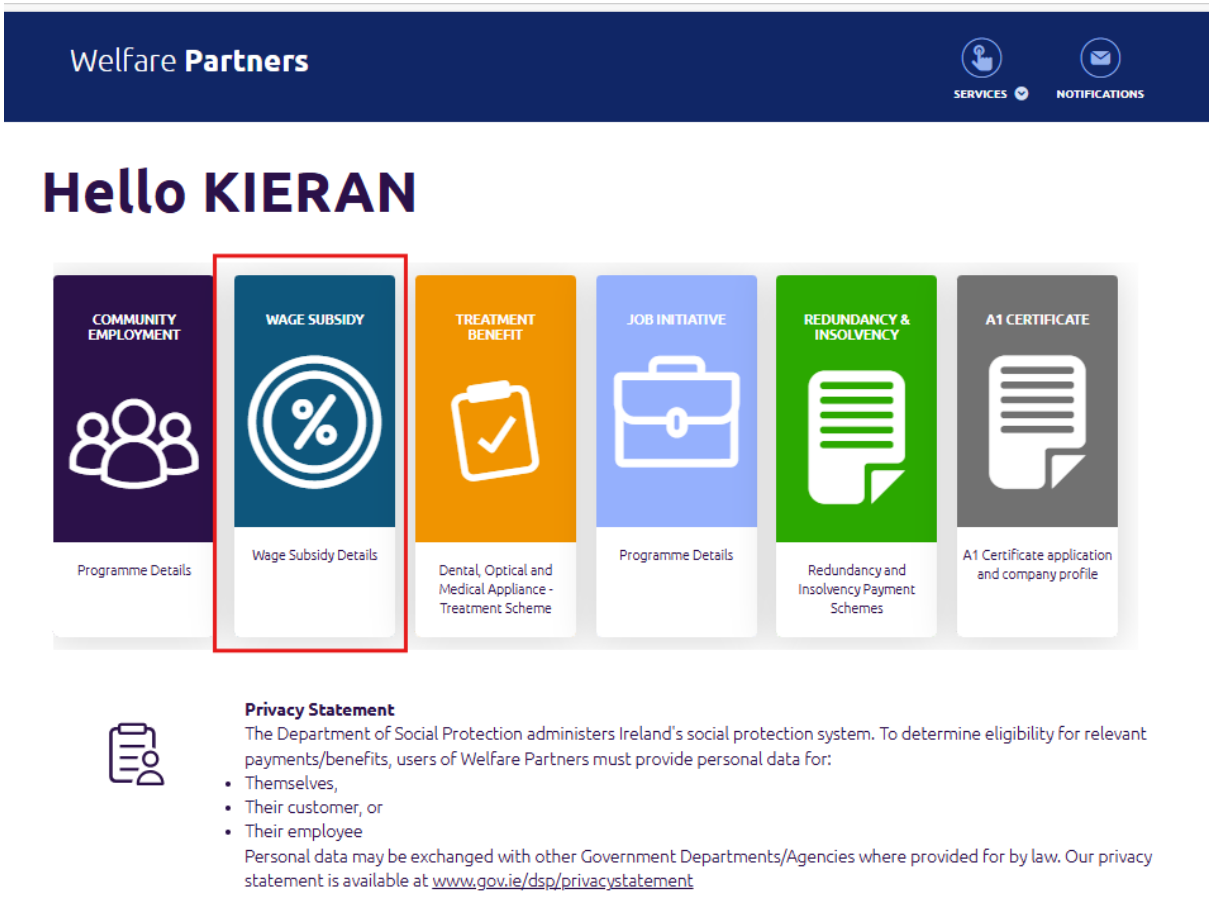
PARTICIPANT NAME	PARTICIPANT PPSN	HOURS WORKED	PAYABLE HOURS	GROSS WAGE FOR 4 WEEK PERIOD	SUBSIDY PAID FOR 4 WEEK PERIOD	STATUS
XXXROWDIE XXXALI	****249O	120.00	0.00	€2,000.00	€0.00	Submitted
XXXJAWS XXXHAL	****425D	120.00	0.00	€2,000.00	€0.00	Submitted
Total					€0.00	

Section 04

View payments on Welfare Partners

4.1 View paid wage subsidy requests

1. Log on to Welfare partners and click on the Wage Subsidy card:



If you encounter an error message at this point, please contact the dedicated helpdesk by emailing wagesubwelfarepartners@welfare.ie

