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

This guide explains how to log into 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

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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

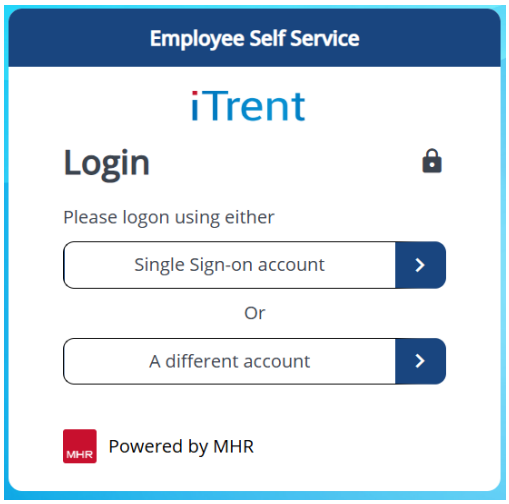
or

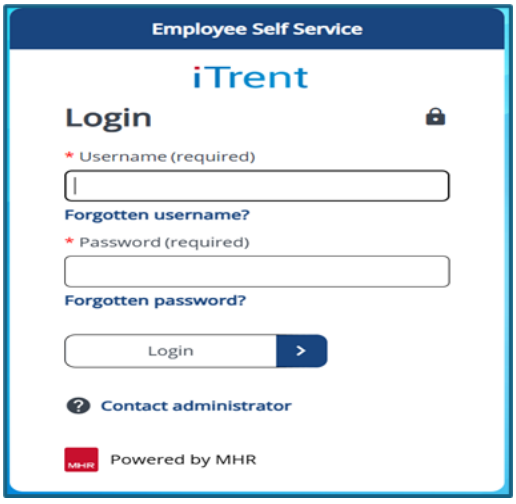
- Go to: http://www.york.gov.uk/iTrent

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

3. Login to ESS

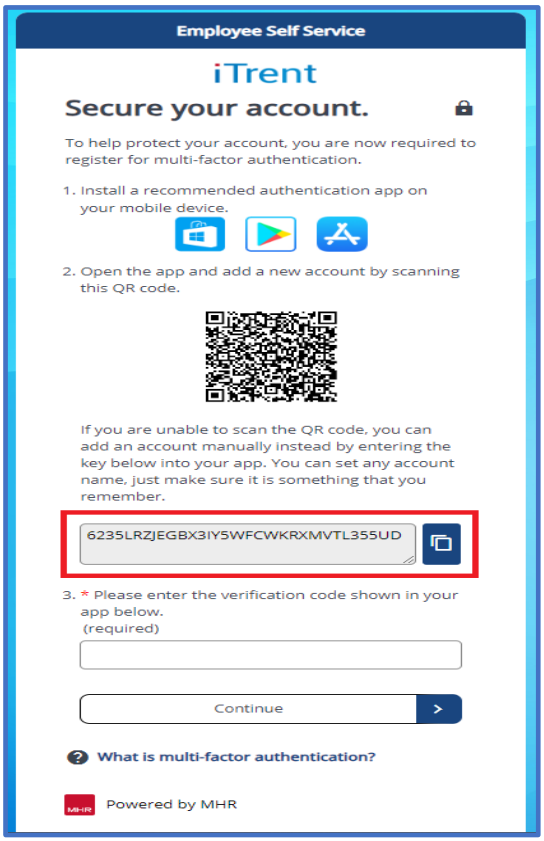
- Click **"A different account"**
- Enter your **ESS username and password**



