



Logging in to iTrent

Single Sign On (SSO) using an Apple device

Version 1.0, 22 May 2024

Hackney Education Payroll Service

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Logging in: what's changing?

Schools' staff currently log in to iTrent using their payroll number and password to access their monthly payslip. Some staff also have access to perform administrative tasks and enter sickness for the school.

To improve the security of your personal and sensitive data, access to iTrent is changing to a 'Single Sign On' method which allows your login to be linked to a Hackney Google account so that iTrent can verify that the correct person is trying to access the system.

The move to Single Sign On is being phased across schools. You will receive an e-mail from the Hackney Council ICT Accounts Team (accounts.team@hackney.gov.uk) providing your Google account and password details. You can then access iTrent using Single Sign On from a computer, an Apple iPhone or iPad, or from an Android device.

Note: Until you receive the e-mail, please continue to log in using your payroll number and password.

This document explains how to log in using an Apple device (tap [Computer](#) or [Android](#) for instructions for these other devices *[links will be added after the Pilot]*).

This guide covers:

- [Logging in for the first time](#).
- [Logging in \(once 2-Step Verification is set up\)](#).

There is also an appendix covering possible [log in errors](#), including what to do if you [forget your password](#) and [how to set up more than one account](#).

Logging in for the first time

The first time you log in you need to:

- [Use your Google account to access iTrent](#).
- [Set up 2-Step Verification](#).

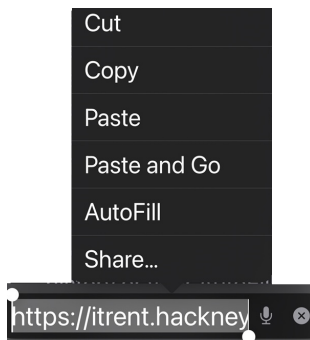
Using your Google account to access iTrent

Follow the steps below to access iTrent for the first time using Single Sign-On:

1. Open the e-mail you received from the Hackney Council ICT Accounts Team and tap on the iTrent link. Your default browser is opened and the iTrent login screen is displayed.

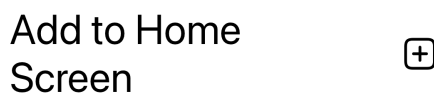
It is best practice to add this to your Home screen for ease of access next time.

2. Double-tap in the menu bar to highlight the web address and display the following menu:



3. Tap **Share...**

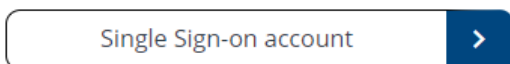
4. Tap **Add to Home Screen**:



5. Give the icon a name. For example iTrent Self Service.
6. Tap **Add**. An icon will be added to your device's Home screen:



7. Reopen your browser and find the iTrent Login screen.
8. Tap the **Single Sign-on account** button:



The Google sign in screen is displayed asking you to use the Google account that has been created for you:



Sign in

Use your Google Account

[Forgot email?](#)

9. Refer to the e-mail you received to find your Google e-mail address.
10. Tap in the field, enter the e-mail address and tap **Next**. The Google Welcome screen is displayed requesting your password



Welcome

 firstname.surname2.sch@hackney.gov.uk ▼

Enter your password

☐ Show password

11. Refer to the e-mail and copy the password.
12. Tap in the **Enter your password** field and select **Paste**. You can tick the **Show password** box to display the password if you want to check it against the e-mail.
13. Tap **Next**. The Welcome to your new account screen is displayed.



Welcome to your new account

14. Read the information and tap the **I understand** button. For security you are prompted to change the password from the one provided by the Hackney Council ICT Accounts Team:



iTrent Test 2

 firstname.surname2.sch@hackney.gov.uk ▼

Create a strong password

Create a new, strong password that you don't use for other websites

Create password

Confirm

At least 9 characters

☐ Show password

15. Think of a strong and memorable new password, tap and enter it in the **Create password** field, repeat it in the **Confirm password** field and tap **Next**. This will be your Google account password next time you log in.

Note: Your password should be at least **nine** characters long and contain a mix of upper and lower case, numbers and special characters (such as an exclamation mark or percentage sign). Tips for creating a strong password are [here](#).

You are logged into iTrent.

If not, tap [here](#) to see possible log in errors.

16. Continue from [Setting Up 2-Step Verification](#). You **must** set this up within 24 hours, so it is advisable to continue with the steps below immediately.

Setting Up 2-Step Verification

Our security policy is to use 2-Step Verification. This provides an extra layer of security for your account and helps keep out anyone who shouldn't have access.

Important: You **must** set up 2-Step Verification within 24 hours or you will get a [login error](#) next time you try to access the system.

