



**London Borough  
of Hounslow**

# **iHounslow User Guide - Employee Self-Service (Basic Access)**

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# 1. INTRODUCTION

iHounslow Employee Self-Service is a web-based application that provides a user-friendly interface between employees and their data held on the system. It allows you to view/update the following:

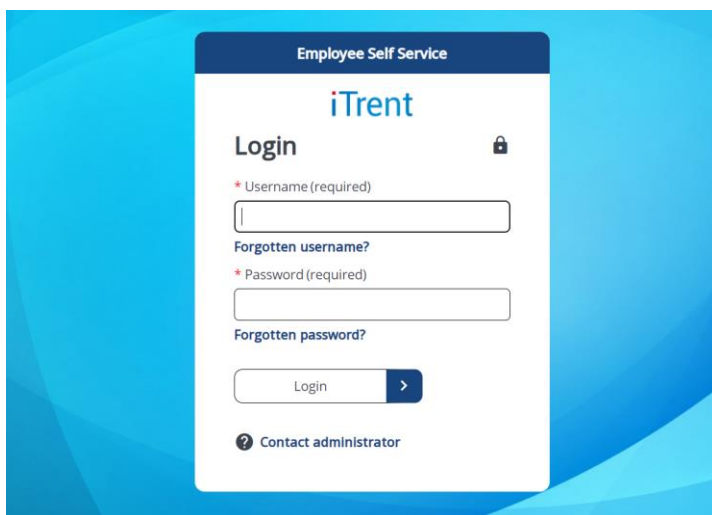
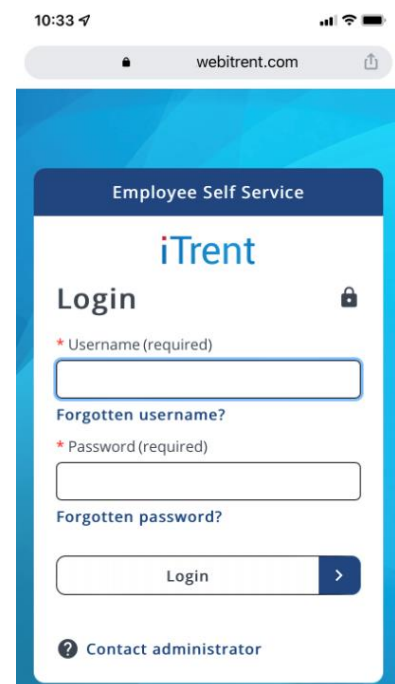
- Personal details
- Employment details
- Payslips/P60s
- Absence details
- Learning details

You can log into iHounslow using either Microsoft Edge or Google Chrome.

To log into Employee Self-Service, click on the link below:

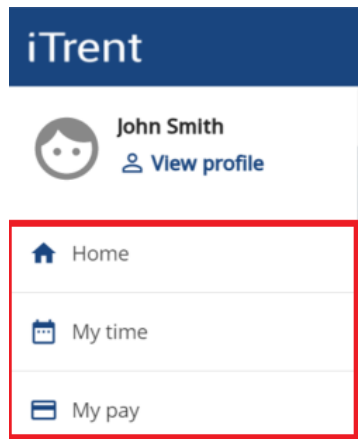
[https://lbhouli.webitrent.com/lbhouli\\_ess](https://lbhouli.webitrent.com/lbhouli_ess)

Alternatively you can access the login screen by scanning the below QR code with your camera on a mobile device:

A desktop screenshot of the 'Employee Self Service' login page. The page has a blue header with the text 'Employee Self Service' and the iTrent logo. Below the header is a 'Login' section with a lock icon. It contains two input fields: 'Username (required)' and 'Password (required)', each with a 'Forgotten username?' or 'Forgotten password?' link below it. At the bottom of the login section is a 'Login' button with a right arrow and a 'Contact administrator' link with a question mark icon.A mobile screenshot of the 'Employee Self Service' login page. The page has a blue header with the text 'Employee Self Service' and the iTrent logo. Below the header is a 'Login' section with a lock icon. It contains two input fields: 'Username (required)' and 'Password (required)', each with a 'Forgotten username?' or 'Forgotten password?' link below it. At the bottom of the login section is a 'Login' button with a right arrow and a 'Contact administrator' link with a question mark icon. The mobile view shows a status bar at the top with the time 10:33 and a browser address bar with 'webitrent.com'.

## 2. HOME PAGE


When you successfully log in, you will be taken to the home page. On the left side of the page there will be tabs that you can click on to access different parts of Employee Self-Service.

