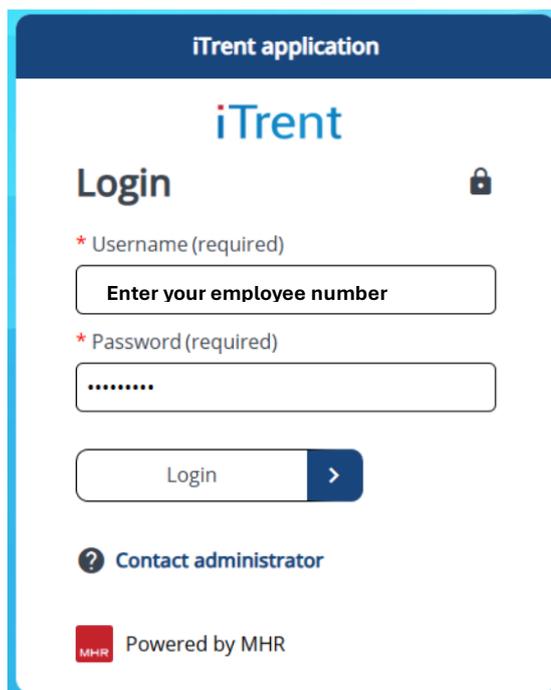# Important changes to the way you log into iTrent from 1st April 2025

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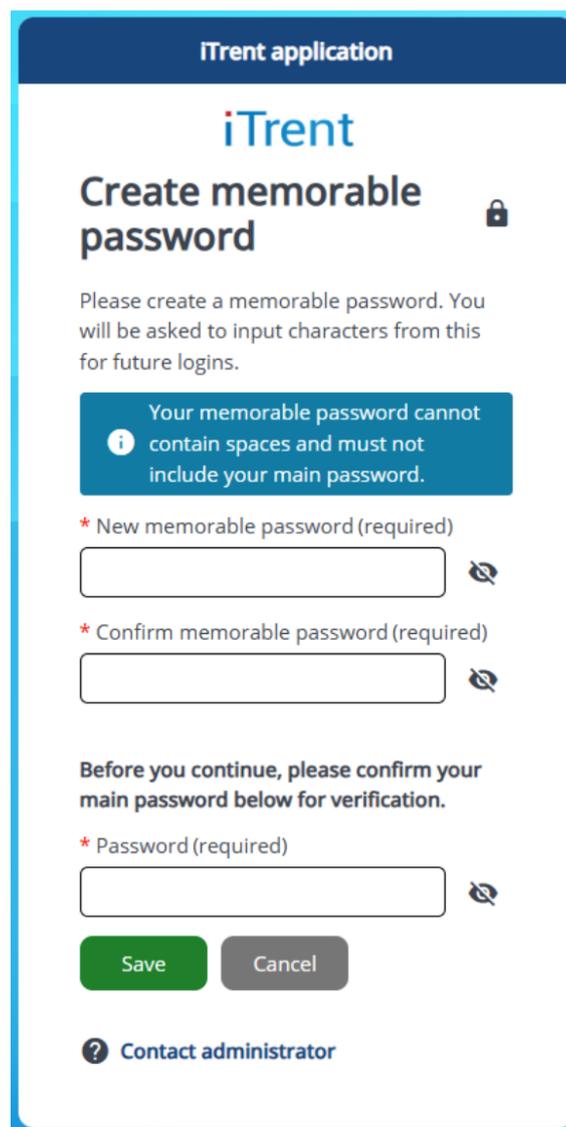
The first time you log in on or after 1st April 2025, you will be prompted to set up your memorable password before you can continue. This will then be required on all future logins.

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.

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.
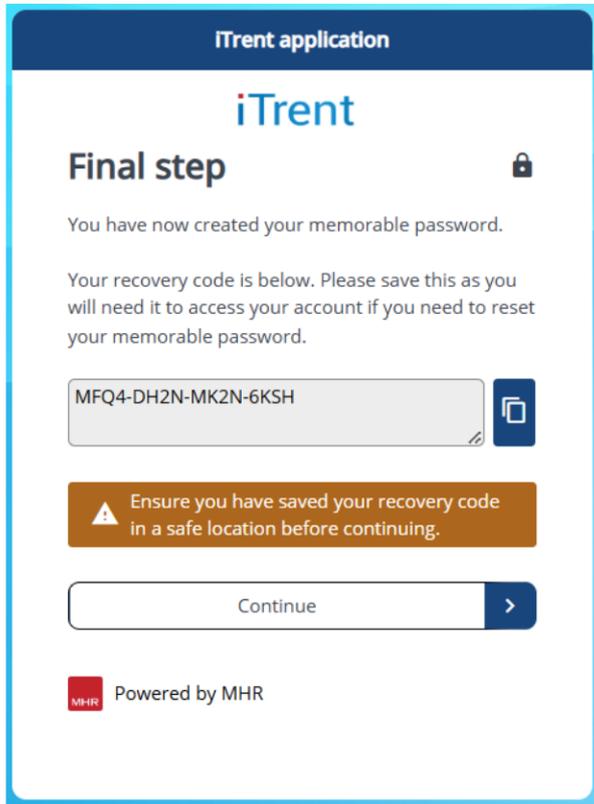
Note:

- 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