



iTrent Guidance

How to log into Employee Self Service (ESS) and set up a memorable password

This guide explains how to log into iTrent Employee Self Service (ESS) and set up a memorable password for CYC employees who do not use Single Sign On, Schools and York Museum Trust.

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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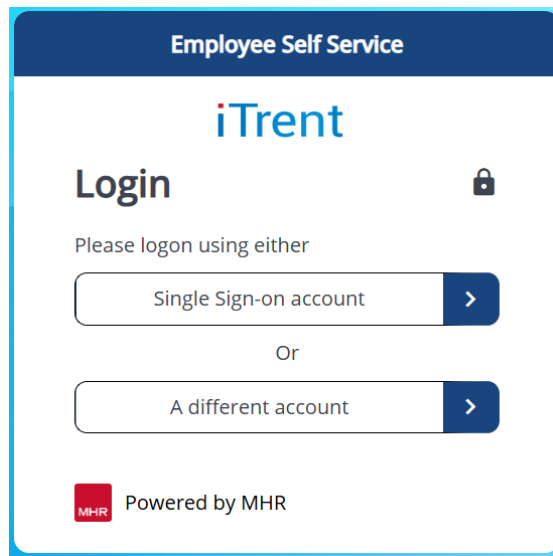
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Introduction

Effective **1st April 2025**, Memorable Password becomes a mandatory minimum-security feature which will be required to access iTrent Employee Self Service for all future logins. This additional security feature will be applicable to Schools, York Museum Trust and CYC employees who do not use Single Sign On.

To log into Employee Self Service, **click** on the login button found here:
<http://www.york.gov.uk/iTrent>

Please click on **A different account** button:



Employee Self Service

iTrent

Login

Please logon using either

Single Sign-on account

Or

A different account

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The ESS login screen will appear:

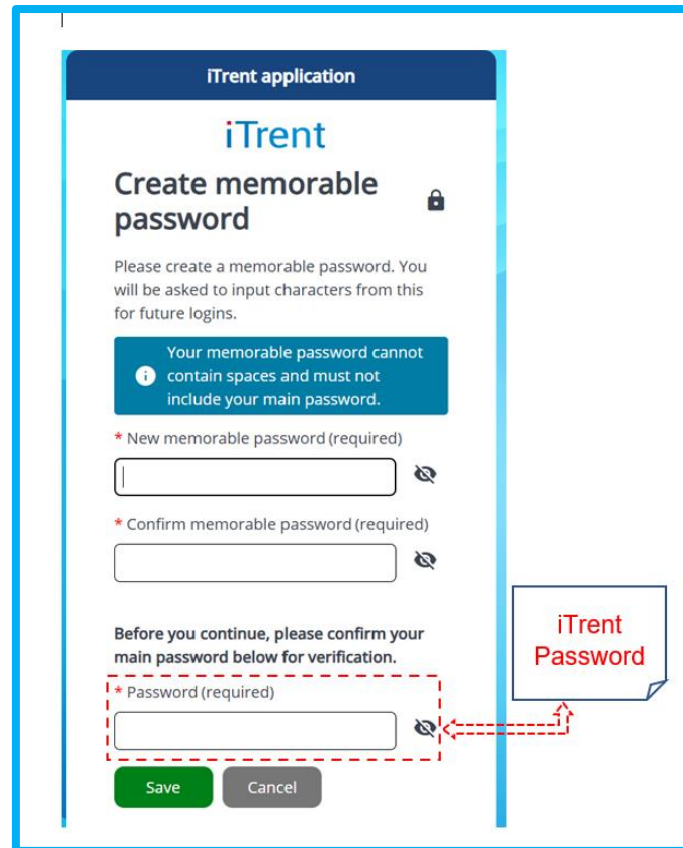
A screenshot of the iTrent Employee Self Service login screen. The header is 'Employee Self Service' in white on a dark blue background. Below it is the 'iTrent' logo. The main heading is 'Login' with a lock icon. There are two input fields: 'Username (required)' and 'Password (required)', both with red asterisks. Below each field is a link: 'Forgotten username?' and 'Forgotten password?'. A 'Login' button with a right arrow is below the password field. At the bottom, there is a link '? Contact administrator' and a logo for 'Powered by MHR'.

Please enter your iTrent username and password to login. The next page will allow you to create a memorable password.

Creating Memorable Password

A Memorable Password is a security feature that requires users to create a secondary password, to be used alongside their main login username and password.

