



How to login to Employee Self Service (ESS) with a CYC email address

Single Sign On (SSO) User

This guide explains how to log into Employee Self Service if you have a CYC email address using a CYC device or a non-CYC personal device and where to go for help and support.

Data Protection

The data contained in this system and its usage is subject to general data protection regulations and the City of York Council's Information Systems Security and Acceptable Use Policy, available from the [ICT Homepage on the Intranet](#)

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Introduction

If you have a CYC email address name@york.gov.uk you will access ESS via Single Sign On (SSO). However, your login process will vary slightly depending upon whether you use a CYC device or non-CYC (personal) device.

- Login to ESS using a CYC device SSO see [Option 1](#)
- Login to ESS using a non-CYC (personal) device see [Option 2](#)

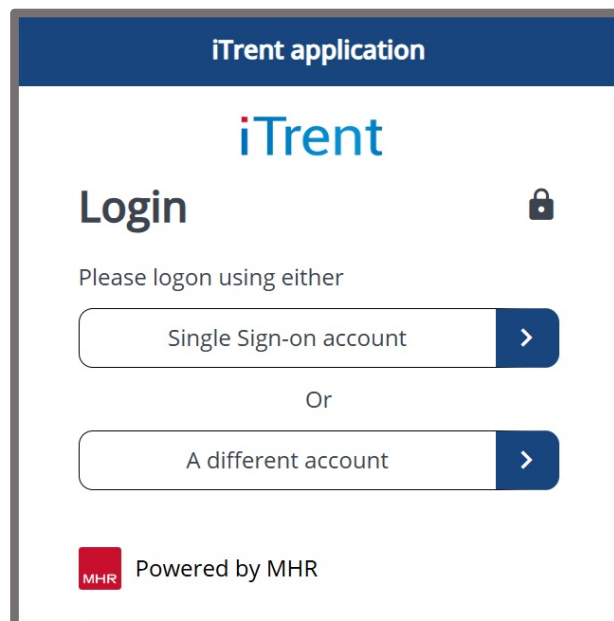
If you do not have a CYC email address, please refer to the following guidance: ***How to login to ESS using Multi Factor Authentication (MFA)*** www.york.gov.uk/itrent

Option 1: Login to ESS using a CYC device Single Sign On (SSO)

You can access ESS via a council (CYC) computer or laptop using SSO.

Log into ESS using the icon on your desktop, the [City of York Council's iTrent](#) page on the internet on the [Intranet](#) or via www.york.gov.uk/iTrent

Please select 'Single Sign-on account' if you have a CYC email address:



The image shows the iTrent application login screen. At the top, it says 'iTrent application' in a dark blue header. Below that is the 'iTrent' logo. The main heading is 'Login' with a lock icon to its right. Below the heading, it says 'Please logon using either'. There are two buttons: 'Single Sign-on account' and 'A different account', both with right-pointing arrows. Below the buttons is the text 'Or'. At the bottom left, there is a red square logo with 'MHR' and the text 'Powered by MHR'.

At the login screen please enter your CYC email address:



The image shows the City of York Council sign in screen. At the top is the City of York Council logo. Below that is the heading 'Sign in'. There is a text input field containing 'someone@example.com'. Below the input field is a blue button labeled 'Next'. Below the button is the text 'Can't access your account?'. At the bottom of the screen, there is a footer with the text 'City of York Council' and a search icon with the text 'Sign-in options'.

Please then enter your password. This is the same password you would use when logging into your computer:



The screenshot shows a mobile-style login interface for the City of York Council. At the top left is the council's logo. Below it is a back arrow and the email address "@york.gov.uk". The main heading is "Enter password". There is a text input field labeled "Password" with a blue underline. Below the field is a link that says "Forgot my password". To the right of the field is a blue button labeled "Sign in". At the bottom of the page, in a light grey footer, it says "City of York Council".

It will ask you if you wish to stay signed in. Please select Yes or No. When you log out of ESS, or close your browser window, it will log you out anyway. This is for security purposes.



The screenshot shows a confirmation dialog on the City of York Council login page. At the top left is the council's logo. Below it is a back arrow and the email address "@york.gov.uk". The main heading is "Stay signed in?". Below the heading is the text "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again" which is currently unchecked. Below the checkbox are two buttons: a grey button labeled "No" and a blue button labeled "Yes". At the bottom of the page, in a light grey footer, it says "City of York Council".

You will now be logged into ESS.

Option 2: Login to ESS using a non-CYC personal device

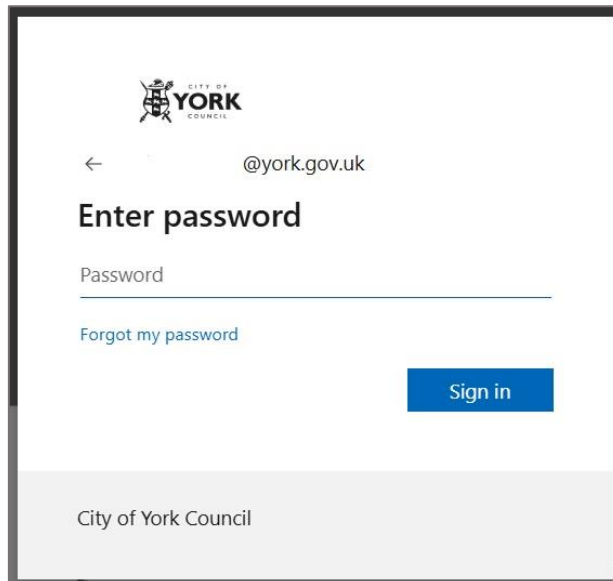
You can access ESS via a non-CYC personal device. However, this route uses Multi-Factor Authentication (MFA).

