

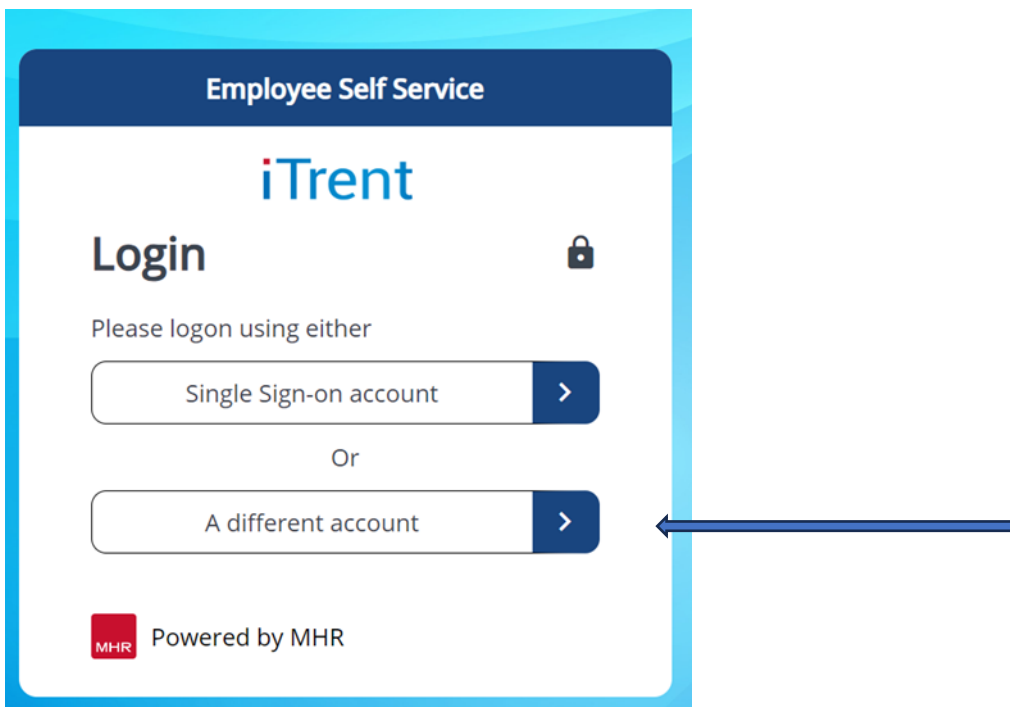
# How to Access Employee Self Service from a Personal Device

Now when you log into Employee Self Service on your use multifactor authentication (MFA). This will add an extra layer of security when logging in to ESS and will be compulsory.

To do this you will need to

1. download an authenticator app onto your device.
2. Secure your iTrent account to the authenticator.
3. Note your registration number for safe keeping.

When you log into ESS on your mobile device you will be given the option of logging in with **single sign on** if it is a BCC device or **A different account** if it is a personal device.



You will still need to enter your username and password.

Your Username is your employee number and usually starts with 15 or 25 and Your password is the one that you would have set up yourself when you first started using iTrent ESS. Using MFA does not change your password.

The first time You log-in after MFA is activated you will be asked to use a Multi-factor Authentication app on your device. These Apps are free to use and do not ask for any payment information from you.

- If you are a Windows Phone/device user you will require access to the Windows Apps Store, look out for this logo.



- iPhone users will require access to the App Store: Look out for this logo on your device



- Android users will require access to the Google Play Store: This is the logo that will appear on your device



*The screen shots shown on this guide may look different during your set up process depending on the Device that you are using.*

Please make sure that you have access to the internet before you begin the next stage which is the Multi Factored Authentication registration process. There are several authenticator apps that you can download, and you will need to download them to your mobile device before you log into ESS. Due to every personal device being different, one authenticator may work better for you than the other. We suggest you try several to find what works for you.