To set up 2-Step Verification:

1. Open another browser tab in Safari and go to www.google.com.
2. Tap **Sign in** in the top right corner of the screen:

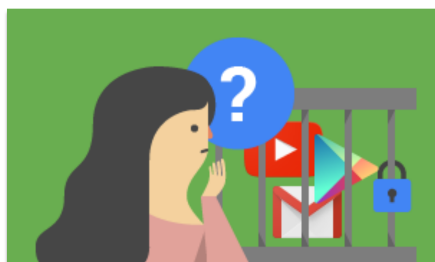
Sign in

3. Tap in the field, enter the Google e-mail address you have been assigned to access iTrent (this is normally in the format firstname.surname.sch@hackney.gov.uk) and tap **Next**. The Google Password screen is displayed requesting your password.
4. Tap in the field, enter the password you created when you first logged in and tap **Next**. (Refer to [Forgotten password](#) if you need to reset it.).

The 'Don't get locked out' 2-Step Verification screen is displayed.

Google

Don't get locked out



5. Read the information and tap **Enroll**.



A screen is displayed explaining 2-Step Verification.

6. Tap the **Turn on 2-Step Verification** button:



You are prompted to use your mobile phone number to set up 2-Step Verification:

A screenshot of the "Add a phone number for 2-Step Verification" screen. It includes a title, explanatory text, a country code selector (showing the UK flag and "+44"), a text input field for the phone number, a disclaimer about Google Voice numbers, and two radio buttons: "Receive codes by text message" (selected) and "Receive codes by voice message".

Add a phone number for 2-Step Verification

A phone number can be used as a second step, to help you sign back in if you lose access, and to receive alerts if there's unusual activity

 +44

You can use a Google Voice number, but you won't be able to receive codes if you lose access to your Google Account. Charges from your operator may apply. [Learn more about how Google uses this info](#)

☒ Receive codes by text message

☐ Receive codes by voice message

7. Tap in the field, enter your mobile phone number and ensure the **Receive codes via text message** radio button is ticked. This will enable Google to send you a text message with a one-time code allowing you to access iTrent.
8. Tap **Next**. You will receive a text message and are prompted to confirm that the 2-Step Verification works:

A screenshot of the "Verify this phone number" screen. It shows the title, a message stating "Google sent a verification code to +44", and a text input field with the placeholder "Enter code" and a "G-" prefix.

Verify this phone number

Google sent a verification code to +44

Enter code

G-

9. Open the text message and refer to the Google verification code.
10. Tap in the field, enter the code on the Google screen and tap **Verify**.

A message is displayed confirming that 2-Step Verification worked and asking if you want to activate it.



11. Tap **Done**.

12. Switch to the other tab in your browser and use iTrent as you normally would.

Logging in (once 2-Step Verification is set up)

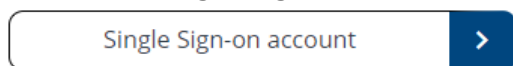
Follow the steps below to log in after you have set up 2-Step Verification. How you log in will depend on whether you are already signed into the Google account (note that you are automatically logged out after 12 hours).

1. Tap the icon you created earlier on your Home screen (or tap [Access your payslip](#) or [Access iTrent as a School administrator](#)):



The iTrent login screen is displayed.

2. Tap on the **Single Sign-on account** button:



If you are already logged into your Google account, it should automatically log you on to iTrent

If you are not automatically logged in

The Google sign in screen is displayed asking you to sign in to the Google account that has been created for you:



Sign in

Use your Google Account

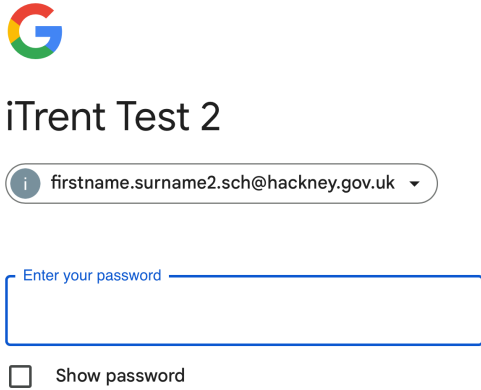
Email or phone

[Forgot email?](#)

1. Tap in the field, enter the Google e-mail address and tap **Next**.

Note: This might already be stored in your AutoFill Passwords.

A Google screen is displayed requesting your password



Google logo

iTrent Test 2

firstname.surname2.sch@hackney.gov.uk

Enter your password

☐ Show password

2. Tap in the field, enter the password and tap **Next**.

Note: Again, this might already be stored in your AutoFill Passwords.

The 2-Step Verification screen is displayed.

Get a verification code

To get a verification code, first confirm the phone number that you added to your account ... 44. *Standard rates apply.*



Phone number

+44

☒ Don't ask again on this device

3. Tap in the field, enter the mobile phone number you used for 2-Step Verification and tap **Send**.
You will receive a text message.
4. Open the text message and refer to the Google verification code.
5. Tap in the field, enter the code and tap **Next**. You are logged into iTrent. If not, tap [here](#) to see possible log in errors.