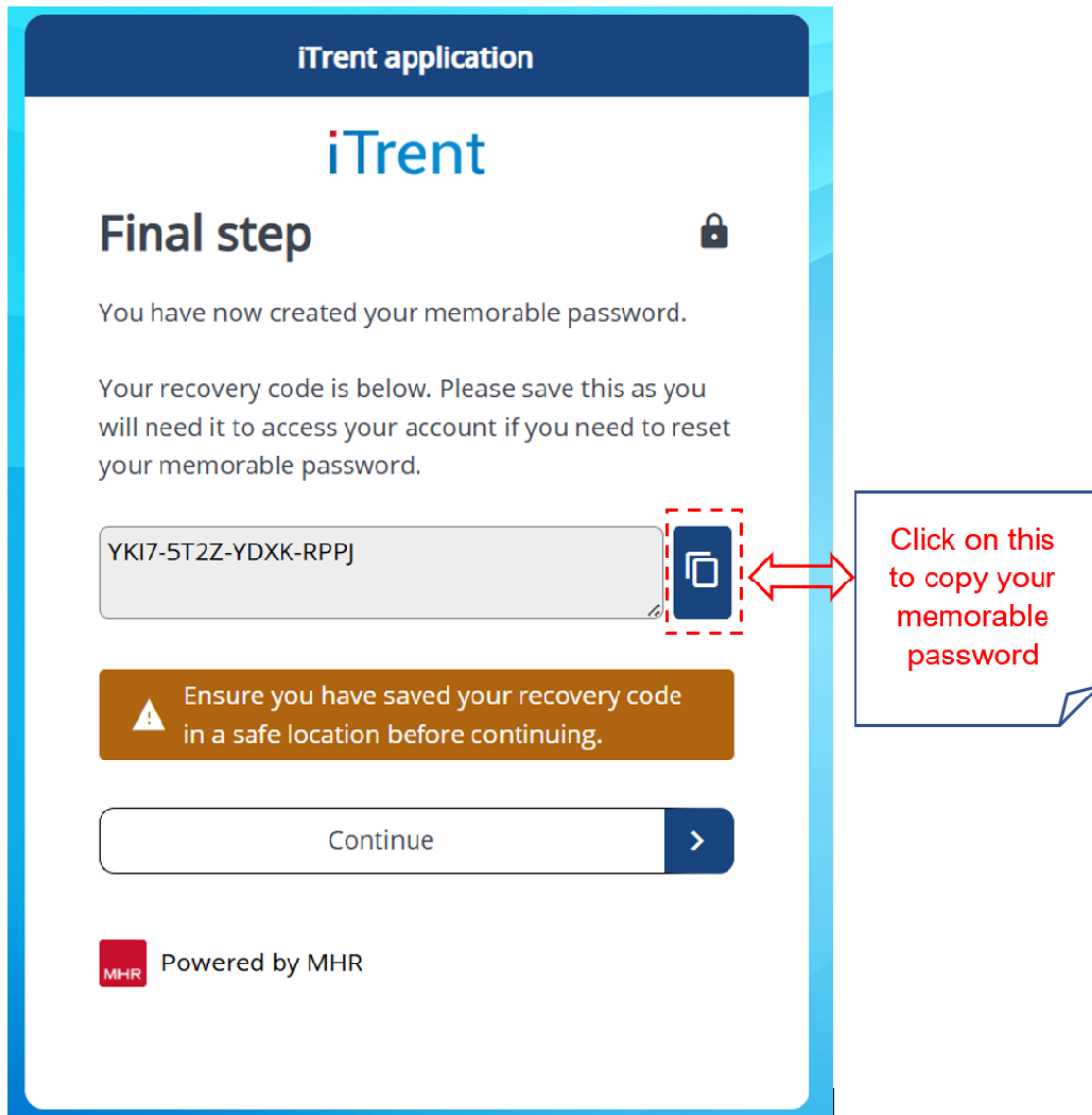
The screen below will ask you to create a memorable password:



Memorable Password Criteria

- A minimum of 10 characters and a maximum of 32 characters
- You **cannot** use your main iTrent password
- No spaces
- Numbers and special characters can be used

Once you have created your memorable password, you will be provided with a recovery code. **This code will be required if you need to reset your memorable password in the future.** You can use the copy icon that is available next to the recovery code to enable quick copying of this code. It can be saved in a secure place if you need to reset your memorable password.



iTrent application

iTrent

Final step

You have now created your memorable password.


