

iTrent ESS and MSS Systems

Multi-Factor Authentication (MFA)

Guide

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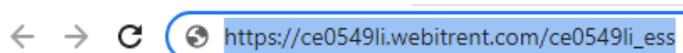
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New System URLs

From 1st December 2022, new URLs will be in place for accessing the iTrent systems. Please ensure you use the following URLs when logging in:

- **ESS** - https://ce0549li.webitrent.com/ce0549li_ess
- **MSS** - https://ce0549li.webitrent.com/ce0549li_web/itrent_wrd/run/etadm001gf.main

Please ensure you favourite / bookmark these new URLs in your browser. To do this, copy the above URLs and paste these into a browser:

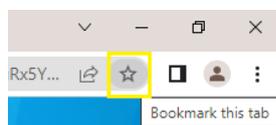


When you hit “Return”, you’ll see that the URL changes to the following:

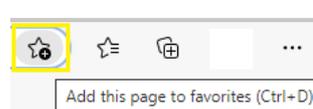


This URL is the secure landing page that will need to be amended in your favourites / bookmarks in order for it to work as a shortcut. To do this, you’ll first need to add the URL to your favourites / bookmarks - in the top right-hand corner of your chosen browser, click the star icon:

Google Chrome Bookmarks



Microsoft Edge Favourites



Once added, click on the 3 dots in the top right-hand corner of your chosen browser:

Google Chrome Bookmarks



Microsoft Edge Favourites



Select Bookmarks / Favourites, then right-hand click on your added bookmark and select “**Edit**”. You must then overwrite the “**pfidentityserver...**” URL by replacing it with either the new ESS / MSS URLs listed above.

If you use both ESS and MSS, you will need to create a shortcut this way for both systems.

Alternatively, you can use the links located on [Kaonet](#).

Please note that, although the old URLs will remain in place, you will not be able to log in using these - please remove them from your favourites / bookmarks in your browser.

Before you start

Please ensure you have access to your PC and Smart Device / Mobile Phone (with access to the internet) before you begin the MFA registration process.

- iPhone users will require access to the App Store:



- Android users will require access to the Google Play Store:



- Windows Phone users will require access to the Windows Apps Store:



Please note - The screen shots used within this guide may look different during your set up process depending on the App / Smart Device you use.

Registration

All users are required to register their current account in ESS / MSS.

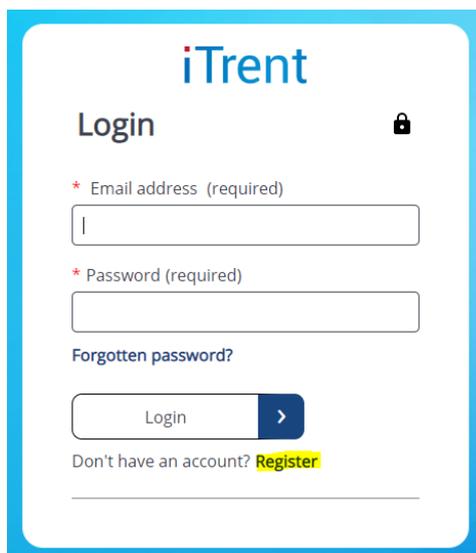
Once registered, you will be able to log in using your registered email address (your work email), the password you set at registration, and a One Time Passcode (OTP) that is on your Authenticator App / sent to you as an SMS.

The MFA security that is in place will function as Single Sign-On (SSO). This means that for those employees who use both ESS and MSS, you will only need to register once.

Step 1 - Register

Navigate to one of the new URLs mentioned on page 2 of this guide.

On the landing page, click the “**Register**” link:



iTrent

Login 

* Email address (required)

* Password (required)

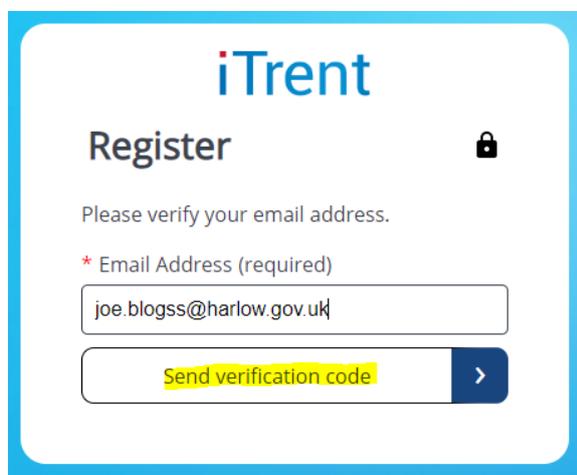
Forgotten password?

Login 

Don't have an account? **Register**

Step 2 – Registration (Verification Code)

You will be asked to enter your **work email address*** and click the “**Send verification code**” button:

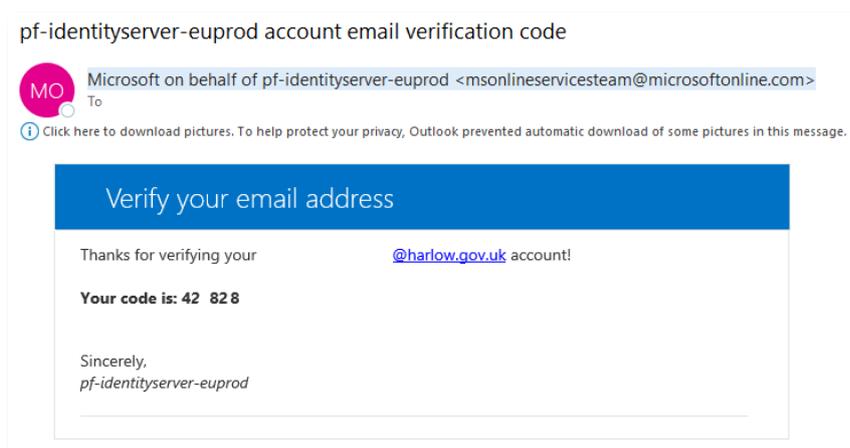


The screenshot shows the iTrent registration interface. At the top, the iTrent logo is displayed. Below it, the word "Register" is shown with a lock icon. The instruction "Please verify your email address." is followed by a label "* Email Address (required)". A text input field contains the email address "joe.bloggs@harlow.gov.uk". Below the input field is a button labeled "Send verification code" with a right-pointing arrow.

