



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](#)

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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](#)

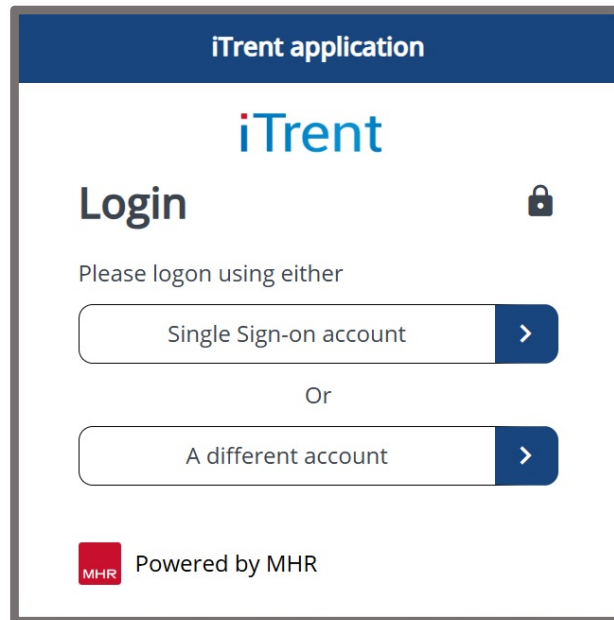
If you do not have a CYC email address, please refer to the following guidance: ***How to login to ESS without a CYC email (A different Account User) CYC guidance.*** www.york.gov.uk/itrent

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:




iTrent application


iTrent


Login 

Please logon using either

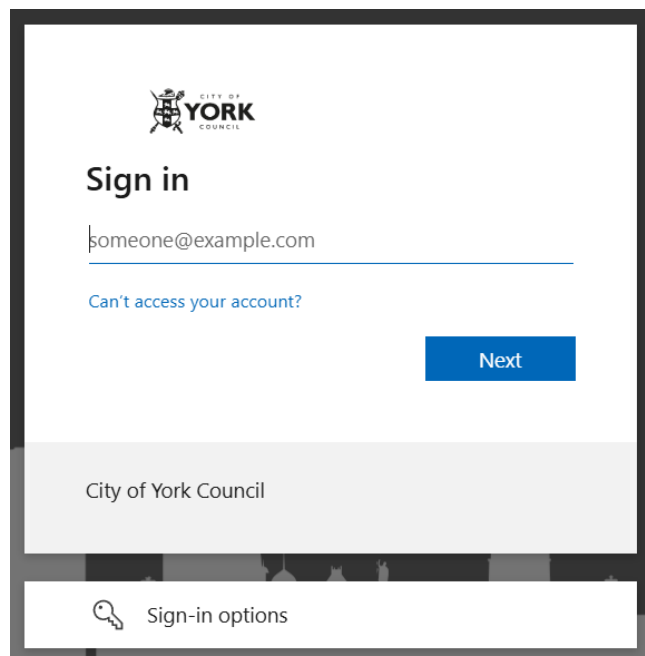
Single Sign-on account 


Or

A different account 

 Powered by MHR

At the login screen please enter your CYC email address:






Sign in

someone@example.com

[Can't access your account?](#)

Next

City of York Council

 Sign-in options



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

A screenshot of a mobile login screen for the City of York Council. At the top left is the City of York Council logo. Below it is a back arrow and the text '@york.gov.uk'. The main heading is 'Enter password'. There is a text input field labeled 'Password' with a horizontal line below it. Below the input field is a link that says 'Forgot my password'. At the bottom right is a blue button with the text 'Sign in'. At the bottom left of the screen is the text 'City of York Council'.

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.

A screenshot of a mobile confirmation screen for the City of York Council. At the top left is the City of York Council logo. Below it is the text '@york.gov.uk'. The main heading is 'Stay signed in?'. Below the heading is the text 'Do this to reduce the number of times you are asked to sign in.' There is a checkbox followed by the text 'Don't show this again'. At the bottom are two buttons: a grey button with the text 'No' and a blue button with the text 'Yes'. At the bottom left of the screen is the text 'City of York Council'.

You will now be logged into Employee Self Service.