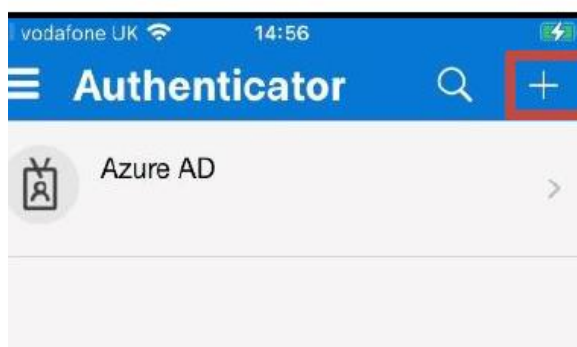
## Securing your authenticator

### Microsoft

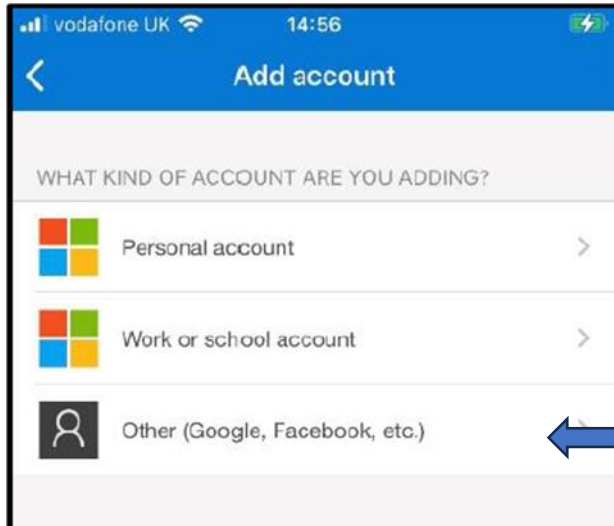
When using the Microsoft authenticator option first open the app on your device,



If prompted, click on the plus icon in the top right-hand corner to add your account.

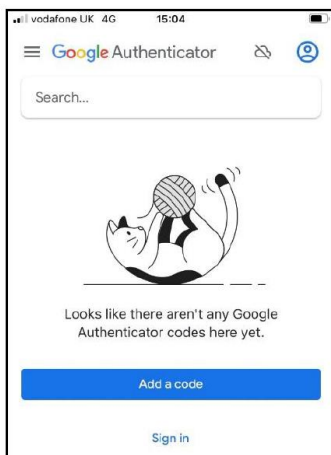


You will be given a series of options when prompted to add account you will need to select the option of OTHER.

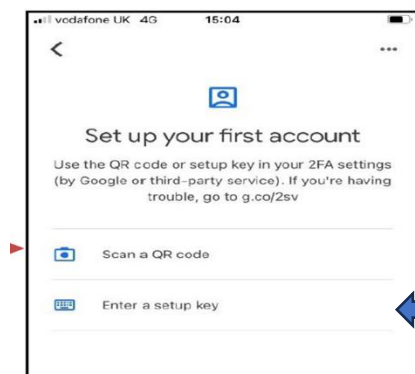


## Google Authenticator

If you are using the Google authenticator option first open the app on your device, next click on the blue **add a code** icon.



Then select Scan a QR code or enter a **start-up key** when prompted. To use a QR code you will need to use more than one device.



If you are using your mobile authenticator in conjunction with another device like a laptop or another mobile phone, then you can use the QR code. If you are authenticating on the same device such as a mobile phone, use the key code option as you won't be able to use your camera to scan the QR code displayed on your mobile phone screen.

## The Secure your account page





The first time you access the link for ESS this page will be displayed so that you can secure your account. The System will produce a QR code that is unique to you. You will also be given a unique key code which you can enter manually.

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### Secure your account.


To help protect your account, you are now required to register for multi-factor authentication.


1. Install a recommended authentication app on your mobile device.  
  
2. Open the app and add a new account by scanning this QR code.  



If you are unable to scan the QR code, you can add an account manually instead by entering the key below into your app. You can set any account name, just make sure it is something that you remember.



3. <sup>\*</sup> Please enter the verification code shown in your app below. (required)

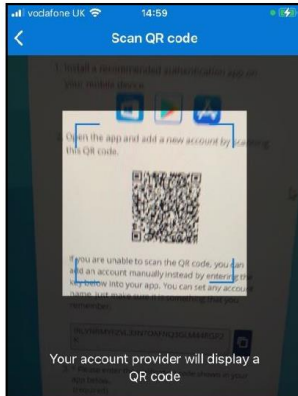


 [What is multi-factor authentication?](#)

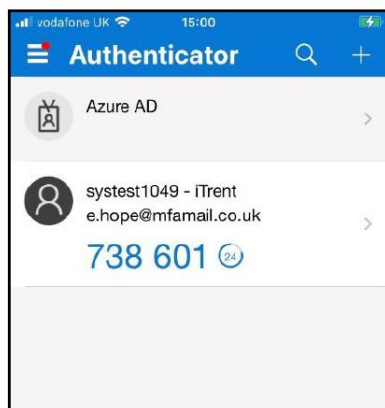
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## Scanning a QR code

The QR codes can be used if you are logging in to iTrent on a laptop or computer and have a mobile phone for authentication. Point the camera on your device towards the QR code.