***Please note** - It is imperative that you enter the correct email address that is currently being used for iTrent. Most users are set up with their work email address, however some users are using their personal email address. If you are not sure, please contact HR.

Once clicked, you will be presented with a confirmation message, and you will receive an email containing your verification code. The email will be from:

msonlineserviceteam@microsoftonline.com



Please allow up to 10 minutes for this email to arrive. If you don't receive an email, check your junk folder. If no email arrives, you will need to check that you have entered the correct email address by contacting Human Resources.

Step 3 – Registration (Verify Code)

Enter the verification code and click “Verify code”:

The screenshot shows the iTrent 'Register' page. At the top, the iTrent logo is displayed. Below it, the word 'Register' is followed by a lock icon. A message states: 'Verification code has been sent to your inbox. Please enter code below'. There are two required fields: 'Email Address (required)' containing 'joe.bloggs@harlow.gov.uk' and 'Verification code (required)' containing '42828'. At the bottom, there are two buttons: 'Verify code' (highlighted in yellow) and 'Send new code'.

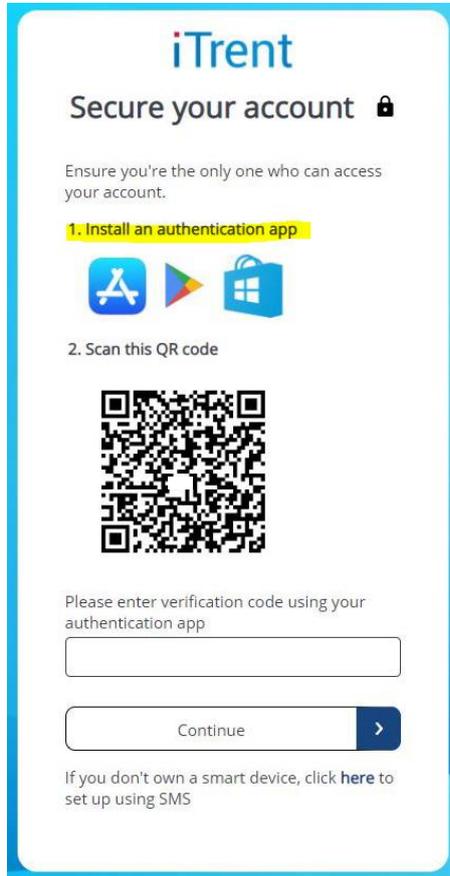
Step 4 – Registration (New Password)

Once the code is accepted, you will need to set a new password and enter your name to register your account. Then click “Continue”. If you have entered an incorrect email address, you can go back to the previous stage by clicking “Change email”:

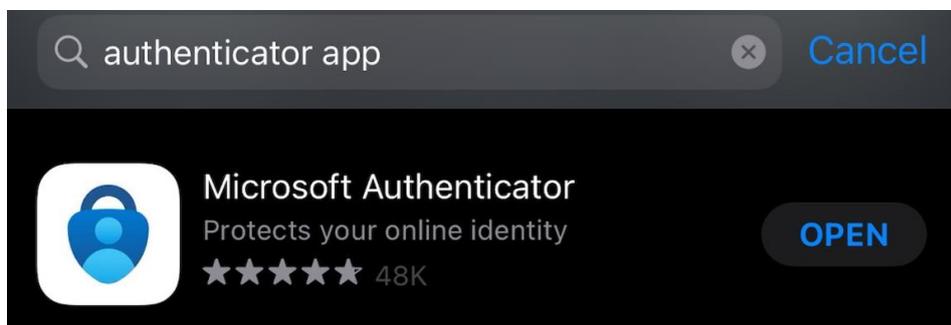
The screenshot shows the iTrent 'Register' page after the verification code is accepted. The message now says: 'Email address verified. You can now continue.' The 'Email Address (required)' field still contains 'joe.bloggs@harlow.gov.uk', but a 'Change email' button (highlighted in yellow) is now visible next to it. Below this are three more required fields: 'New Password (required)', 'Confirm New Password (required)', and 'First Name (required)'. At the bottom, there is a 'Surname (required)' field and a 'Continue' button (highlighted in yellow).

Step 5 – Download an Authenticator App onto your smart device

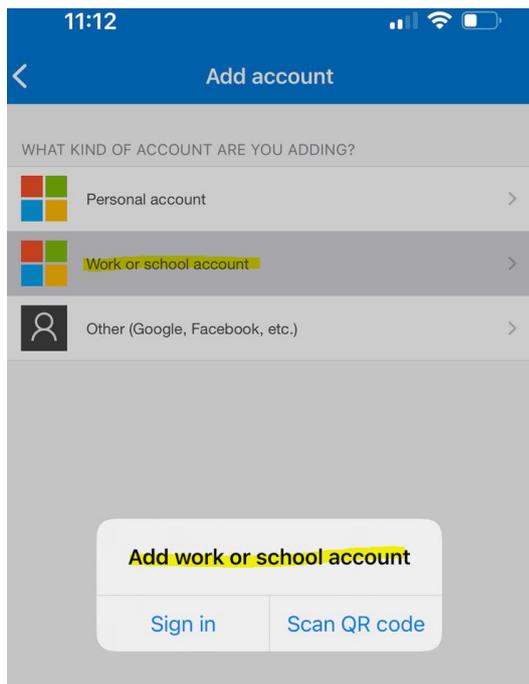
You will then be prompted to download a free Authenticator App onto your smart device (you may already have an authenticator app installed for use with other systems):



To download the free Authenticator App, open the relevant apps store on your smart device and search for “**Microsoft Authenticator**”. Install and follow the on-screen instructions to set it up:

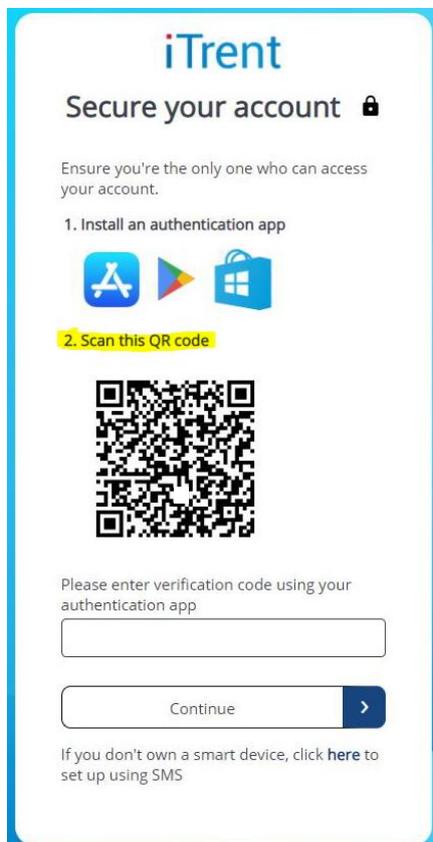


If prompted to select a type of account, select **“Work or School account”**:

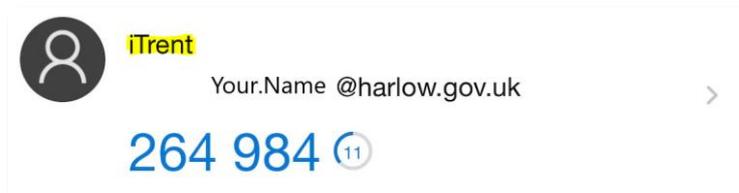


Step 6 – Secure your account

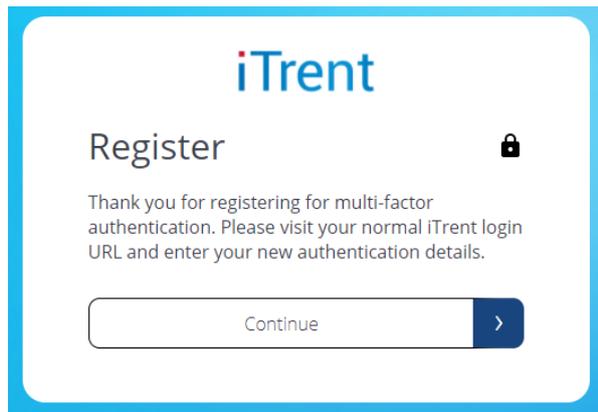
Once the app is installed, scan the QR barcode presented on the iTrent page:



This will generate a new code to input onto the page to complete the registration process:



Following the verification process, you can now login to your registered account:



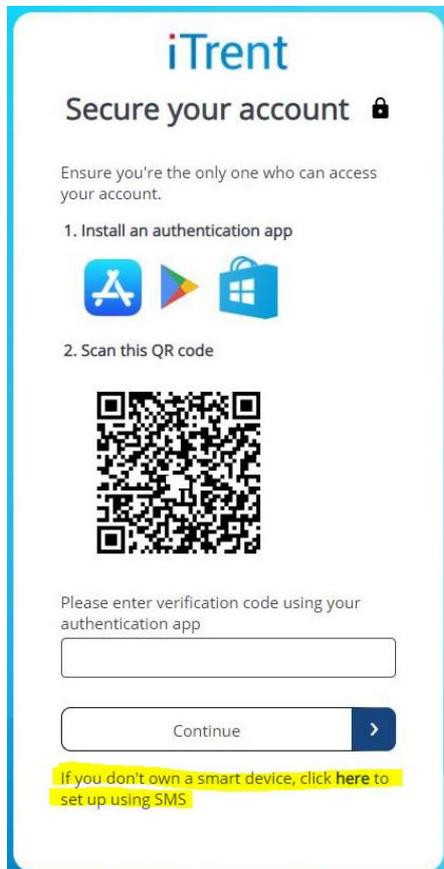
Please Note - If you close the browser or come away from the process before setting up the Authenticator App, you will need to go back to the login screen, enter your email address and the password that you set up, and it will take you back to set up the Authenticator App.

Please note - If you use your Authenticator App for logging in to more than one system, please ensure you select the "iTrent" account when using the app to log in to ESS or MSS.

Registering with SMS Authentication

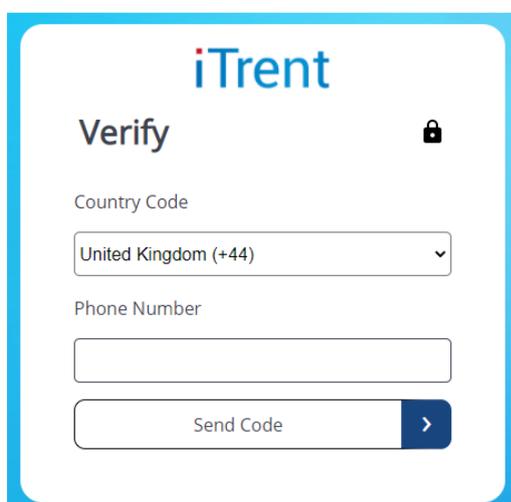
Employees are required to use an Authenticator App for registering and logging in.

However, if a user does not own a smart device, then they can authenticate via SMS instead. To do this, click on the link at the bottom of the page:



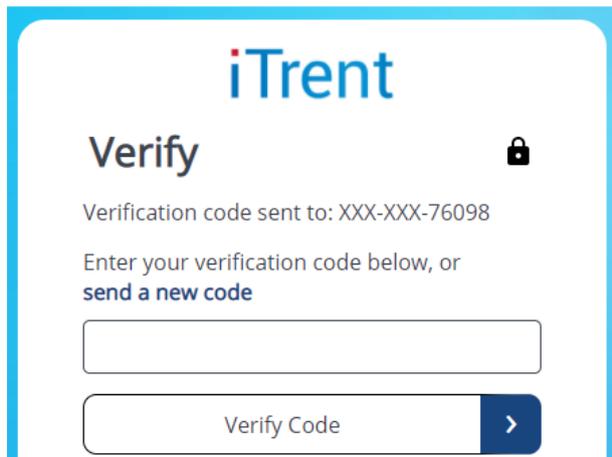
The screenshot shows the iTrent 'Secure your account' screen. It features the iTrent logo at the top, followed by the heading 'Secure your account' with a lock icon. Below this is a sub-heading 'Ensure you're the only one who can access your account.' and a numbered list starting with '1. Install an authentication app'. This step is accompanied by icons for the App Store, Google Play, and Windows. The second step is '2. Scan this QR code', with a large QR code displayed below it. Underneath the QR code is a text prompt 'Please enter verification code using your authentication app' and an empty input field. A 'Continue' button with a right-pointing arrow is positioned below the input field. At the bottom of the screen, a yellow highlighted link reads 'If you don't own a smart device, click here to set up using SMS'.

