

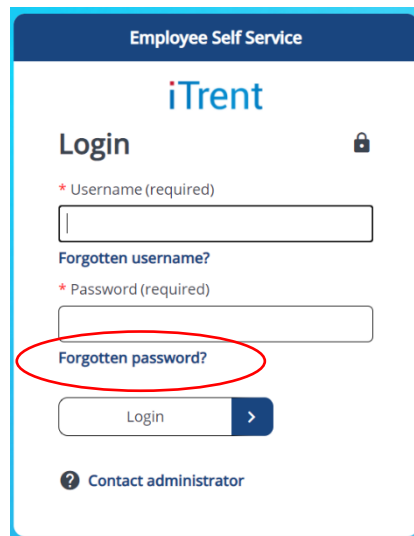
# **Members Guide to iTrent Password Management**

## **How to reset your iTrent password**

If you have not already done so, you should set up your memorable information on iTrent to enable you to reset your own password without the need for intervention by the People Team.

The guide talks through the steps you need to follow to set up this information.

If you have already set up your memorable information, you will be able to click 'forgotten password' from the main iTrent page and follow instructions to gain access to your account.



If you have not yet set up this memorable information and require a password reset, you need to contact The People Team to request a password reset.

Further support on the use of iTrent is available by contacting The People Team via [hadmin@eppingforestdc.gov.uk](mailto:hadmin@eppingforestdc.gov.uk) who aim to respond within 48 hours.

If you have already set up your memorable information, follow the steps below to reset your password.

1. Visit the iTrent website [https://ce0144li.webitrent.com/ce0144li\\_1ss/ess/dist/#/login](https://ce0144li.webitrent.com/ce0144li_1ss/ess/dist/#/login) and click log on using 'a different account' and then click 'forgotten password' as shown in the screenshot below.

Employee Self Service

## iTrent

### Login

Please logon using either

Single Sign-on account >

Or

A different account >

Employee Self Service

## iTrent

### Login

\* Username (required)

Forgotten username?

\* Password (required)

Forgotten password?

Login >

Contact administrator

2. You will be prompted to enter your username and email address then click email. Your username is in capital letters and is usually set as the first letter of your first name, followed by your surname. E.g. JBLOGGS. Your email address is your EFDC email address e.g. [cllr.jbloggs@eppingforestdc.gov.uk](mailto:cllr.jbloggs@eppingforestdc.gov.uk)

## iTrent

### Forgotten password

\* Username (required)

\* Email address (required)

Email >

Cancel

3. You will see a pop up telling you that you will receive an email with further instructions in the next 15 minutes. If you do not receive an email within this time, start the process again starting from step 1.

An email containing a link to reset your password has been sent to the address provided, and should be received within the next 15 minutes.

**iTrent**

## Forgotten password


\* Username (required)

\* Email address (required)

Email > Cancel

4. Below is a copy of the email you will receive in your mailbox from iTrent. You need to click the green button in the email that says, 'reset your password'.

Password Reset Request

 noreply\_Pay&HR@webitrent.com  
To: Louis Walton

[Reply](#) [Reply All](#) [Forward](#) [More](#)

Tue 22/02/2022 11:10

**CAUTION:** This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

iTrent - ESS

Hi Louis,

You recently requested to reset your password for your iTrent - ESS account. Use the button below to reset it.

**This password reset is only valid for the next 6 hours.**

[Reset your password](#)

If you did not request a password reset, please ignore this email or contact your administrator if you have questions.

