

Global Immigration alert

May 2025

Ireland

DETE addresses technical issues impacting the newly launched Employment Permits Online system (EPOS)

Executive summary

The Department of Enterprise, Trade and Employment (DETE) provided an update on the technical issues impacting individuals, employers and agents attempting to create an Employment Permits Online system (EPOS) account, leading to delays with the filing and processing of employment permit applications.

Background

The DETE [launched](#) EPOS on 28 April 2025 to streamline the employment permit application process and enhance overall efficiency. However, users are facing technical challenges in setting up their EPOS accounts.

Key developments

Following the launch of EPOS, users have encountered technical glitches and delays in registering and using the new online system. These issues have impacted the ability to submit applications effectively and have created uncertainty regarding the status of pending applications. The DETE is actively working to resolve these issues and improve the system's functionality. Users experiencing difficulties may contact the Support Desk at epos@enterprise.gov.ie.

Impact on employers

The issues associated with the new system have caused significant disruptions for employers who depend on timely processing of employment permit applications in Ireland. It is important for employers to remain updated on the situation and anticipate potential delays in obtaining the necessary permits for their workforce.

Key steps

EY will continue to monitor these developments. Should you have any questions, we encourage you to contact one of our immigration professionals.



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