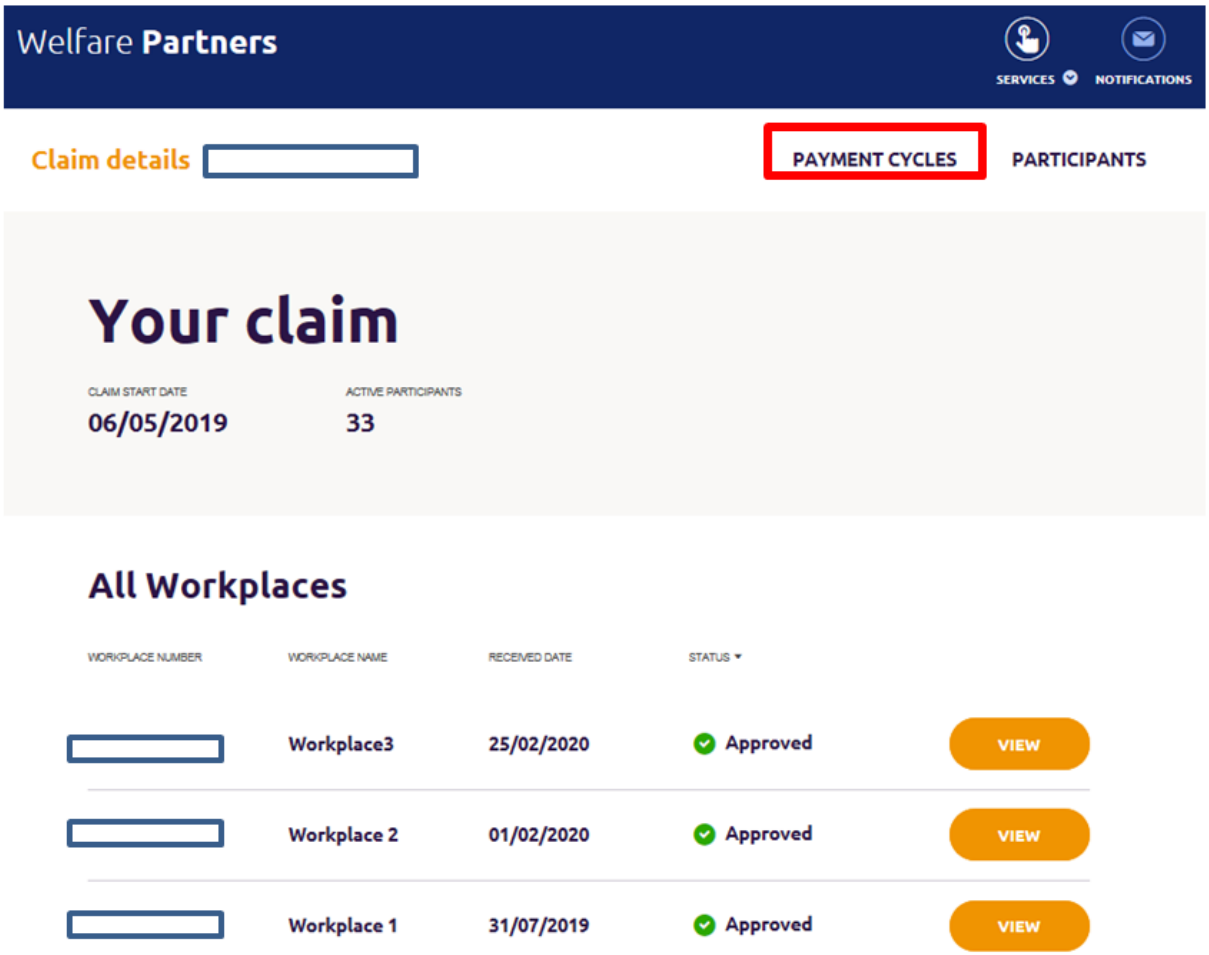
NOTE:

- The following steps will indicate if the subsidy requests submitted have been approved and the value of the wage subsidy to be paid.