The first step before you access ESS using a personal device, is to authenticate your personal device. You only need to do this once.

Authenticating your personal device

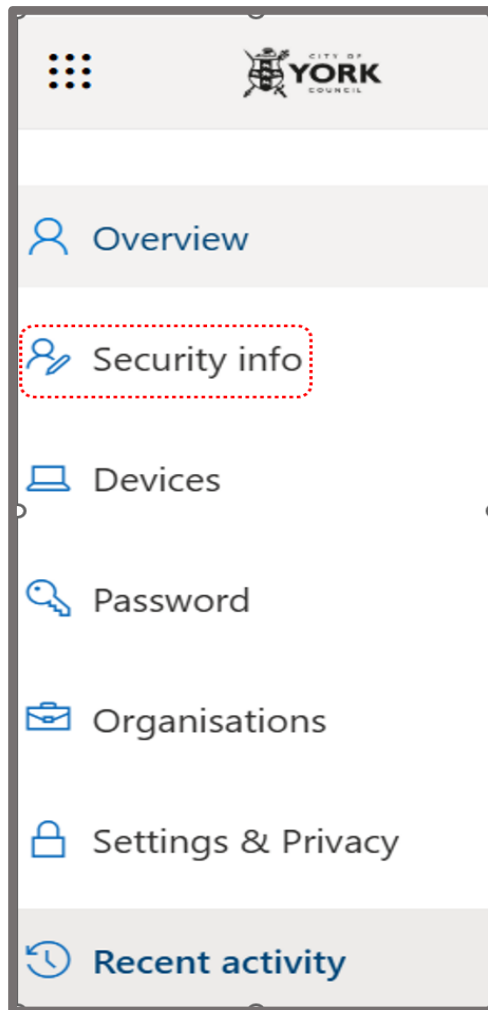
You must be logged into your CYC laptop or computer first. Click on <https://mysignins.microsoft.com/>

Enter your password. This is the same password you would use when logging into your computer:

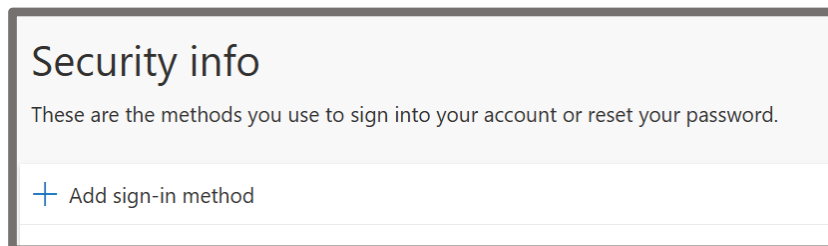


The screenshot displays a mobile-style login interface for the City of York Council. At the top center is the City of York Council logo. Below the logo, there is a back arrow on the left and the email address '@york.gov.uk' on the right. The main heading is 'Enter password'. Underneath is a password input field with the placeholder text 'Password'. Below the input field is a link that says 'Forgot my password'. To the right of the input field is a blue button with the text 'Sign in'. At the bottom of the page, there is a footer that reads 'City of York Council'.

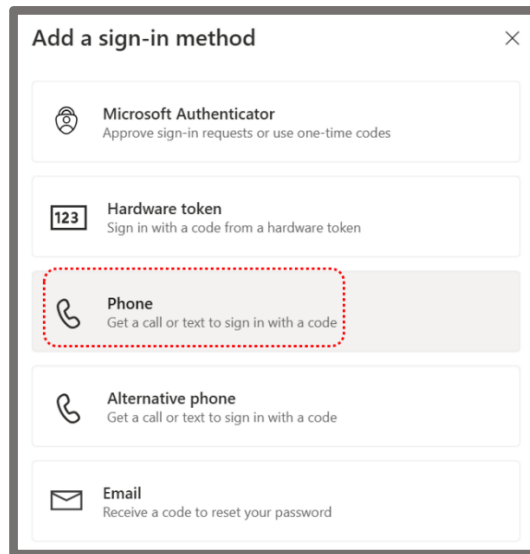
Click on Security Info:



