

iTrent Guidance

How to sign into Employee Self Service (ESS) with Multi-Factor Authentication (MFA)

This guide explains how to log into iTrent Employee Self Service (ESS) using Multi-factor Authentication and set up an Authenticator App 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](#)

Contents

| | |
|---|----|
| Introduction – Signing into ESS with an MFA | 3 |
| First time login set up | 3 |
| Regular login process after registration | 9 |
| Re-Registering Your MFA (Multi-Factor Authentication) | 10 |
| Help with Login or Password | 11 |

Introduction – Signing into ESS with an MFA

Multi-Factor Authentication (MFA) adds an extra layer of security to your ESS account. It replaces memorable passwords and helps prevent unauthorised access.

Who Needs MFA?

CYC employees who do not use Single Sign-On
Staff in Schools and York Museum Trust

First time login set up

1. Download an Authenticator App

Use your smartphone's app store to download an authenticator app. We recommend **Microsoft Authenticator**, but others like Google Authenticator also work.

Please note: The guidance and images in this document use Microsoft Authenticator as an example; however, the setup process and appearance may vary slightly if you use a different authentication app.



Look for the Microsoft Authenticator App that has this image

✅ You don't need to open the app yet.

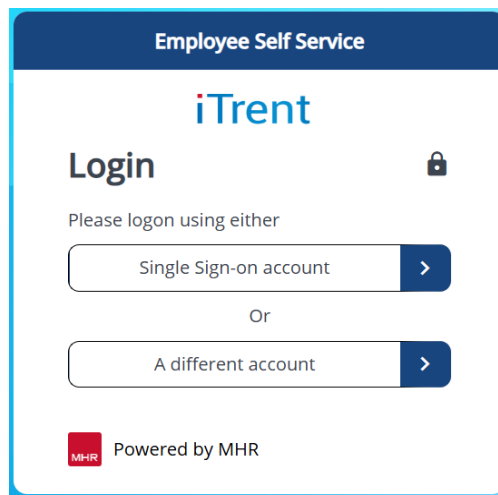
2. Access ESS

- Use the **Employee Self Service icon** on your work phone/tablet *or*
- Go to: <http://www.york.gov.uk/iTrent>

You can use any device, it doesn't have to be a work phone or tablet.

3. Login to ESS

- Click **"A different account"**
- Enter your **iTrent username and password**



Employee Self Service

iTrent

Login

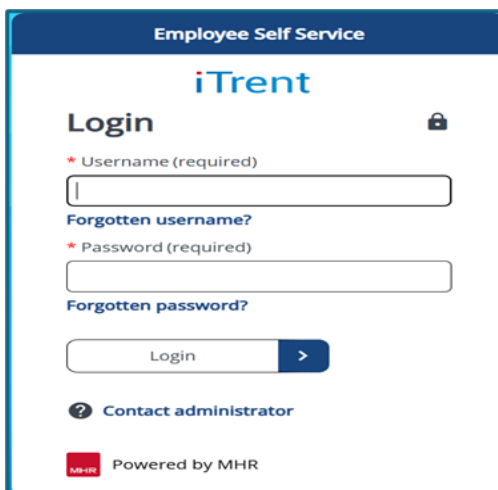
Please logon using either

Single Sign-on account

Or

A different account

Powered by MHR



Employee Self Service

iTrent

Login

* Username (required)

Forgotten username?

* Password (required)

Forgotten password?

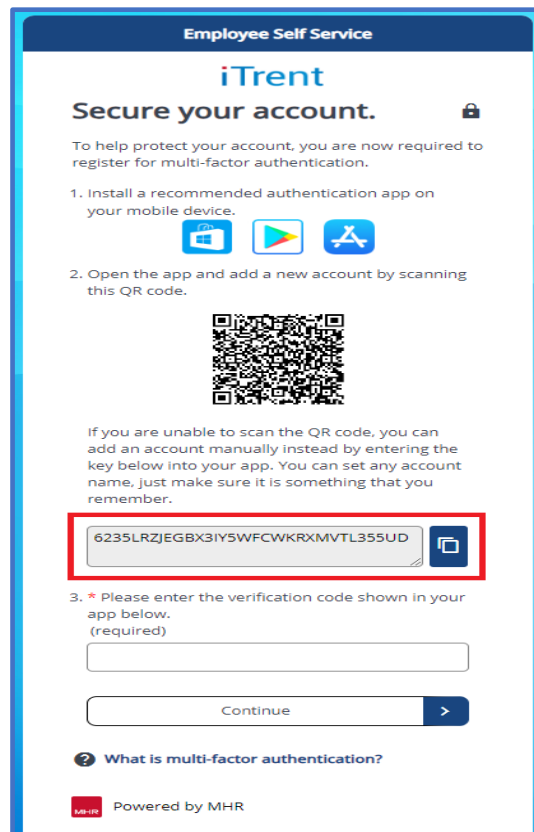
Login

Contact administrator

Powered by MHR

4. Register MFA

- You'll see a screen asking you to install an authenticator app, you've already done this (see step 1)



Employee Self Service

iTrent

Secure your account.