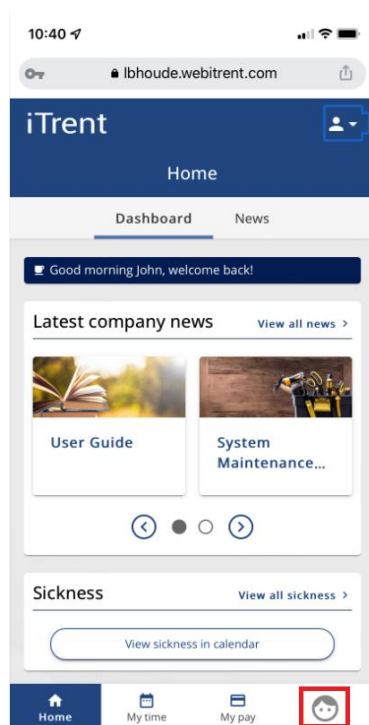


**My time** – Submit/amend annual leave & other absence requests. View sickness details. View your calendar.

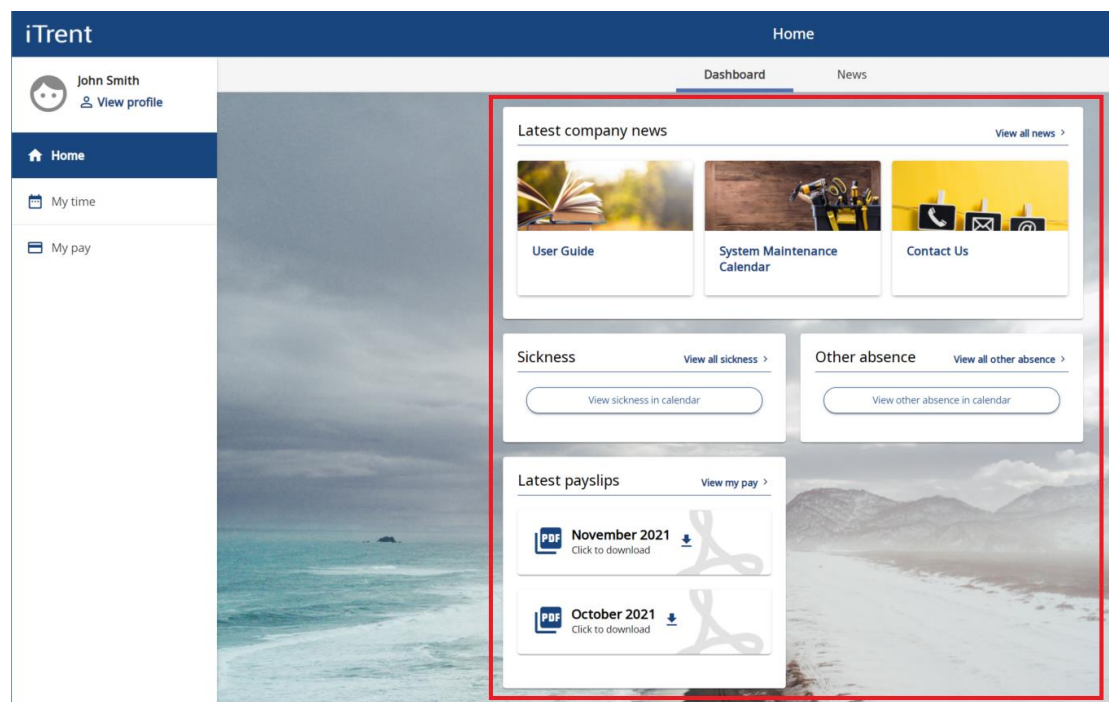
**My pay** – View payslips/P60s. Submit expense/overtime claims.

All of your personal/sensitive information can be accessed by clicking on [View profile](#).

On a mobile device you will need to click on the  icon in the bottom-right corner of the screen.



In the 'Dashboard' section there are various widgets that you can click on to access different sections within Employee Self-Service.




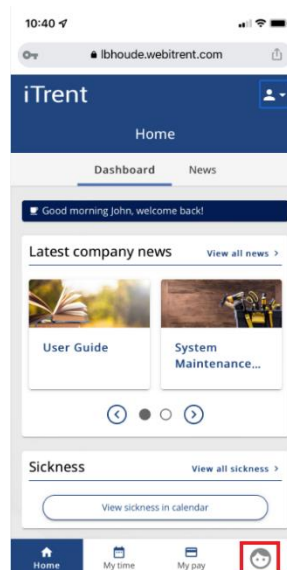
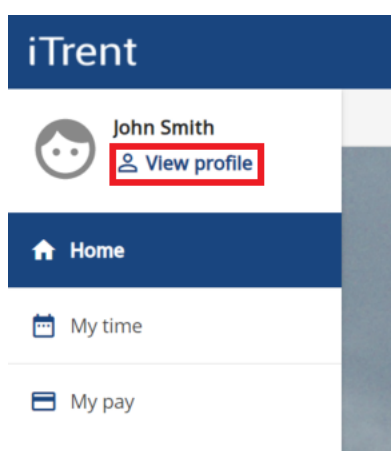
At the top are the Company News articles where you can read important information published by the Council. To view all Company News articles, either click on 'View all news' or click on the 'News' tab at the top. Scroll down to view other widgets relating to sickness, absence, expenses and payslips.

### 3. FORGOTTEN PASSWORD EMAIL RECOVERY SETUP

If you ever forget your login details or are unable to log into Self-Service, you can reset your password instantly using the “Forgotten Password” feature. When used, the system will send an email to you that contains a link that will allow you to instantly change your password.

In order to use this feature, you must first ensure that you have a User e-mail address set up in the system. This will usually be set up by the iHounslow team when they create your login details, but please ensure that you check and update it if needed. To check/set-up your email address please follow the steps below.


1. After logging into Employee Self-Service, click on [View profile](#). On a mobile device click on the  icon in the bottom-right corner of the screen.





2. Scroll down to the ‘Contact information’ section. If a User E-mail Address already appears and is correct, no further action is required. If you cannot see a User E-mail Address click on


[+ Add Contact Details](#)


#### Contact information

 Home - Mailing Address: Lampton Road, Hounslow, Middlesex, TW3 4DN, United Kingdom

 Personal Mobile: 07912345678

 User E-mail Address: John.Smith@hounslow.gov.uk

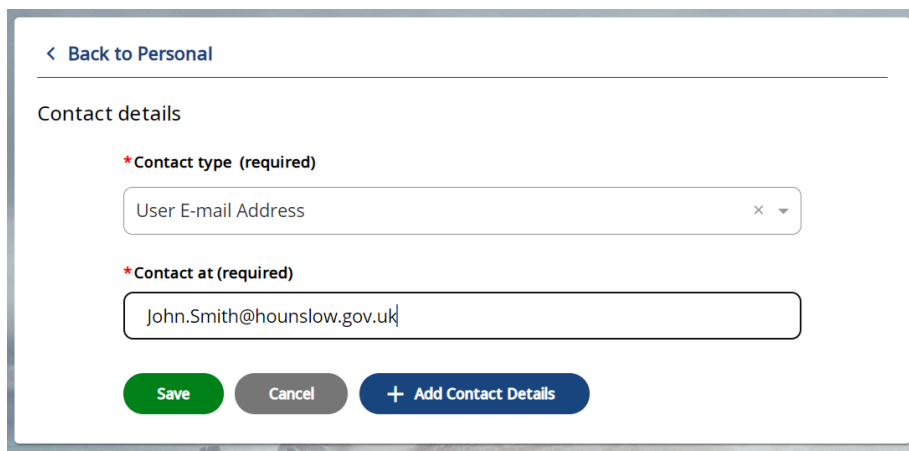
 Work E-mail Address: John.smith@hounslow.gov.uk

 Work Telephone: 0208 583 2000

[+ Add Address](#)

[+ Add Contact Details](#)

3. Open the 'Contact type' drop-down list and select 'User E-mail Address'. Then input your email address in the 'Contact at' field. Then click on 'Save'.