Your recovery code is below. Please save this as you will need it to access your account if you need to reset your memorable password.

YKI7-5T2Z-YDXK-RPPJ

Click on this to copy your memorable password

Ensure you have saved your recovery code in a safe location before continuing.

Continue

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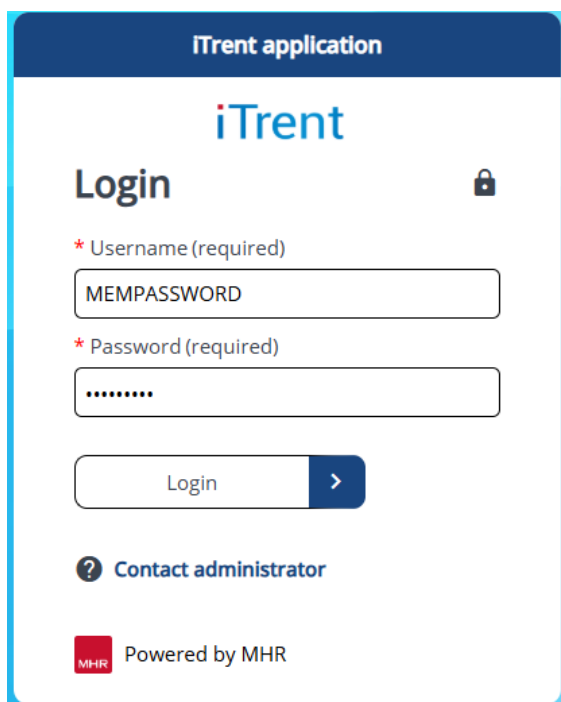
Important!

In the absence of a recovery code, [support contacts](#) will be able to force a memorable password reset if requested. However, in such a scenario, you will be required to change both your iTrent Password and memorable password. So please keep your recovery code safe.

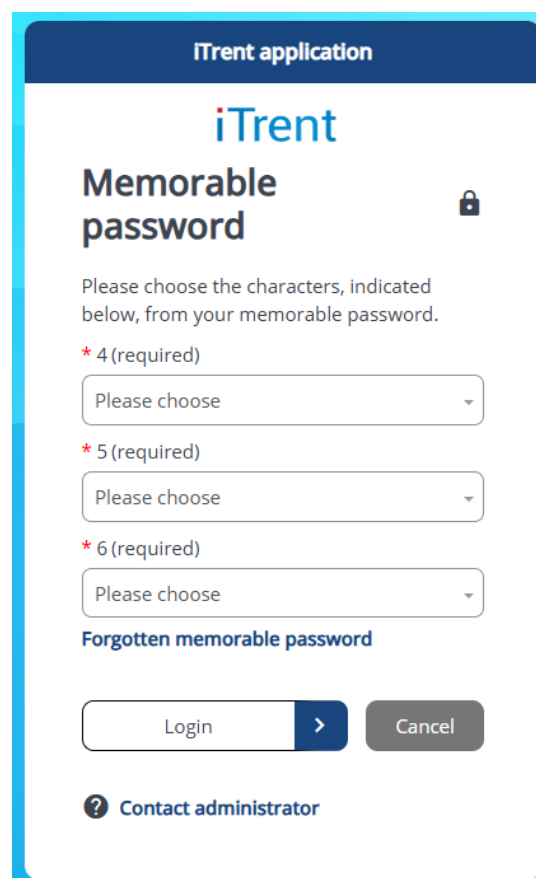
Pressing on continue will take you to the iTrent Employee Self Service home page.

Logging In Using Your Memorable Password

Once a memorable password is set up, any future logins to iTrent Employee Self Service will require input of three randomised characters from this password.



The screenshot shows the 'iTrent application' login interface. At the top is a dark blue header with 'iTrent application' in white. Below is the 'iTrent' logo and a lock icon. The title 'Login' is displayed. There are two input fields: the first is labeled '* Username (required)' and contains the text 'MEMPASSWORD'; the second is labeled '* Password (required)' and contains masked characters '.....'. Below the fields is a 'Login' button with a right-pointing arrow. At the bottom, there is a link '? Contact administrator' and a logo for 'Powered by MHR'.



