

Subject: A change to the way you log into iTrent from tomorrow - 17th June onwards!

Dear colleague,

From tomorrow, 17th June 2026, you will no longer access iTrent with Google Single Sign-On (SSO). Instead, you will need to use a combination of a username and password along with iTrent's in-built Multi-Factor Authentication(MFA) method.

The iTrent MFA method does not require any additional credentials as was required with Google SSO, and nor does it require you having to launch iTrent in a private browser window. Every access requirement remains within the iTrent system.

What is Multi-Factor Authentication (MFA)?

MFA is a security process requiring users to provide two or more verification factors to gain access to an account, such as a password plus a code sent to a mobile device.

It significantly improves security by requiring more than just a password to prevent unauthorised access.

With MFA enabled on your iTrent accounts, you will need to enter a username and password as you would have done so previously, along with a verification code generated from an Authenticator App.

MFA will be applied to all iTrent accounts you have access to, including both the Employee Self-Service (ESS) portal and the core iTrent system if applicable:

Employee Self Service can be accessed [here](#)

Core iTrent for Administrators can be accessed [here](#)

What you will need to do:

1. When logging into iTrent select the **A Different Account** option
2. Enter your username (your payroll number), and password:
 - Your password will be provided in your welcome email. For security purposes, we cannot provide this here.
3. Once logged in there will be a prompt to reset the password.
4. Once you have reset your password, click 'Login'
5. A **Secure Your Account** screen will be displayed
6. Follow the on-screen instructions to install a recommended authentication app such as Google Authenticator or Microsoft Authenticator:

Employee Self Service

iTrent

Secure your account. 

To help protect your account, you are now required to register for multi-factor authentication.

1. Install a recommended authentication app on your mobile device.



2. Open the app and add a new account by scanning this QR code.



Sample - Only use the Scan Code in the App

If you are unable to scan the QR code, you can add an account manually instead by entering the key below into your app. You can set any account name, just make sure it is something that you remember.

6235LRZJEGBX3IY5WFCWKRXMVTL355UD



3. * Please enter the verification code shown in your app below.
(required)

Continue

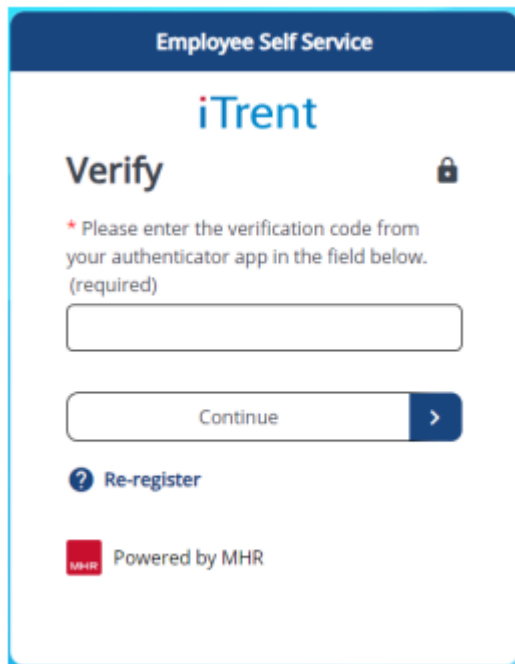
>

 What is multi-factor authentication?

 Powered by MHR

7. After following the instructions and adding the account to the authenticator app, by either scanning the individual QR Code or by entering the account key in the authenticator app, you will see a six-digit code to enter in the required field.

This will complete the initial MFA setup. You will be prompted to enter a new six-digit code from the authenticator app installed at every subsequent iTrent login.

The image shows a screenshot of the iTrent 'Verify' screen. At the top, there is a dark blue header with the text 'Employee Self Service'. Below this, the iTrent logo is displayed. The main heading is 'Verify' with a lock icon to its right. A red asterisk followed by the text '* Please enter the verification code from your authenticator app in the field below. (required)' is shown. Below this is a white text input field. Underneath the input field is a 'Continue' button with a blue arrow icon. At the bottom left, there is a link with a question mark icon and the text 'Re-register'. At the very bottom, there is a red MHR logo and the text 'Powered by MHR'.

If you require any support or you experience an issue accessing iTrent with MFA, please contact the iTrent team by emailing itrentsupport@hackney.gov.uk

Thank you,

iTrent SSO Project Team