iTrent Guidance

How to log into Employee Self Service (ESS) and set up a memorable password

This guide explains how to log into iTrent Employee Self Service (ESS) and set up a memorable password 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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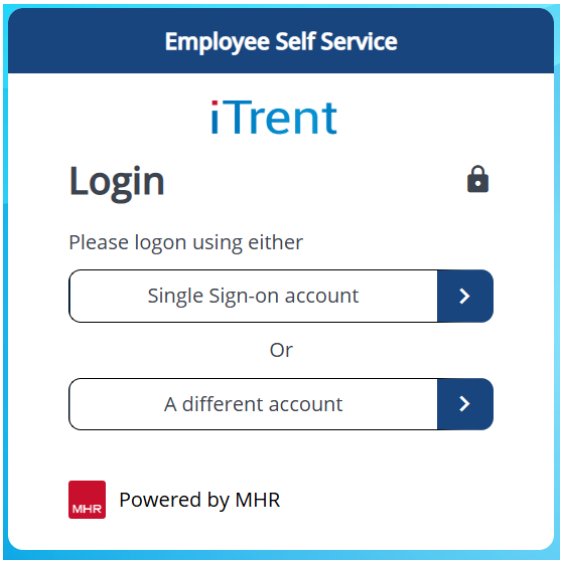
Introduction

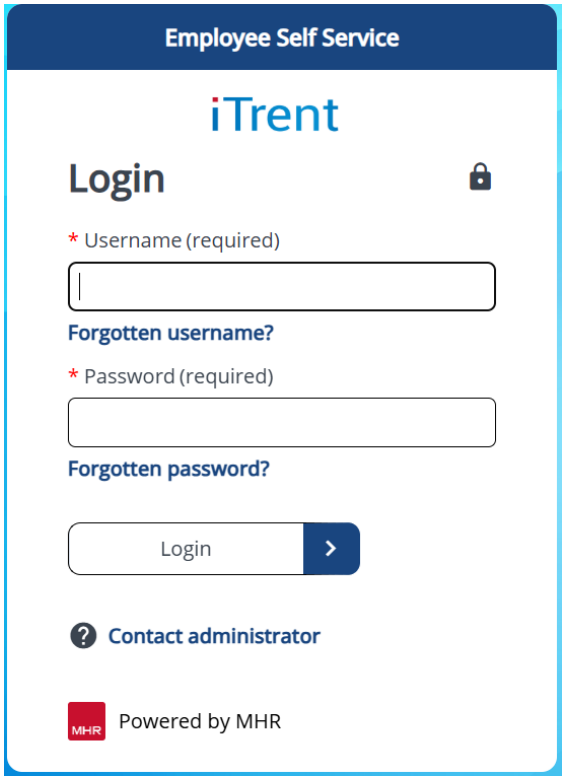
Effective **1st April 2025,** Memorable Password becomes a mandatory minimum-security feature which will be required to access iTrent Employee Self Service for all future logins. This additional security feature will be applicable to Schools, York Museum Trust and CYC employees who do not use Single Sign On.

To log into Employee Self Service, **click** on the login button found here: http://www.york.gov.uk/iTrent

Please click on **A different account** button:



The ESS login screen will appear:

