



Single Sign-on Guide

myHR Shield Multi-factor Authentication (MFA) provides increased protection to your account from being compromised by a malicious act.

This log in process is only to be used by employees who do not have an ELC email address. If you are unsure if you have a ELC email or not, then please speak to your Line Manager.

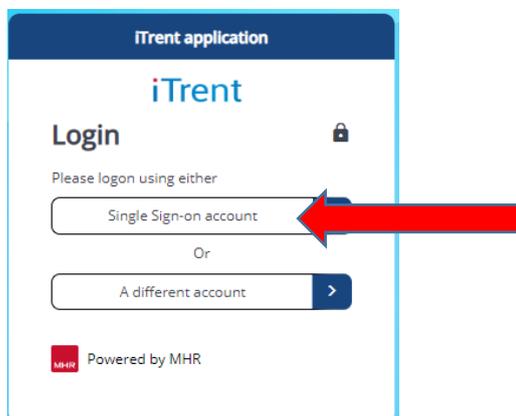
Once you have registered your details when logging in to your account all you will need will be your email address, your password and a 6-digit number code.

The registration process

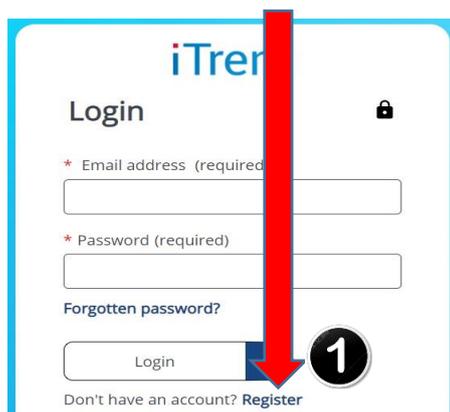
You will NO longer use your 7-digit employee number to access your myHR account.

1. Click on the myHR web link: https://ce0372li.webitrent.com/ce0372li_iss

Please note: when you click on the link if you see this screen **click** on 'Single Sign-on account'. A new screen will appear so you can start the registration process.



Click on the word 'Register' (which you will find below the 'Login' button).



The screenshot shows the iTrent Register page. At the top, it says 'iTrent Register' with a lock icon. Below that, it says 'Please verify your email address.' There is a text input field for the email address, followed by a 'Send verification code' button. A red arrow points from the instruction '2' to the email input field, and another red arrow points from the instruction '3' to the 'Send verification code' button.

2 Enter your personal email address.

3 Click 'send verification code'.

The screenshot shows the iTrent Register page. It says 'Verification code has been sent to your inbox. Please enter code below'. There is a text input field for the email address, followed by a text input field for the verification code containing the number '878987'. Below the verification code field are two buttons: 'Verify code' and 'Send new code'. A red arrow points from the instruction '4' to the 'Verify code' button, and another red arrow points from the instruction '4' to the verification code input field.

You will receive an email containing a 6-digit Time-based One Time Passcode. Enter this code in the 'Verification code' field then click 'Verify code'.

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5. Once the code is accepted, you now must register your personal details and create a password.

The screenshot shows the iTrent Register page. It says 'Email address verified. You can now continue.' There are several text input fields: 'Email Address (required)', 'New Password (required)', 'Confirm New Password (required)', 'First Name (required)', and 'Surname (required)'. Below the email address field is a 'Change email' button with a star icon. At the bottom is a 'Continue' button. A red arrow points from the instruction '5' to the 'Continue' button.

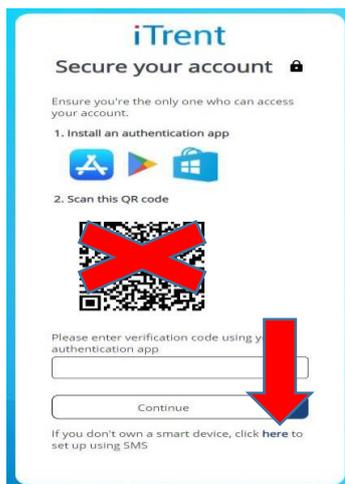
All fields in the 'Register' form **must** be completed.

- ✓ Email address already recorded.
- ✓ New Password
- ✓ Confirm Password
- ✓ First Name
- ✓ Surname

★ If you enter the wrong email address, you can go back to the previous stage by clicking 'Change email'.

• Otherwise, click 'Continue'.

Authentication Process using Short Message Service (SMS)



- You will authenticate your account via your mobile phone. Go to the bottom of the screen and click on the word **'HERE'**.



- Enter the mobile number you want to register with.
- Next, click **'Send code'**.



- When you receive the SMS enter the 6-digit passcode into the verification field.
- Next, click **'Verify Code'**.



- Once registered click **'continue'** to log in.

You have now completed the registration process.

Logging into myHR

1. Enter your personal email address, your password and **click** 'Log-in'.

iTrent

Login

* Email address (required)

* Password (required)

Forgotten password?