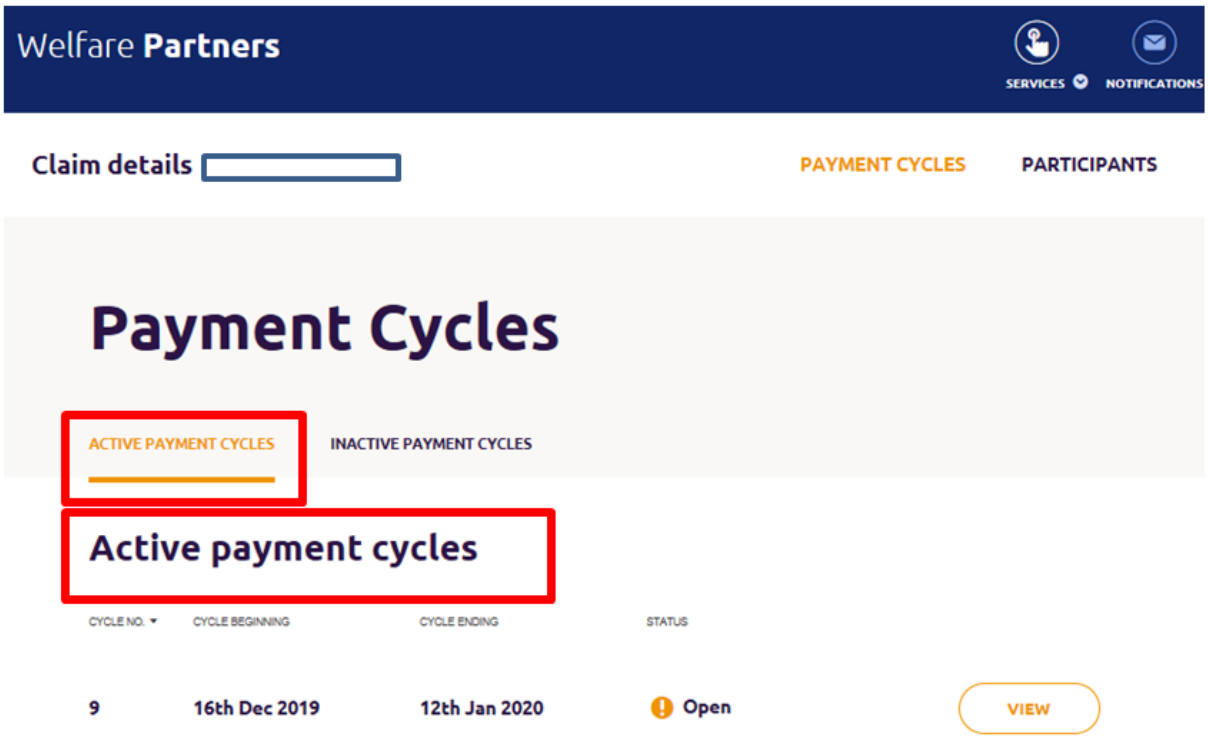
- It is not an indication that payment has issued.

- Confirmation of payments issued will continue to be made by the issue of a remittance document by email to the primary claim contact, on the weekend after payment has been made.

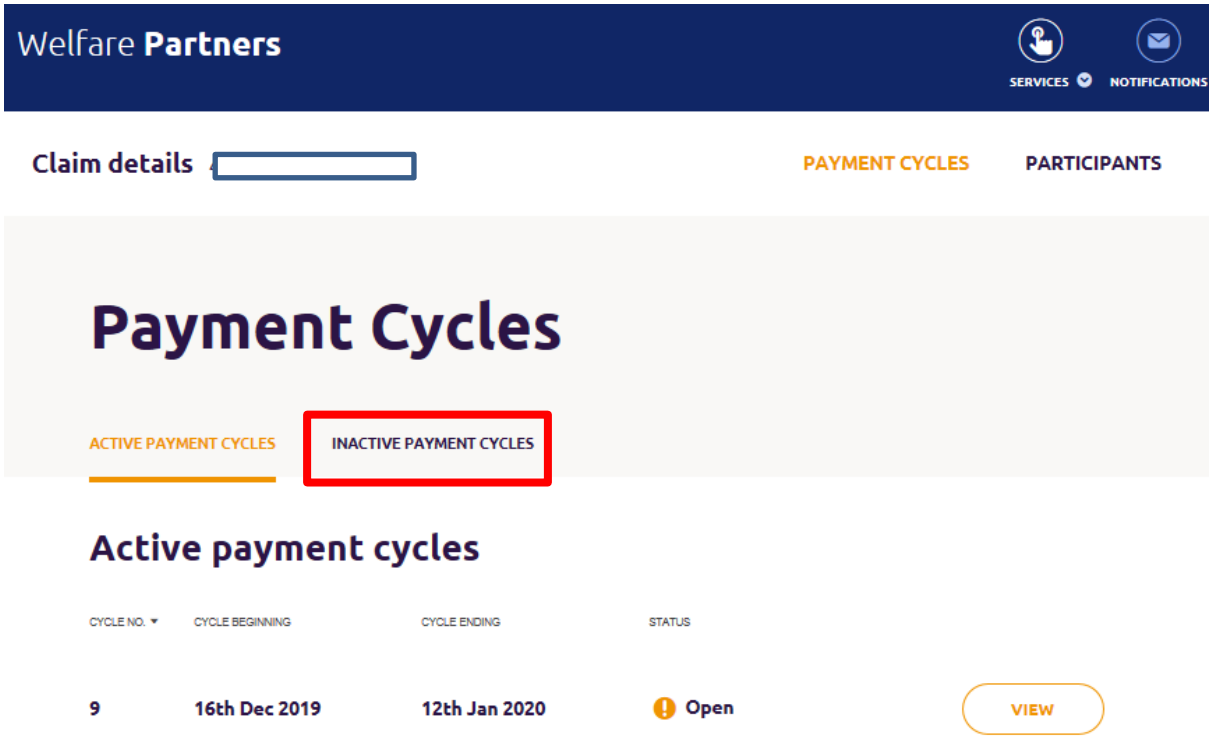
2. To view paid wage subsidy requests, click on PAYMENT CYCLES.



