

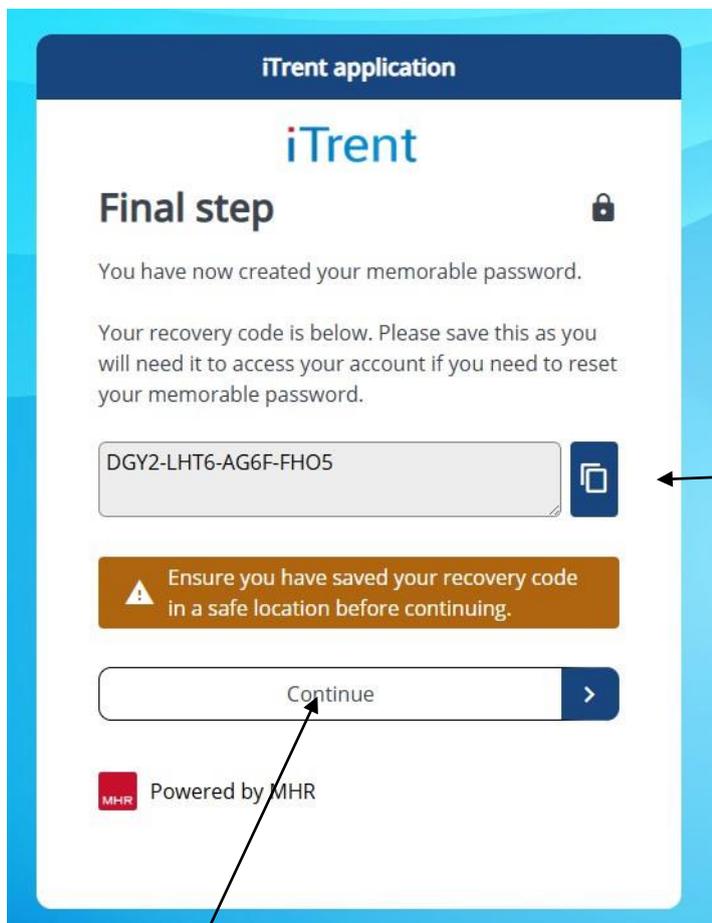
## iTrent – Memorable Password

This change will affect all employees when logging in to Employee Self Service (ESS). After successfully entering your username and password, you will be prompted with the screen below to create a memorable password, which must be at least 8 characters long.

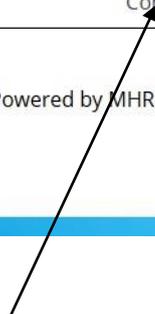
Please note that the memorable password must contain only the characters A-Z, a-z, 0-9, or ! " \$ % ^ & \* ( ) - \_ + [ ] { } ? , . ; @ # ~ / | \ < >

The screenshot shows the 'iTrent application' interface for creating a memorable password. The title is 'Create memorable password' with a lock icon. Below the title, it says 'Please create a memorable password. You will be asked to input characters from this for future logins.' A blue box contains the message: 'Your memorable password cannot contain spaces and must not include your main password.' There are three input fields: '\* New memorable password (required)', '\* Confirm memorable password (required)', and '\* Password (required)'. Each field has a toggle icon to the right. A callout box points to the first two fields with the text: 'Enter a memorable password and confirm. Please note that this must be 8 characters or more in length including an uppercase letter, a lowercase letter, and a number. It must also be different from your main password.' Another callout box points to the third field with the text: 'Enter your current iTrent password'. At the bottom, there are 'Save' and 'Cancel' buttons, and a 'Contact administrator' link.

You will see the below screen prompting you to save your unique recovery code. Be sure to save this code, as it will be required if you forget your memorable password.

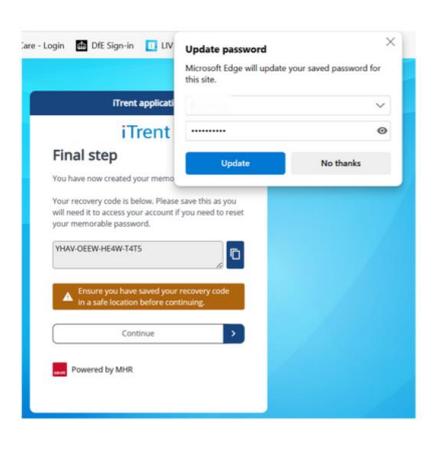


Click to copy recovery code allowing you to paste and save securely.

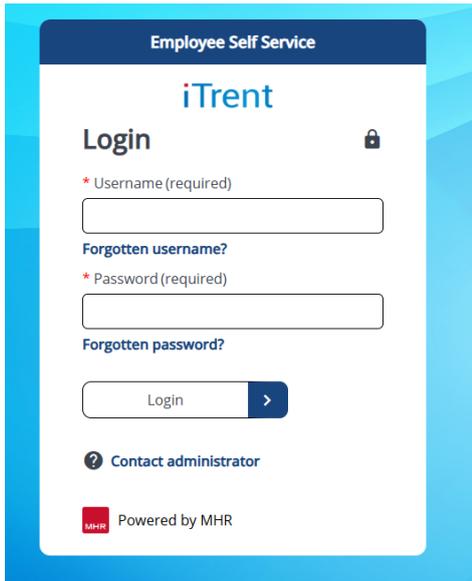


Click "continue," you will be directed to the home page.

