

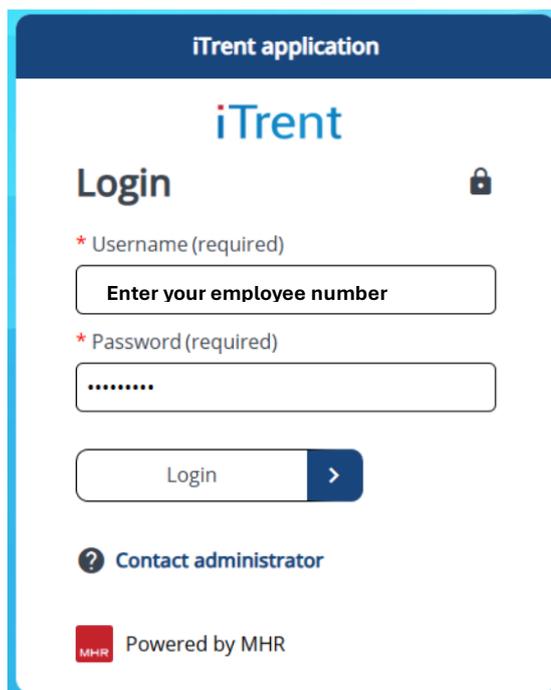
Important changes to the way you log into iTrent from 1st April 2025

To protect your personal data, new industry-standard security features will be introduced in iTrent, starting on 1st April 2025 when the memorable password becomes mandatory for iTrent users.

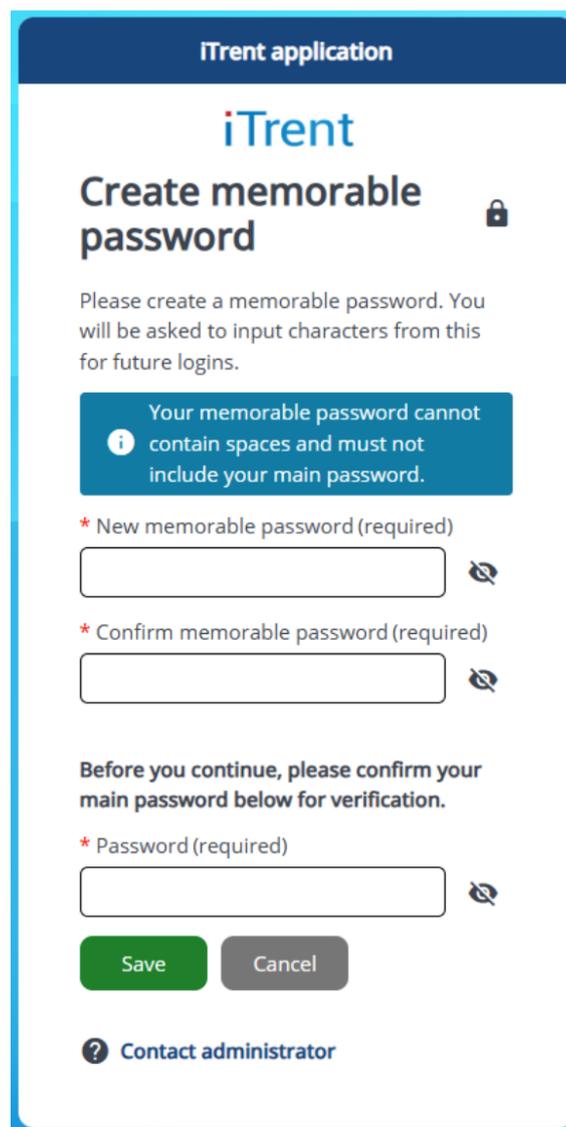
The first time you log in on or after 1st April 2025, you will be prompted to set up your memorable password before you can continue. This will then be required on all future logins.

Your memorable password can't contain spaces and must not include your main iTrent password. It should be at least 8 characters long, is case sensitive and must only contain the characters A-Z, a-z, 0-9, or ! " \$ % ^ & * () - _ + [] { } ? , . ; @ # ~ / | \ < >

Your username will still be your seven-digit employee number (starting with 00) and your main password has not changed.



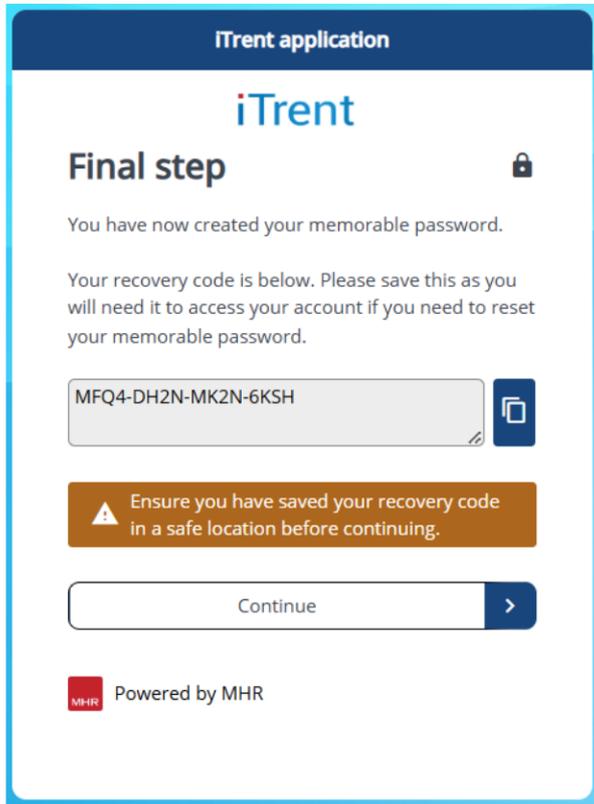
The screenshot shows the iTrent application login page. At the top, it says "iTrent application" and "iTrent". Below that is the "Login" heading with a lock icon. There are two required fields: "Username (required)" with a placeholder "Enter your employee number" and "Password (required)" with a masked input. A "Login" button with a right arrow is below the fields. At the bottom, there is a "Contact administrator" link with a question mark icon and a logo for "Powered by MHR".



The screenshot shows the iTrent application "Create memorable password" screen. At the top, it says "iTrent application" and "iTrent". Below that is the "Create memorable password" heading with a lock icon. A message states: "Please create a memorable password. You will be asked to input characters from this for future logins." A blue information box contains the text: "Your memorable password cannot contain spaces and must not include your main password." There are two required fields: "New memorable password (required)" and "Confirm memorable password (required)", both with masked inputs and eye icons. Below these is a message: "Before you continue, please confirm your main password below for verification." There is one required field: "Password (required)" with a masked input and an eye icon. At the bottom, there are "Save" and "Cancel" buttons, and a "Contact administrator" link with a question mark icon.

For future logins, after entering your password, you will be asked to enter random characters from your memorable password.

Once you have created your memorable password you will be provided with a recovery code. A 'copy' icon is provided to enable quick copying of this code and you should save it in a secure place. This code will be required if you want to reset your memorable password.



Note:

- the recovery code is case sensitive
- the recovery code can be input with or without the dashes
- a maximum of ten failed attempts is allowed per recovery code before it becomes invalid. If this happens you will need to contact the [iTrent support team](#) for a reset