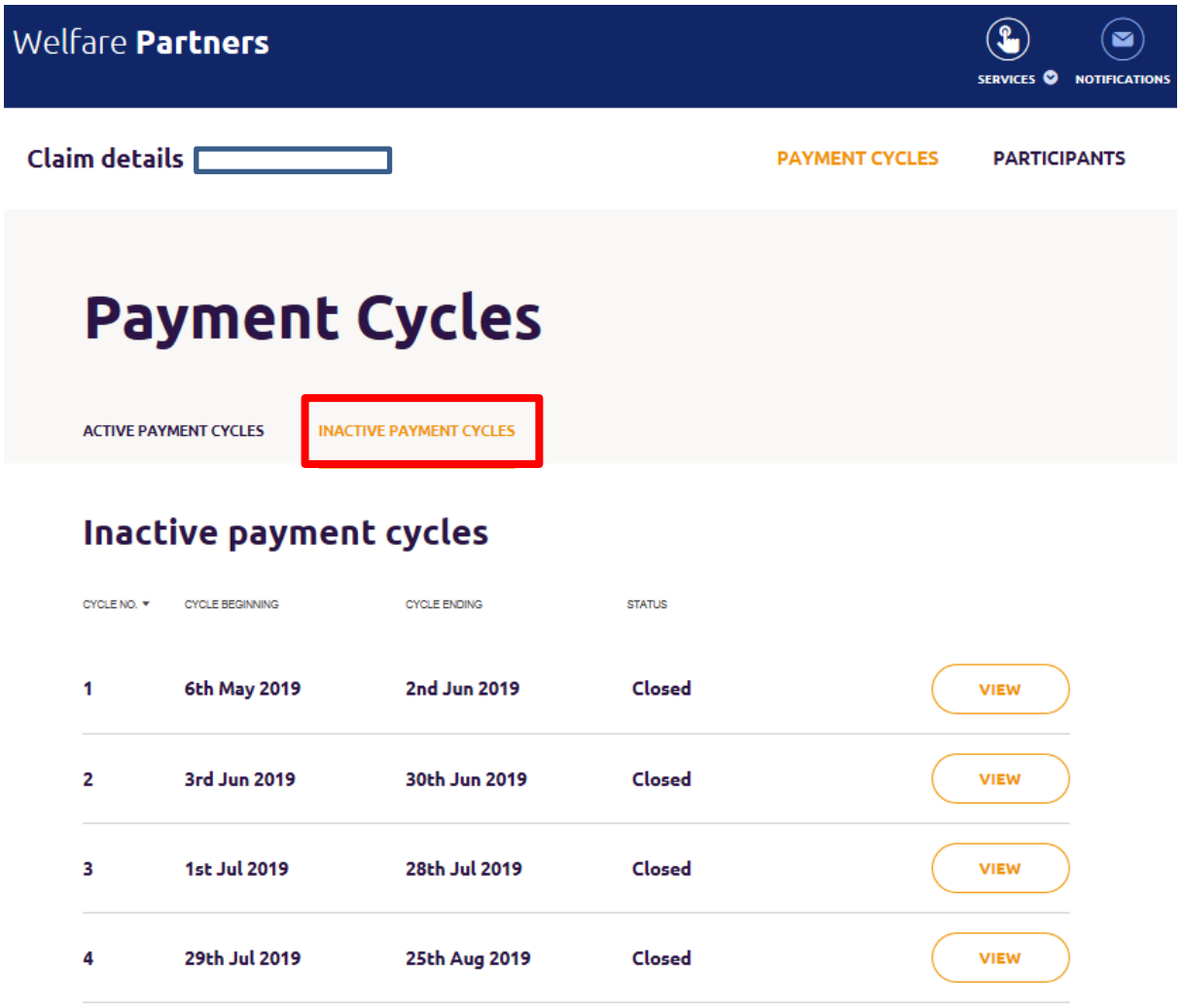
3. You are now viewing Active payment cycles. The status of a payment cycle indicates if wage subsidy requests need to be submitted. If the status is ‘Open’, there are wage subsidy requests to be submitted.