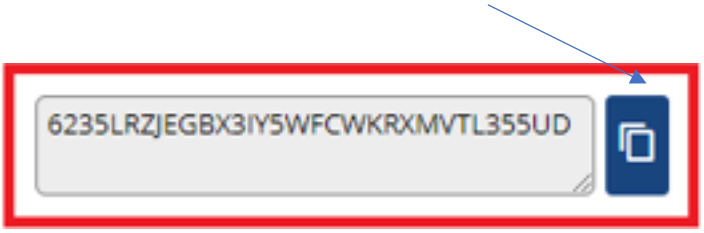


4. Register MFA

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



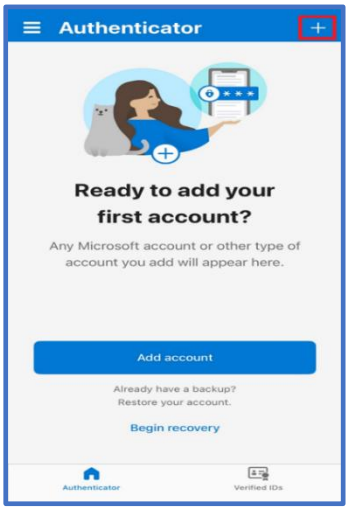
- A long code will appear. Click the **copy icon** to save it.

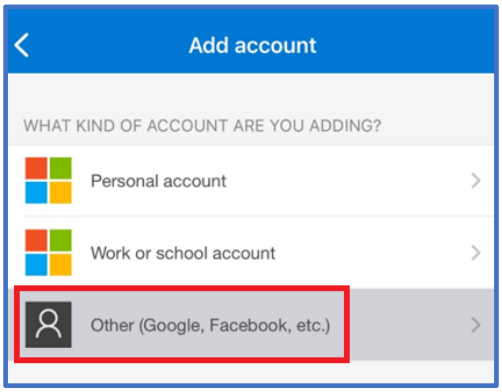


This will save the code to your device. You will need this to complete registration.

5. Set Up the Authenticator App

- Open the authenticator app and tap **“Add account”** or the + icon in the top right of the screen
- Choose **“Other”**

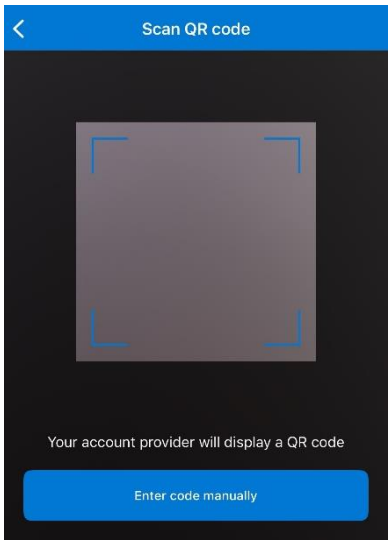


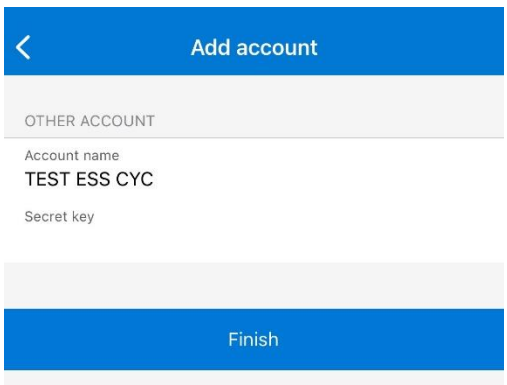


When the **Scan QR code** screen appears, select “***Enter code manually”***.

- Name the account. We recommend you use something that you can easily identify like **“CYC ESS”.**
- 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’.
- Tap **Finish** to create the account.





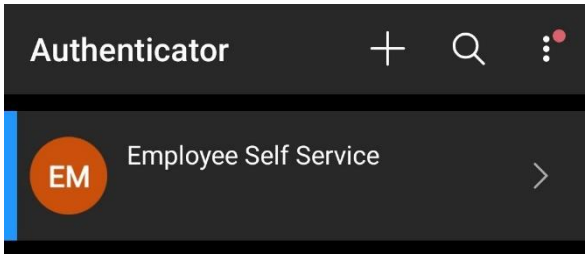
6. Enter Your Verification Code

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

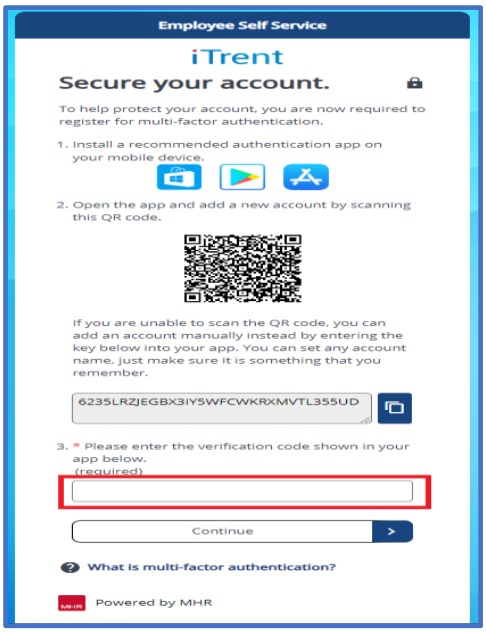
Apple devices will show the code on screen.