You will then be prompted to enter the mobile number you wish to set to authenticate through and click **“Send code”**:



The screenshot shows the iTrent 'Verify' screen. It features the iTrent logo at the top, followed by the heading 'Verify' with a lock icon. Below this is a 'Country Code' label and a dropdown menu currently showing 'United Kingdom (+44)'. Underneath is a 'Phone Number' label and an empty input field. At the bottom of the screen is a 'Send Code' button with a right-pointing arrow.

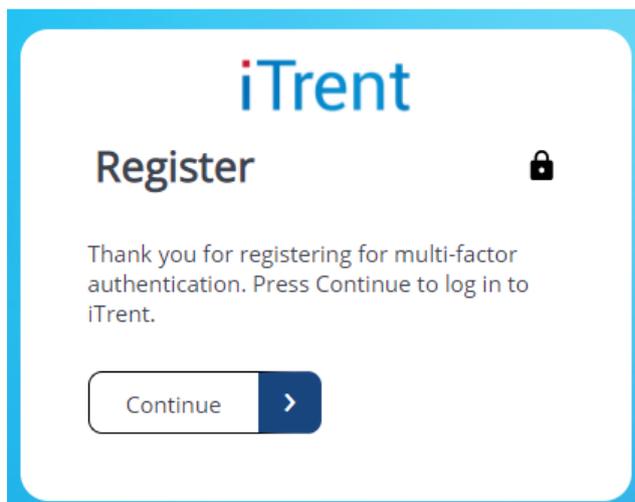
This will send you an SMS with a 6-digit passcode to enter into the following screen to verify:



The image shows a mobile application screen titled "iTrent" with the word "Verify" in large bold text. A small lock icon is to the right of the title. Below the title, it says "Verification code sent to: XXX-XXX-76098". Underneath, it prompts the user to "Enter your verification code below, or send a new code". There is a text input field for the code. At the bottom, there is a button labeled "Verify Code" with a right-pointing arrow.

Once verified, your registration is complete.

Clicking "**Continue**" will log you in to ESS / MSS:



The image shows a mobile application screen titled "iTrent" with the word "Register" in large bold text. A small lock icon is to the right of the title. Below the title, it says "Thank you for registering for multi-factor authentication. Press Continue to log in to iTrent." At the bottom, there is a button labeled "Continue" with a right-pointing arrow.

Logging into ESS / MSS

Once you have registered your account, you can log in to ESS / MSS.

Step 1 – Choose which system you want to log in to.

Navigate to the iTrent system you want to access:

- **ESS** - https://ce0549li.webitrent.com/ce0549li_ess
- **MSS** - https://ce0549li.webitrent.com/ce0549li_web/itrent_wrd/run/etadm001gf.main

Step 2 – Enter your registered login details

Log in using the email address and password you registered with:

iTrent

Login 

* Email address (required)

* Password (required)

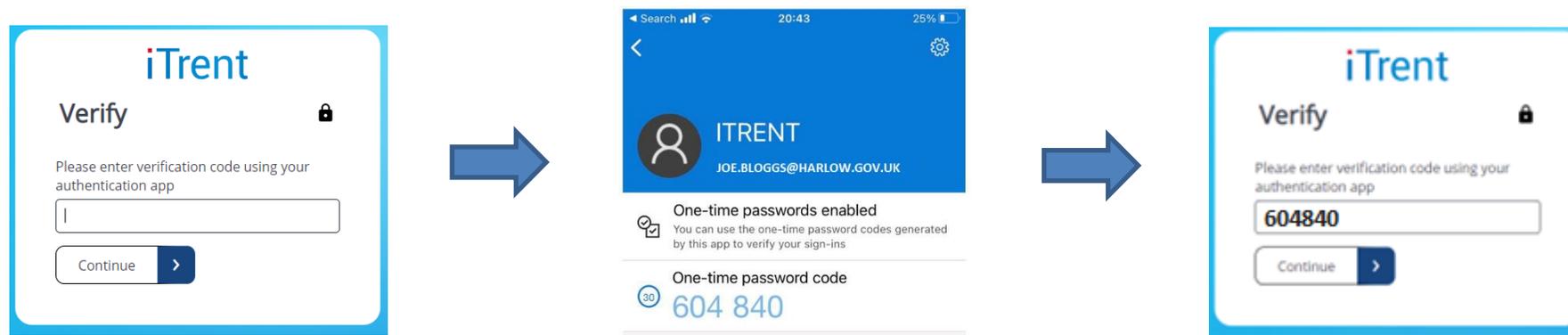
[Forgotten password?](#)



Don't have an account? [Register](#)

Step 3 – Enter the verification code

If you registered via an Authentication App, a verification code will be requested. You must use the Authenticator App you installed on your smart device to obtain a one-time password (OTP) code to enter as the verification code. You can then click “**Continue**”:



Once verified, you will be logged into iTrent.

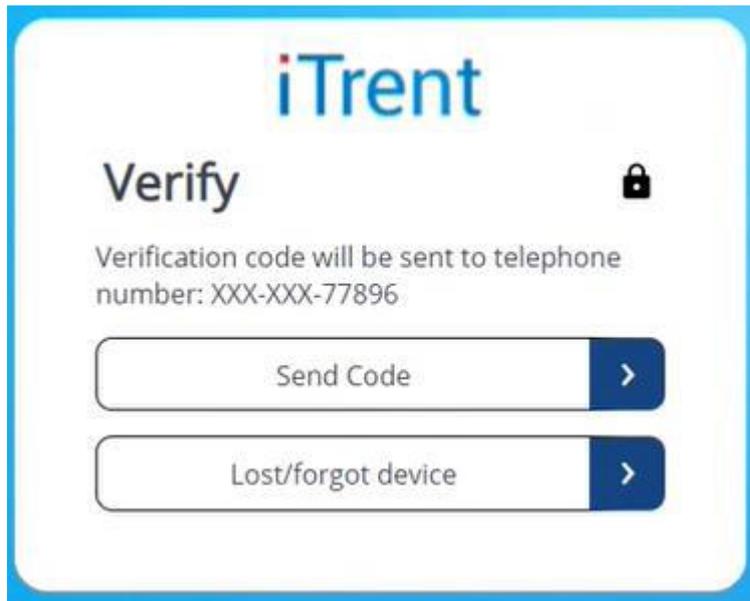
Please note that the OTP code regenerates every 30 seconds so please ensure you enter the correct code at point of log in.