Appendix A: Other log in scenarios and errors

This section describes the possible log in scenarios and errors you may encounter:

- [You are prompted for an iTrent user name and password.](#)
- [Forgotten password.](#)
- [Couldn't sign you in.](#)
- [Error: app not enabled for user.](#)
- [I have two \(or more\) payroll numbers.](#)

You are prompted for an iTrent user name and password

After logging in to your new Google account the iTrent Home screen might be redisplayed prompting for a user name and password, rather than logging you in via your Single Sign On account.

Cause:

This is an iTrent error probably caused because the Google account has not been linked to your iTrent record.

Solution:

E-mail schools.ssosupport@hackney.gov.uk explaining the problem. Once they confirm it is fixed, retry the steps in [Logging in for the first time](#).

Forgotten password

If you forget your password, Google will prompt you to enter the mobile phone number used for 2-Step Verification.

Follow the steps below:

1. Tap on the **Forgot password** link:

[Forgot password?](#)

The Account recovery screen is displayed:



Account recovery

To help keep your account safe, Google wants to make sure that it's really you trying to sign in

 firstname.surname2.sch@hackney.gov.uk ▼



Get a verification code

Google will send a verification code to •• •• •• 44.
Standard rates apply.

[Try another way](#)

Send

2. Tap **Send**.

You will receive a text message.

3. Open the text message and refer to the Google verification code.

4. Tap in the field, enter the code and tap **Next**. The Welcome back screen is redisplayed confirming that you can reset your password.

5. Tap **Update password** (to the left of the **Continue** button).

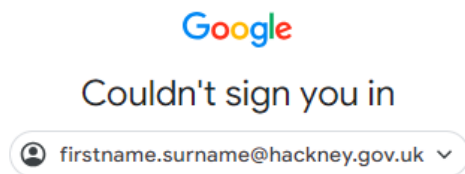
The Change password screen is displayed.

6. Think of a strong and memorable new password, tap and enter it in the **Create password** field, repeat it in the **Confirm password** field and tap **Update password**. This will be your Google account password next time you log in.

Note: Your password should be at least **nine** characters long and contain a mix of upper and lower case, numbers and special characters (such as an exclamation mark or percentage sign). Tips for creating a strong password are [here](#).

7. Click **Save** to store the updated password against the account.

Problem: Couldn't sign you in



Cause:

This is a Google error probably caused because you were unable to successfully set up the 2-Step Verification process within the 24 hour time limit.

Solution:

E-mail schools.ssosupport@hackney.gov.uk explaining the problem. They will provide you a one-time backup code allowing you to access your account and set up 2-Step Verification

1. Log back into iTrent using your Google e-mail. The 2-Step Verification screen is displayed prompting you to enter an eight-digit backup code:

2-Step Verification

Based on your organisation's policy, you need to turn on 2-Step Verification. Contact your administrator to find out more.

Enter one of your 8-digit backup codes

Enter a backup code

2. Enter the eight-digit backup code given to you by Hackney Council ICT Support and tap **Next**.
You are logged into the iTrent home screen. You now need to set up 2-Step Verification so that log in is easier next time.
3. Follow the steps in the [Setting Up 2-Step Verification](#) section.

Problem: Error: app_not_enabled_for_user



403. That's an error.

Error: app_not_enabled_for_user

Service is not enabled for this user.

Request Details

That's all we know.

Cause:

This is a Google error probably caused because either you are trying to log in using the wrong Google account or the Hackney Council ICT Team have not added you to the correct Google group to allow you access.

Solution:

Check that you are logging in with the Google e-mail provided by the Hackney Council ICT Accounts Team. If you still get the error, e-mail schools.ssosupport@hackney.gov.uk explaining the problem. Once they confirm it is fixed, retry the steps in [Logging in for the first time](#).

I have two (or more Payroll numbers)

If you have more than one Payroll number you will be given a Google account for each and will need to set up 2-Step Verification for all accounts.

Note: As Single Sign On is being phased across schools, you might not receive the login e-mail from the Hackney Council ICT Accounts Team for all your Payroll numbers at the same time.

Follow the steps below to set up another Google account once you receive the e-mail:

1. Log into Google using your first e-mail address. See [Logging in \(once 2-Step Verification is set up\)](#).
2. Tap on your Google icon in the top-right-hand corner of the screen:



A window is displayed allowing you to manage your Google account.

3. Tap **Add another account**.

4. Repeat from step 4 in [Using your Google account to access iTrent](#) to log in using the new Google account.
5. Repeat the steps in [Setting up 2-Step Verification](#).

Once the account is set up and 2-Step Verification is activated, you can:

6. Follow the steps in [Logging in \(once 2-Step Verification is set up\)](#).