USER GUIDE

Using Multi-Factor Authentication to Log in to iTrent

This guide offers step-by-step instructions for the first-time setup and use of Multi-Factor Authentication (MFA) to securely access iTrent, starting from Friday 6th June 2025.

DELT LTD
SHARED SERVICES

iTrent

⚠️ Important Note: No iTrent App is Available

There is **no app** you need to download for iTrent.

You might see an iTrent app in your app store, but **please don't download it** – it is old and **doesn't work** anymore.
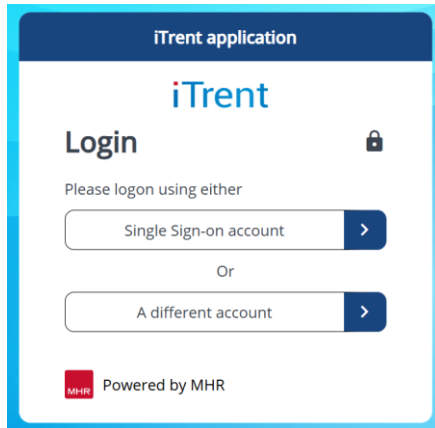
To use iTrent, just open your **internet browser** (like Chrome or Safari) and go to the website using the link we emailed to you.

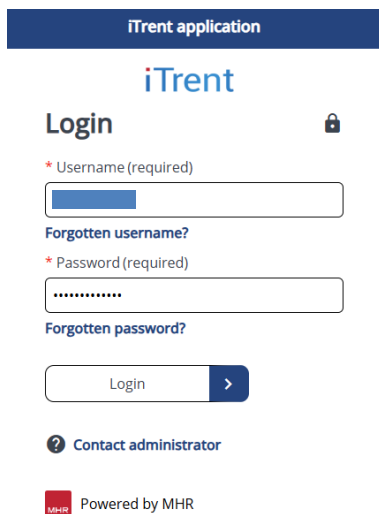iTrent is designed to work well on your phone, so you can still use it easily without an app.
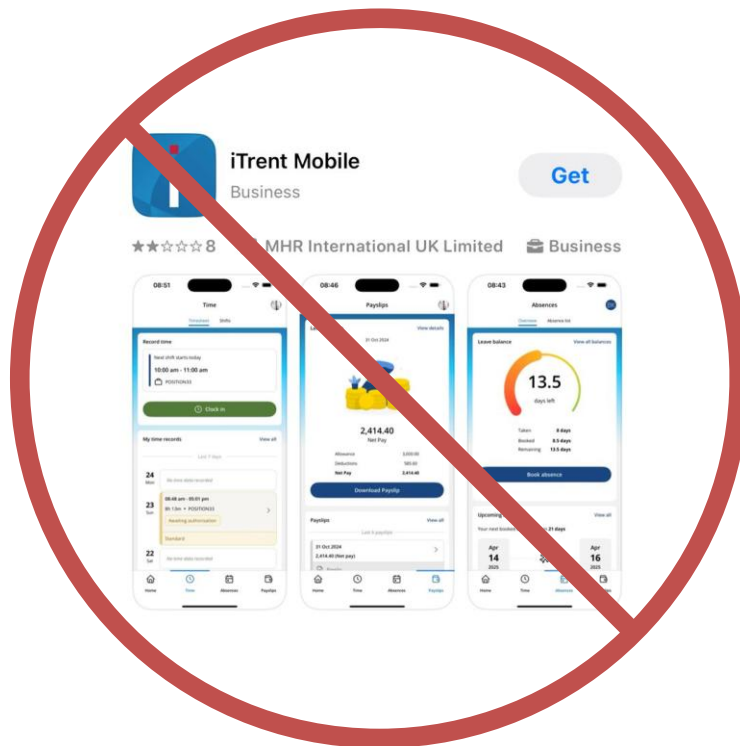
This is what the old iTrent app looks like in the app store.
Please **DO NOT** download this app.

1. Click on the supplied link to iTrent (you will receive this along with your individual login details by 6 June 2025). From the login screen, click on **"A Different Account".**
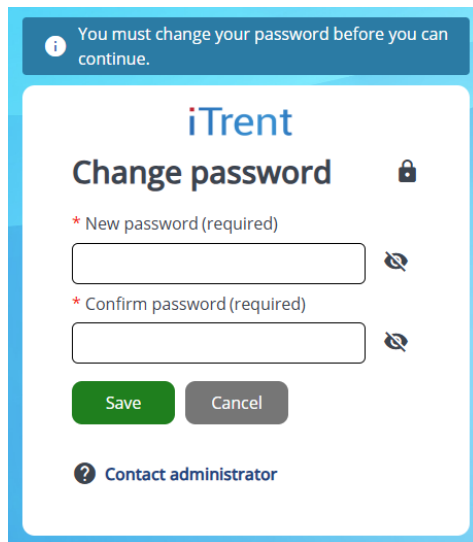