Other devices, such as Android, you need to click on the **account name** to see it.





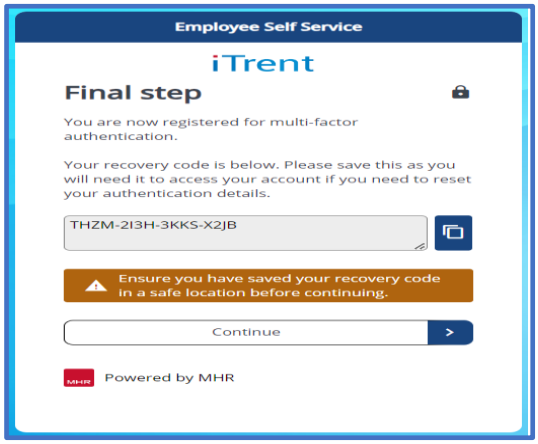
- Go back to the ESS login screen
- Enter the code in the red box and click **Continue**



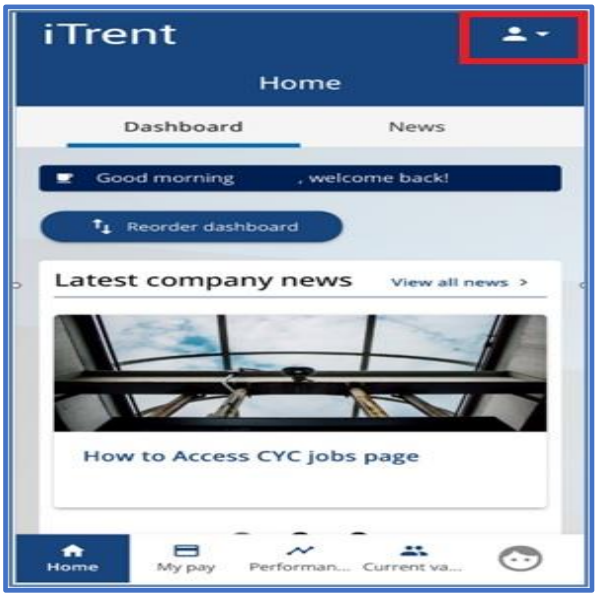
7. Save Your Recovery Code

- 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.



- Press **continue** and this will take you to the ESS homepage.
- Don't forget to **sign out** using the icon in the top right corner.

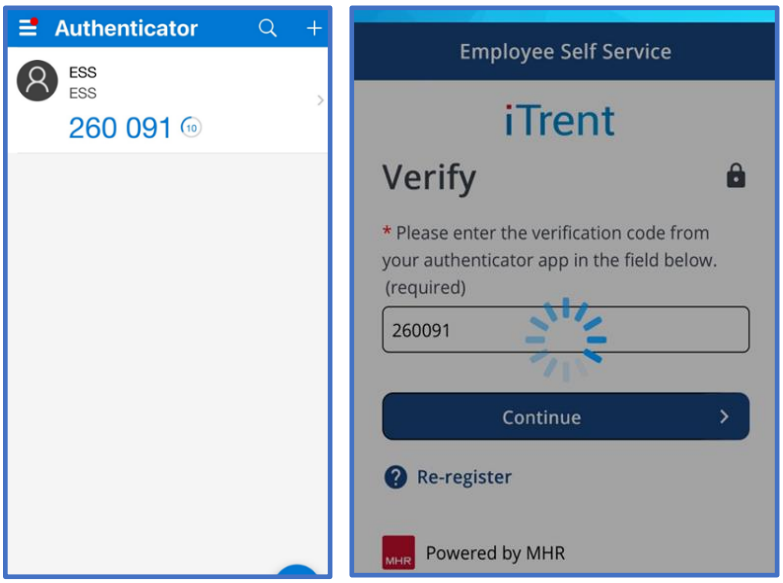


Regular login process after registration

1. **Log in as usual** by visiting http://www.york.gov.uk/iTrent
   Enter your **ESS username** and **password**.



