

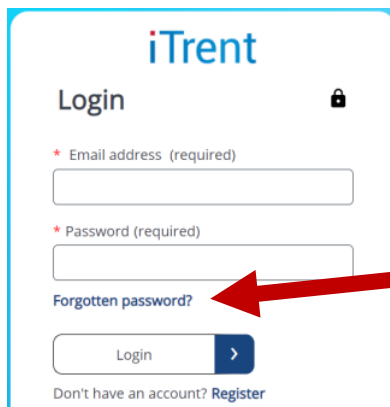
Employees with a work email address (e.g j.bloggs@hispmat.org, jdoe@highcliffe.school)

1. Your account uses Single Sign On (SSO) so to change your password, you should change the password for your primary work account (Microsoft or Google).

The process for doing this varies by school so please contact your local IT Team for support with doing this.

Employees without a work email address (Exam Invigilators etc.)


1. On the iTrent Login screen, click the 'Forgotten Password' link.




iTrent
Login

* Email address (required)

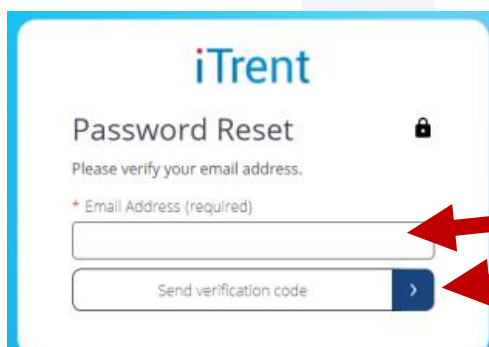
* Password (required)

Forgotten password? 

Login 

Don't have an account? [Register](#)


2. Enter the email address that your account is registered with and click the 'Send verification code' button.



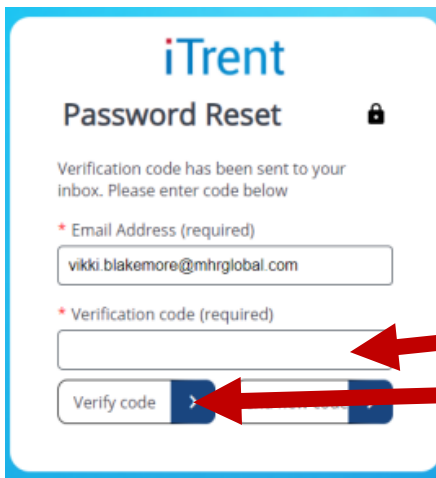
iTrent
Password Reset

Please verify your email address.

* Email Address (required)

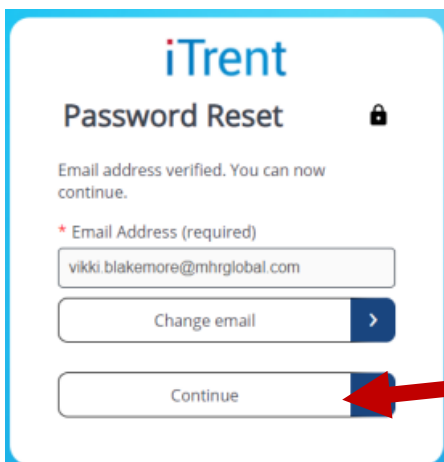
Send verification code 

- An email will be sent to you containing a 6-digit verification code. Enter the code into the 'Verification code' box and click the 'Verify code' button.



The screenshot shows the iTrent Password Reset verification screen. At the top, it says "iTrent Password Reset" with a lock icon. Below that, it states "Verification code has been sent to your inbox. Please enter code below". There are two input fields: "Email Address (required)" with the value "vikki.blakemore@mhrglobal.com" and "Verification code (required)" which is empty. Below the verification code field is a "Verify code" button with a right-pointing arrow. Two red arrows point to the verification code input field and the "Verify code" button.

- Click the 'Continue' button.



The screenshot shows the iTrent Password Reset confirmation screen. At the top, it says "iTrent Password Reset" with a lock icon. Below that, it states "Email address verified. You can now continue.". There are two input fields: "Email Address (required)" with the value "vikki.blakemore@mhrglobal.com" and "Change email" button with a right-pointing arrow. Below the "Change email" button is a "Continue" button with a right-pointing arrow. A red arrow points to the "Continue" button.

- Enter a new password into the 'New Password' and 'Confirm New Password' boxes. **Note:** Passwords must be at least 12 characters long and include a mixture of uppercase and lowercase characters, a number and a special character.



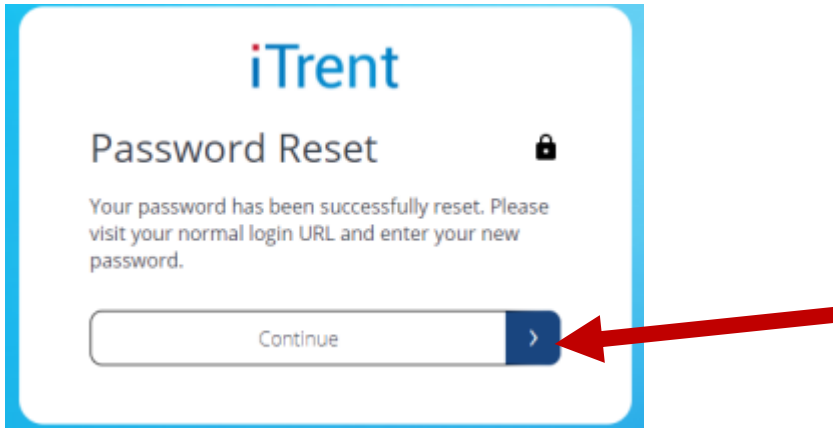
The screenshot shows the iTrent New Password screen. At the top, it says "iTrent New Password" with a lock icon. Below that, there are two input fields: "New Password (required)" and "Confirm New Password (required)". Both fields contain six asterisks. Two red arrows point to the "New Password" and "Confirm New Password" input fields.



6. Click the 'Continue' button.



7. Your password has been reset. Click the 'Continue' button to return to the login page.



Payslip Passwords

Please view the dedicated 'Viewing and editing your Payslip Email Address' guidance sheet for instructions on how to change your payslip email address and password.