2. Click in the **Username** box and enter your 8-digit Payroll Number.
3. Click in the **Password box** and enter the temporary password supplied with your login information (you will receive this by 6 June 2025).
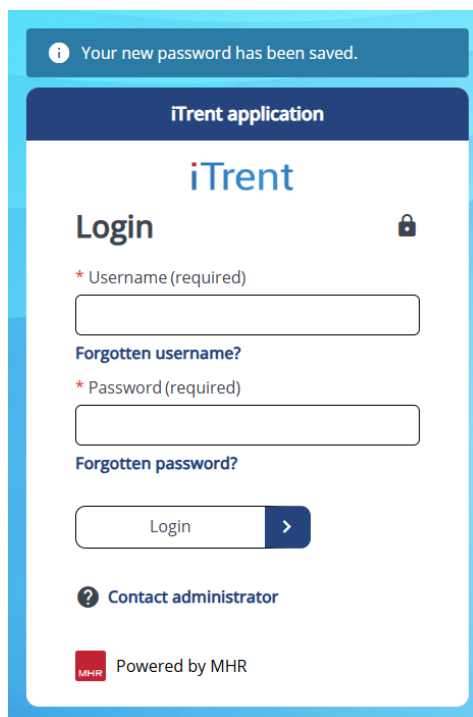4. Click **"Login"**.

5. Create a new password (passwords should be at least **14** characters long and must be a **mix of Upper and Lower Alpha Numeric characters**, and one special character) and click **"Save".**
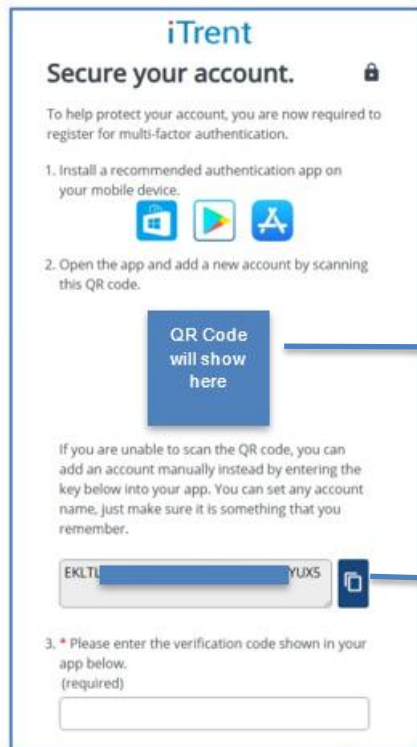
6. Login to iTrent using your new password

7. You will be presented with the following screen asking you to link your iTrent account with an authenticator app, **either by scanning the QR code OR by entering the code they present**, and then entering the verification code from the app.

This is the QR code. **Use this if you are accessing iTrent from your <u>laptop or a computer</u>.** You can scan this easily with your phone.

This is the key code**. Use this if you are accessing iTrent from your <u>mobile phone</u>.** You won't be able to scan the QR code easily!

8. First, secure your account by installing the Microsoft Authentication app on your mobile.

    Please only use Microsoft Authenticator and only download this from an app store. This is the most secure app to use, but please be mindful that there are copycat apps that look very similar.
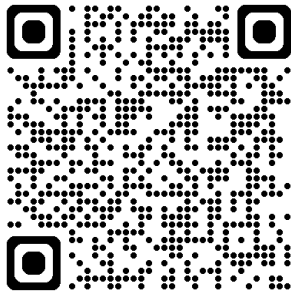

Scan the following QR codes to download the official Microsoft Authenticator app from Apple and Android app stores safely:

Apple app store: Scan the following QR code if you use an iPhone.

Android app store: Scan the following QR code if you use an Android phone.

9. Once you have installed an authenticator app, open it and add a new account by **scanning the QR code OR entering the key code** you were presented with by iTrent. This will link your iTrent account to the authenticator app.