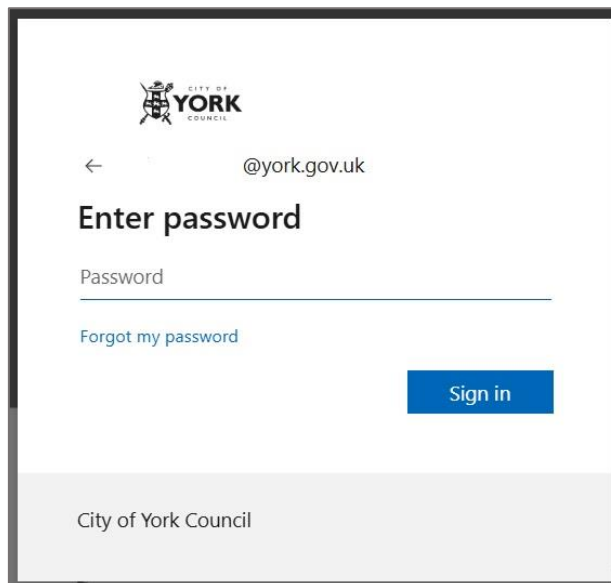
Option 2: Login to ESS using a non-CYC personal device

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 do this once.

Authenticating your personal device

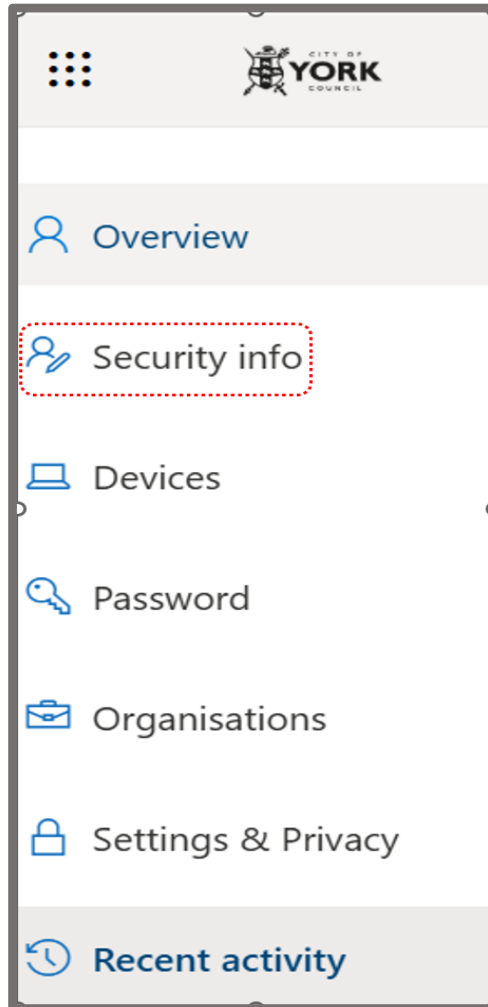
You must be logged into your CYC laptop or computer first. Click on <https://mysignins.microsoft.com/>

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

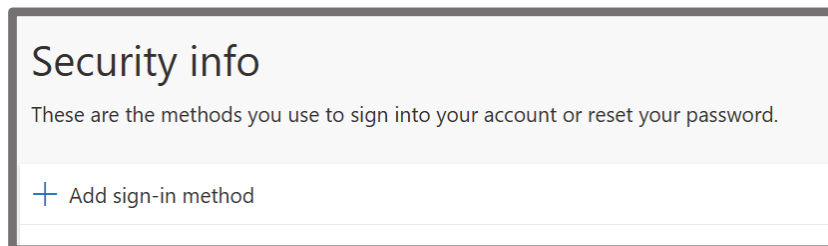


The screenshot shows a login page for the City of York Council. At the top left is the City of York Council logo. Below it is a back arrow and the email address '@york.gov.uk'. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field is a link that says 'Forgot my password'. To the right of the input field is a blue button labeled 'Sign in'. At the bottom of the page, it says 'City of York Council'.

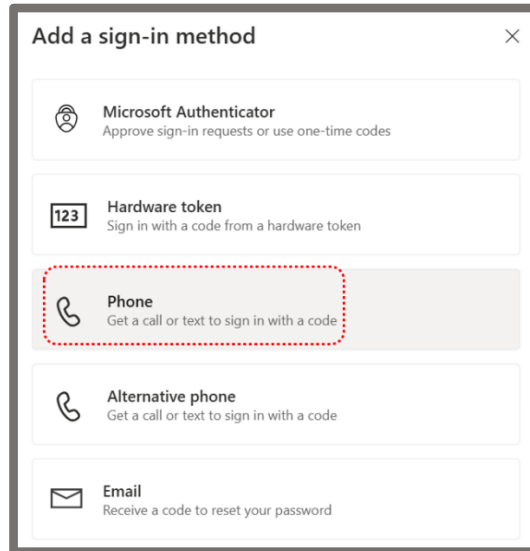
Please click on Security Info:



Please click on Add sign-in method

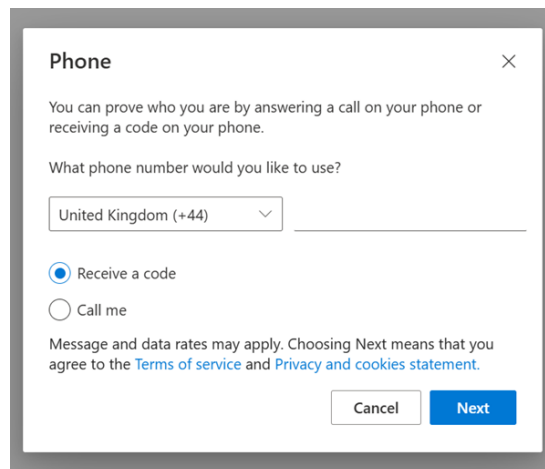


Please click on 'Phone' from the options provided below:



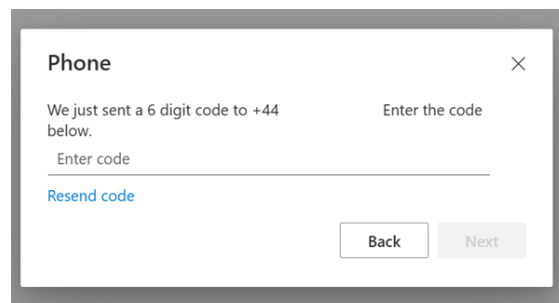
The screenshot shows a dialog box titled "Add a sign-in method" with a close button (X) in the top right corner. It lists five sign-in methods: Microsoft Authenticator, Hardware token, Phone, Alternative phone, and Email. The "Phone" option is highlighted with a red dashed border. Each option includes a small icon and a brief description of how it works.

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:



The screenshot shows a dialog box titled "Phone" with a close button (X) in the top right corner. It contains the following text: "You can prove who you are by answering a call on your phone or receiving a code on your phone." Below this is the question "What phone number would you like to use?". There is a dropdown menu showing "United Kingdom (+44)" and an empty text input field. Below the input field are two radio buttons: "Receive a code" (which is selected) and "Call me". At the bottom, there is a disclaimer: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)." and two buttons: "Cancel" and "Next".

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

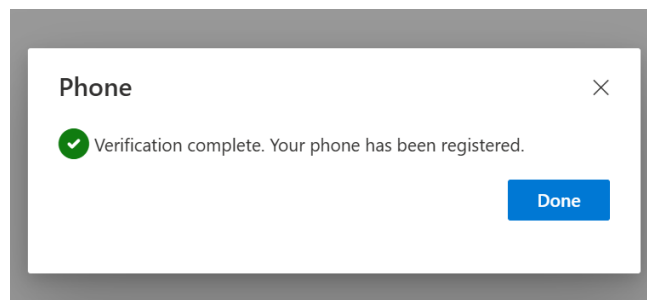


The screenshot shows a dialog box titled "Phone" with a close button (X) in the top right corner. It contains the following text: "We just sent a 6 digit code to +44" followed by "Enter the code below." Below this is a text input field with the placeholder text "Enter code". Below the input field is a blue link that says "Resend code". At the bottom, there are two buttons: "Back" and "Next".

You would then receive the below text message:

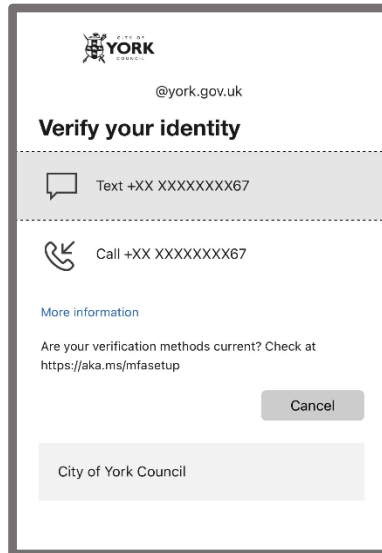


Enter the 6 digit code received on your mobile, click on next and your mobile is successfully authenticated.

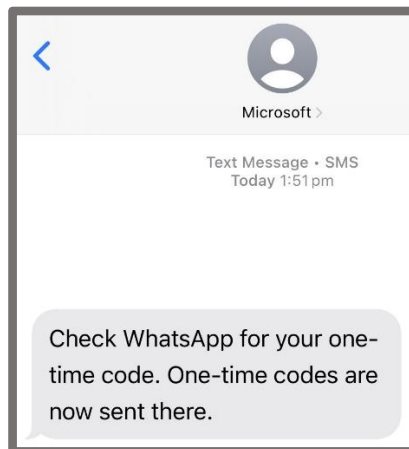


You can now log into iTrent Employee Self Service via the [City of York Council's iTrent](#) page on the internet on www.york.gov.uk/iTrent using your CYC email address and network password.

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: <ul style="list-style-type: none"> • Pay and payslips • Changes in line management • Time and Expenses claims 	Contact Payroll Services on 01904 551619 or email payrollservices@york.gov.uk