

# PASSWORD RESET

ESS & MSS Self Service

our  
values



Ambition



Kindness



Trust

# Password Resets

- HR Systems cannot reset passwords for self service (ESS & MSS)
- Users must use the forgotten password link on the login page as per screenshot below

iTrent

Login

\* Email address (required)

\* Password (required)

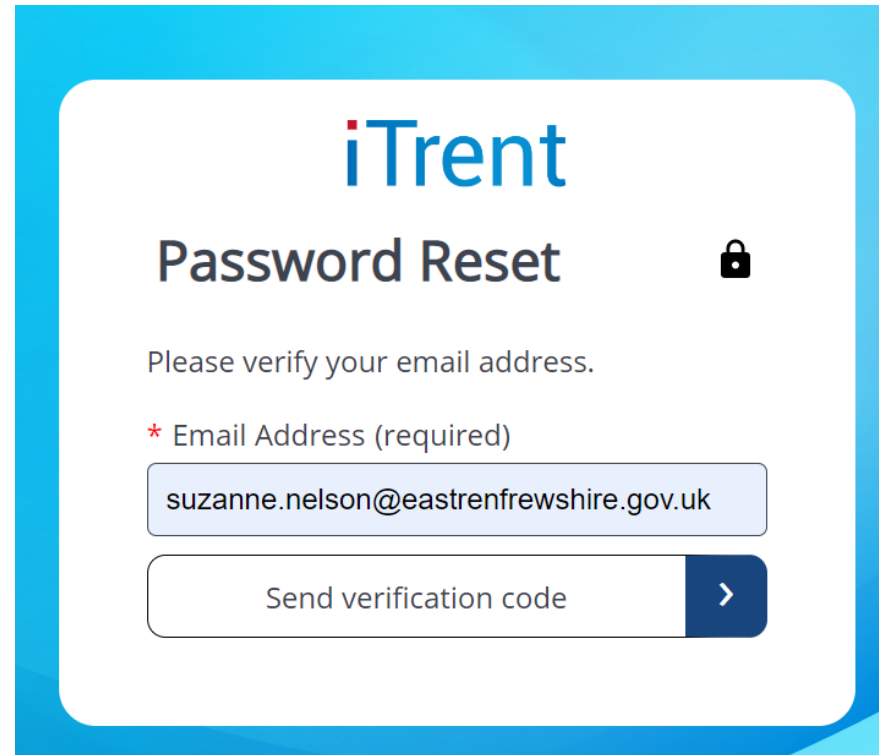
Forgotten password?

Login

Don't have an account? Register

# Password Reset

- After clicking on 'forgotten password' users will put their username (email address) as per screenshot and click send verification code



The screenshot shows a web form for password reset. At the top, it says 'iTrent' in blue. Below that is 'Password Reset' with a lock icon. The text 'Please verify your email address.' is followed by a red asterisk and 'Email Address (required)'. A text input field contains 'suzanne.nelson@eastrenfrewshire.gov.uk'. Below the input field is a button labeled 'Send verification code' with a right-pointing arrow.