Login

Don't have an account? Register

2. **Click** the 'Send code' button to receive the 6-digit number.

iTrent

Verify

Verification code will be sent to telephone number: XXX-XXX-

Send Code

Reset device

3. Enter your 6-digit number, then **click** 'Verify. code'.

iTrent

Verify

Verification code will be sent to telephone number: XXX-XXX-

Enter your verification code below, or send a new code

Verify Code

Reset device

 If you need a new code, **click** the 'send a new code' link again.

iTrent

Verify

Verification code will be sent to telephone number: XXX-XXX-

Enter your verification code below, or send a new code

Once the code has been verified you will be logged in to your myHR account.

Resetting your Password

If you forget your password, you can reset it using the **'Forgotten password?'** link.

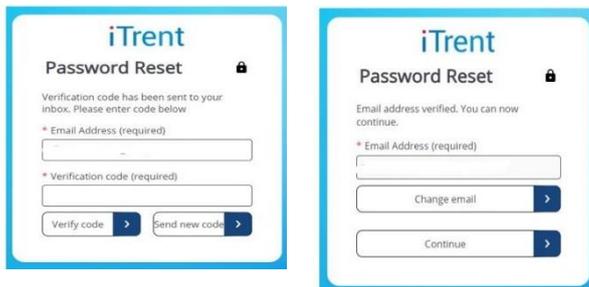
- 1) On the login screen **click the 'Forgotten password' link.**



- 2) Next, enter your email address for the verification code, this must be the email address you used to register with.

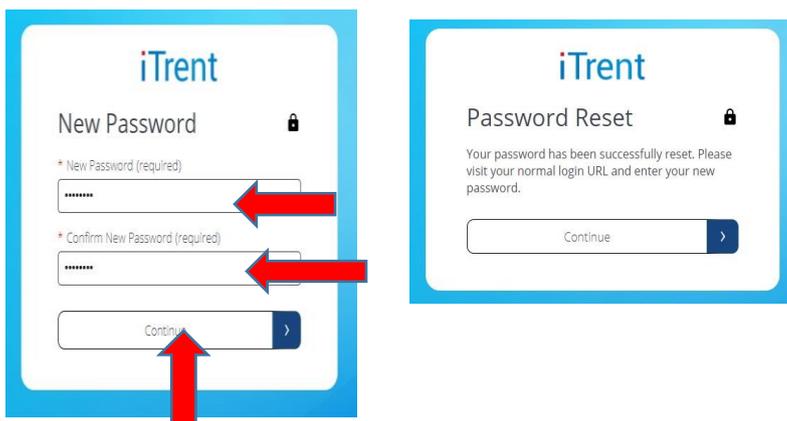


- 3) When you receive the email enter the code and **click verify**



 If you need another code, **click 'Send new code'** which will generate another email with a new 6-digit verification code.

- 4) When verifying you'll be asked to enter a new password and then enter it again to confirm it.
- 5) Next, **click 'Continue'**. You will see a message confirming your password has been reset.



Resetting your device

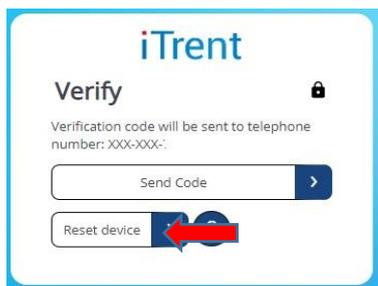
There may be a time when you need to reset your device. For example, if you lose your phone or, if you change your mobile number.

- 1) Enter your email address and password and **click 'Login'**.



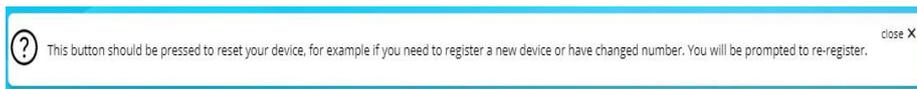
The image shows the iTrent login interface. At the top is the iTrent logo. Below it is the heading "Login" with a lock icon. There are two input fields: "* Email address (required)" and "* Password (required)". Below the password field is a link "Forgotten password?". At the bottom is a "Login" button with a right-pointing arrow and a "Don't have an account? Register" link.

- 2) When prompted to verify your details **click on the 'Reset device' button** will appear.

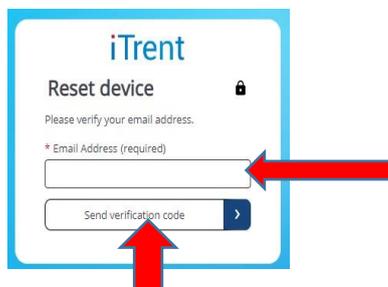


The image shows the iTrent verify interface. At the top is the iTrent logo. Below it is the heading "Verify" with a lock icon. The text says "Verification code will be sent to telephone number: XXX-XXX-". There is a "Send Code" button with a right-pointing arrow. Below it is a "Reset device" button with a right-pointing arrow, which is highlighted with a red circle and a red arrow pointing to it.

Useful Tip: when the 'question mark' symbol appears, when clicked a brief message to assist you in understanding the purpose of the reset device function.



- 3) Once **'Reset device'** has been pressed, you will be asked to verify your identity by recording your email address and clicking **'Send verification code'**.