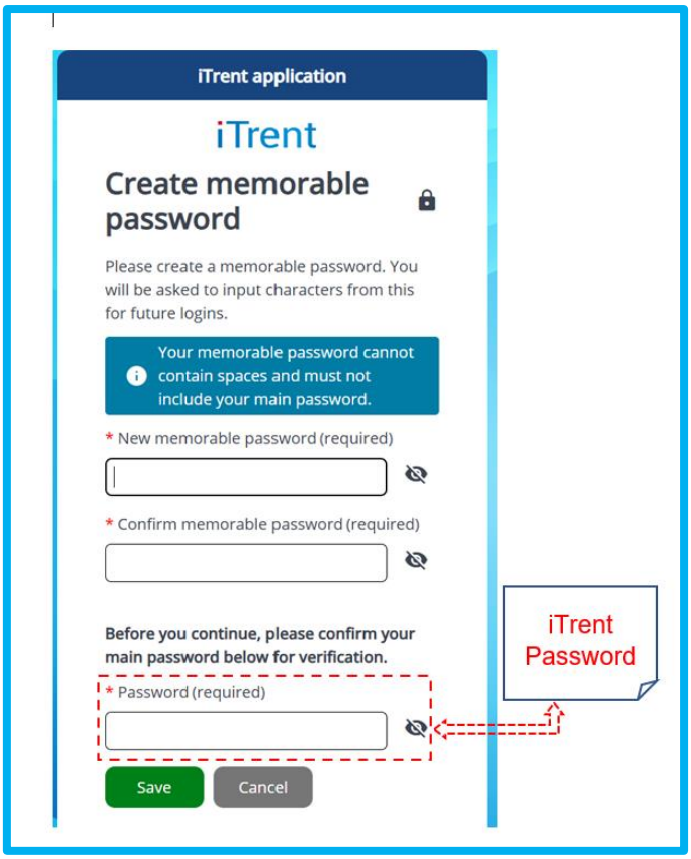


Please enter your iTrent username and password to login. The next page will allow you to create a memorable password.

Creating Memorable Password

A Memorable Password is a security feature that requires users to create a secondary password, to be used alongside their main login username and password.

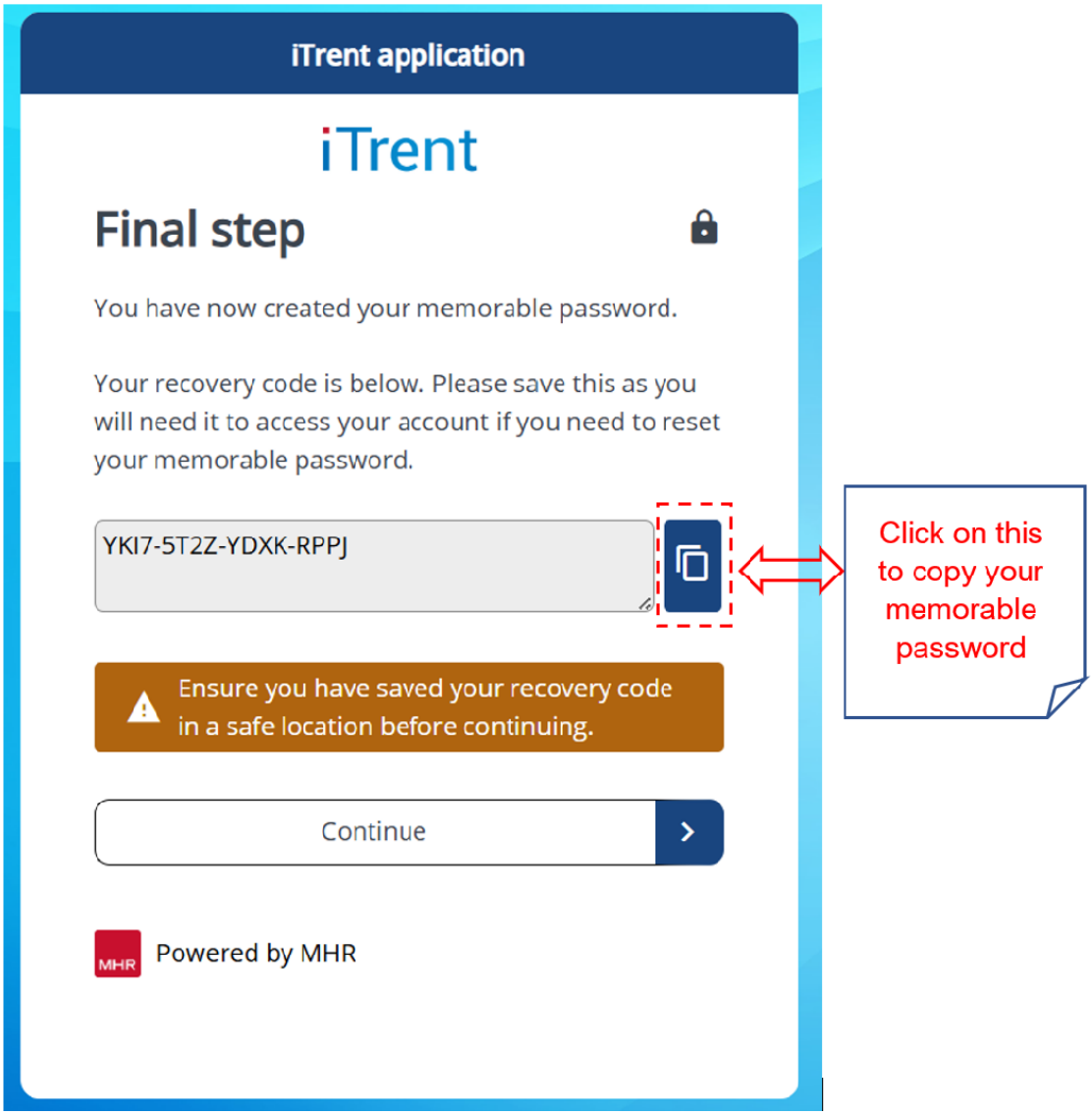
The screen below will ask you to create a memorable password:



Memorable Password Criteria

- A minimum of 10 characters and a maximum of 32 characters
- You **cannot** use your main iTrent password
- No spaces
- Numbers and special characters can be used

Once you have created your memorable password, you will be provided with a recovery code. **This code will be required if you need to reset your memorable password in the future.** You can use the copy icon that is available next to the recovery code to enable quick copying of this code. It can be saved in a secure place if you need to reset your memorable password.



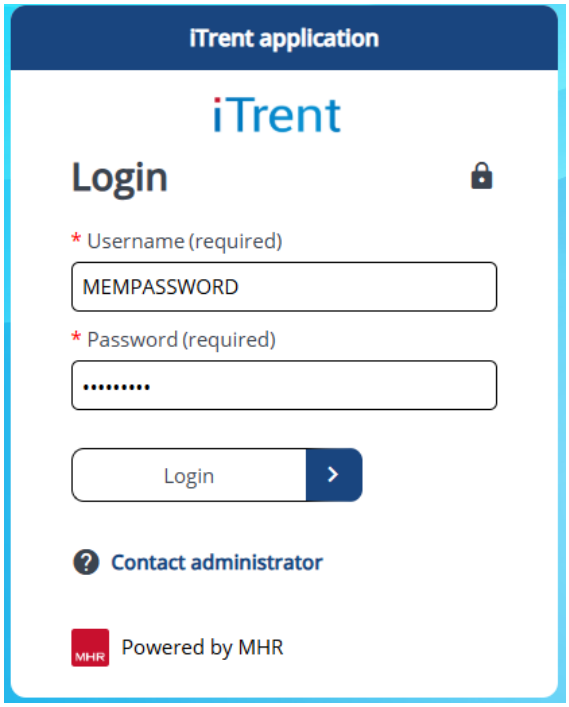
Important!

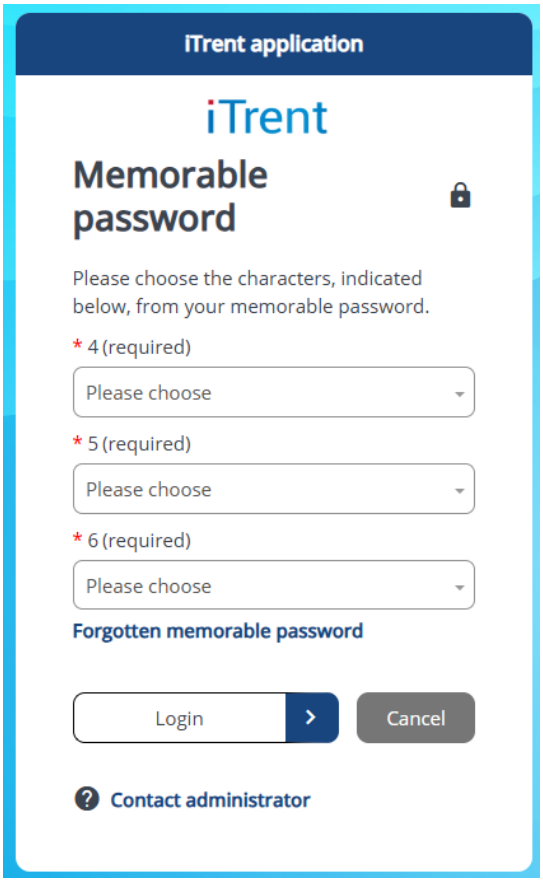
In the absence of a recovery code, support contacts will be able to force a memorable password reset if requested. However, in such a scenario, you will be required to change both your iTrent Password and memorable password. So please keep your recovery code safe.

