



## **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.

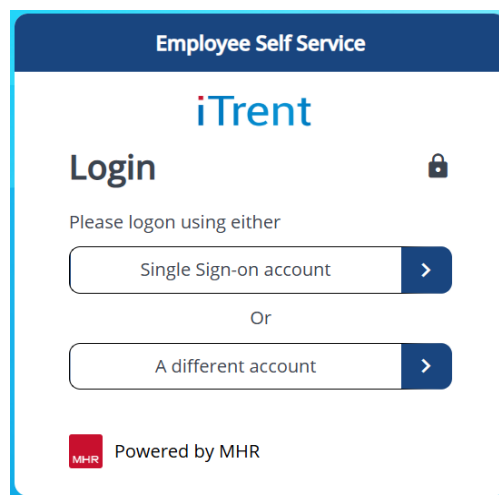
## 2. Access ESS

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

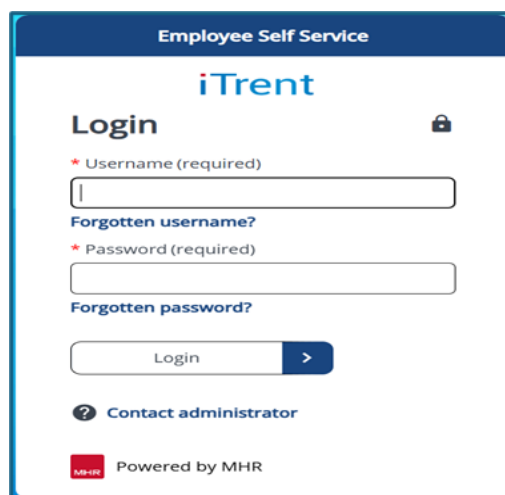
You can use any device; it doesn't have to be a work phone or tablet.

## 3. Login to ESS

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



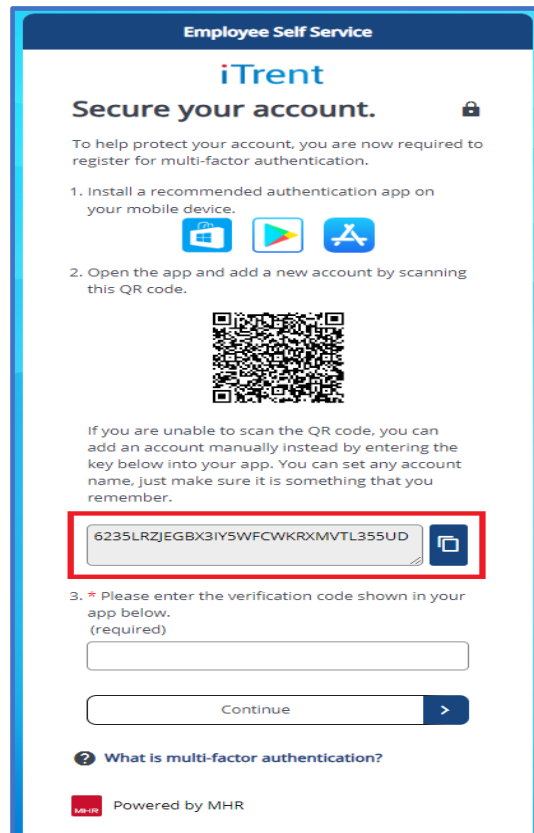
The screenshot shows the 'Employee Self Service' header in a dark blue bar. Below it is the 'iTrent' logo. The main heading is 'Login' with a lock icon to its right. The text 'Please logon using either' is followed by two buttons: 'Single Sign-on account' and 'A different account', both with right-pointing chevrons. Below these buttons is the text 'Or'. At the bottom left is the MHR logo and the text 'Powered by MHR'.



The screenshot shows the 'Employee Self Service' header in a dark blue bar. Below it is the 'iTrent' logo. The main heading is 'Login' with a lock icon to its right. There are two input fields: the first is for the username, with a red asterisk and the text '\* Username (required)' above it, and a link 'Forgotten username?' below it; the second is for the password, with a red asterisk and the text '\* Password (required)' above it, and a link 'Forgotten password?' below it. Below the input fields is a 'Login' button with a right-pointing chevron. At the bottom left is a question mark icon and the text 'Contact administrator'. At the bottom center is the MHR logo and the text '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)



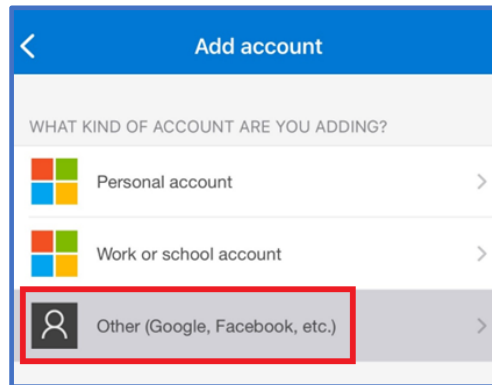
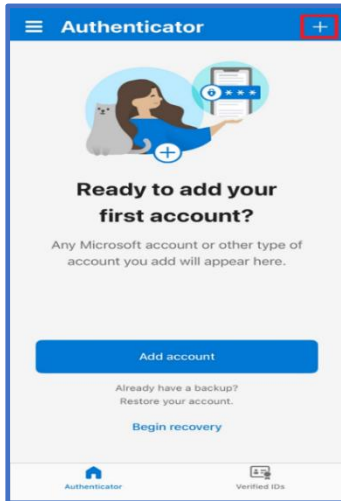
- A long code will appear. Click the **copy icon** to save it.