< Back to Personal

Contact details

\* Contact type (required)

User E-mail Address x ▾

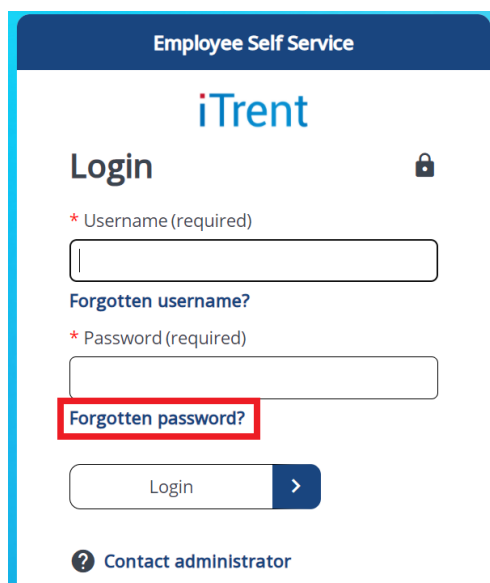
\* Contact at (required)

John.Smith@hounslow.gov.uk

Save Cancel + Add Contact Details

### 3.1 Reset password

1. If you ever encounter issues with logging in, you can reset your password by clicking on 'Forgotten password?' on the login page.



Employee Self Service

iTrent

Login

\* Username (required)

Forgotten username?

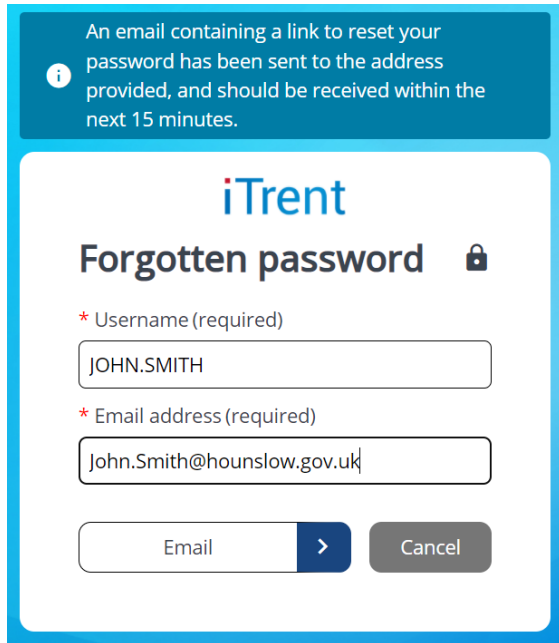
\* Password (required)

Forgotten password?

Login >


? Contact administrator

2. You will be prompted to confirm your username and the email address that is registered to your account. Then click on “Email”. If your details are verified correctly, a message will appear notifying you that an email has been sent to you.



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)

The email can take up to 15 minutes to be delivered. If after 15 minutes you still haven't received the email please check your junk/clutter folders as it may have been flagged as spam by your email provider.

3. Once you have received the email, click on 'Reset your password'. This will open a new tab in your web browser.

You recently requested to reset your password for your Employee Self-Service account. Please click on the button below to reset your login details.


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

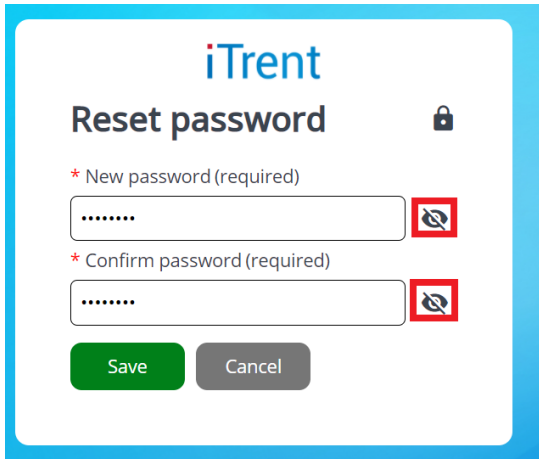
**\*\*Please ensure that you close the iTrent login screen on your device before clicking on the link below\*\***

[Reset your password](#)


If you did not request a password reset, please ignore this email or contact us.




4. Input your new password in both fields and then click on 'Save'. If you would like to view your password after inputting it, click on the  icon to reveal your password.

The image shows a 'Reset password' form for iTrent. The form is titled 'iTrent Reset password' with a lock icon. It contains two required password fields: 'New password (required)' and 'Confirm password (required)'. Each field has a red square icon with a white eye, indicating a toggle to show or hide the password. At the bottom, there are two buttons: a green 'Save' button and a grey 'Cancel' button.


**iTrent**

**Reset password** 

\* New password (required)

..... 

\* Confirm password (required)



..... 