Click on Add sign-in method

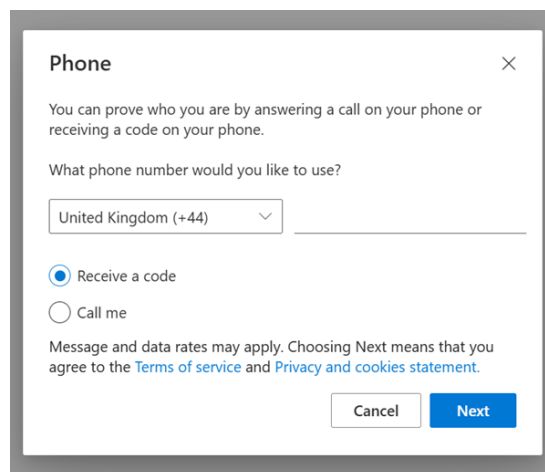


Click on 'Phone' from the options provided below:

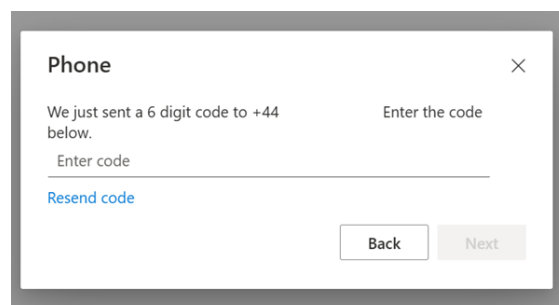


Select 'United Kingdom' from the country code, enter your mobile number on the space provided.

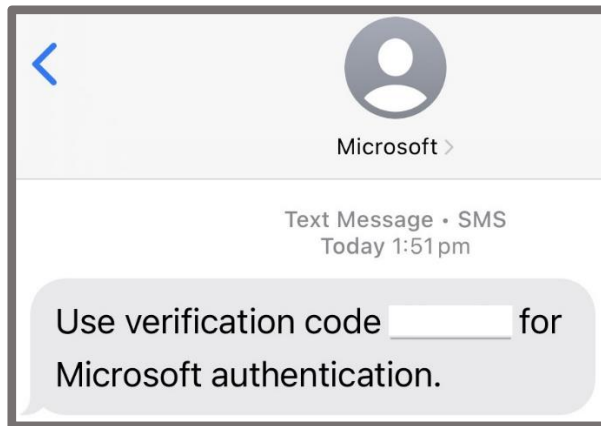
Select 'receive a code' and click on next as shown below:



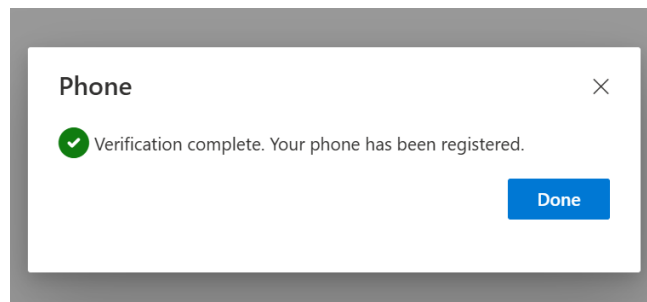
The below message will pop on your screen:



You will receive the below text message:

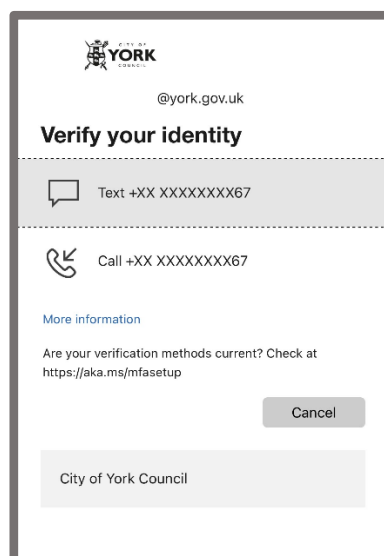


Enter the 6 digit code received on your mobile, click on next and your mobile is successfully authenticated.

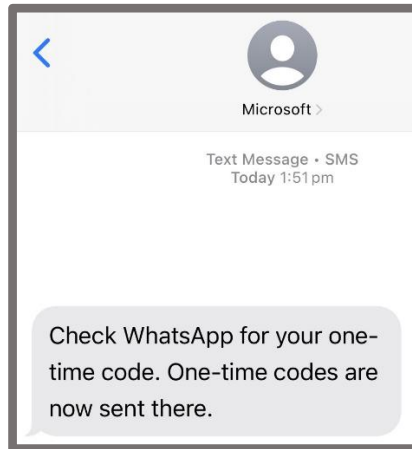


You can now log into ESS via the City of York Council's iTrent page on the internet via www.york.gov.uk/iTrent using your CYC email address and network password.

Choose either 'Text' or 'Call' option to the mobile number registered:



The text message that you receive now will be slightly different than before and will be as below:



The verification code on your WhatsApp message will be as below:



Once you enter the 6 digit code received on your whatsapp message, you are then redirected to the Employee Self Service home page.

IMPORTANT!

In the absence of Whatsapp, you will receive the verification code as a text message.

Key Contacts

Key Contact	Responsibility	How
ICT	CYC email address and password not working when logging into ESS	https://live.hornbill.com/cyc/catalog/service/com.hornbill.servicemanager/68/
Payroll Services	Queries related to: <ul style="list-style-type: none">• Pay and payslips• Changes in line management• Time and Expenses claims	Contact Payroll Services on 01904 551619 or email payrollservices@york.gov.uk