Pressing on continue will take you to the iTrent Employee Self Service home page.

Logging In Using Your Memorable Password

Once a memorable password is set up, any future logins to iTrent Employee Self Service will require input of three randomised characters from this password.



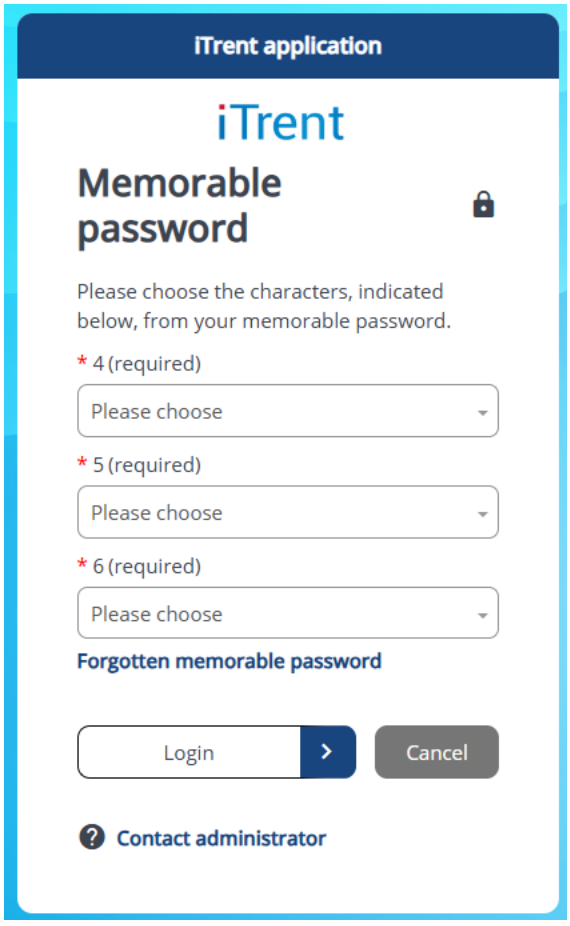


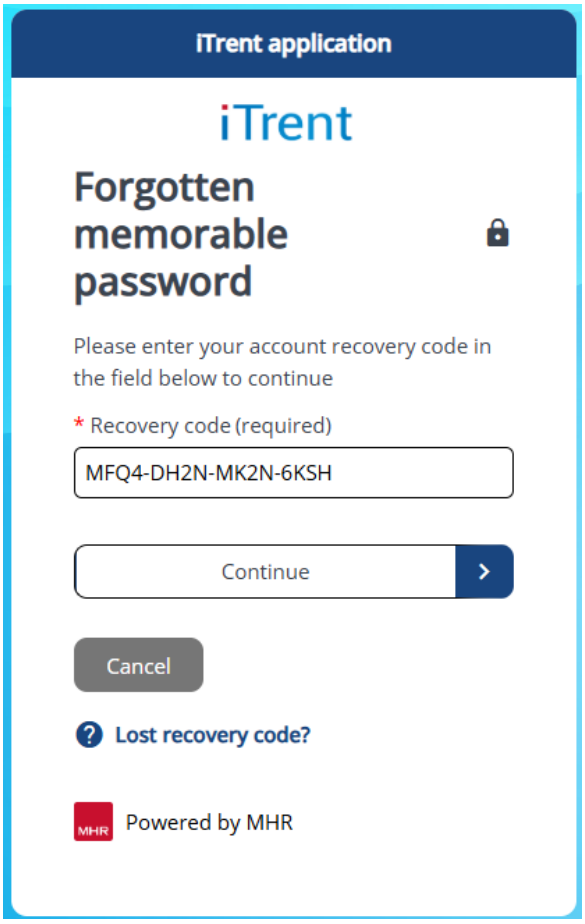
Using **Buttercup25** as the example:

- The **4th character** is **t**
- **The 5th character** is **e**
- The **10th character** is **2**

Resetting Memorable Passwords

If you forget your memorable password, you can reset this by clicking on the 'Forgotten memorable password' link. You will be required to enter the recovery code at this point.

