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iTrent Employee Self Service Troubleshooting User Guide

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1. Overview

This guide is designed to assist you with account troubleshooting.

**Original Login Details**

Your login details would have been sent to you by the iTrent System Administrator, normally from the email address **iTrent01@cantium.solutions**

The link to access the site is as follows: <https://ce0045li.webitrent.com/ce0045li_ess/ess/dist/#/login>

We would recommend saving this to your internet favorites as any amendments to this link or accessing a link that has been found on an internet search engine will not accept your login credentials, even though it may have a similar homepage appearance.

Below you will find the login screen where you will need to enter your login credentials.

Graphical user interface, application

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1. Forgotten password email link

If you forget or want to change your password, you will need to click on the ‘forgotten password’ link.

Graphical user interface, application

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**You will be asked for your username and email address. Your email address MUST MATCH the email address that we hold for you on the system.**

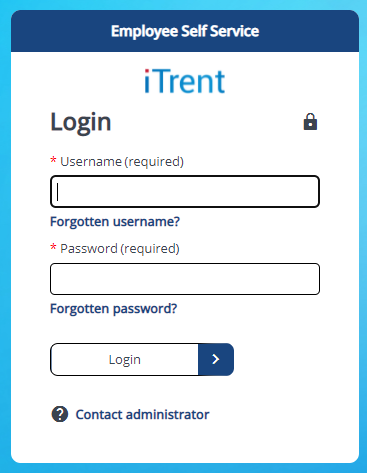
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Once the details have been entered press email and a confirmation notification will appear and you will receive an email within 15 minutes.

1. Forgotten Username

If you forget your username, you will need to click the ‘Forgotten username?’ link



**You will be asked for your forename, surname, date of birth and email address. Your email address MUST MATCH the email address that we hold for you on the system.**

Graphical user interface

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Once the details have been entered, you will receive an email within 15 minutes with your username.