



Electronic payslips (e-slips)

Quick Guide

This guidance document outlines:

- How to log in to iTrent Self Service
- How to Setup your electronic payslip so you can receive it by email and access all your previous payslips

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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Logging into Employee Self Service (ESS)

You can access ESS in three ways:

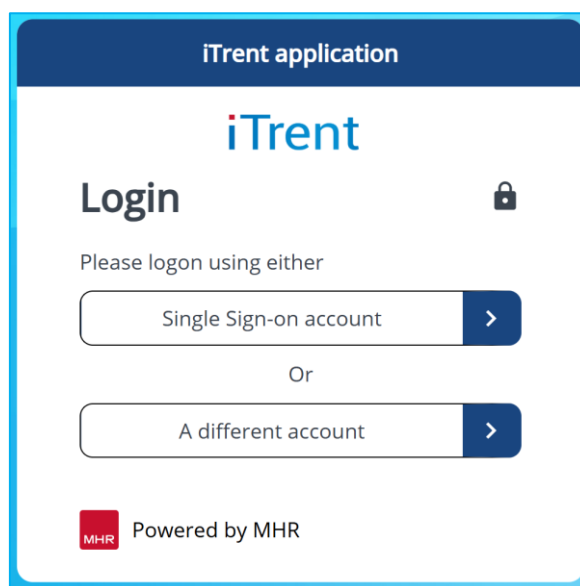
- Use the **iTrent Self Service icon** on your desktop
- Visit the **City of York Council iTrent [page](#)** on the internet
- Go to the **iTrent link on the Council's [Intranet](#) homepage**

At the login screen, you will be asked to select:

- **Single Sign-On Account** (if you use your CYC network login)
- **A Different Account** (if you have been provided with separate login details)

Please refer to the relevant guidance documents available on CYC website under [iTrent – City of York Council](#)

New starters: If you haven't received your login please contact payrollservices@york.gov.uk or call [01904 55 1619](tel:01904551619)

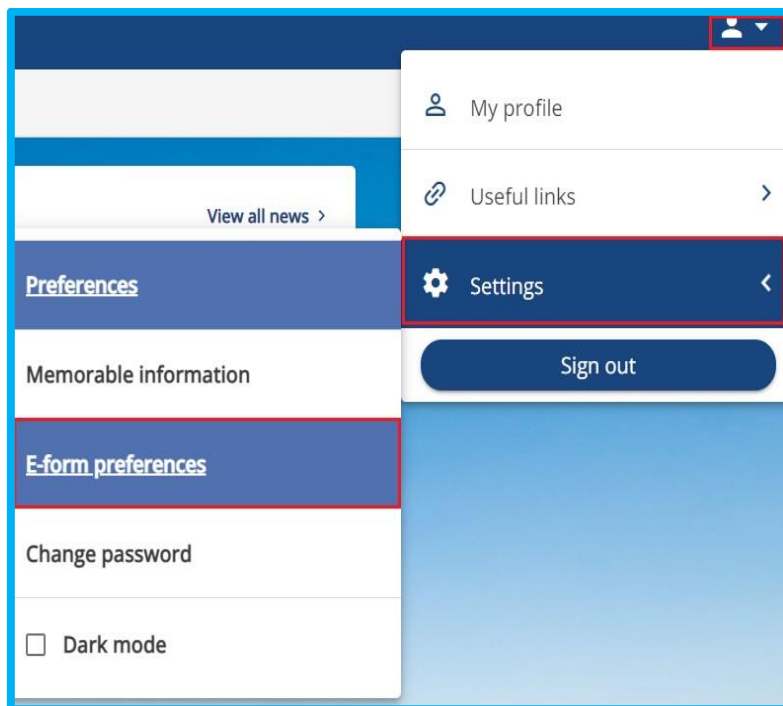


The image shows a screenshot of the iTrent application login interface. At the top, there is a dark blue header with the text "iTrent application". Below this, the "iTrent" logo is displayed in blue. The word "Login" is prominently shown in bold black text, accompanied by a small padlock icon. A message "Please logon using either" is followed by two selectable options: "Single Sign-on account" and "A different account". Each option is enclosed in a rounded rectangle with a blue arrow pointing to the right. The word "Or" is centered between these two options. At the bottom left, there is a red square logo with the letters "MHR" and the text "Powered by MHR" next to it.

E-form Preferences (Emailing Your Payslip)

You can choose to have your payslip emailed to you each month. To set this up:

1. On your ESS homepage, click the **person icon** (top right).
2. Select **Settings > E-form Preferences**.



3. Tick the **Email Payslip** box.
4. Enter your preferred **email address**.
5. Create a **password** for opening your emailed payslip.
 - This password is **only used for opening emailed payslips**.
 - It is separate from your iTrent login, but you can use the same one if you wish.
6. Click **Save**.