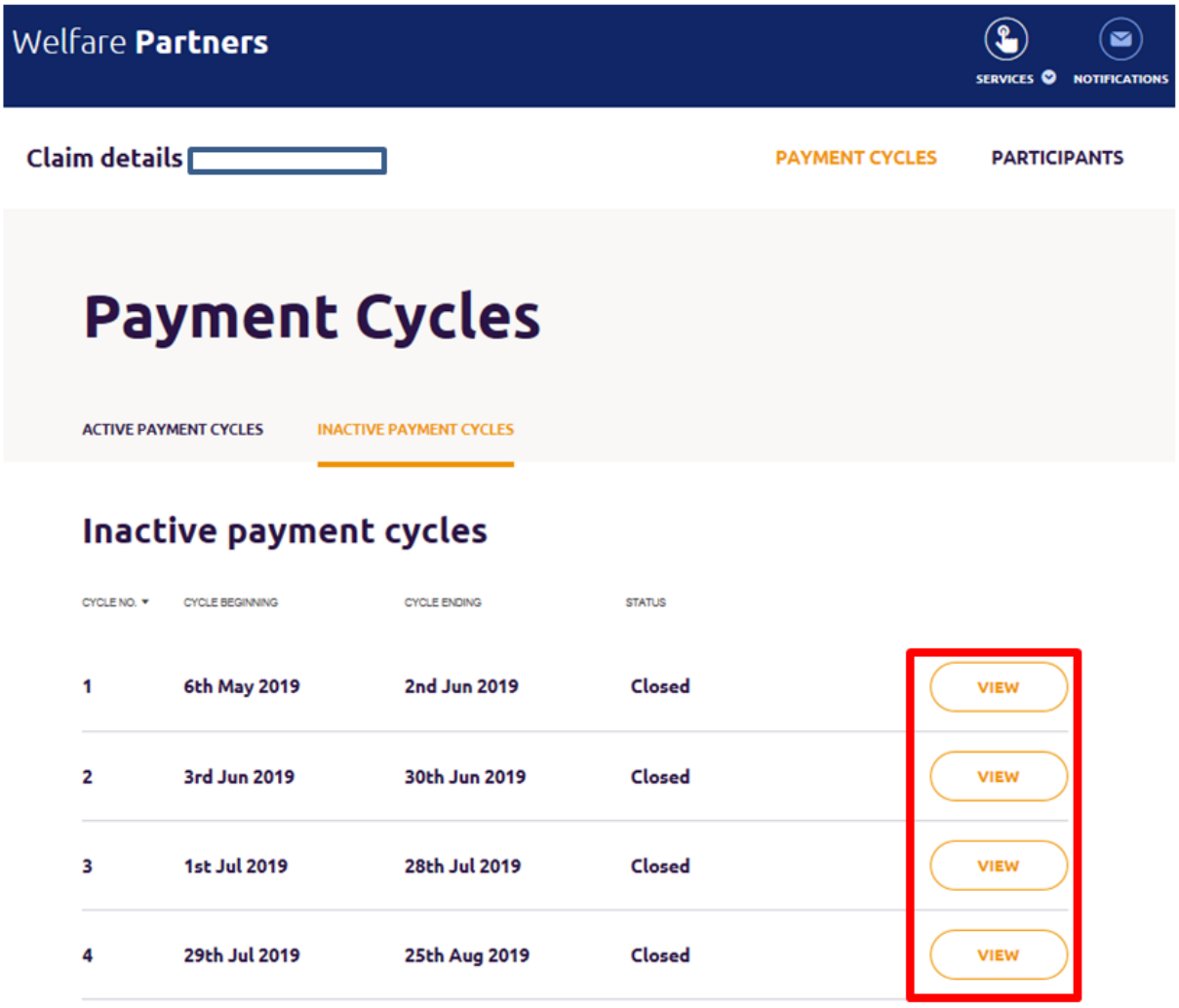
4. To check if submitted wage subsidy requests have been approved, click on INACTIVE PAYMENT CYCLES.



