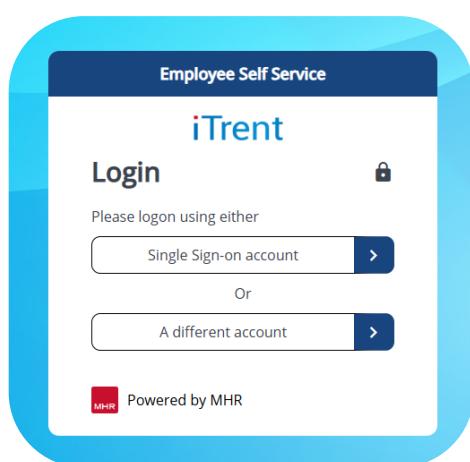


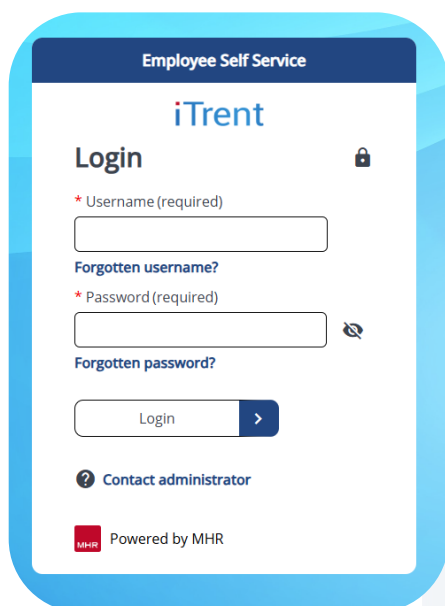
If you are using a personal email address due to not having a work email, you may have previously logged into Employee Self Service (ESS) via Single Sign-on. Unfortunately, from October 2026 this is only available to those with a work email address so you will now need to log in via the link below and follow these instructions. You will need to use a Multi Factor Authenticator app. We can only apologise for any inconvenience caused. If you are having trouble logging in after following these instructions, please email payroll@hispmat.org for support.

1. Browse to hispmat.org/itrent in your browser and click 'HISP MAT iTrent Employee Self Service Sign In'. Click [HERE](#) for the direct link to the ESS login page.
2. Click on 'A different account'

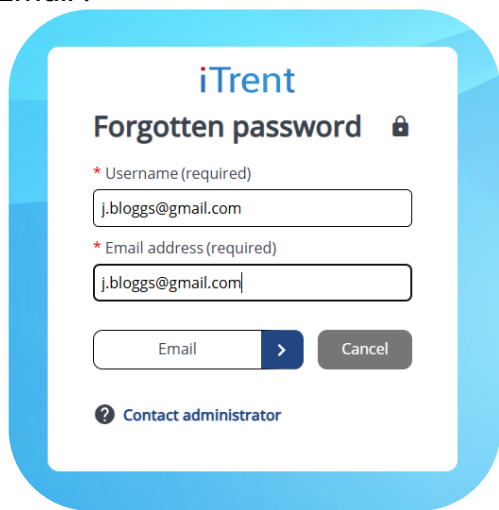


3.1

- i. If this is the **first time** you are logging in this way, or you don't remember your password, click on 'Forgotten password?'. Please make sure you have access to your email inbox on the same device you're trying to sign in on.



- ii. Username: enter your email address.
Email address: enter the same email address.
- iii. Click 'Email'.

A screenshot of the iTrent 'Forgotten password' form. The form is titled 'iTrent' in blue and 'Forgotten password' in black with a lock icon. It contains two input fields, both labeled with a red asterisk and '(required)'. The first field is labeled '* Username (required)' and contains the text 'j.bloggs@gmail.com'. The second field is labeled '* Email address (required)' and also contains 'j.bloggs@gmail.com'. Below the fields are two buttons: 'Email' with a blue arrow and 'Cancel'. At the bottom is a link with a question mark icon and the text 'Contact administrator'.

- iv. You should have received a link to reset your password. Go to your email inbox, click on the link and create your new password.
- v. You should then get a prompt for Multi Factor Authentication. You will need to use a Multi Factor Authenticator app and follow the steps as they appear on your screen. You can either scan the QR code with your phone (if you're signing in on another device) or copy the code into your MFA app.

NOTE: Our recommended MFA apps are Microsoft Authenticator or Google Authenticator. If you're an iPhone user, your phone also has a built-in function called 'Codes' within the native Passwords app. Please do not feel like you have to use a paid-for app. There are free options and we will never require you to pay for an app.

3.2

- i. If you know your password / have already reset your password, please continue to log in via the link in Step 1, and click 'A different account'.
- ii. Enter your normal email address in the 'username' field and your password in the 'password' field.
- iii. Complete Multi Factor Authentication with the app you set up when you first logged in.
- iv. You are now signed into your iTrent ESS portal.