To help protect your account, you are now required to register for multi-factor authentication.

1. Install a recommended authentication app on your mobile device.

2. Open the app and add a new account by scanning this QR code.

If you are unable to scan the QR code, you can add an account manually instead by entering the key below into your app. You can set any account name, just make sure it is something that you remember.

6235LRZJEGBX3IY5WFCWKRXMVT355UD

3. * Please enter the verification code shown in your app below. (required)

Continue

[What is multi-factor authentication?](#)

Powered by MHR


- A long code will appear. Click the **copy icon** to save it.

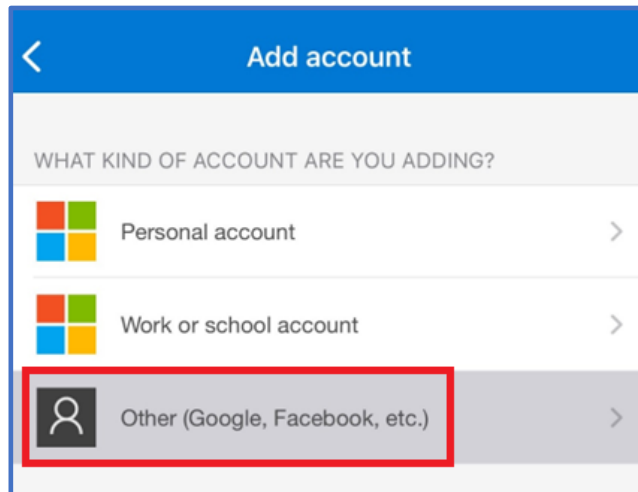
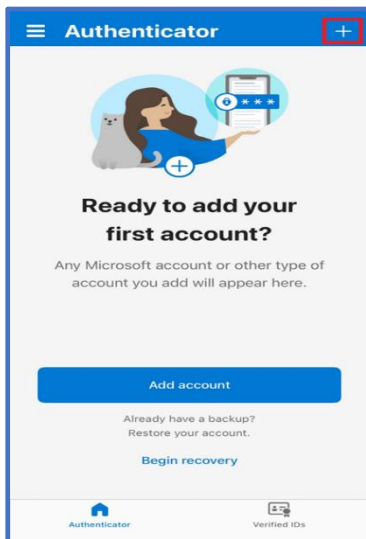


6235LRZJEGBX3IY5WFCWKRXMVT355UD

This will save the code to your device. You will need this to complete registration.

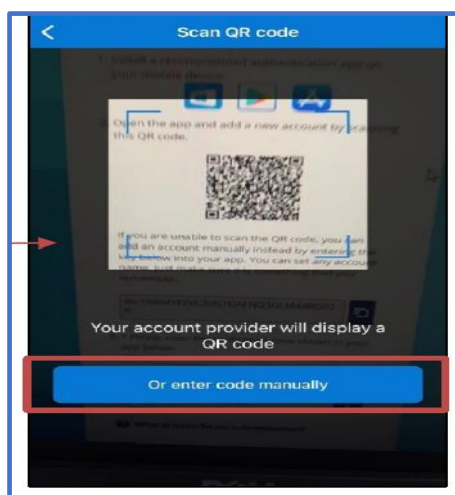
Set Up the Authenticator App

- Open the app and tap “**Add account**” or the  icon.
- Choose “**Other**”



When this screen appears, select “***Enter code manually***”.

On some devices, you may only see the option to ***Scan QR code***. If that happens, choose ***Scan QR code*** first, and the option to ***Enter code manually*** will then appear. Select it when it does.



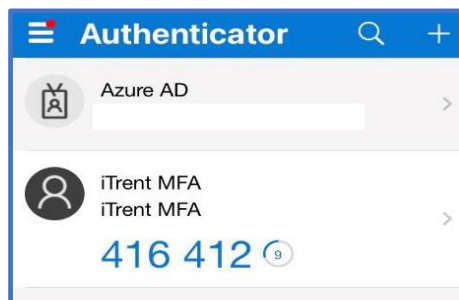


- Paste the copied code into the **Secret Key** field
You can do this by holding your finger down in the blank 'secret key' box and waiting for your phone to say 'Paste'.
- Now name the account. We recommend you use something that you can easily identify like **"CYC ESS"**.
- Tap **Finish** to create the account.