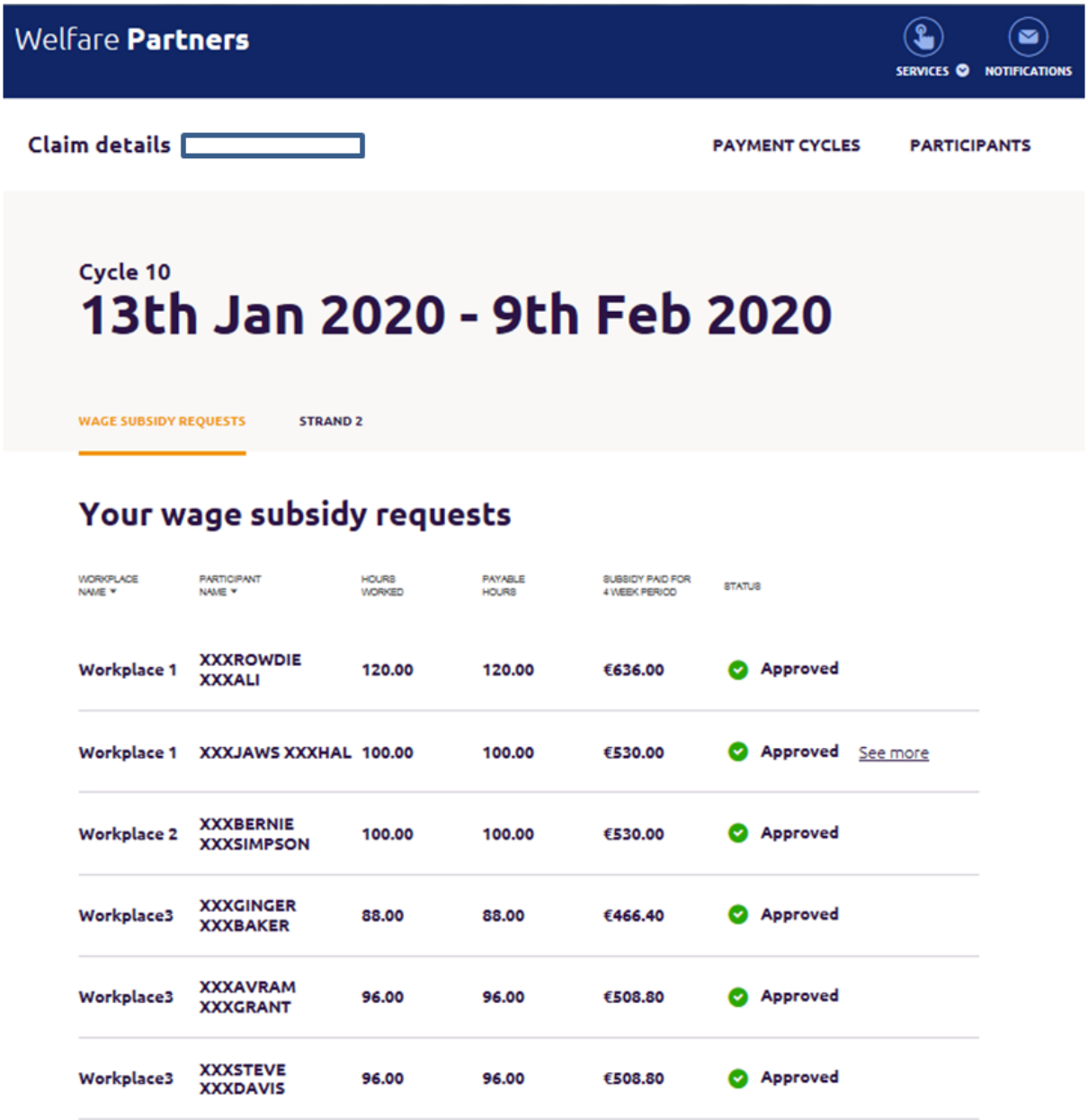
5. You are now viewing Inactive payment cycles – these are periods for which you have submitted wage subsidy requests which have been approved.