Your authenticator app will then display the system name, your email address and a six-digit verification code which you input into section 3 of the secure your account page.




Then press the continue button.

3. \* Please enter the verification code shown in your app below. (required)

  
 >

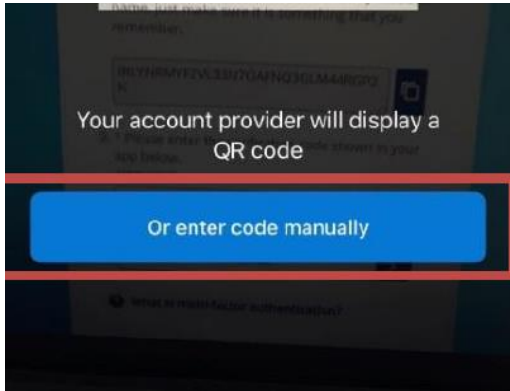
? What is multi-factor authentication?

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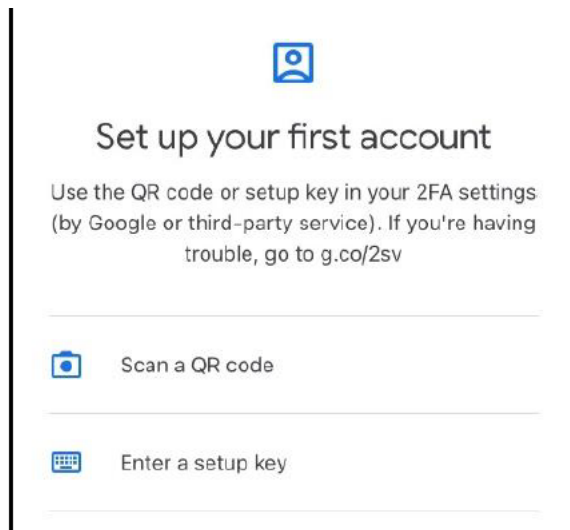
## If you cannot scan a QR code

You can enter a set up or secret key directly into your device when prompted.

Microsoft users will see a blue button prompting them to enter the code manually.



Google users can click on the option to enter their set up key.



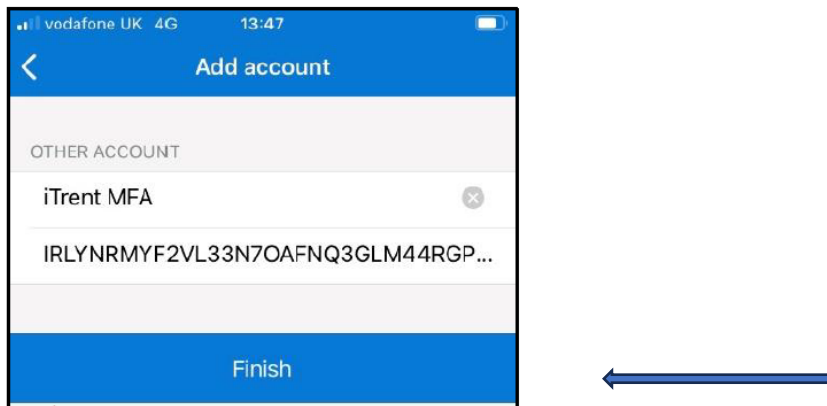
The key is provided on the iTrent secure your account registration screen and looks like this.



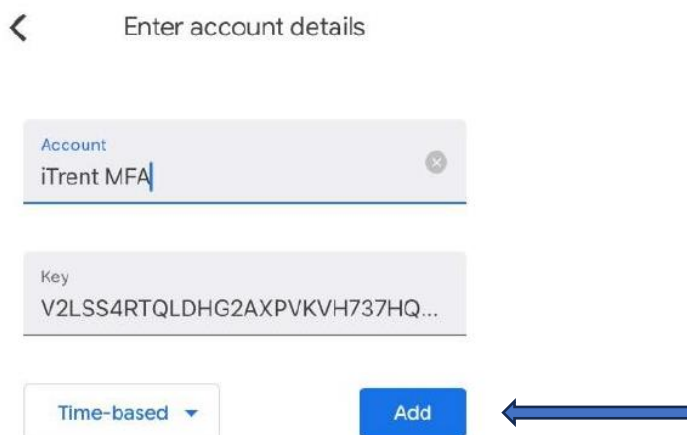
Most devices allow you to copy and paste this code.