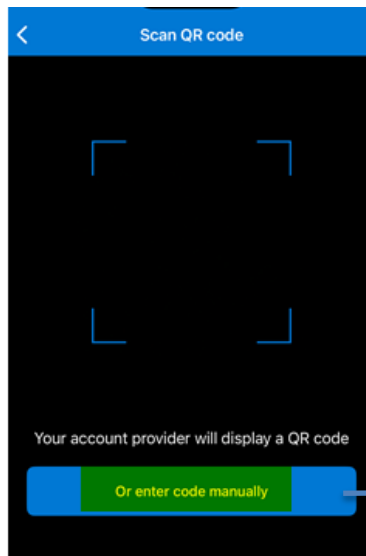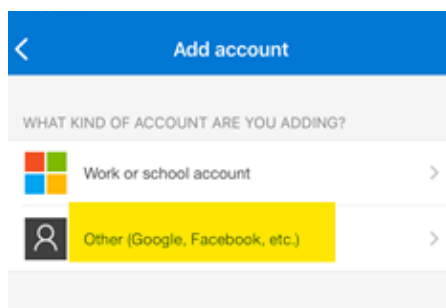**Click on this button if you are accessing iTrent from your mobile phone.** You won't be able to scan the QR code. You will instead enter the key code which was mentioned in step 7 of this guide.
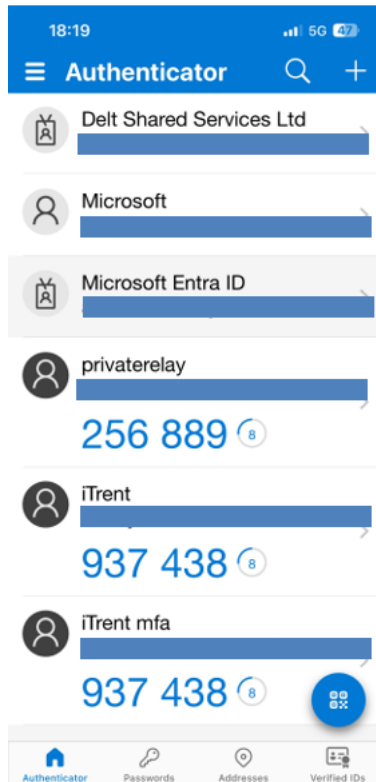
10. It will ask you what kind of account you are adding, select **"Other (Google, Facebook, etc)".**


11. It will ask you to set an Account name and secret key, these can be anything you like just make sure it is something you remember.
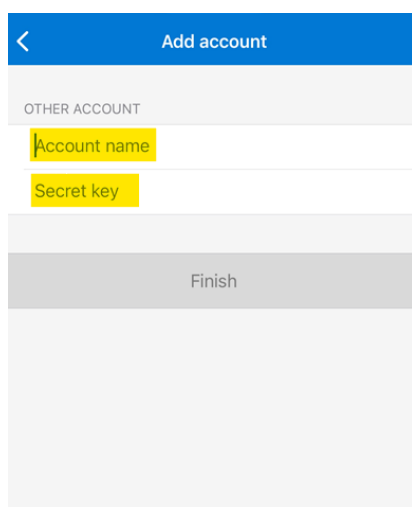
12. Your iTrent should now be linked to your Authenticator app.

13. You will see a 6-digit verification code for iTrent that changes every 30 seconds. Enter the current code shown in the app into the field provided on the iTrent setup screen. No spaces are needed.
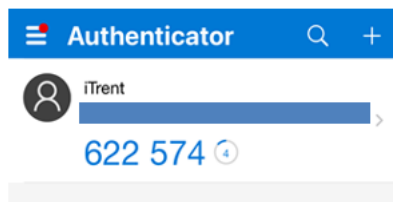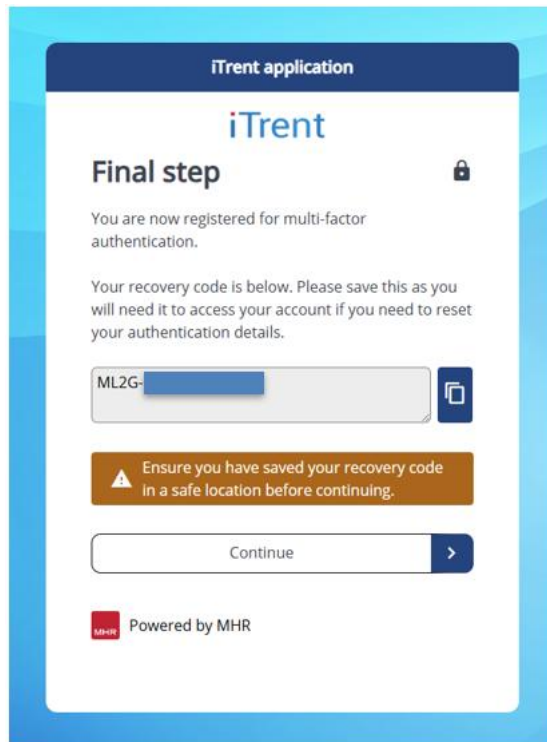

3. * Please enter the verification code shown in your app below.
(required)

622574

Continue >

? What is multi-factor authentication?

MHR Powered by MHR

14. Final Step: iTrent will display a **recovery code**. This is important - store it somewhere safe and secure. You'll need it if you ever lose access to your device or need to re-register your authenticator app

From this point on, each time you log in to iTrent, you will be asked to enter a verification code from your authenticator app. This is the same process as the one you just completed, ensuring your account remains protected.