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.



Re-Registering Your MFA (Multi-Factor Authentication)

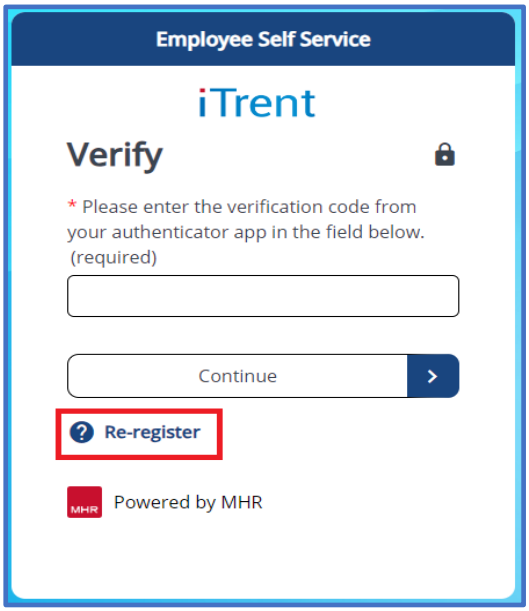
You may need to re-register if:

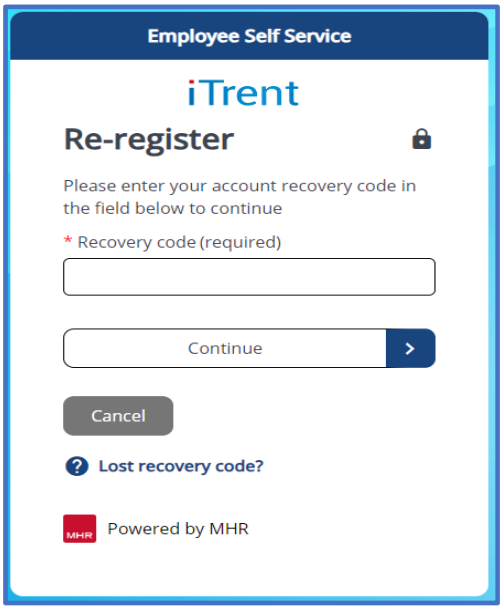
- You've lost your device
- You need to reset your authentication details

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 use the MFA login method and need to reset your password, please use the Forgotten Password link on the ESS login page.

Important!
It is advised that you change your password once logged in for the first time. You will need to include a special character. You will find examples of these in appendix 1.

If you cannot log in or you do not receive a password reset email, please contact Payroll Services on:

payrollservices@york.gov.uk or 01904 55 1619

Appendix 1 – Password Special Characters (MFA)

The requirement for using special characters in your password only applies to Multi-Factor Authentication users.

Important!
If you are an SSO user, please DO NOT reset your password.

Special characters you can use:

Symbol	Name	Symbol	Name
!	Exclamation Mark	;	Semicolon
“	Quotation Mark (Double)	<	Less Than Sign
#	Hash	=	Equals Sign
$	Dollar Sign	>	Greater Than Sign
%	Percent Sign	?	Question Mark
&	Ampersand	@	At Sign
‘	Apostrophe	[	Left Square Bracket
(	Left Parenthesis	\	Backslash
)	Right Parenthesis	]	Right Square Bracket
*	Asterisk	^	Caret
+	Plus, Sign	_	Underscore
,	Comma	`	Grave Accent
-	Hyphen or Minus	{	Left Curly Brace
.	Period or Dot	}	Right Curly Brace
/	Slash or Forward Slash	~	Tilde
:	Colon		

Passwords **may not** contain the pound £ symbol. If unsupported characters are used, an ‘Invalid login’ message will be displayed when the user attempts to login.

ESS restricts the input of passwords to a maximum length of 40 characters.