The image shows the iTrent reset device interface. At the top is the iTrent logo. Below it is the heading "Reset device" with a lock icon. The text says "Please verify your email address." There is an input field for "* Email Address (required)". Below it is a "Send verification code" button with a right-pointing arrow. Two red arrows point to the input field and the button.

Please note: You must use the same email address used when you registered and when logging in. Using any other email address will **not reset** your device against your account.

- 4) You will receive an email which will contain a 6-digit number. Enter the number in the **'Verification code'** field and click **'Verify code'**. Once verified you will be able to **'Continue'** in the process.

The image shows two screenshots of the iTrent 'Reset device' screen. The left screenshot displays the 'Reset device' screen with the message 'Verification code has been sent to your inbox. Please enter code below'. It features two input fields: '* Email Address (required)' and '* Verification code (required)'. Below these fields are two buttons: 'Verify code' and 'Send new code'. A red arrow points to the 'Verify code' button, and another red arrow points to the 'Verification code' input field. The right screenshot shows the same screen after verification, with the message 'Email address verified. You can now continue.' and a 'Continue' button. A red arrow points to the 'Continue' button.

- 5) You can now reset your device.

For information: the device reset does not take place until you have entered the new verification code and continued to the reset completion screen as detailed below. If you close the browser or leave the process before it has been completed, you will still be registered against your **original device**.

- 6) Next, enter your mobile phone number for authentication.

The image shows a screenshot of the iTrent 'Verify' screen. It features a 'Country Code' dropdown menu set to 'United Kingdom (+44)'. Below it is a 'Phone Number' input field with a red arrow pointing to it. At the bottom, there is a 'Send Code' button with a red arrow pointing to it.

- 7) Click **'Send code'**, this will send you a 6-digit number.

The image shows two screenshots of the iTrent interface. The top screenshot is the 'Verify' screen with the message 'Verification code sent to: XXX-XXX'. It prompts the user to 'Enter your verification code below, or send a new code'. There is an input field and a 'Verify Code' button. A red arrow points to the 'Verify Code' button. The bottom screenshot is the 'Reset device' screen with the message 'Thank you for registering for multi-factor authentication. Please visit your normal iTrent login URL and enter your new authentication details.'

- Enter the passcode and click **'Verify code'** to complete the device reset process.

Troubleshooting

I didn't receive a verification email.

- Check you've entered the correct email address during the registration or forgotten password process.
- Please check all email folders such as spam.

Code is invalid.

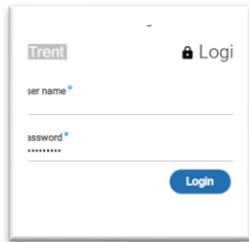
- A code is regenerated regularly so it's possible that you may have copied it down just as it was changed. Once a code has changed, any prior codes will be invalid.
- Authenticator apps are case sensitive so for example [APerson@gmail.com](#) and [AperSON@gmail.com](#) will both have entries in the app. You could have copied the code from the wrong entry.
- The time on the server and on the users device need to be the same, so check your phone is set to update its date and time automatically.
- Make sure that you have not got '**Do Not Disturb**' enabled on your phone.

Verification code is invalid.

- 6) You might get the following error message when trying to login.
- Check the code hasn't expired in the authenticator app before you have a chance to enter it.

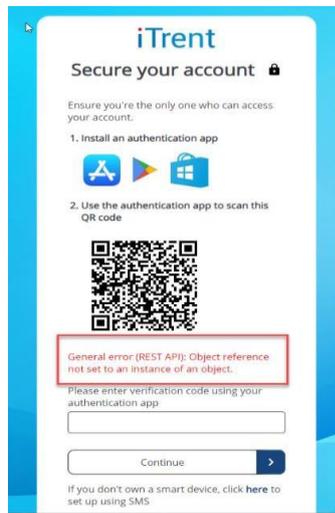


Invalid login following attempt to use Microsoft or Google buttons.



- Check you're using the correct email that has been used for registration.
- Select a 'new incognito window' in Chrome and then try to login, paste in the email and password and press login.

General REST API message on the 'Secure Your account' panel.



- 7) You will see this message if the continue button is pressed when the verification code is empty.

Bookmarking with MFA

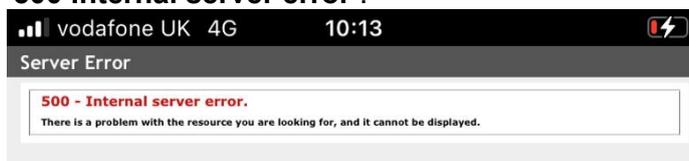
- 8) Part of the multi-factor identification process involves verifying you via an identity provider (IDP). When first accessing myHR, you will be presented with the same login screen but may notice that the original URL entered has been amended. This is because you were automatically redirected to the IDP.

The URL will look something like this:

pfidentityserverdev.b2clogin.com/pfidentityserverdev.onmicrosoft.com/B2C_1A_signup_signin_saml/samlp/sso/login?SAMLRequest=hZJfb...

The identity redirection is only a **temporary** URL so is **do not bookmark it.**

If this link is bookmarked and accessed later, you will see this error message '**500 Internal server error**':



Bookmarks need to be created with the original myHR URL (e.g., ending in '_ess').