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”**

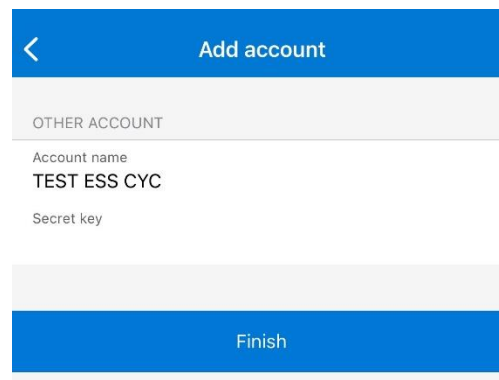
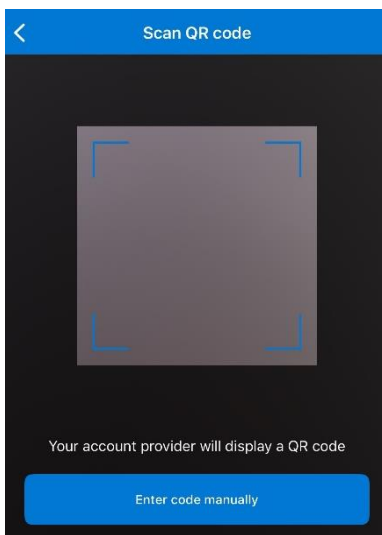


When the **Scan QR code** screen appears, select **“Enter code manually”**.

- 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.

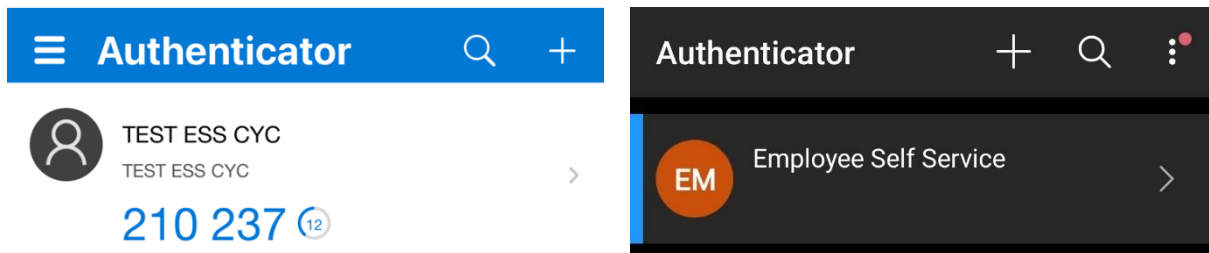


## 6. Enter Your Verification Code

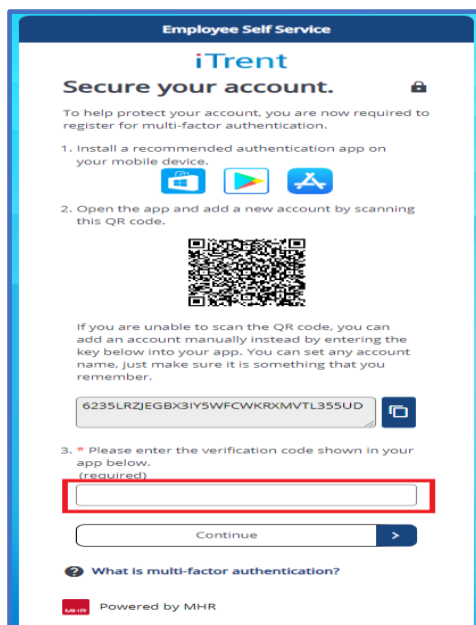
- The app will now show a **6-digit code**

Apple devices will show the code on screen.

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



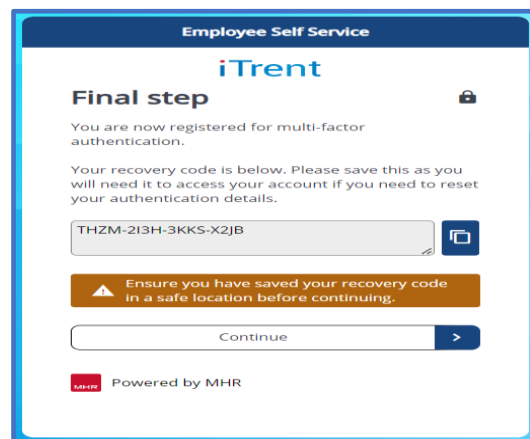
- Go back to the ESS login screen
- Enter the code in the red box and click **Continue**