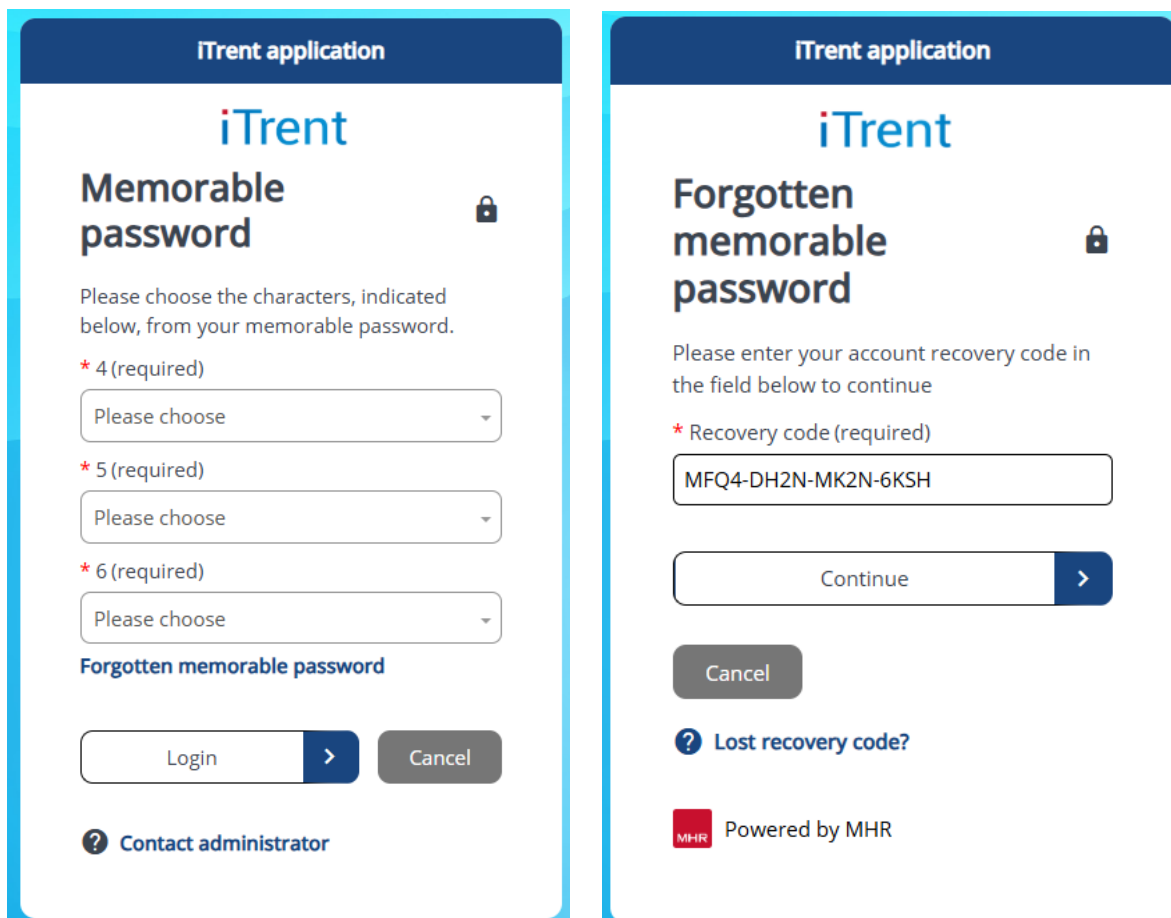
The screenshot shows the 'iTrent application' memorable password setup interface. At the top is a dark blue header with 'iTrent application' in white. Below is the 'iTrent' logo and a lock icon. The title 'Memorable password' is displayed. A message says 'Please choose the characters, indicated below, from your memorable password.' There are three dropdown menus, each with a red asterisk and a requirement: '* 4 (required)', '* 5 (required)', and '* 6 (required)'. Each dropdown currently shows 'Please choose'. Below the dropdowns is a link 'Forgotten memorable password'. At the bottom, there is a 'Login' button with a right-pointing arrow, a 'Cancel' button, and a link '? Contact administrator'.

Using **Buttercup25** as the example:

- The **4th** character is **t**
- The **5th** character is **e**
- The **10th** character is **2**


Resetting Memorable Passwords

If you forget your memorable password, you can reset this by clicking on the 'Forgotten memorable password' link. You will be required to enter the recovery code at this point.




iTrent application

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Memorable password 

Please choose the characters, indicated below, from your memorable password.