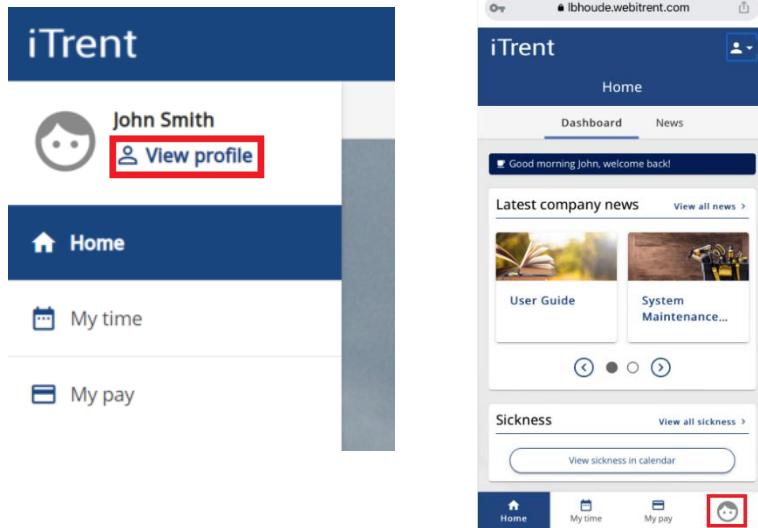
**Save** **Cancel**

Your new password must meet the following criteria:

- At least 8 characters in length
- Must contain at least 1 number
- Cannot be a previously used password

## 4. MY PROFILE

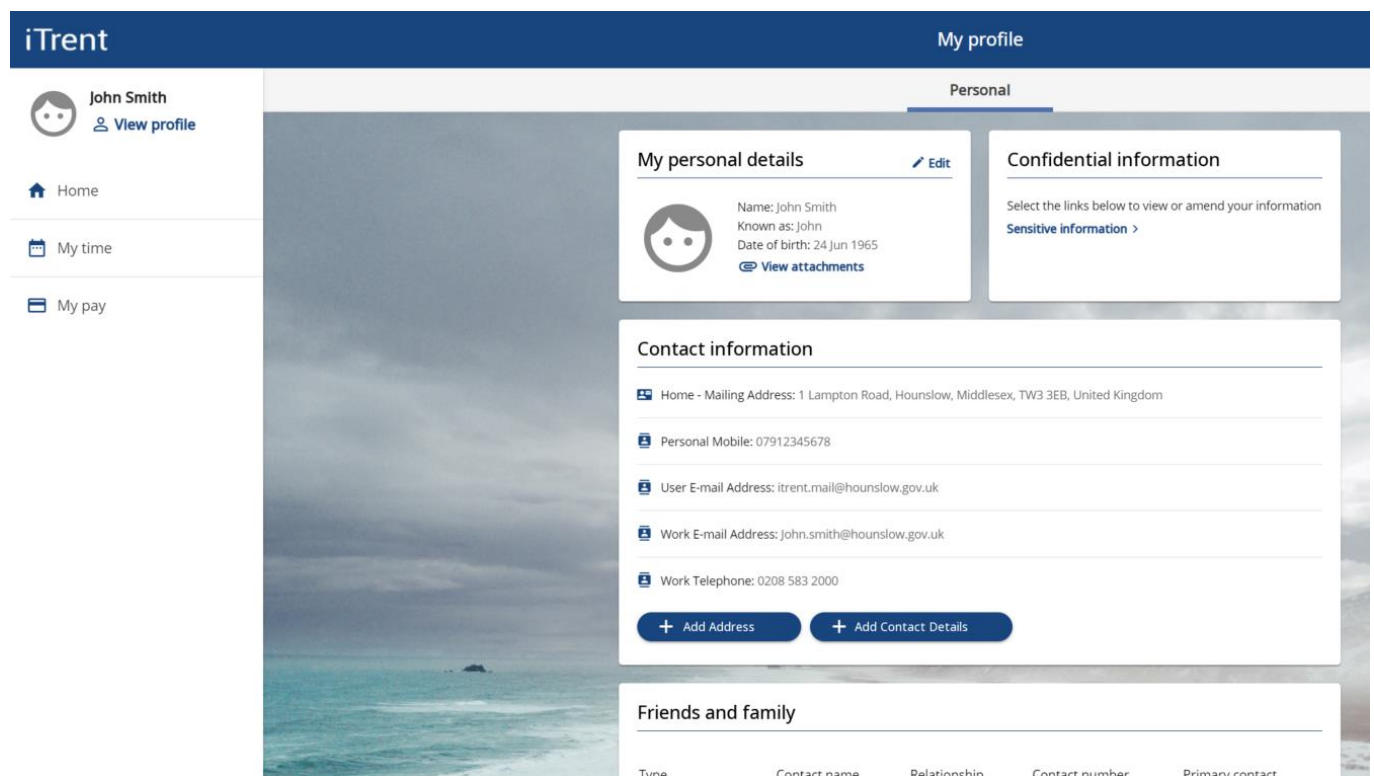
To access this section, click on  [View profile](#). On a mobile device click on the  icon in the bottom-right corner of the screen.




The 'My Profile' section holds your personal information which you can view and, in most cases, amend. Please ensure your details are correct. Sensitive information should be completed when you first login. You do have the option to select 'Prefer not to say'.

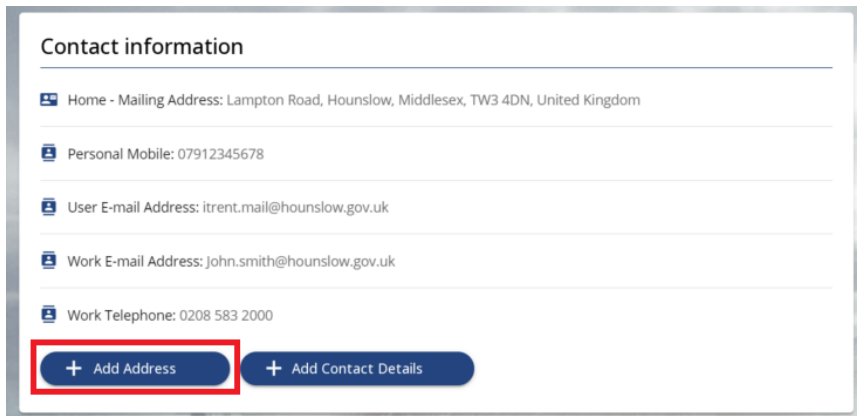
Should your marital status or name change, please inform your HR Team as they will need to verify the change of name and then update your record for you.

