iTrent Guidance

How to login to Employee Self Service (ESS) with a CYC email address
Single Sign On (SSO) User

This guide explains how to log into Employee Self Service if you have a CYC email address using a CYC device or a non-CYC personal device and where to go for help and support.

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

If you have a CYC email address name@york.gov.uk you will access iTrent ESS via Single Sign On (SSO). However, your login process will vary slightly depending upon whether you use a CYC device or non-CYC (personal) device.

- Login to ESS using a CYC device SSO see Option 1
- Login to ESS using a non-CYC (personal) device see Option 2

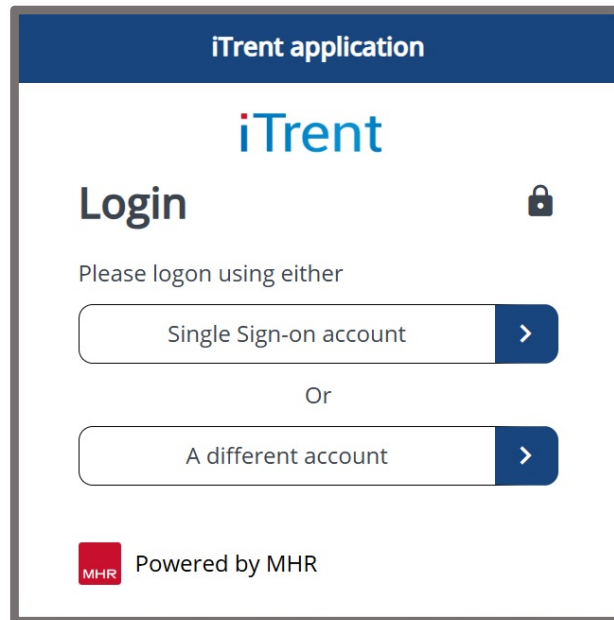If you do not have a CYC email address, please refer to the following guidance: ***How to login to ESS without a CYC email (A different Account User) CYC guidance***. www.york.gov.uk/itrent

Option 1: Login to ESS using a CYC device Single Sign On (SSO)

You can access Employee Self Service via a council (CYC) computer or laptop using Single Sign On (SSO)

Log into iTrent Employee Self Service using the icon on your desktop, the City of York Council's iTrent page on the internet on www.york.gov.uk/iTrent or the Intranet

Please select 'Single Sign-on account' if you have a CYC email address:

At the login screen please enter your CYC email address:

Please then enter your password. This is the same password you would use when logging into your computer:

It will ask you if you wish to stay signed in. Please select Yes or No. When you log out of Employee Self Service, or close your browser window, it will log you out anyway. This is for security purposes.

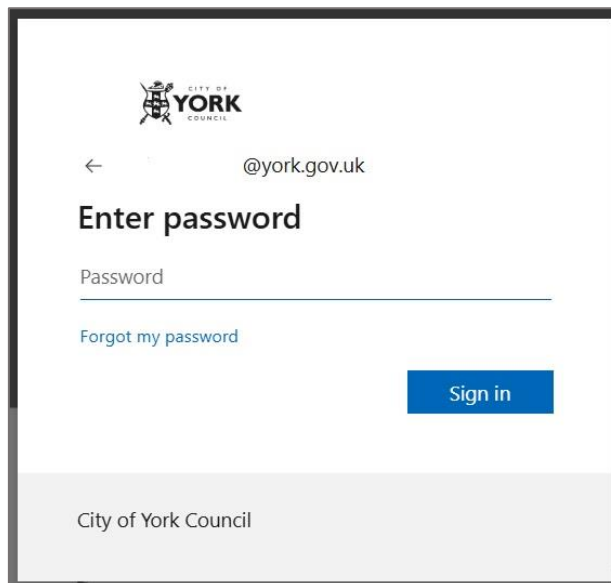You will now be logged into Employee Self Service.

Option 2: Login to ESS using a non-CYC personal device

You can access Employee Self Service via a non-CYC personal device. However, this route uses Multi-Factor Authentication (MFA).
The first step before you access iTrent Employee Self Service using a personal device, is to authenticate your personal device. You only need to this once.