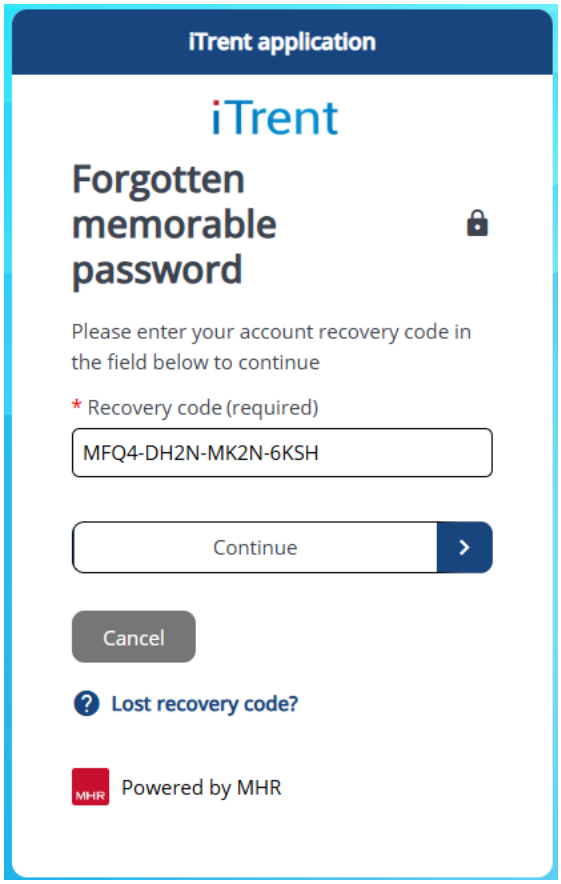


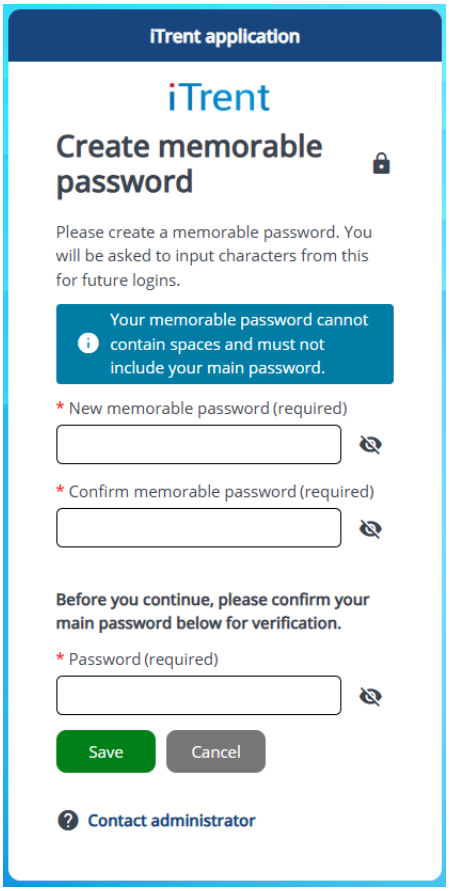


IMPORTANT!

- The recovery code is case sensitive
- The recovery code can be input with or without the dashes '-'
- A maximum of ten failed attempts are allowed per recovery code before it becomes invalid.

Once you enter the correct recovery code and press continue, it will take you once again to the 'Create memorable password' login screen.





Support Contacts for Log in Queries and Memorable Password Resets

- **CYC employees without Single Sign On, York Museums Trust and Schools** contact **Payroll Services** at payroll.services@york.gov.uk or call **01904 55 1619**