You do have the ability to change your address details, contact details and also bank details. Any changes made will automatically update your record immediately.



## 4.1 Change Address Details

1. If you have moved to a new address and need to update your home address details, click on .



Contact information



Home - Mailing Address: Lampton Road, Hounslow, Middlesex, TW3 4DN, United Kingdom

Personal Mobile: 07912345678

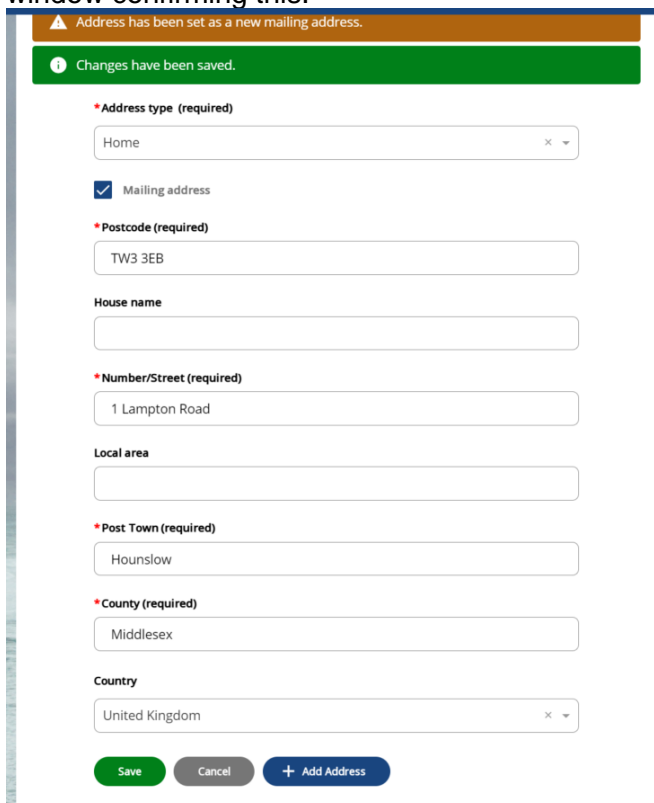
User E-mail Address: itrent.mail@hounslow.gov.uk


Work E-mail Address: John.smith@hounslow.gov.uk


Work Telephone: 0208 583 2000

2. Input your new address details into the relevant fields. Once completed, click on 'Save' at the bottom of the window. If saved successfully, a message will appear at the top of the window confirming this.



 Address has been set as a new mailing address.

 Changes have been saved.

\*Address type (required)  
Home

☒ Mailing address

\*Postcode (required)  
TW3 3EB

House name




\*Number/Street (required)  
1 Lampton Road

Local area


\*Post Town (required)  
Hounslow

\*County (required)  
Middlesex


Country  
United Kingdom


  

3. You can navigate back to your profile by clicking on  at the top of the window.



Address details

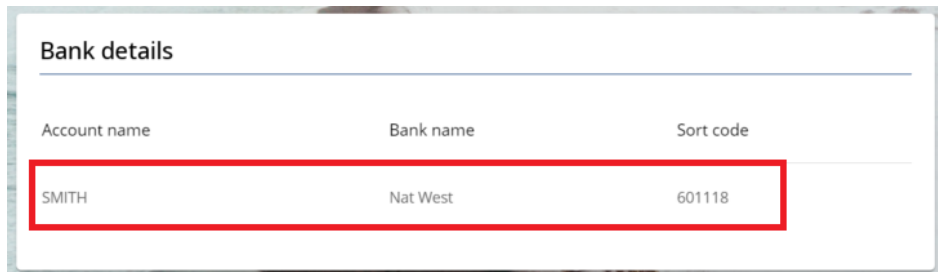
 Address has been set as a new mailing address.

 Changes have been saved.

\*Address type (required)  
Home

## 4.2 Change Bank Account Details

1. At the bottom of your 'Personal' tab, your bank details will be displayed. To change your bank details please click on your current bank details.

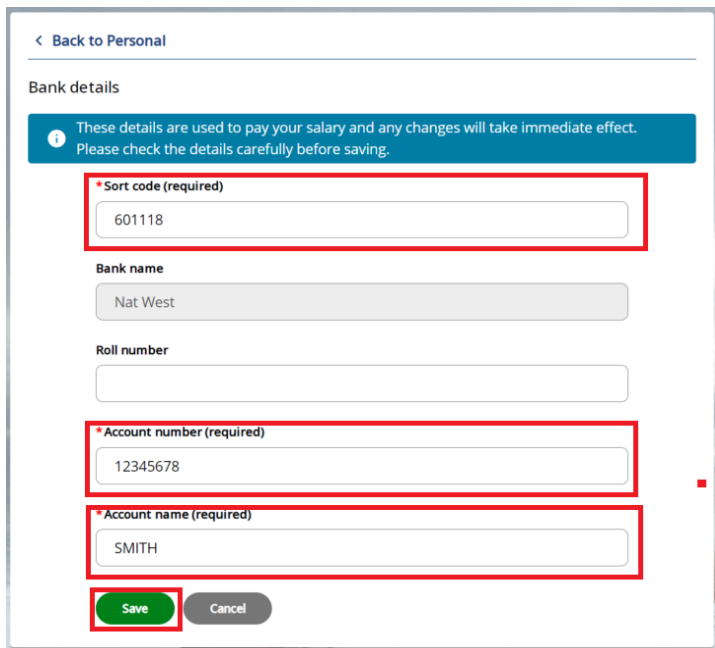


The screenshot shows a 'Bank details' section with a table containing the following information:

Account name	Bank name	Sort code
SMITH	Nat West	601118

The entire table is highlighted with a red rectangular border.