As mentioned earlier in this guide, the log in experience is Single Sign On (SSO). This means that employees who have access to both ESS and MSS will be able to navigate between the two systems without having to re-log in.

ESS / MSS will timeout after 1 hour of inactivity. If this happens, you will need to login again and re-authenticate.

Logging in with SMS Authentication

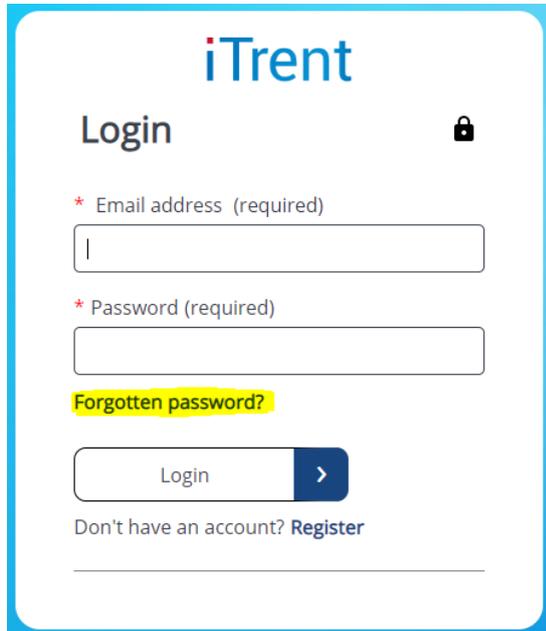
If you have registered to use SMS authentication, click the “**Send Code**” button to receive the 6-digit code via SMS:



Password Resets

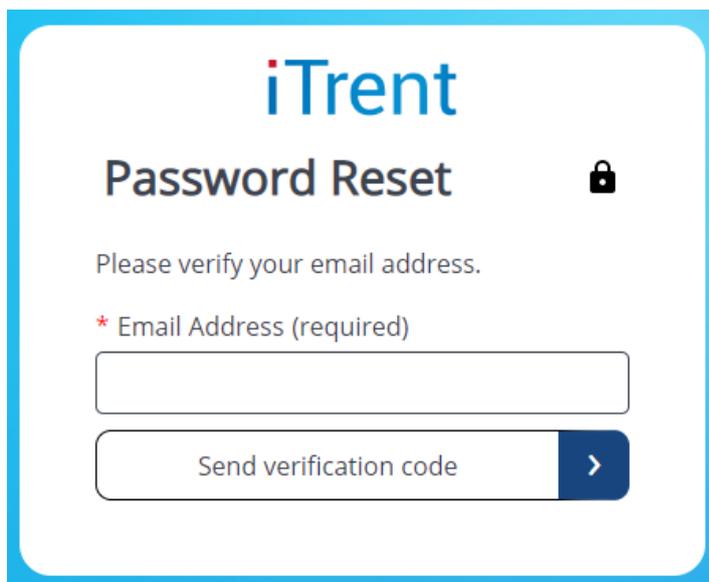
If you forget your password this can be reset.

Click the “**Forgotten password**” option on the login screen:



The image shows the iTrent login interface. At the top is the iTrent logo. Below it is the word "Login" followed by a lock icon. There are two input fields: the first is labeled "* Email address (required)" and the second is labeled "* Password (required)". A link labeled "Forgotten password?" is highlighted in yellow below the password field. At the bottom, there is a "Login" button with a right-pointing arrow and a link that says "Don't have an account? Register".

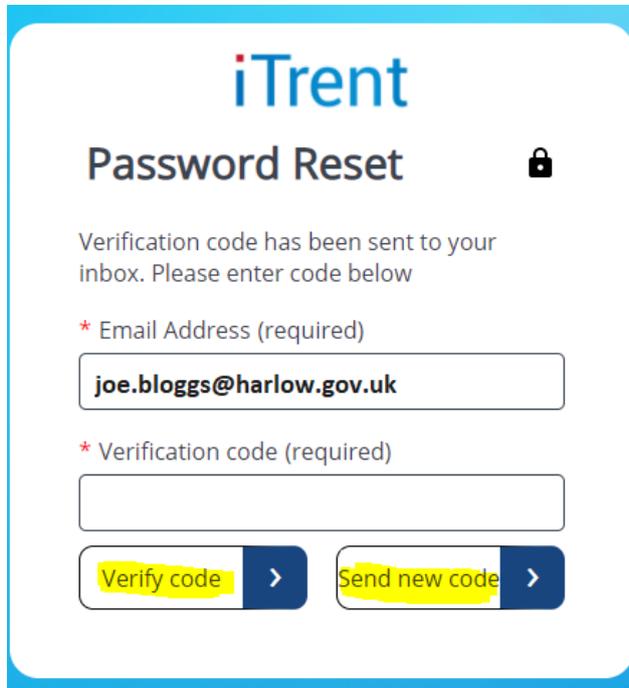
You will be asked to enter the email address you used to register your account and to send a verification code:



The image shows the iTrent password reset interface. At the top is the iTrent logo. Below it is the text "Password Reset" followed by a lock icon. A message says "Please verify your email address." Below this is an input field labeled "* Email Address (required)". At the bottom, there is a button labeled "Send verification code" with a right-pointing arrow.

An email containing a 6-digit verification code will be sent to your registered email address. Please allow up to 10 minutes for this email to arrive (remember to check your junk folder).