E-form preferences

Close X

i

The payslip/P60 passwords can only use the characters A-Z, a-z, 0-9, or ! " \$ % ^ & * () - _ + [] { } ? , . ; @ # ~ / | \ < > ^ ' :

Payslip options

☒ Email payslip

*Email address (required)

*Password for payslip (required)

*Confirm password (required)

P60 options

☐ Use the same email and password for P60's

Save

Cancel

Important:

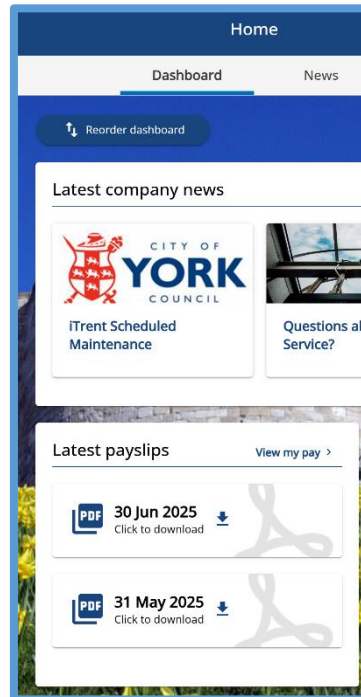
- If you change this password, it will only apply to **future emailed payslips**.
- Emailing payslips is optional. You can view and download any payslip in ESS in the **My Pay** section.

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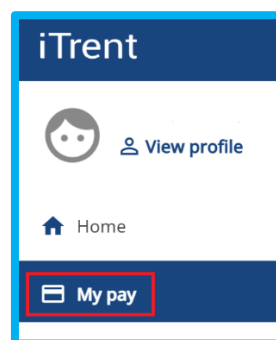
Payslips in ESS

Viewing Your Payslips

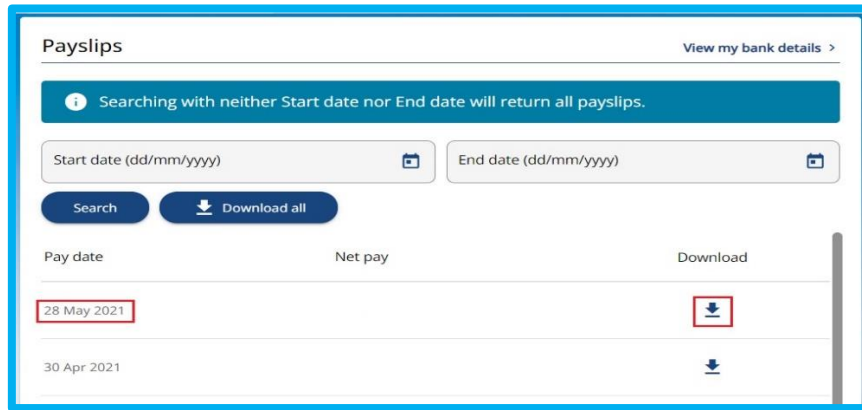
- Your **most recent payslips** are shown on your ESS homepage.



To view all available payslips, click on **My Pay** on the left-hand pane of the homepage:



1. Select the relevant **pay date** to open your payslip on screen.
2. Use the **download arrow** (on the right-hand side) to save a PDF copy to your device.



The screenshot shows a web interface titled "Payslips" with a link "View my bank details >". Below the title is a blue banner with a message: "Searching with neither Start date nor End date will return all payslips." Below this are two date input fields: "Start date (dd/mm/yyyy)" and "End date (dd/mm/yyyy)", each with a calendar icon. Below the fields are two buttons: "Search" and "Download all". Below the buttons is a table with three columns: "Pay date", "Net pay", and "Download". The table has two rows of data. The first row shows "28 May 2021" under "Pay date" and a download arrow icon under "Download". The second row shows "30 Apr 2021" under "Pay date" and a download arrow icon under "Download". Red boxes highlight the "28 May 2021" date and the download arrow icon in the first row.

Pay date	Net pay	Download
28 May 2021		
30 Apr 2021		

Note:

- This page displays up to **12 months of payslips**.
- To view older payslips:
 - Enter a **date range** in the search boxes.
 - Click **Search** to display and download the payslips you need.

Support accessing your account

- **Forgotten Username/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.

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.

Payroll Services can reset your account if you cannot log in or you do not receive a password reset email.

If you are an SSO type user, please DO NOT try and reset your password on this screen. Please raise a case via the ICT self-service icon on your desktop or call 01904 55 2222.

Reset password instructions will be sent to the email address recorded against your ESS account.

- **Need further help accessing ESS?**

- **Single Sign-On users:** Raise a request with ICT via [CYC ICT Service Request](#)
- **“A Different Account” users:** Contact **Payroll Services:**
 -  payrollservices@york.gov.uk
 -  01904 551619

Reminder: Setting up your email address and payslip password is your responsibility as the account holder.

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.