You may also receive a prompt to update your password—please do not click the update button, as this will store your memorable password instead of your main iTrent password, which may cause issues when it is auto-filled.

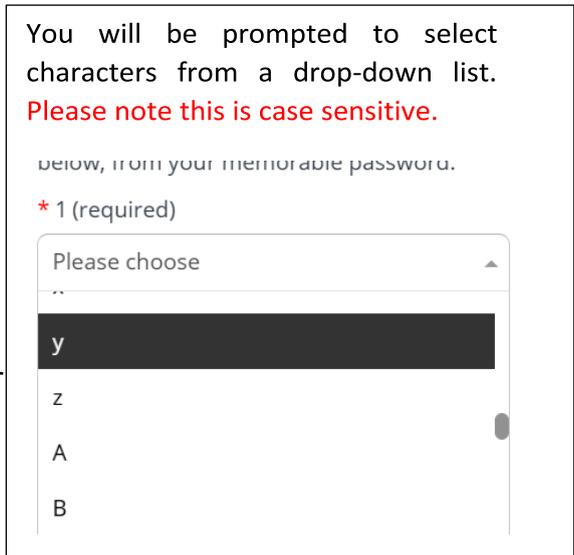
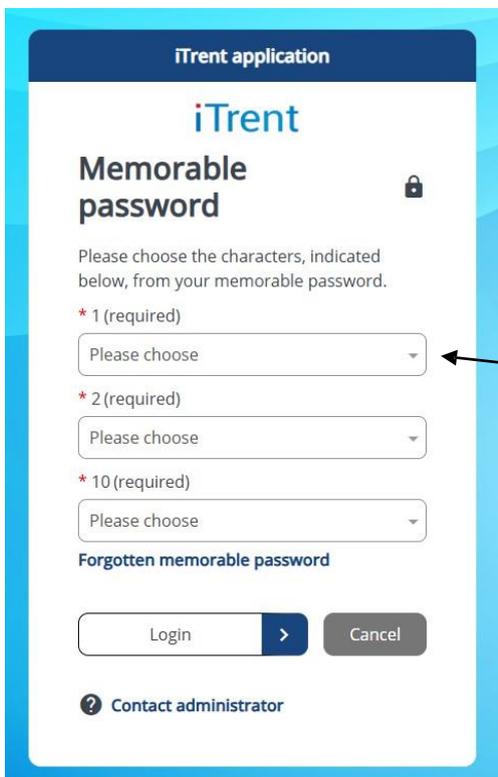


Please note that each time you need to log into iTrent, you will need to follow the below process.



**Please avoid entering your password multiple times, as this could lock your account. Instead, click on the "Forgotten Password" link to reset it.**

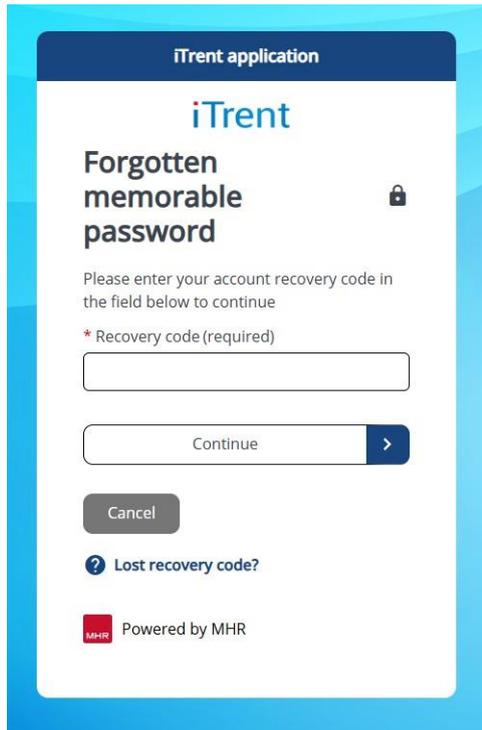
You will then be required to input specific characters from your memorable password (e.g., the 6th, 9th, and 11th letters) each time you log in with your username and password.



**Please note:** You'll need to scroll past the numbers and lowercase letters to reach the uppercase letters. **Alternatively, you can use your keyboard to type the letters, which will then allow you to choose between uppercase and lowercase.**

If you forget your memorable password, click "Forgotten Memorable Password" and enter the recovery code you saved earlier. You will then be prompted to create a new memorable

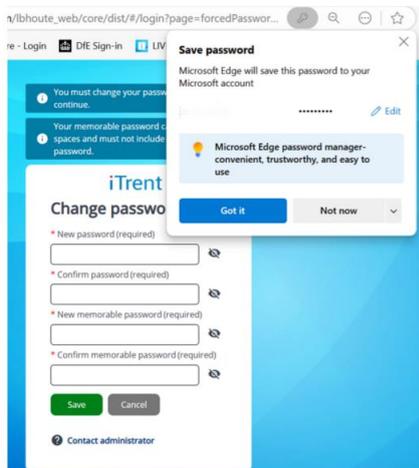
password



You will then be prompted to change your memorable password.

If you cannot find your recovery code, contact the Systems Team at [iHounslow.help@hounslow.gov.uk](mailto:iHounslow.help@hounslow.gov.uk) with your username and NI number to request a memorable password reset.

Please note that if your memorable password needs to be reset, your main iTrent password must also be reset. Do not reuse any previous passwords for either reset and do not save the password on your computer.



After successfully resetting your password, you will receive a new recovery code—be sure to save it for future use.