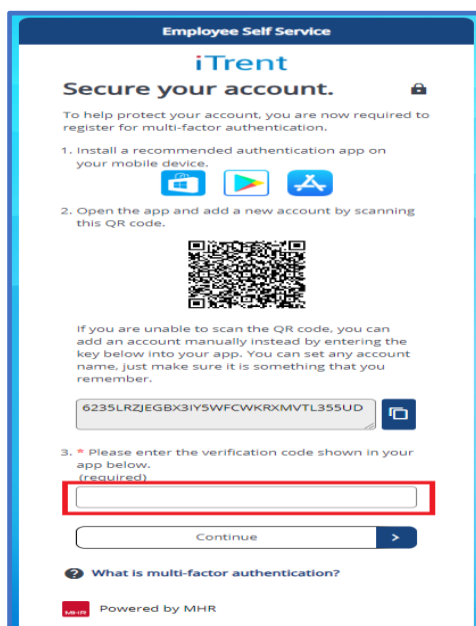
6. Enter Your Verification Code

- The app will now show a **6-digit code**.

On some devices you need to click on the **account name** to see it.



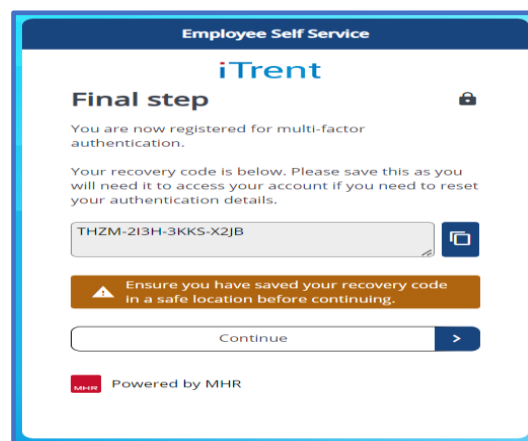
- Go back to the ESS login screen
- Enter the code in the red box and click **Continue**



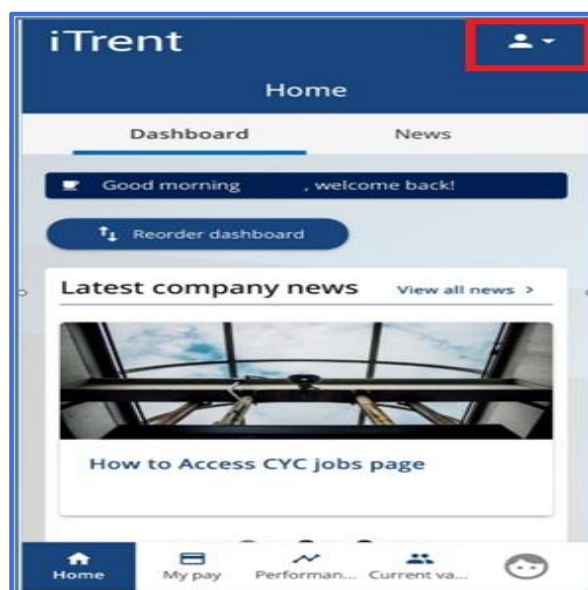
7. Save Your Recovery Code

- You'll be given a **recovery code** — keep it safe!
 - You'll need it if you ever re-register your app.
 - You get **10 attempts** per recovery code before needing a reset.

If needed, contact **Payroll Services** to reset and re-register.



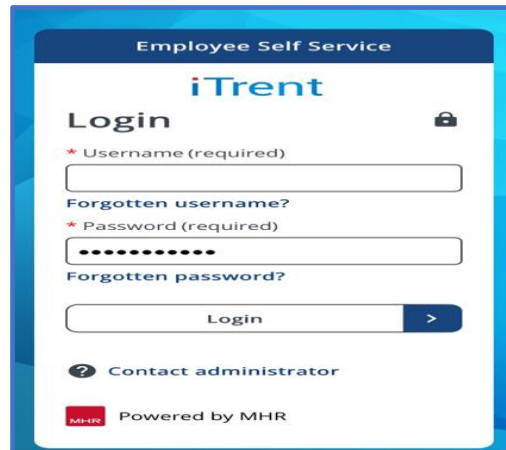
- After press **continue**, you'll land on the iTrent homepage.
- Don't forget to **sign out** using the icon in the top right corner.