# Password Resets

- Users will then receive an email to their address with a 6 digit verification

## Verify your email address

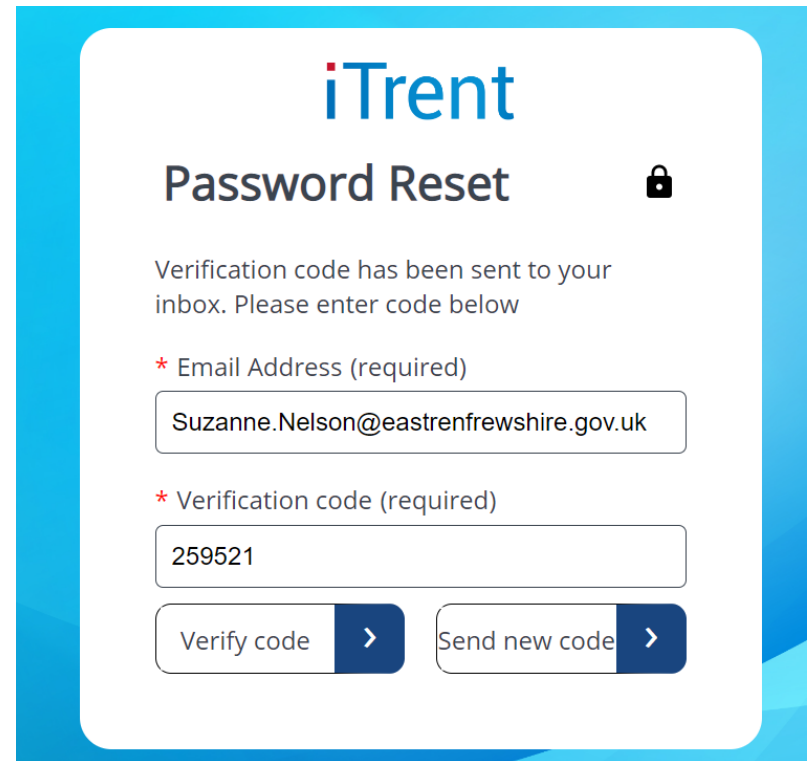
Thanks for verifying your Suzanne.Nelson@eastrenfrewshire.gov.uk account!

**Your code is: 259521**

Sincerely,  
*pf-identityserver-euprod*

# Password Resets

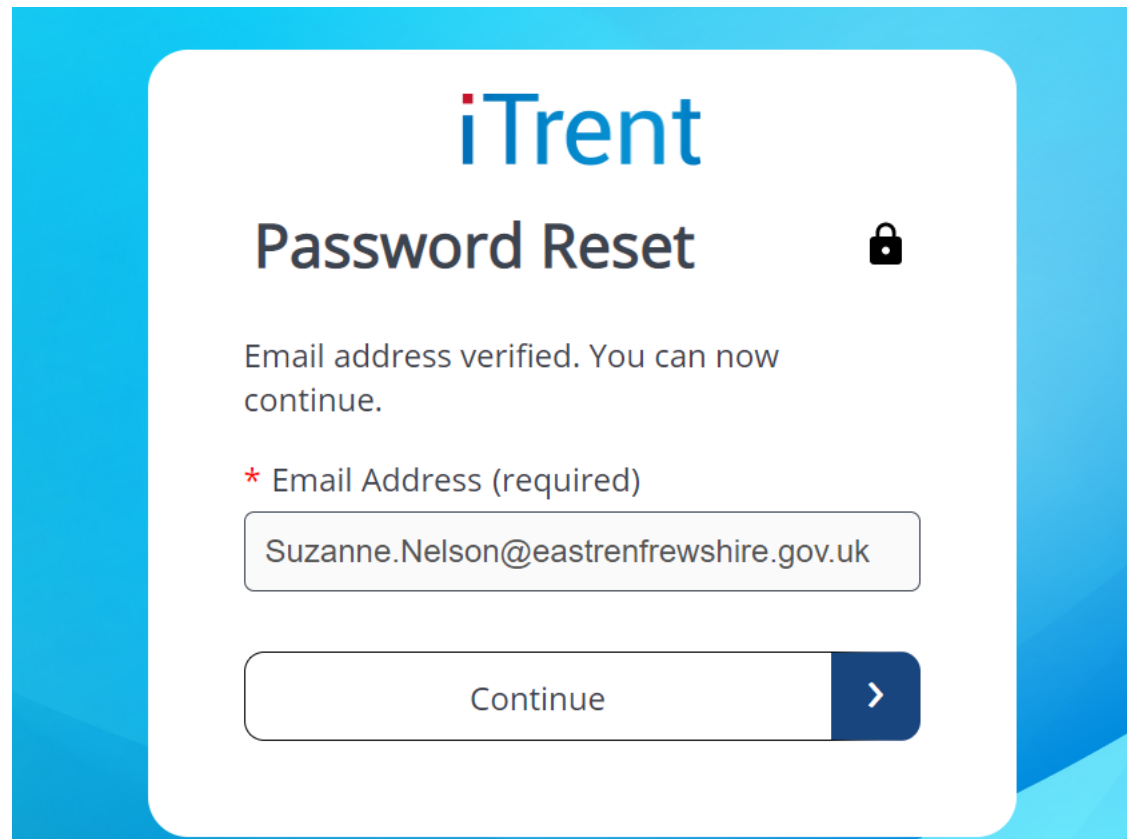
- The 6 digit code should then be entered into the verification code box as below and click “Verify Code”
- If the code does not work then users should click on “Send New Code” and repeat the previous steps