When you've added the code your authenticator app will ask you to create an account name, and we suggest you use something identifiable in future like **iTrent MFA**

If you are using a Microsoft authenticator, click finish.



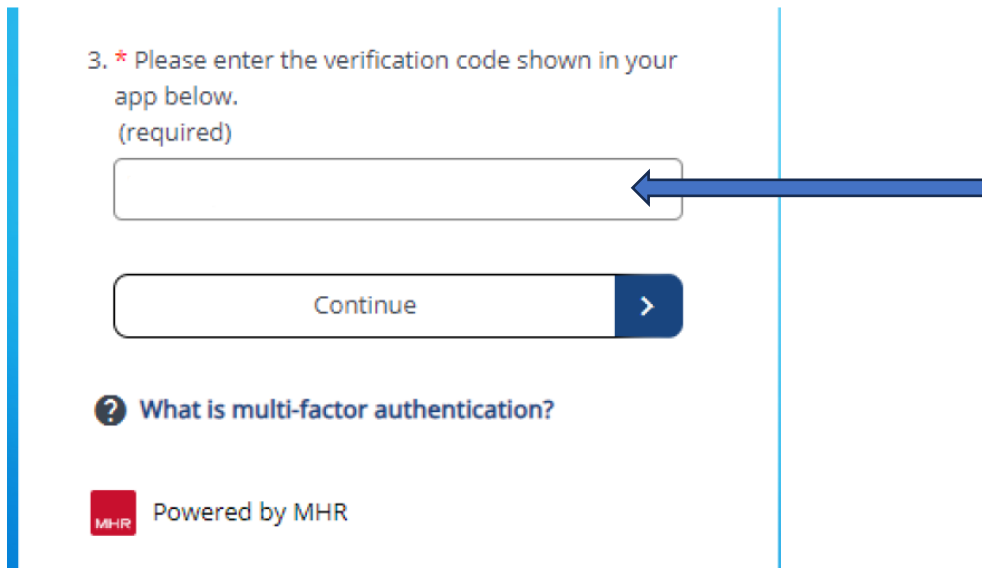
If you are using a google authenticator, click Add.



The one time six-digit verification code is then displayed for input in section 3 of the **secure your account** page. The code generated usually refreshes every 30 seconds and will look like this.



Enter the six-digit code into section 3 of the secure your account page on the iTrent Login screen and press continue.



3. \* Please enter the verification code shown in your app below.  
(required)

Continue >

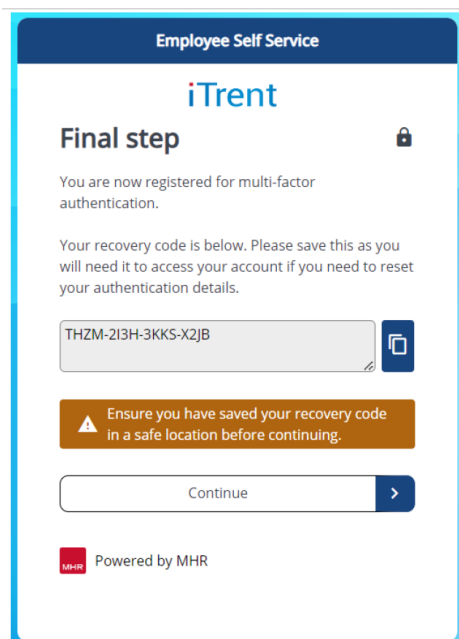
? What is multi-factor authentication?

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**You only have to secure your account the first time you use MFA.**


### Recovery code

The final step page is then displayed. This page gives you a recovery code that is unique to you. You will need this recovery code if you need to change your device in future so, please store it in a secure place.




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**Final step** 

You are now registered for multi-factor authentication.

Your recovery code is below. Please save this as you will need it to access your account if you need to reset your authentication details.