Enter the code and click **“Verify”**. Clicking **“Send new code”** will generate another email with a new 6-digit verification code:



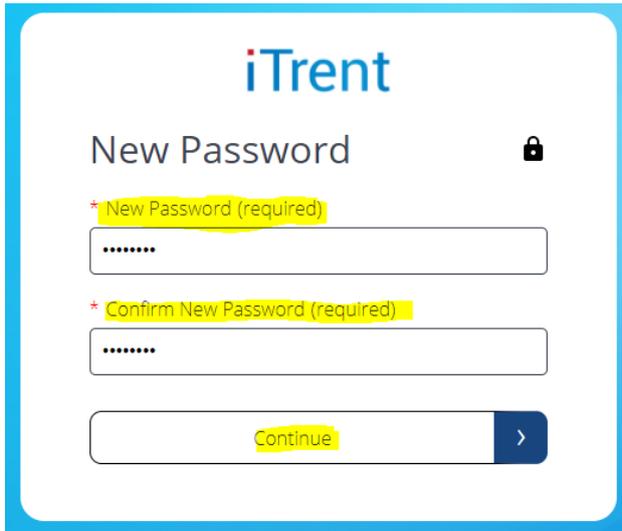
The screenshot shows the iTrent Password Reset verification screen. At the top is the iTrent logo. Below it is the title 'Password Reset' with a lock icon. A message states: 'Verification code has been sent to your inbox. Please enter code below'. There are two required fields: '* Email Address (required)' with the value 'joe.bloggs@harlow.gov.uk' and '* Verification code (required)' which is empty. At the bottom are two buttons: 'Verify code' and 'Send new code', both with right-pointing arrows.

Once verified, click **“Continue”**:



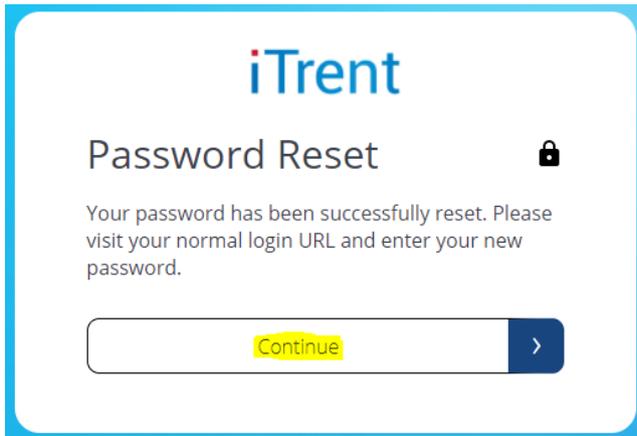
The screenshot shows the iTrent Password Reset confirmation screen. At the top is the iTrent logo. Below it is the title 'Password Reset' with a lock icon. A message states: 'Email address verified. You can now continue.' There are three elements: the email address field 'joe.bloggs@harlow.gov.uk', a 'Change email' button with a right-pointing arrow, and a 'Continue' button with a right-pointing arrow.

You will then be asked to enter a new password:



The screenshot shows the iTrent 'New Password' form. At the top is the iTrent logo. Below it is the title 'New Password' with a lock icon. There are two input fields: the first is labeled '* New Password (required)' and the second is labeled '* Confirm New Password (required)'. Both fields contain masked characters (dots). At the bottom is a 'Continue' button with a right-pointing arrow.

A success message will then be displayed:



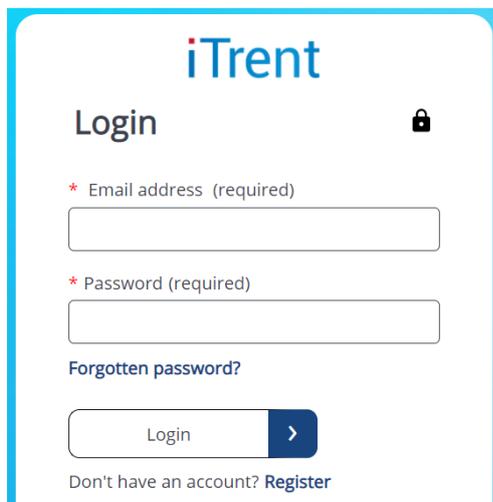
The screenshot shows the iTrent 'Password Reset' success message. At the top is the iTrent logo. Below it is the title 'Password Reset' with a lock icon. The message text reads: 'Your password has been successfully reset. Please visit your normal login URL and enter your new password.' At the bottom is a 'Continue' button with a right-pointing arrow.

Device Resets

Registered users have the option to reset their smart device / phone MFA settings. This can be used when, for example, you have lost your phone / bought a new phone / changed your mobile number and you therefore need to re-install the Authenticator App against the new device or change where your SMS authentication texts are sent to.

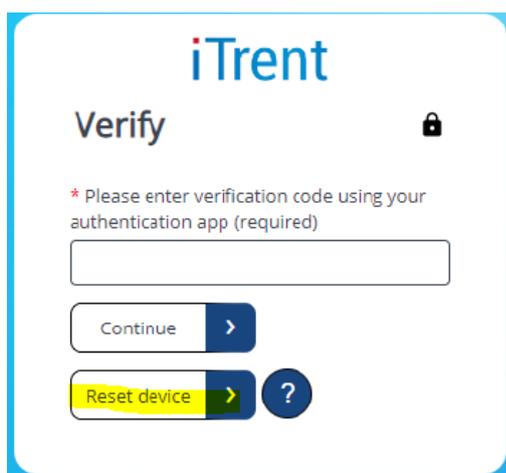
Step 1 – Initiate device reset

Log in to ESS / MSS using the same email address and password you used to register.



The screenshot shows the iTrent login page. At the top is the iTrent logo. Below it is the word "Login" with a lock icon. There are two input fields: one for "Email address (required)" and one for "Password (required)". Below the password field is a link for "Forgotten password?". At the bottom, there is a "Login" button with a right arrow and a "Don't have an account? Register" link.

When prompted to verify using your chosen method, a 'Reset device' button will be available:



The screenshot shows the iTrent verify page. At the top is the iTrent logo. Below it is the word "Verify" with a lock icon. There is one input field for "Please enter verification code using your authentication app (required)". Below the input field are two buttons: "Continue" with a right arrow and "Reset device" with a right arrow and a question mark icon. The "Reset device" button is highlighted in yellow.

Note – if you can't see this button, ensure you clear your browser cache and try again.