The screenshot shows the iTrent Password Reset interface. At the top, the iTrent logo is displayed. Below it, the text 'Password Reset' is shown with a lock icon. A message states: 'Verification code has been sent to your inbox. Please enter code below'. There are two input fields: the first is for the email address, containing 'Suzanne.Nelson@eastrenfrewshire.gov.uk', and the second is for the verification code, containing '259521'. At the bottom, there are two buttons: 'Verify code' and 'Send new code', both with right-pointing arrows.

# Password Reset

- Once the email address is verified then users should click on “continue”




**iTrent**

## Password Reset

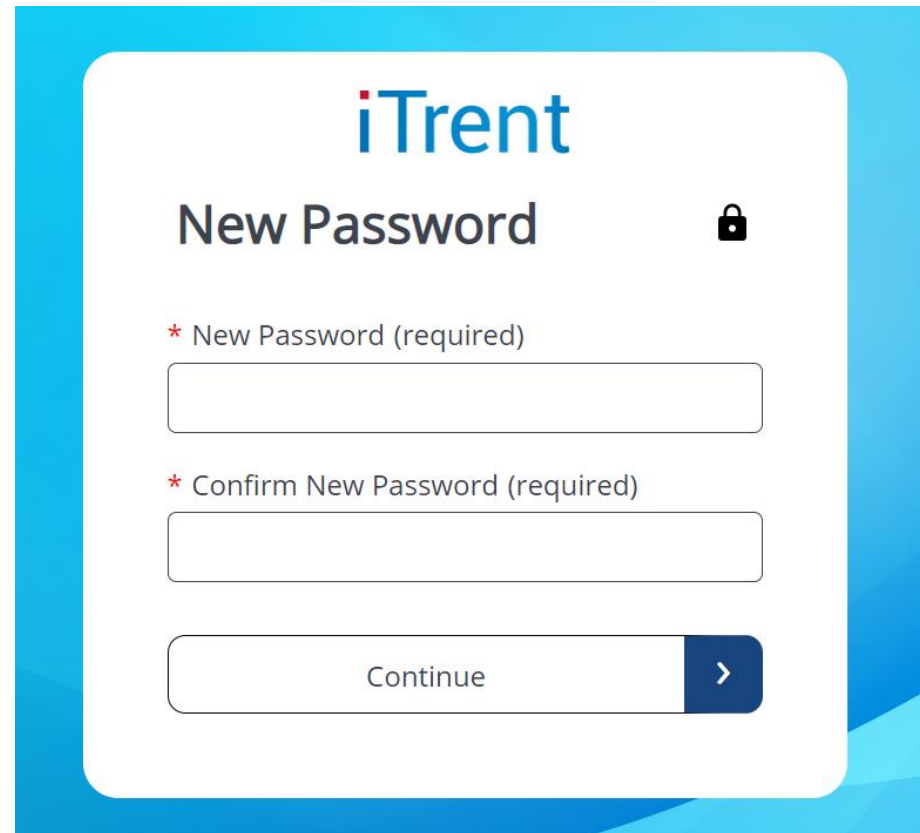
Email address verified. You can now continue.

\* Email Address (required)

Continue 

# Password Resets

- A new password should then be keyed twice to confirm



The image shows a screenshot of the iTrent 'New Password' form. The form is titled 'iTrent' and 'New Password' with a lock icon. It contains two required input fields: 'New Password (required)' and 'Confirm New Password (required)'. Below the fields is a 'Continue' button with a right-pointing arrow.

# Password Resets

- The password will then be successfully reset and users can click continue