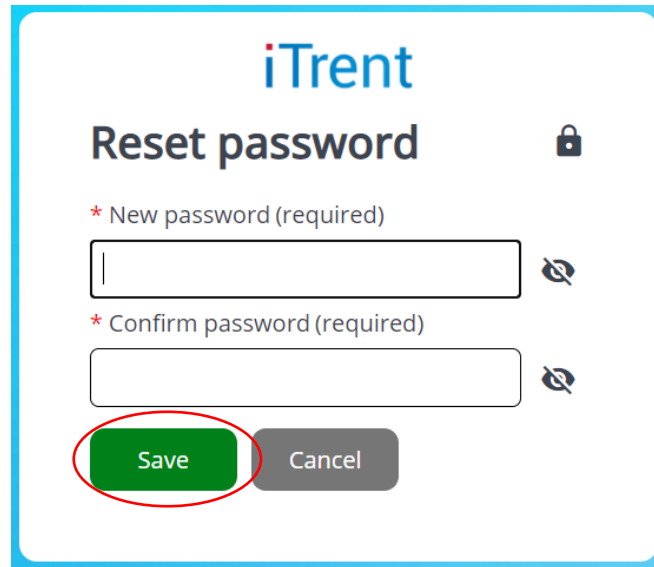
Thanks,  
The iTrent Team

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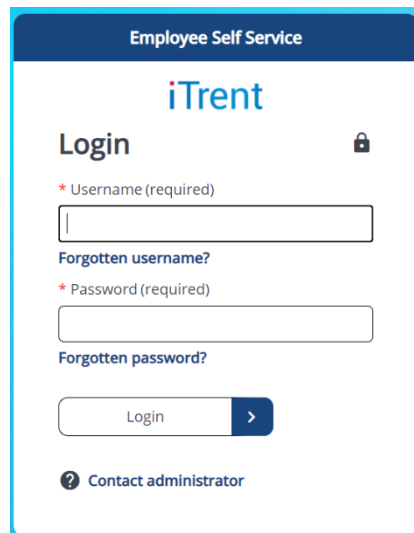
5. You are now prompted to enter a new password twice. Ensure you remember what you are setting your new password as to avoid having to repeat this process.

The iTrent password requirements are:

- Minimum of 6 characters in length
- Must include both upper- and lower-case letters and at least one number.
- Characters consisting only of A-Z, a-z, 0-9 or ! " \$ % ^ & \* ( ) - \_ + [ ] { } ? , . ; @ # ~ / | \ < >

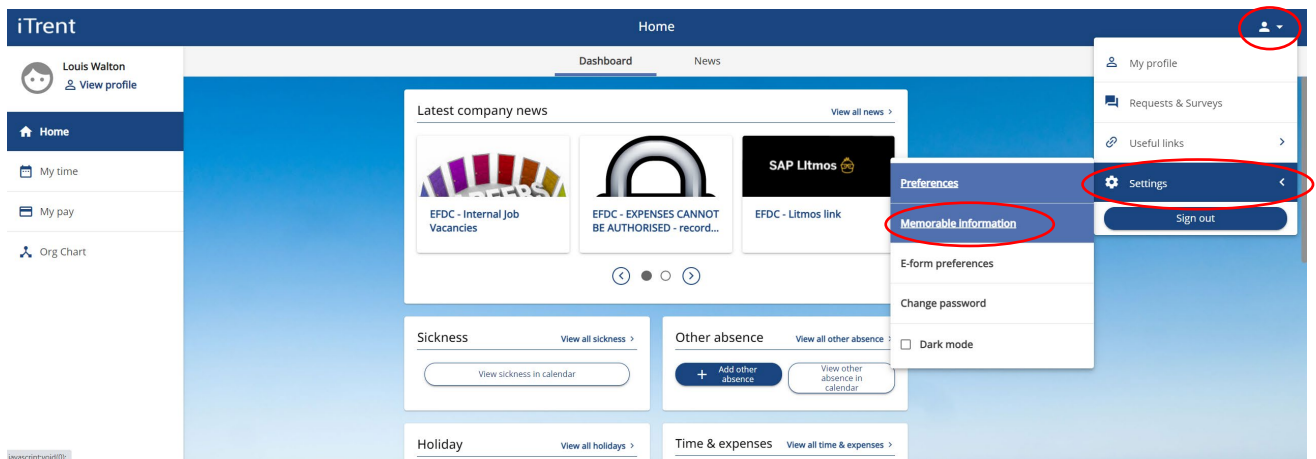
The image shows a screenshot of the iTrent 'Reset password' form. At the top, the iTrent logo is displayed in blue. Below it, the title 'Reset password' is shown in bold black text, accompanied by a lock icon. The form contains two input fields: the first is labeled '\* New password (required)' and the second is labeled '\* Confirm password (required)'. Both fields have a small eye icon to the right, indicating a toggle for password visibility. At the bottom of the form, there are two buttons: a green 'Save' button and a grey 'Cancel' button. The 'Save' button is circled in red.

6. Once you have clicked save you will find yourself at the iTrent log in page.

The image shows a screenshot of the iTrent 'Login' form, which is part of the 'Employee Self Service' section. The form has a dark blue header with the text 'Employee Self Service'. Below this, the iTrent logo is shown. The title 'Login' is in bold black text, with a lock icon to its right. The form includes two input fields: the first is labeled '\* Username (required)' and the second is labeled '\* Password (required)'. Below the username field is a link that says 'Forgotten username?'. Below the password field is a link that says 'Forgotten password?'. At the bottom of the form, there is a 'Login' button with a right-pointing arrow. Below the button is a link that says '? Contact administrator'.