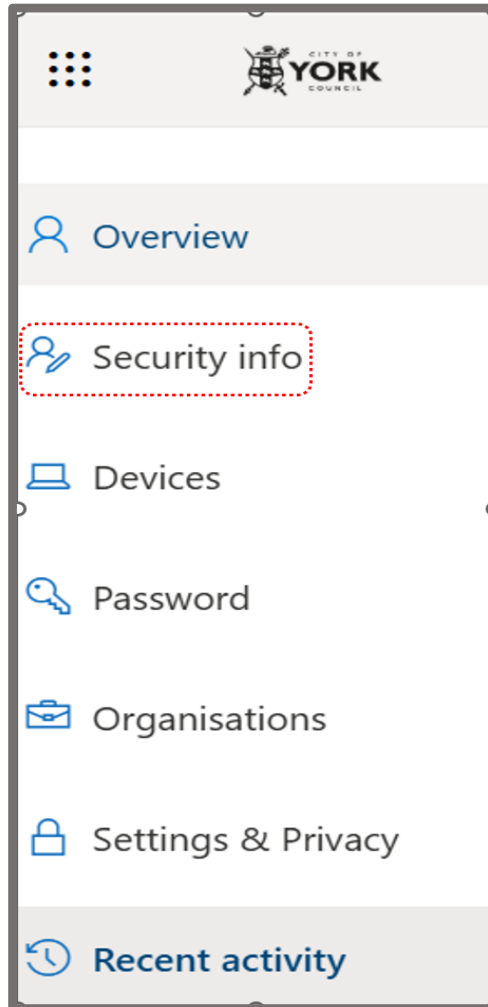## Authenticating your personal device

You must be logged into your CYC laptop or computer first. Click on
https://mysignins.microsoft.com/

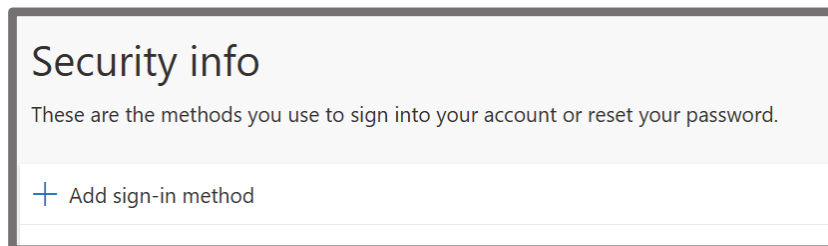Please then enter your password. This is the same password you would use when logging into your computer:
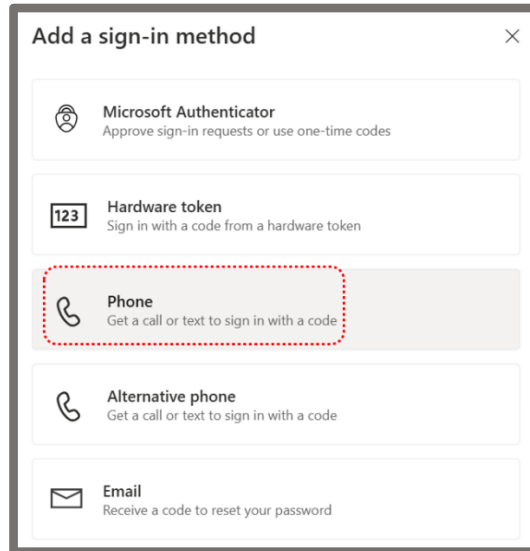
Please click on Security Info:

Please click on Add sign-in method

Security info

These are the methods you use to sign into your account or reset your password.
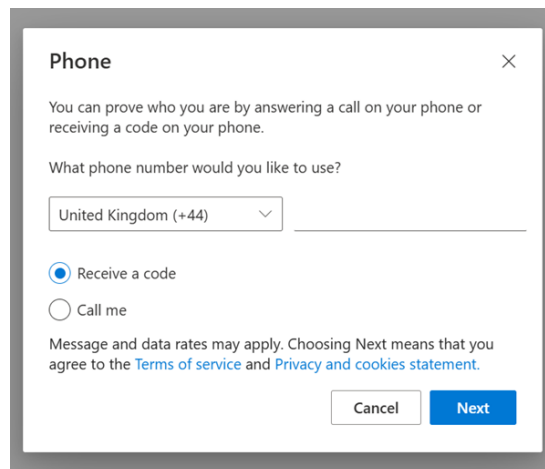
+ Add sign-in method