2. Input your sort code, account number and account name. Input your account roll number if you have one. This will usually only be applicable if your bank is a building society. Then click on 'Save'. You do not need to input your bank name as the system will validate and update your bank name automatically once you have clicked on 'Save'.




The screenshot shows the 'Bank details' form with the following elements:

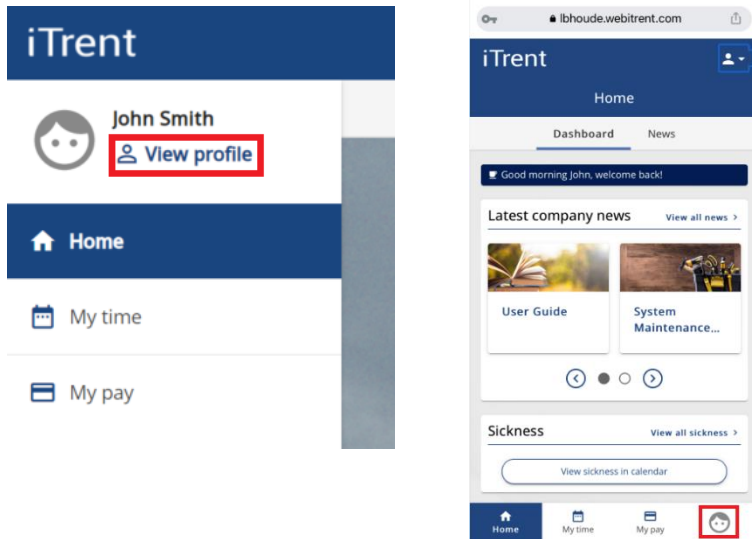
- A blue informational banner: "These details are used to pay your salary and any changes will take immediate effect. Please check the details carefully before saving."
- A red-bordered input field for "Sort code (required)" containing "601118".
- A greyed-out input field for "Bank name" containing "Nat West".
- A white input field for "Roll number" which is currently empty.
- A red-bordered input field for "Account number (required)" containing "12345678".
- A red-bordered input field for "Account name (required)" containing "SMITH".
- At the bottom, there are two buttons: a green "Save" button (highlighted with a red border) and a grey "Cancel" button.

4. If an 'Invalid Sort Code' error message is displayed, this means that your sort code has not been validated. Please double check that the sort code is correct. If it is correct and you're still receiving the below error message, please contact [ihounslow.help@hounslow.gov.uk](mailto:ihounslow.help@hounslow.gov.uk).

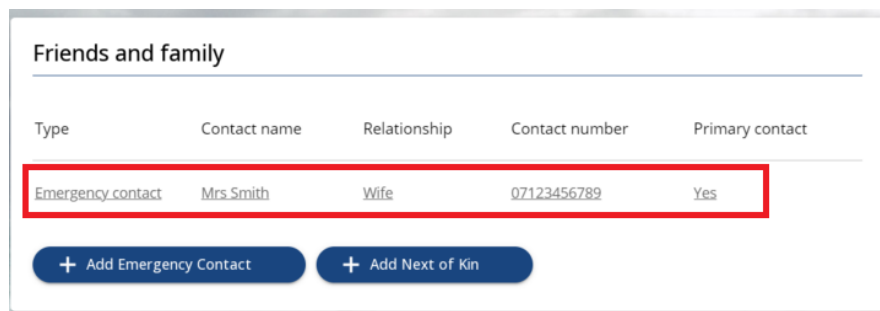
✗ Invalid Sort Code has been entered. Please check and re-enter.

## 4.3 Input/update Next-of-Kin or Emergency Contacts

1. Click on [View profile](#). On a mobile device click on the  icon in the bottom-right corner of the screen.



2. Scroll down to the “Friends & Family” section. To update an existing record click on it and amend the relevant fields. Then click ‘Save’.

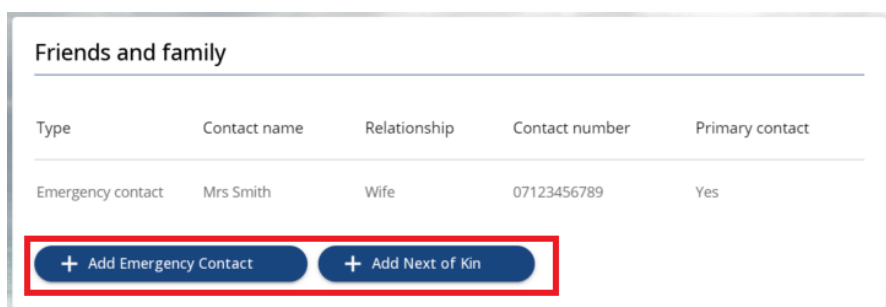


The screenshot shows the 'Friends and family' section with a table of contacts. The first row is highlighted with a red box.

Type	Contact name	Relationship	Contact number	Primary contact
Emergency contact	Mrs Smith	Wife	07123456789	Yes

Below the table are two buttons: '+ Add Emergency Contact' and '+ Add Next of Kin'.

3. To add a new emergency contact/next of kin, click on the appropriate option and complete the relevant fields. Then click on ‘Save’.




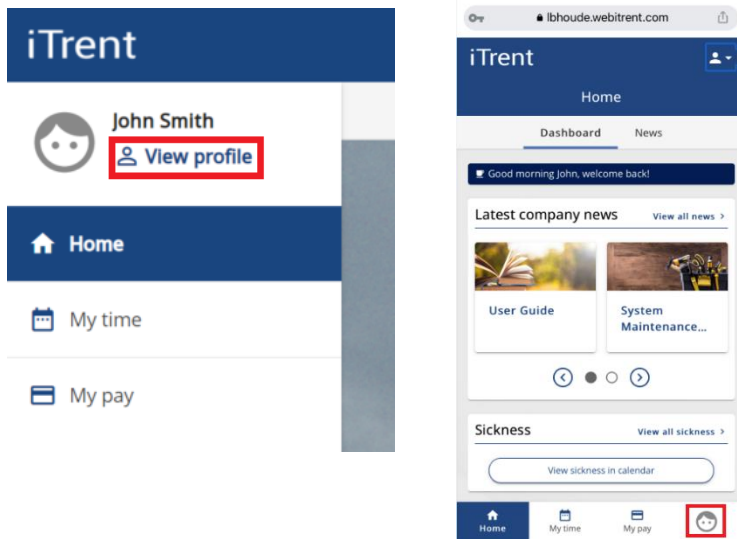
The screenshot shows the 'Friends and family' section with a table of contacts. The first row is highlighted with a red box.