## How to set up your memorable information

1. Visit the iTrent website, either via the link on your iPad or by entering:  
[https://ce0144li.webitrent.com/ce0144li\\_ess/ess/dist/#/login](https://ce0144li.webitrent.com/ce0144li_ess/ess/dist/#/login)
2. When you are in iTrent, click the icon of the person which is located on the right-hand side of the toolbar on the top of the page. Click 'my profile'.



- Memorable Information will allow you to input a question and answer which will act as a prompt for you to reset your password yourself without having to refer to or wait for the People team.

You must enter a sentence which contains no more than 25 characters and no spaces.  
Examples are given below:-

- Mummaidenname
- Firstschool
- Firstpetsname
- Favouritesweet

You will need to input the answer and confirm this to be correct.

Memorable information details

Close X

Memorable information has to contain between 6 and 25 characters, it cannot contain spaces nor be the same as your prompt, password or user name. The memorable password can only use the characters A-Z, a-z, 0-9, or !\ " \$ % ^ & \* ( ) - \_ + [ ] { } ? , . ; @ # - / | \ < > "

\* Memorable information prompt (required)

Name of first pet

\* Memorable information (required)

\* Confirm memorable information (required)

- Once you click save, your memorable information will be captured. This will then enable you to use the forgotten password button from the iTrent log in screen.

## How to set up your sensitive information

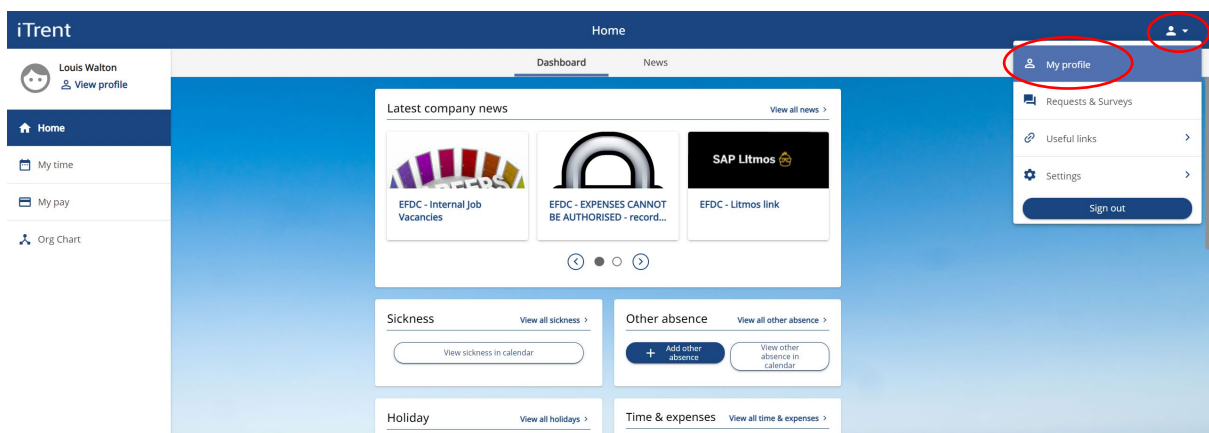
Providing sensitive personal information is voluntary. Any processing of this information by EFDC would be for monitoring equal opportunities or processing ethnic/race origin data for the purposes of performing/exercising obligations or rights imposed by law.

The team will only use this information in an aggregated and anonymous form.

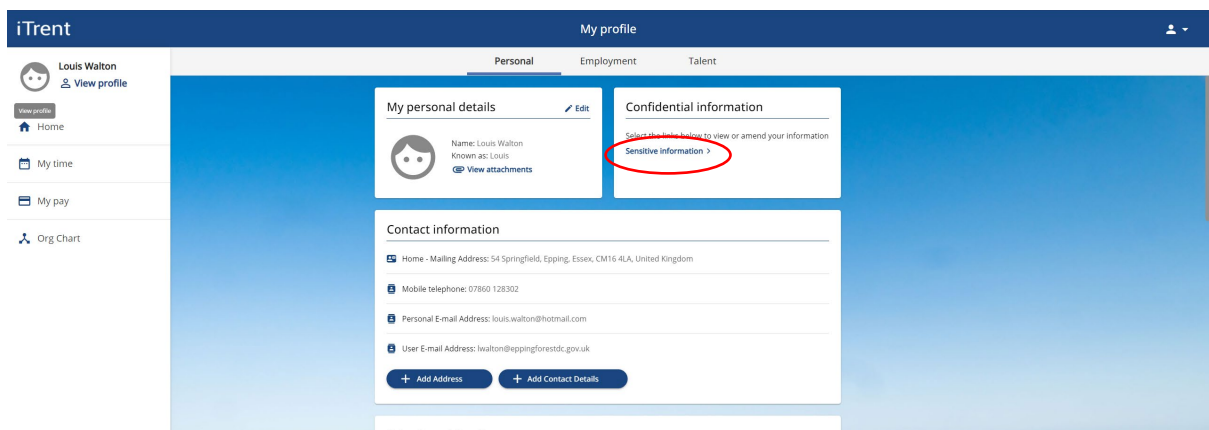
The team use these details to connect to your named contacts in case of an emergency. This is key to supporting Members as we work in new ways and navigate the COVID-19 recovery period.