THZM-2I3H-3KKS-X2JB 

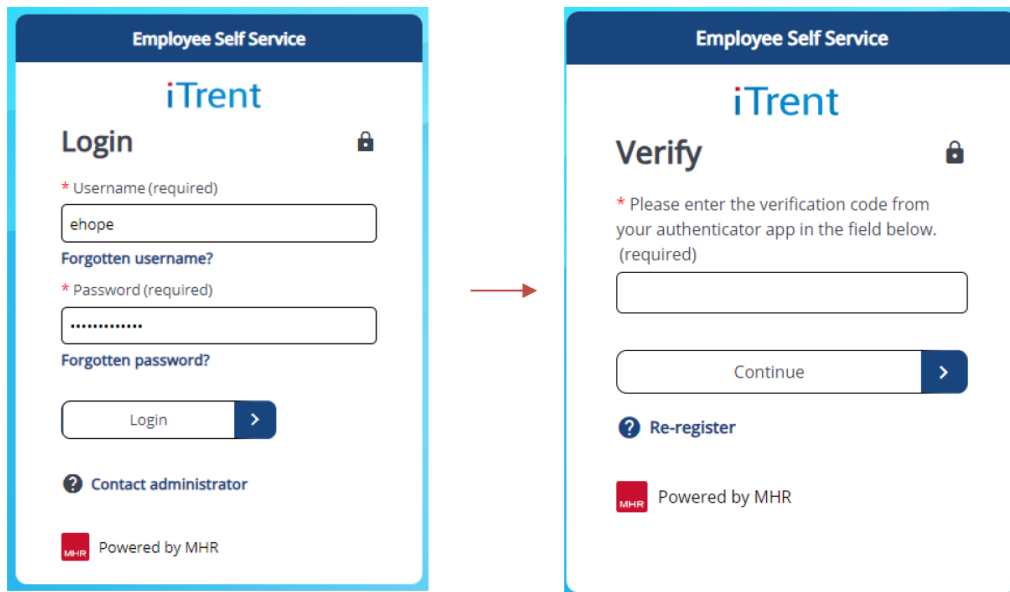
 Ensure you have saved your recovery code in a safe location before continuing.

Continue >

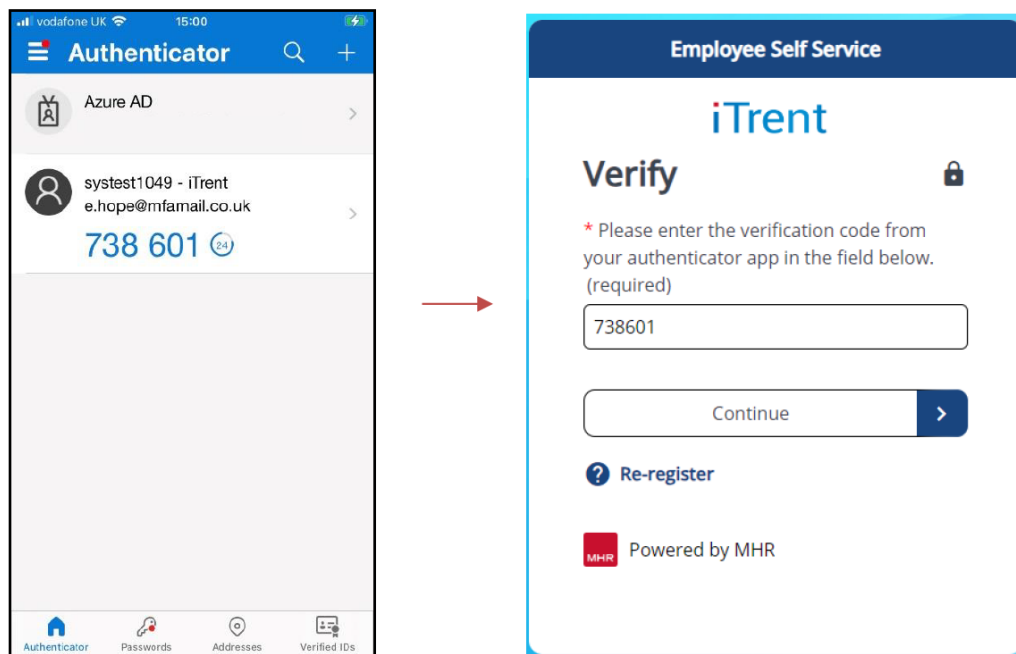
MHR Powered by MHR

Select continue to log into ESS.

You are now set up to use ESS with the additional security of multi-factor authentication. In future once you've entered your Username and password to log into iTrent ESS using MFA you will now be taken to the verification screen.



Using your authenticator app you can generate a new six-digit verification code and enter it into the field where prompted whenever you log in.



Click on Continue and you will be logged into Employee Self Service securely.