Once 'Reset device' has been selected, you will be asked to verify your identity by recording your email address and clicking 'Send verification code':

iTrent
Reset device 
Please verify your email address.
* Email Address (required)

Send verification code 

Note - It is imperative that the same email address used for registration and log in is used here. Using any other email address will not reset the device against your account.

You will receive an email to the address recorded in the previous step. This will contain a 6-digit Time-based One Time Passcode (TOTP). You must then enter this code in the 'Verification code' field and click 'Verify code'. Once successfully verified, you will be able to click 'Continue':

iTrent
Reset device 
Verification code has been sent to your inbox. Please enter code below
* Email Address (required)
sorraya.begdeli@mhrglobal.com
* Verification code (required)

Verify code  Send new code 

iTrent
Reset device 
Email address verified. You can now continue.
* Email Address (required)
sorraya.begdeli@mhrglobal.com
Continue 

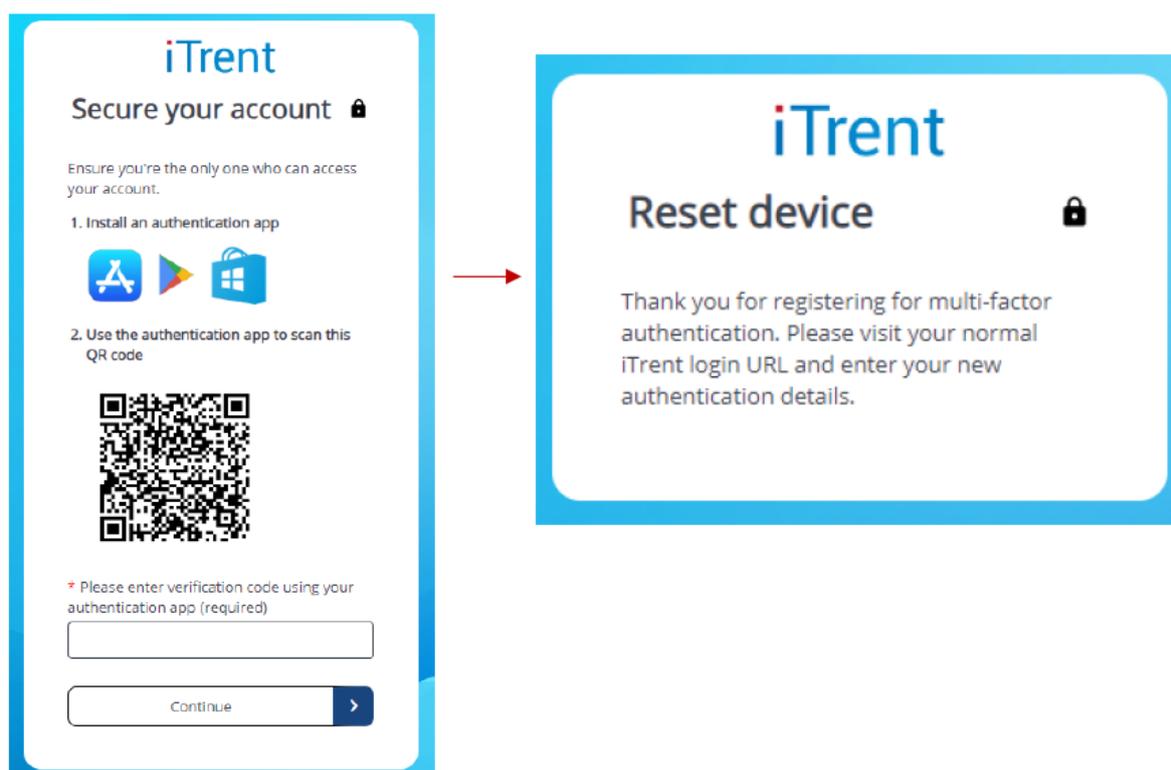
You can now reset your device following one of the methods detailed in the next step.

Note - The device reset does not take place until you have input the new verification code (for either app or SMS) and continued to the reset completion screen as detailed next. If you close the browser or come away from the process before this has been completed, you will still be registered against your original device.

Step 2 – Authenticator app users

Registered app users will be prompted with the familiar instruction to download an authenticator app and, once installed, scan the QR barcode presented on the page. This will generate a verification code on your intended device which can then be entered in the available field.

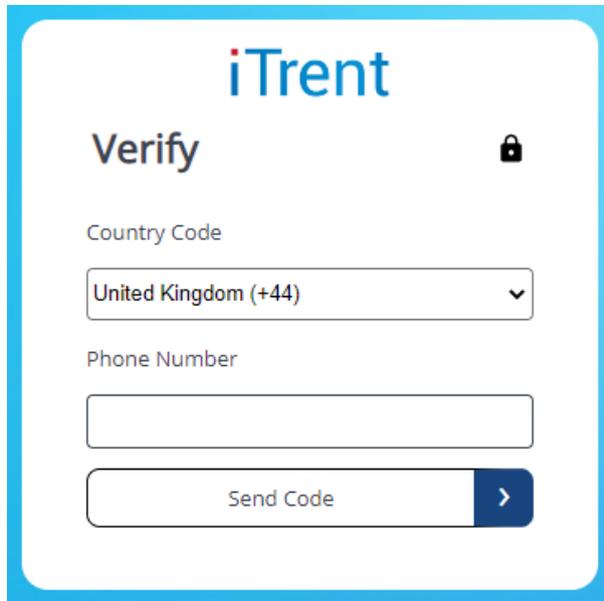
Pressing 'Continue' will complete the device reset process:



You will now be able to navigate to your normal iTrent ESS / MSS URL and log in / authenticate using your intended device following the same steps as outlined on pages 13 – 14 of this guide.