Please click on 'Phone' from the options provided below:
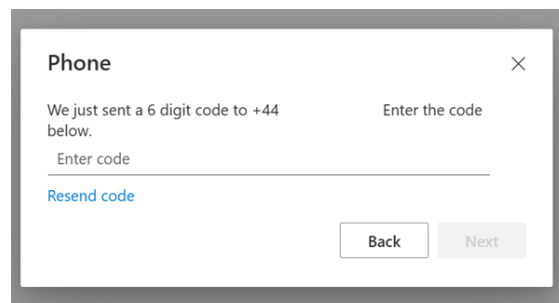
Please select 'United Kingdom' from the country code, enter your mobile number on the space provided. Select 'receive a code' and click on next as shown below:

You would then see the below message pop on your screen:

You would then receive the below text message:

Enter the 6 digit code received on your mobile, click on next and your mobile is successfully authenticated.
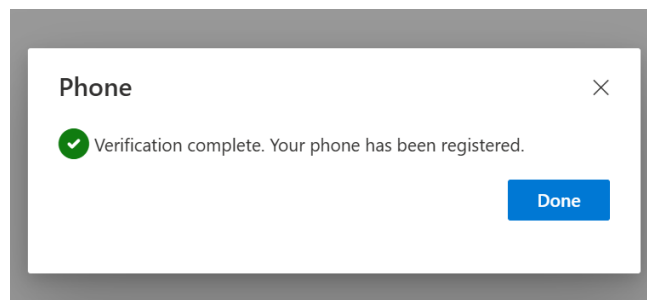
You can now log into iTrent Employee Self Service via the City of York Council's iTrent page on the internet on www.york.gov.uk/iTrent using your CYC email address and network password.

Choose either 'Text' or 'Call' option to the mobile number registered:
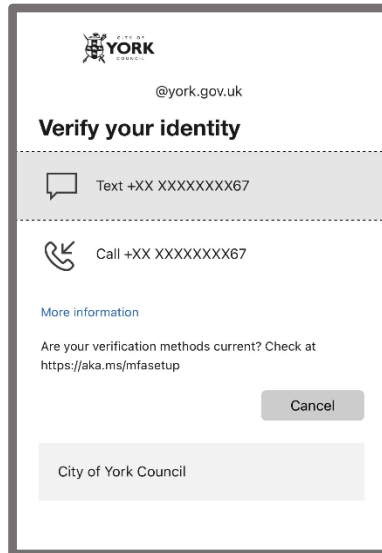
The text message that you receive now will be slightly different than before and will be as below:

The verification code on your WhatsApp message will be as below:

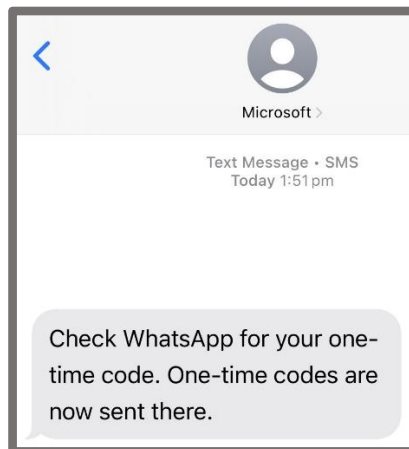Once you enter the 6 digit code received on your whatsapp message, you are then redirected to the Employee Self Service home page.

IMPORTANT!

In the absence of Whatsapp, you will receive the verification code as a text message.

Key Contacts

Key Contact	Responsibility	How
ICT	CYC email address and password not working when logging into ESS	https://live.hornbill.com/cyc/catalog/service/com.hornbill.servicemanager/68/
Payroll Services	Queries related to: • Pay and payslips • Changes in line management • Time and Expenses claims	Contact Payroll Services on 01904 551619 or email payrollservices@york.gov.uk