Please check your iTrent ESS personal contact information details and if necessary, update or provide the following information if any of the previous information provided has changed:

1. Once you are logged in to iTrent, click the icon of the person in the top right of the screen. Then click my profile.



2. Click sensitive information.



3. Work through the questions by clicking the down arrow to select a response to the question being asked. Once you have inputted a response to all questions (note you have to scroll down to see all questions) you can then click save.

**iTrent** My profile

< Back to Personal

**Sensitive information**

The personal data that you enter into this form is voluntary. If you do provide the information requested, we will only use this in an aggregated and anonymised form.

**Marital status**  
Single

**Religion**  
No religion

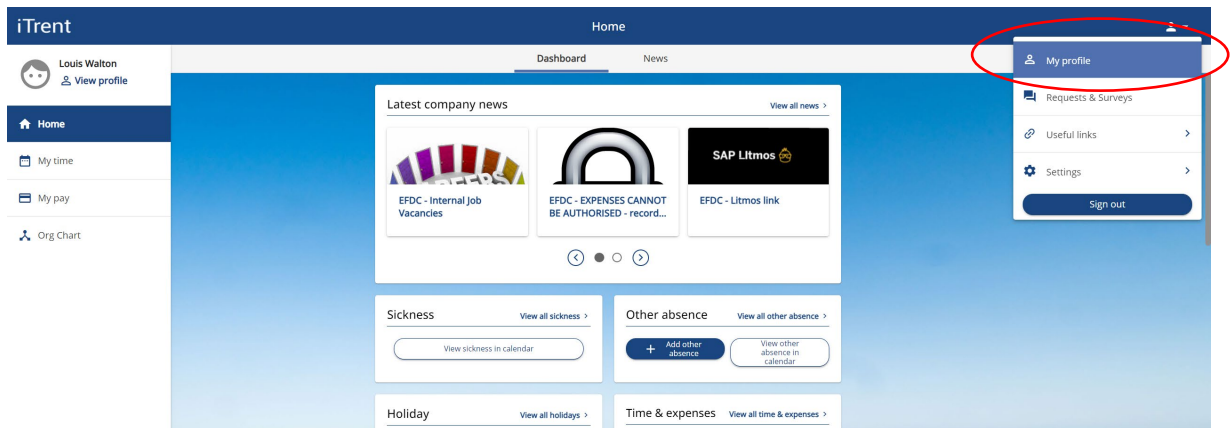
**Ethnic origin**  
White - English/Welsh/Scottish/Northern Irish/British

**Place of birth**

**Nationality**  
British (not Channel Islands or iOM)

## How to add your vehicle details

1. Once you are logged in to iTrent, click the icon of the person in the top right of the screen. Then click 'my profile'.



2. Scroll down the screen until you see the section that says private vehicles. Click add vehicle.

**iTrent** My profile

Personal Employment Talent

+ Add Emergency Contact + Add Next of Kin

**Bank details**

Account name	Bank name	Sort code
L Walton	National Westminster	600739

**Private vehicles**

Vehicle registration	Make	Model	Driver start date	Driver end date
BN67 FN			28 Jan 2022	

+ Add vehicle

3. Enter the details of your vehicle and click save.

[< Back to Personal](#)

## Vehicle details

**\* Vehicle type (required)**

Please choose

**Vehicle registration**

**\* Start date (dd/mm/yyyy) (required)**



**End date (dd/mm/yyyy)**



**Engine size (cc)**

**Fuel type**

Please choose

☐ **Default vehicle for expenses**

**Insurance checked**

No

**Insurance expiry date (dd/mm/yyyy)**



**Save**

**Cancel**

**+ Add Vehicle**