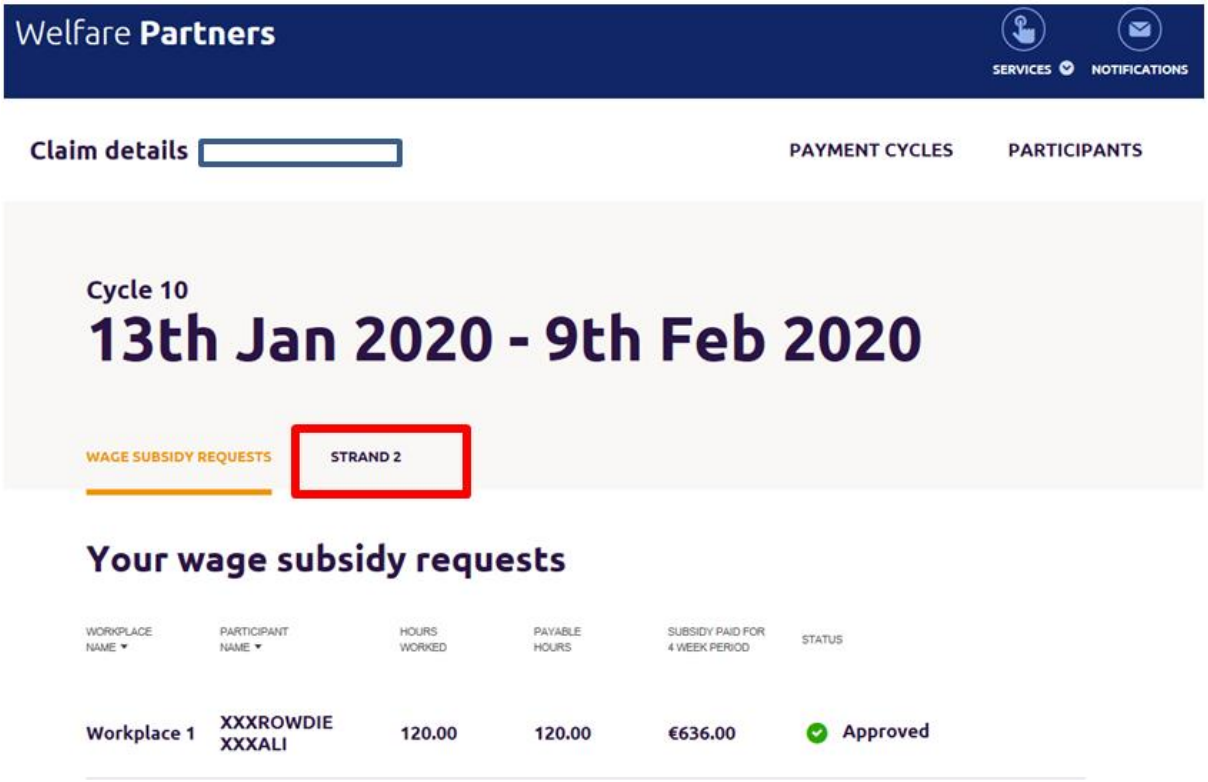
6. To view the detail of wage subsidy request paid in a cycle, click on the VIEW button next to the particular cycle



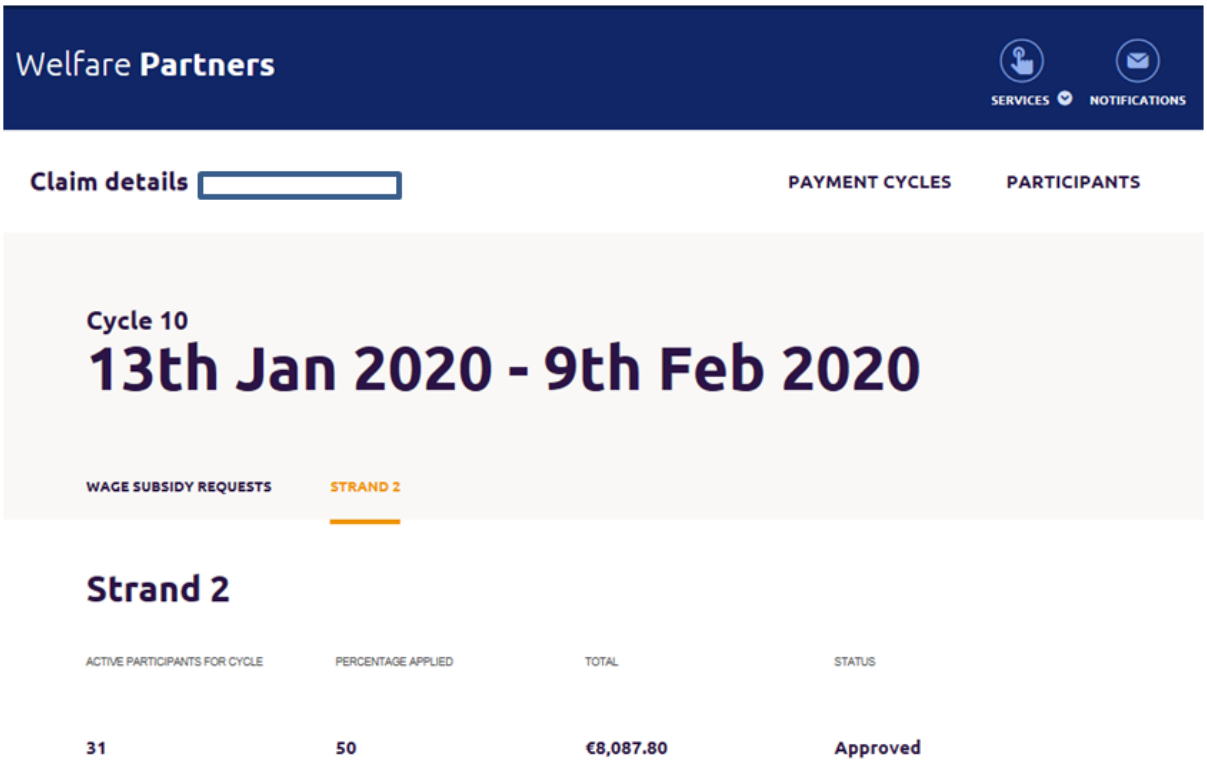
7. You will now see detail of the wage subsidy requests submitted for that period, including details of hours worked, hours payable through the wage subsidy scheme, and the subsidy paid for the cycle.