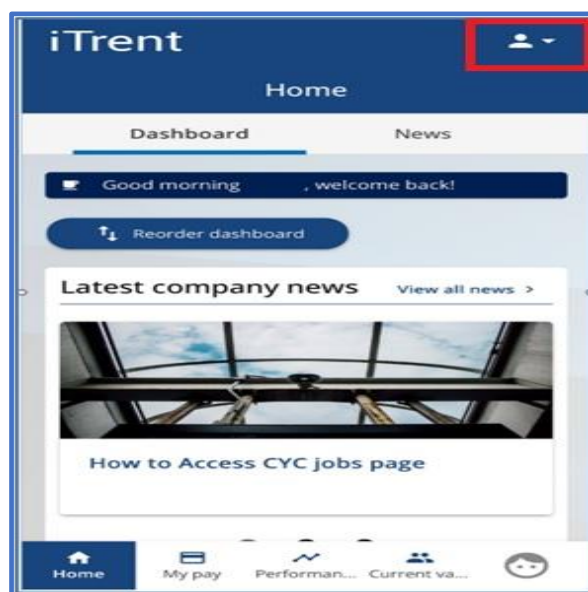
## 7. Save Your Recovery Code

- 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.

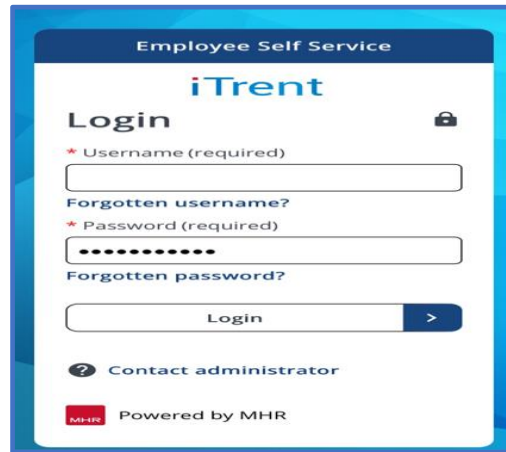


- Press **continue** and this will take you to the ESS homepage.
- Don't forget to **sign out** using the icon in the top right corner.



## Regular login process after registration

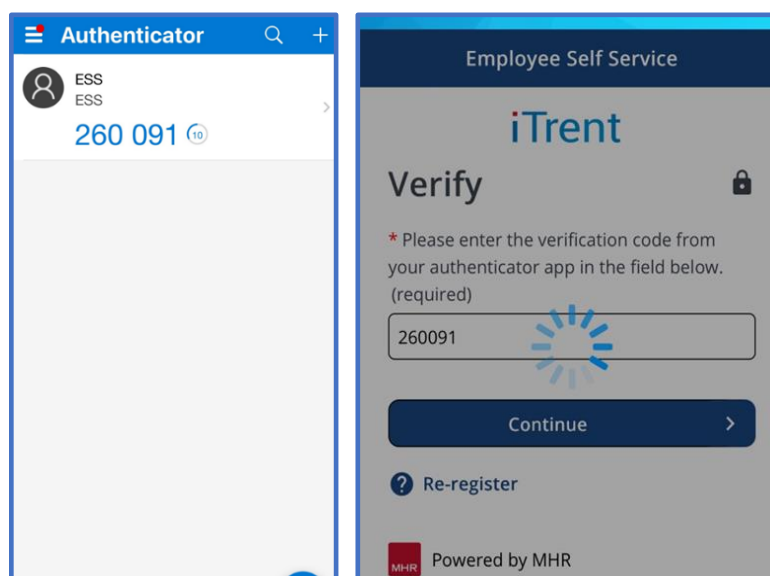
1. **Log in as usual** by visiting <http://www.york.gov.uk/iTrent>  
Enter your **ESS username** and **password**.



The screenshot shows the 'Employee Self Service' login page for iTrent. It features a 'Login' section with a lock icon. Below the title, there are two input fields: 'Username (required)' and 'Password (required)'. Each field has a 'Forgotten' link below it. A 'Login' button with a right-pointing 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 contains two side-by-side screenshots. The left screenshot shows the 'Authenticator' app interface with a blue header, a search icon, and a plus icon. It displays two 'ESS' accounts and a 6-digit verification code '260 091' with a 10-second timer. The right screenshot shows the 'Employee Self Service' 'Verify' screen. It has a blue header and the iTrent logo. The main heading is 'Verify' with a lock icon. Below it, a message asks the user to enter the verification code from their authenticator app. A text input field contains the code '260091'. A 'Continue' button with a right-pointing arrow is below the field. At the bottom, there is a 'Re-register' link and a 'Powered by MHR' logo.

# 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

Employee Self Service

iTrent

Verify

\* Please enter the verification code from your authenticator app in the field below. (required)

Continue

Re-register

MHR Powered by MHR

Employee Self Service

iTrent

Re-register

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

\* Recovery code (required)

Continue

Cancel

Lost recovery code?


MHR Powered by MHR

## 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](mailto:payrollservices@york.gov.uk)

 01904 55 1619