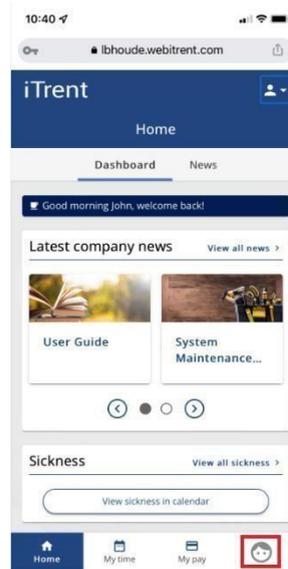
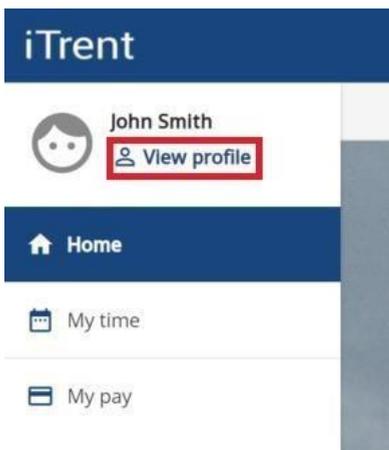


FORGOTTEN PASSWORD EMAIL RECOVERY SETUP

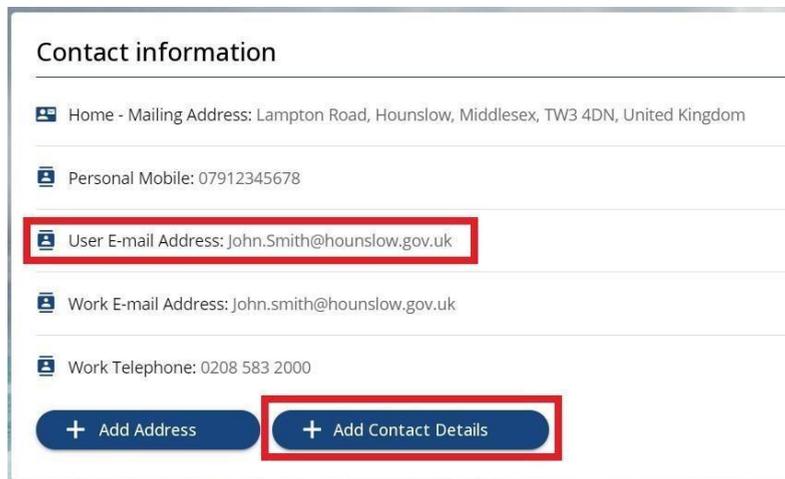
If you ever forget your login details or are unable to log into Self-Service, you can reset your password instantly using the “Forgotten Password” feature. When used, the system will send an email to you that contains a link that will allow you to instantly change your password.

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.

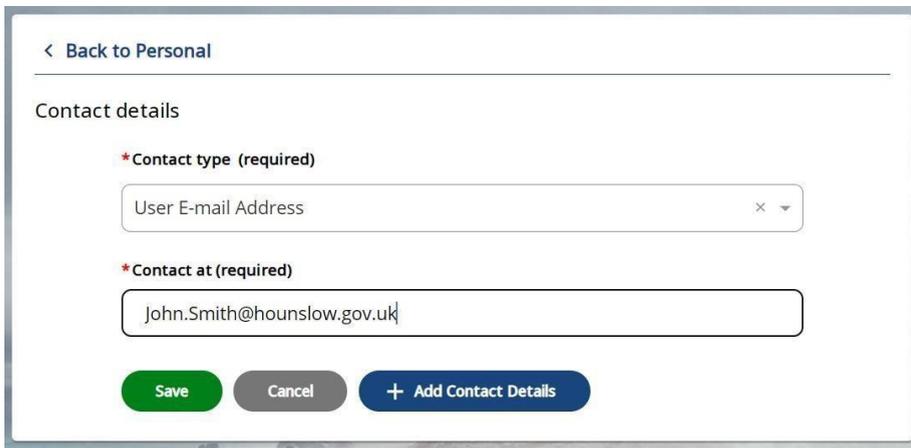
1. After logging into Employee Self-Service, click on [View profile](#) . On a mobile device click on the  icon in the bottom-right corner of the screen.



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



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

*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)

JOHN.SMITH

* Email address (required)

John.Smith@hounslow.gov.uk

Email > Cancel

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.



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

If you continue to have problems resetting your password

please provide the following information in your email please send the **email to ihounslow.help@hounslow.gov.uk** with "**Z Help – LBH**" in the subject line.

- Username
- User E-mail Address (used to reset your password)
- Organisation (Employer)
- Pay Number or NI Number
- Description of issue