8. If you are receiving the wage subsidy scheme and are entitled to receive the Strand 2 increase – you can view detail of this by clicking on STRAND 2.



9. You are now viewing the detail of the Strand 2 payment increase which has been applied to that particular cycle.



10. If your organisation is in receipt of a Strand 3 increase in respect of an Employment Assistance Officer (EAO), there will be a corresponding STRAND 3 tab to view detail of this payment in a particular cycle.

Section 05

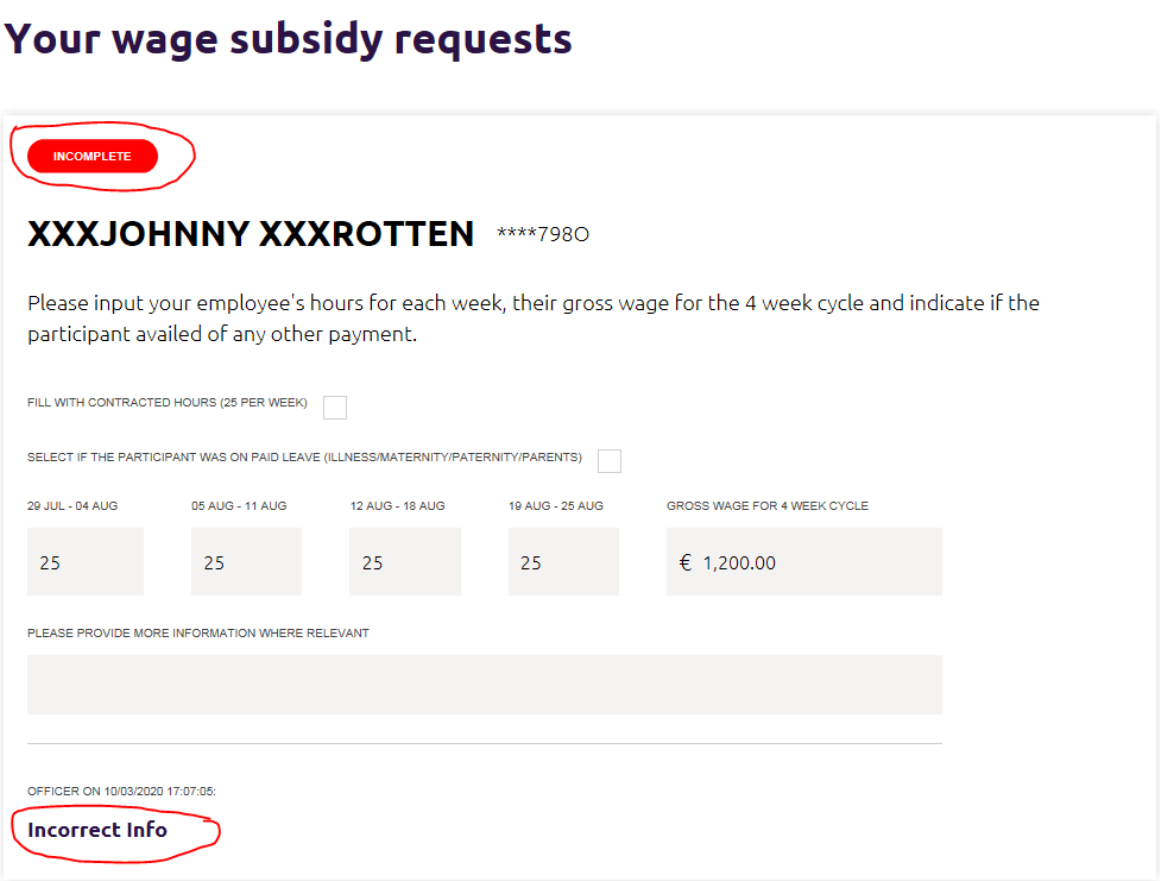
Re-submit Subsidy Requests on Welfare Partners

5.1 Re-submit Subsidy Requests on Welfare Partners.

1. If a submitted Subsidy Request is submitted with incorrect information or the processing officer needs more information, the Subsidy Request can be sent back to the employer on Welfare Partners.

2. If this happens the Subsidy Request will be available for edit again.

3. The status will be incomplete and a comment by the officer outlining the issue will be at the bottom.



4. You can complete and save and submit as normal, but you should fix any mistakes first. If there are no changes to be made, you need to put in a comment to answer the officer's query.