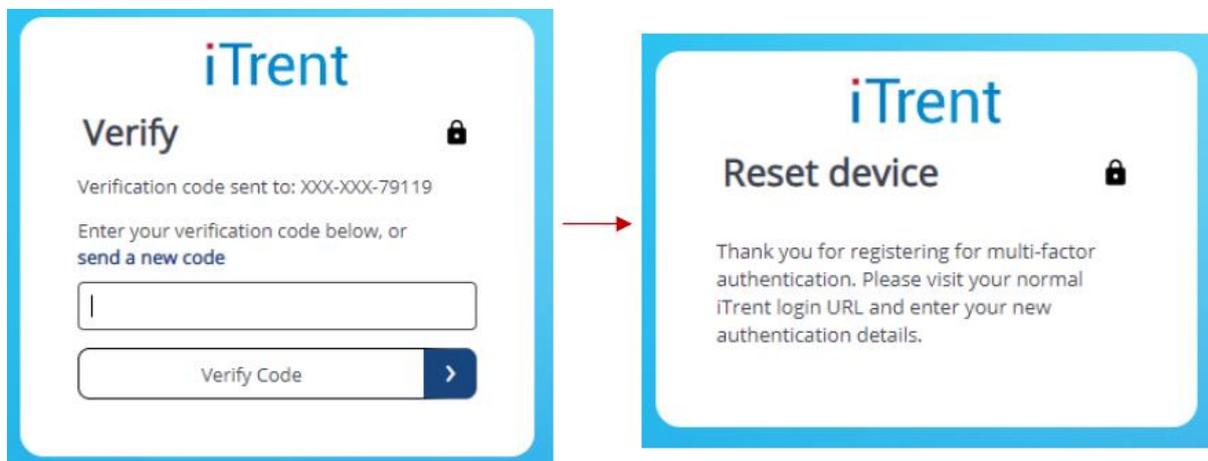
Step 3 – SMS users

Registered SMS users will be prompted to input their desired phone number details for authentication:



The screenshot shows the iTrent 'Verify' screen. At the top is the iTrent logo and a lock icon. Below the title is a 'Country Code' dropdown menu currently set to 'United Kingdom (+44)'. Underneath is a 'Phone Number' text input field. At the bottom is a 'Send Code' button with a right-pointing arrow.

Once you click 'Send code', this will send an SMS with a 6-digit passcode to the number provided. You must enter this verification code in the available field and click 'Verify code' to complete the device reset process:



The image shows two sequential screens from the iTrent interface. The left screen is the 'Verify' screen, which now includes the text 'Verification code sent to: XXX-XXX-79119' and 'Enter your verification code below, or send a new code' above a text input field. The 'Send Code' button is now labeled 'Verify Code'. A red arrow points from this screen to the right screen, which is the 'Reset device' screen. The 'Reset device' screen features the iTrent logo, a lock icon, and a message: 'Thank you for registering for multi-factor authentication. Please visit your normal iTrent login URL and enter your new authentication details.'

You will now be able to navigate to your normal iTrent ESS / MSS URL and log in / authenticate using your intended device following the same steps as outlined on pages 13 – 14 of this guide.

Troubleshooting

Query	Solution
When logging out of MSS and clicking on the “Log back in” link, it takes me to the old URL landing page.	<p>This is a known bug which our supplier (MHR) is working to fix.</p> <p>You can instead close the browser. Please use the new URL for logging back into MSS.</p>
I was logged in to ESS, but it is asking to me log back in / re-authenticate?	The system is set to timeout after 1 hour of inactivity. Please log back in and re-authenticate.
I tried to go back a page when logging in but now it displays a “500 Internal Server Error” message?	Do not click the “Back” button in your browser when using ESS / MSS.
I haven’t received a verification email?	<p>Please allow up to 10 minutes for verification emails to arrive.</p> <p>Check your junk folder.</p> <p>Check you have entered the correct email address when registering your account by contacting HR.</p>
I’ve successfully registered but when I log in it says, “Invalid verification code”?	<p>The One-time Password (OTP) codes are regenerated on a regular basis (30 second intervals). Check that you have entered the most current OTP displayed on your Authenticator App.</p> <p>Check that you are entering the correct OTP code – it needs to be the OTP code that is displayed in the “iTrent” account on your Authenticator App.</p>
The registration browser window closed before I finished setting up the Authenticator App.	You need to go back to the login screen and enter the email address and password you set up. Clicking login will take you back to the Authenticator App setup page.
I get a “specified user already exists” error message when I try to register my account?	<p>If you have access to both ESS and MSS, please ensure you only register your account once. There is no need to register for both as the systems will use Single Sign-on (SSO).</p> <p>If you see this message and only access ESS, please contact Human Resources so that we can contact our supplier for assistance.</p>
When I click on the link to log in, it continually takes me to the page to select a role, even though I have previously logged out.	<p>Please clear your browser cache and close the browser window.</p> <p>You can then click the link to log in again.</p>

Troubleshooting (Continued)

Query	Solution
<p>I get an “Invalid Login” message.</p>	<p>Check you are logging in with the correct email address you registered with.</p> <p>Check with Human Resources that your email address in your User Account is correct.</p> <p>Check with Human Resources that your User Account isn't locked.</p> <p>The time on the server and your smart device need to be the same, so check that your device / phone is set to update its date and time automatically.</p> <p>Make sure that you do not have ‘Do Not Disturb’ enabled on your smart device / phone.</p>
<p>I signed up for SMS authentication but I'm not receiving text messages with a code.</p>	<p>Make sure your phone has signal at the time of verification in order to receive SMS text messages.</p> <p>Make sure that you do not have ‘Do Not Disturb’ enabled on your phone.</p>
<p>I have deleted the Authenticator App and now can't log in.</p>	<p>Please ensure you do not delete the Authenticator App as this is required for each time you log in to ESS / MSS.</p> <p>Please select the “Reset device” option as detailed on page 19 of this guide.</p>
<p>I have lost my smart device / got a new smart device / phone / mobile number.</p>	<p>Please select the “Reset device” option as detailed on page 19 of this guide.</p>
<p>I signed up for SMS authentication but now want to use an Authenticator App.</p>	<p>Please contact Human Resources so they can request your account is reset by our supplier's cyber security team.</p> <p>Once reset, you can log in using your email as your username and the password you set at registration. You will then be taken to the “Secure your account” page where you can follow the instructions to set up the Microsoft Authenticator App.</p>

Glossary

Term	Definition
MFA	Multi-Factor Authentication
SSO	Single Sign-On
OTP	One-Time Password code
ESS	Employee Self Service
MSS	Manager Self Service
SMS	Short Message Service (Text Message)

Contact

If you have any queries, please contact the Human Resources department:

✉ human.resources@harlow.gov.uk