Type	Contact name	Relationship	Contact number	Primary contact
Emergency contact	Mrs Smith	Wife	07123456789	Yes

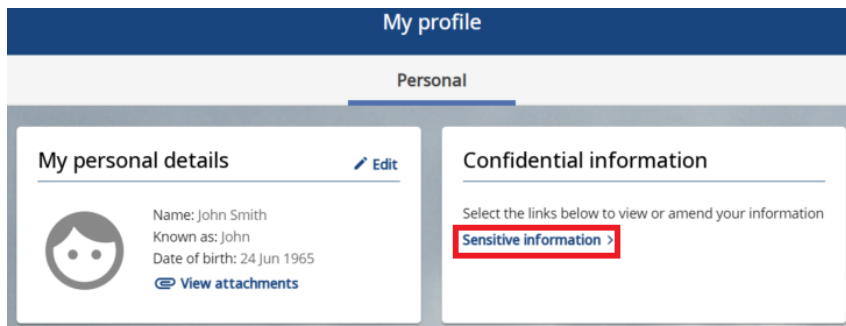
Below the table are two buttons: '+ Add Emergency Contact' and '+ Add Next of Kin'.

## 4.4 Update sensitive information

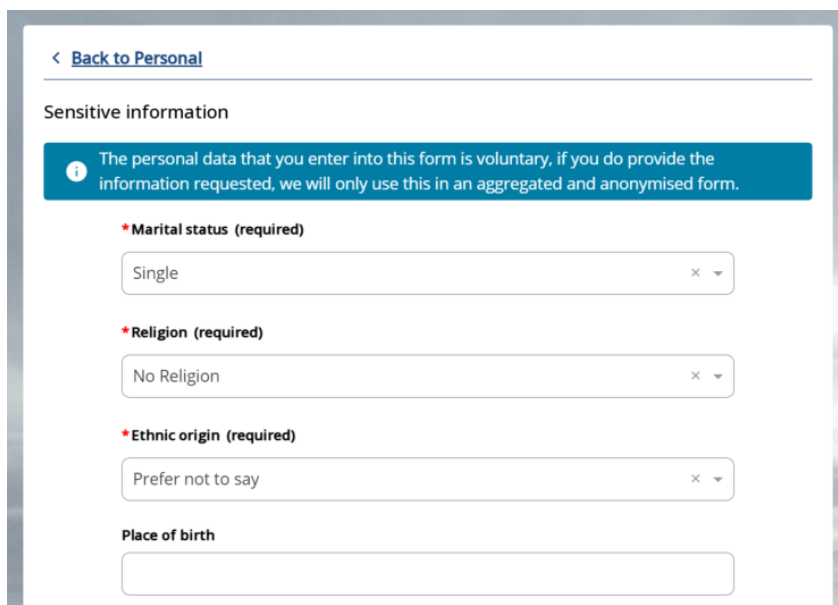
1. Click on [View profile](#). On a mobile device click on the  icon in the bottom-right corner of the screen.



2. Click on “Sensitive information” within the ‘Confidential information’ section.



3. Your sensitive information will be displayed on screen. You can update any fields as required and then click on ‘Save’ when finished. If you do not want to disclose your sensitive information there is an option of ‘Prefer not to say’ for each field.

The screenshot shows the 'Sensitive information' form. At the top, there is a blue information banner stating: '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.' Below this, there are four required fields, each with a red asterisk: 'Marital status (required)' with a dropdown menu showing 'Single'; 'Religion (required)' with a dropdown menu showing 'No Religion'; 'Ethnic origin (required)' with a dropdown menu showing 'Prefer not to say'; and 'Place of birth' with a text input field.

4. At the bottom of the page you can also disclose your Covid-19 vaccination status. If you do not want to disclose this information you can tick the statement that reads “**Prefer not to disclose vaccination status**”.

Additional fields

☒ Covid-19 vaccination received?

Date of vaccination (dd/mm/yyyy)

01/02/2021 

Date of 2nd vaccination (dd/mm/yyyy)

01/05/2021 

Date of booster vaccination (dd/mm/yyyy)

23/10/2021 



☐ I have not had any Covid-19 vaccination

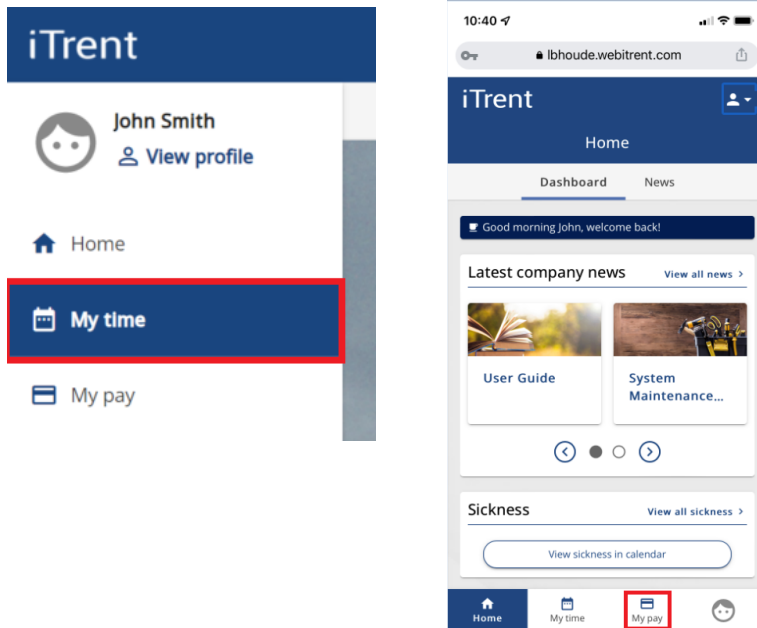
☐ Prefer not to disclose vaccination status

