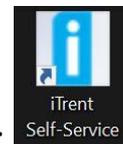


Employee Self Service - Usernames and Passwords

This guidance document will show you how to:

- Setup your memorable information
- How to retrieve your Username
- How to reset your password

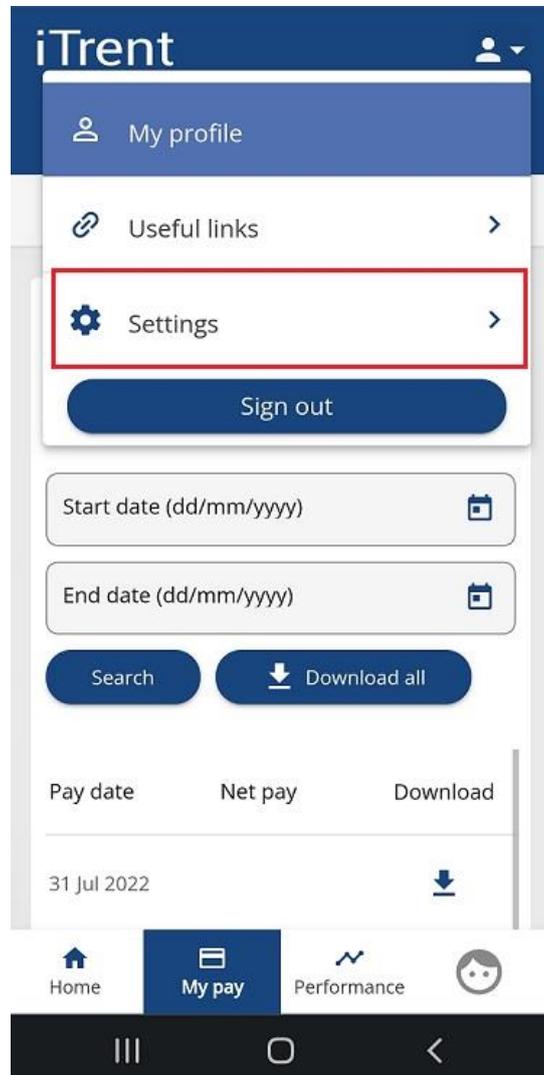


Your work phone will have an icon that looks like this:

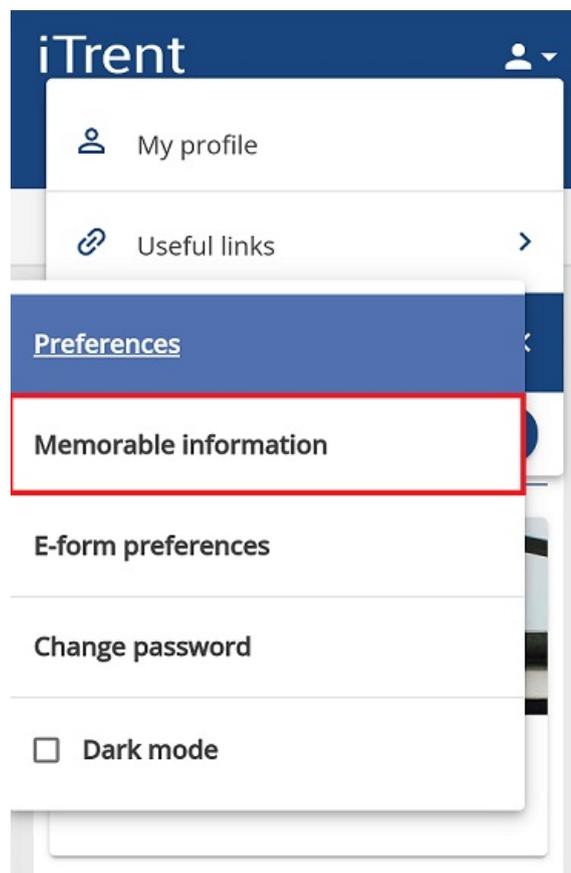
If you do not have a work phone you can access Self Service on any mobile device or computer by going to: www.york.gov.uk/itrent

When you receive your login details, the first thing you should do is complete the Memorable Information section. By doing this first, you will always be able to get a reminder on your screen of your Username.

To do this please please select the person symbol on the top right of the Home page, as shown below, and select 'Settings'.



Then select 'Memorable Information'



The Prompt will be something that only you know the answer to. For example, you can write in the Prompt box "my first car".

The answer to this Prompt will be what you write in the next box. Only you can change this answer.

Whenever you need a reminder of your Username, you can get it by selecting 'Forgotten Username' on the login page. By using the information above, you will be able to see your username on screen.

Passwords

Your Employee Self Service password should be in the format of three separate words and a minimum of 10 characters (including the spaces)

You will get to choose your own password when you log in for the first time.

If you need to reset your password, please follow the below steps:

- 1) Click on the 'forgotten password' link on the login page.
- 2) Enter your Username and email address. Your email address will be the one that your login details were sent to.
- 3) Open the email that was sent to you. There will be a 'Reset Password' button. Please select this and choose a new password. You cannot use a password more than once. This email should arrive in a few minutes.
- 4) If you do not receive an email after 15 minutes, then please contact the ICT Service desk on 01904 55 2222 or email ictservicedesk@york.gov.uk
- 5) You can also call the Payroll Services team on 01904 55 1619 or email payrollservices@york.gov.uk for general advice and guidance on logging into Employee Self Service.