* 4 (required)

Please choose 


* 5 (required)


Please choose 

* 6 (required)

Please choose 


Forgotten memorable password

Login  Cancel

 [Contact administrator](#)

iTrent application


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Forgotten memorable password 


Please enter your account recovery code in the field below to continue


* Recovery code (required)

MFQ4-DH2N-MK2N-6KSH

Continue 

Cancel

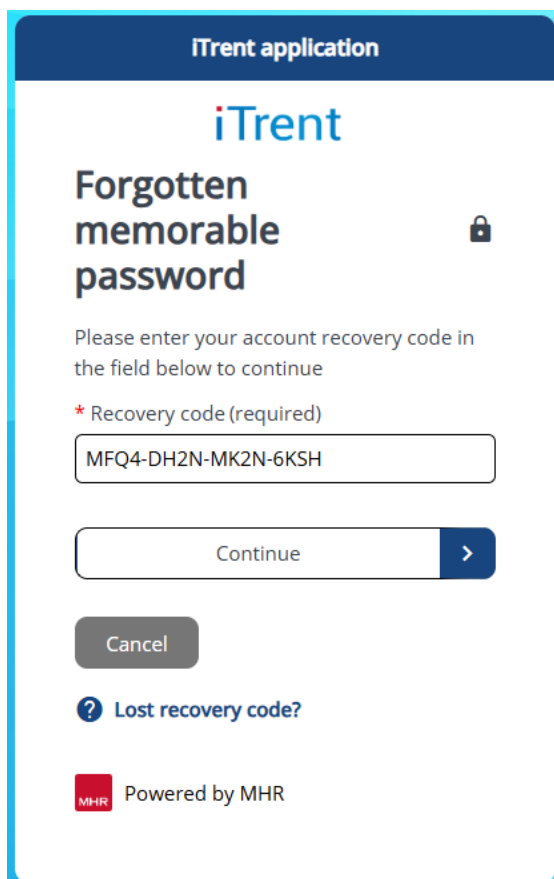
 [Lost recovery code?](#)

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IMPORTANT!

- The recovery code is case sensitive
- The recovery code can be input with or without the dashes ‘-’
- A maximum of ten failed attempts are allowed per recovery code before it becomes invalid.

Once you enter the correct recovery code and press continue, it will take you once again to the ‘Create memorable password’ login screen.



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Forgotten memorable password


Please enter your account recovery code in the field below to continue

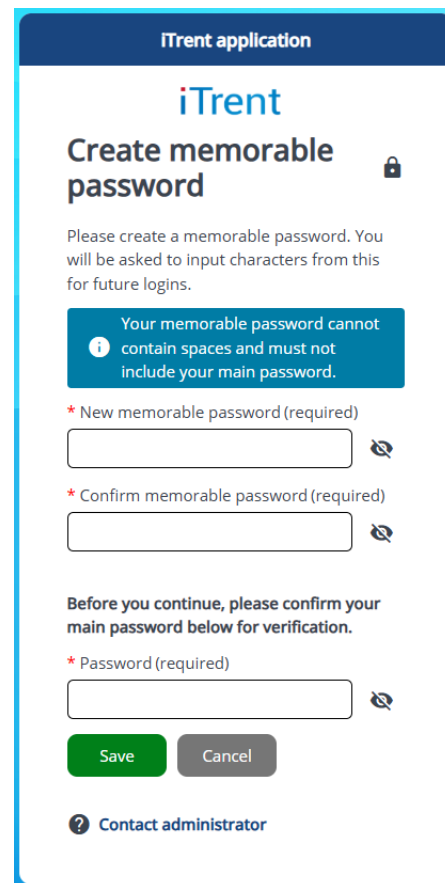
* Recovery code (required)

Continue >

Cancel

? [Lost recovery code?](#)

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Create memorable password

Please create a memorable password. You will be asked to input characters from this for future logins.

Your memorable password cannot contain spaces and must not include your main password.

* New memorable password (required)

* Confirm memorable password (required)

Before you continue, please confirm your main password below for verification.

* Password (required)

Save Cancel

? [Contact administrator](#)

Support Contacts for Log in Queries and Memorable Password Resets

- **CYC employees without Single Sign On, York Museums Trust and Schools** contact **Payroll Services** at payrollservices@york.gov.uk or call **01904 55 1619**