

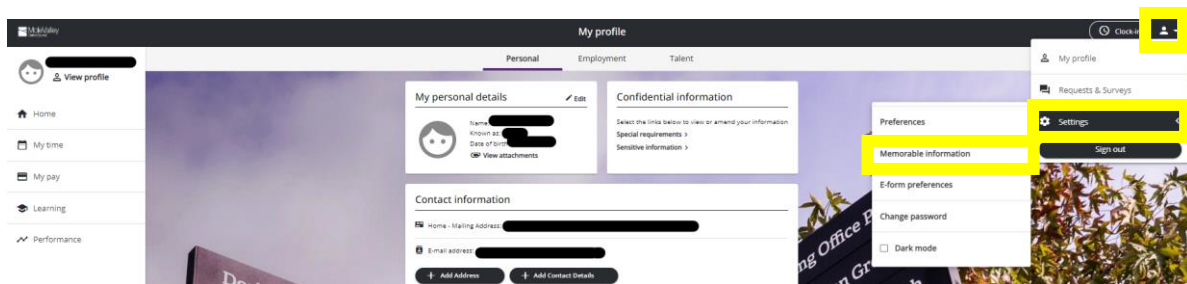
Changing your Memorable Information and Password

Ensure that you complete the memorable word / information ASAP. If you ever forget your password for iTrent, to enable you reset it, you wont be able to access this, if you forget your password.

Select the **person** icon in the top right of the screen:



Then select **Settings** and then **Memorable Information**:



Memorable information details

Close X

Memorable information has to contain between 6 and 25 characters, it cannot contain spaces nor be the same as your prompt, password or user name. The memorable password can only use the characters A-Z, a-z, 0-9, or !\` \$ % ^ & * () - _ + [] { } ? , . ; @ # - / | \ < > *

* Memorable information prompt (required)

* Memorable information (required)

* Confirm memorable information (required)

Save

Cancel

Complete the required details on the screen

Once complete select Save:



To reset your password, on the login screen, select **Forgotten Password**. This will link to the memorable information, completed above and will allow you to change your password.

The screenshot shows the 'Employee Self Service' header in a dark blue bar. Below it is the 'iTrent' logo. The main heading is 'Login' with a lock icon. There are two input fields: one for 'Username (required)' which is partially obscured by a black redaction box, and one for 'Password (required)' which is filled with dots. Below the password field is a link for 'Forgotten password?'. At the bottom, there is a 'Login' button with a right-pointing arrow and a link for 'Contact administrator' with a question mark icon.

Enter you username, select **Next**. Then you will be asked to complete **memorable information**.

This screenshot shows the 'Forgotten password' screen. It features the 'iTrent' logo and a lock icon. The heading is 'Forgotten password'. There is one input field for 'Username (required)' which is partially obscured by a black redaction box. Below the field are two buttons: 'Next' with a right-pointing arrow and 'Cancel'.

This screenshot shows the second step of the 'Forgotten password' process. It features the 'iTrent' logo and a lock icon. The heading is 'Forgotten password'. There is one input field for 'Username (required)' containing the text 'whittakerl'. Below it is a 'Prompt' field containing the text 'Mum Maiden Name'. There is one input field for 'Memorable information (required)' which is filled with dots and has a small icon to its right. At the bottom, there are two buttons: 'Next' with a right-pointing arrow and 'Cancel'.

Once confirmed, you will be asked to change your password, then you will be able to access the system as normal. *Please remember the new password.*



Forgotten password

* Username (required)

Prompt

* Memorable information (required)

* New password (required)

* Confirm password (required)