Save

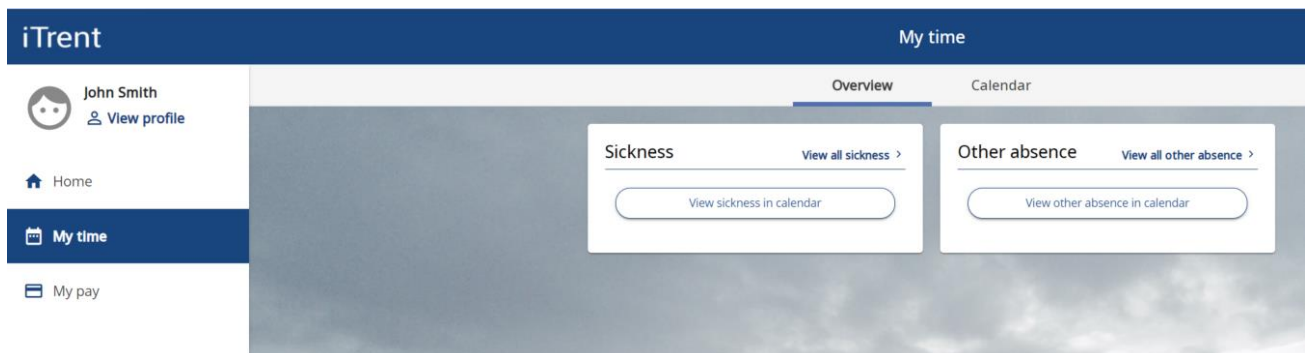
Cancel

## 5. MY TIME

To view absence details, click on  My time on the left side of the homepage. On a mobile device click on the  My time icon at the bottom of the screen.



This page allows you to view your sickness absence details. Your personal calendar can be viewed by clicking on 'Calendar' at the top of the screen.



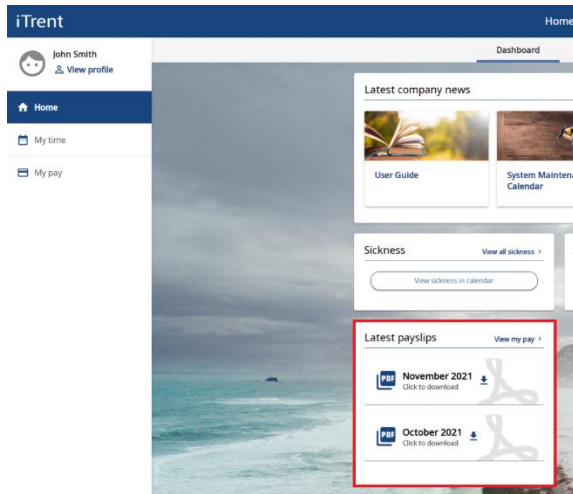
If you have any queries about your sickness absence details, please contact HR.



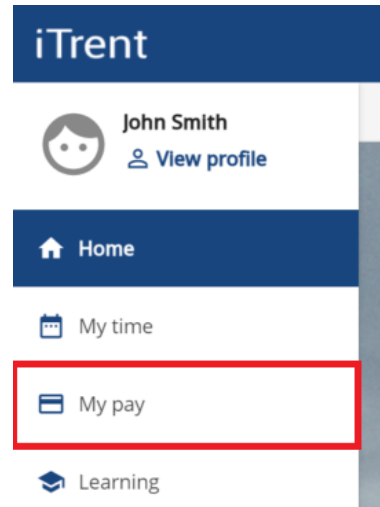
## 6. MY PAY


### 6.1 View payslips/P60s

1. Your payslips can be accessed 2 different ways:




Or

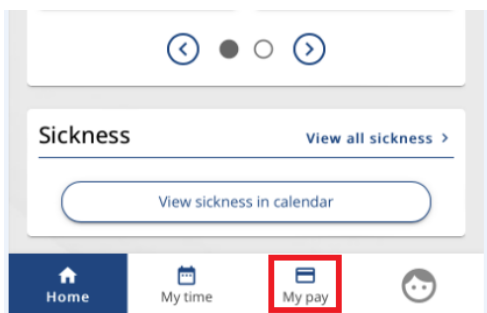



On the homepage, scroll down to the 'Latest payslips' widget and click on the  icon next to the relevant payslip.

Alternatively click on [View my pay >](#) to view more payslips.

On the left side of the screen click on  My pay



On a mobile device click on  the icon at the bottom of the screen.






2. By default the system will display payslips for the past 12 months. Click on the  icon next to the relevant payslip to download it.

**Payslips** [View my bank details >](#)

*Searching with neither Start date nor End date will return all payslips.*

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



[Search](#) [Download all](#)

Pay date	Net pay	Download
30 Nov 2021	1,899.69	
31 Oct 2021	1,899.89	
30 Sep 2021	1,899.69	

3. To view payslips that are older than 12 months you can input the required dates and click on 'Search'. Alternatively you can leave the date fields blank to view all payslips.

**Payslips** [View my bank details >](#)



*Searching with neither Start date nor End date will return all payslips.*

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

[Search](#) [Download all](#)

4. Your P60s are located further down the page.

**P60**

Tax year	Employment period	
2020/2021	06 Apr 2020 - 05 Apr 2021 (London Borough of Hounslow)	
2019/2020	06 Apr 2019 - 05 Apr 2020 (London Borough of Hounslow)	
2018/2019	06 Apr 2018 - 05 Apr 2019 (London Borough of Hounslow)	