Regular login process after registration

1. Log in as usual

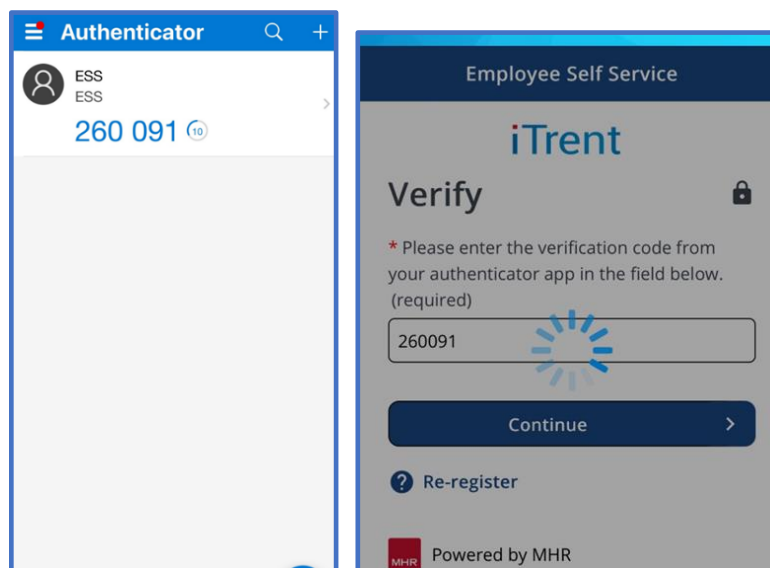
Enter your **iTrent username** and **password**.



The screenshot shows the 'Employee Self Service' login page for iTrent. It features a 'Login' heading and two input fields: 'Username (required)' and 'Password (required)'. Below the password field is a 'Forgotten password?' link. A 'Login' button with a right arrow is positioned below the password field. At the bottom, there is a 'Contact administrator' link and a 'Powered by MHR' logo.

2. Use your Authenticator App

- Open the app and select your **ESS account**.
- Enter the **6-digit code** shown in the app in iTrent ESS.
- Go back to the ESS login screen and enter the code.
- Click **Continue** to access the home page.



The image shows two side-by-side screenshots. The left screenshot is from an 'Authenticator' app, displaying a user profile for 'ESS' and a 6-digit verification code '260 091'. The right screenshot is the 'Verify' screen in the 'Employee Self Service' app. It prompts the user to enter the verification code from their authenticator app. The code '260091' is entered in the provided field. A 'Continue' button with a right arrow is at the bottom. A 'Re-register' link is also visible. Both screens are powered by MHR.

Re-Registering Your MFA (Multi-Factor Authentication)

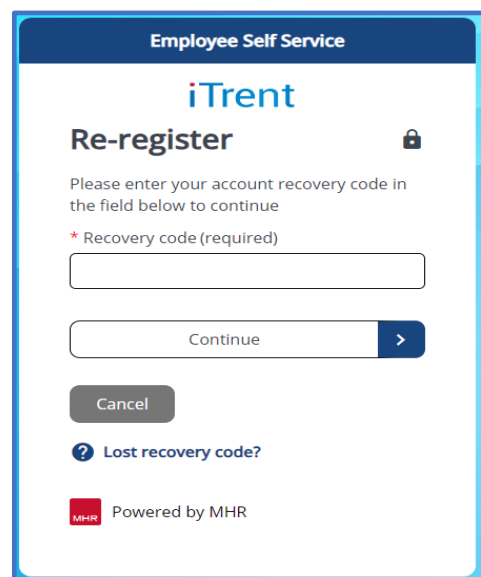
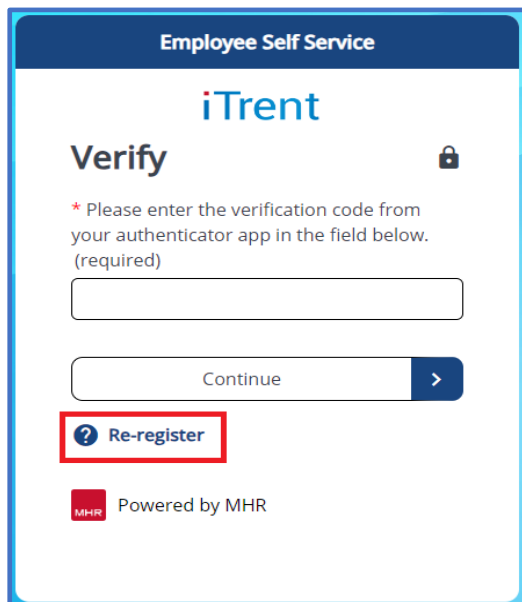
You may need to re-register if:

- You've lost your device
- You need to reset your authentication details

Steps:

1. Click **Re-register** on the login screen.
2. Enter your **recovery code** (given during your first registration).
3. Click **Continue** and follow the registration steps again.

You'll get a **new recovery code**—keep it safe




Help with Login or Password

If you don't use Single Sign-On (SSO), and you work for: **City of York Council (CYC), York Museums Trust, Schools**

- Contact **Payroll Services:**

 payrollservices@york.gov.uk

 01904 55 1619