iTrent

Memorable Password for iTrent – April 2025 Guide

This document provides a guide for users who sign into iTrent with their username (employee reference number) and password. From 01/04/2025, these users will be required to set up a memorable password.

The first time you log in after 1st April 2025, you will be forced to reset your existing password and create your memorable password.

You will see the following screen when you are forced to reset your password.

The top two lines relate to your password you use alongside your username to login.

This password must be 8 characters long. e.g. Santa123

The bottom two lines relate to your memorable password. This is the password you will use when you are asked for digits from your memorable password.
The memorable password must be 8 characters long. e.g. Claus456
Once you have entered this information, click save.

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Once you have set up your memorable password. You will be provided with a recovery code should you ever need to reset your memorable password. You should take a note of this code and save it in a secure place.

You can copy the code by clicking on the copy icon (highlighted below) and pasting it somewhere on your device.

Please note your recovery code is unique to you.

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Final step 🔒

You have now created your memorable password.

Your recovery code is below. Please save this as you will need it to access your account if you need to reset your memorable password.

LDGJ-HKW3-I4RB-WXYJ

⚠ Ensure you have saved your recovery code in a safe location before continuing.

Continue >

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Guidance for logging in once you have set up your memorable password.

Each time you log into your mySelf/iTrent account, you will log in with your username (employee number) and password. This is the password you set up on the top two lines during the forced reset. In our example this was Santal23. You will click Login.

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Login 🔒

* Username (required)

| 1234567 |

Forgotten username?

* Password (required)

| •••••••••• |

Forgotten password?

| Login | > |

❓ Contact administrator

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You will be prompted to select three characters from your memorable password. In dropdowns you will be presented with the necessary characters to chose from, numbers, lower case letters (a-z), upper case letters (A-Z) and symbols. This was the password you set up on the the bottom two lines during the forced reset. In our example this was Claus456

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Memorable password 🔒

Please choose the characters, indicated below, from your memorable password.

* 4 (required)

| Please choose ▾ |

* 5 (required)

| Please choose ▾ |

* 6 (required)

| Please choose ▾ |

Forgotten memorable password

| Login | > | Cancel |

❓ Contact administrator

Memorable Password Character Example

4 = u
5 = s
6 = 4

If you have the same character more than once in your memorable password in different cases e.g. Uppercase A and Lowercase a . Please ensure you select the correct one for the drop down list.

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Further examples are provided below of the characters in a memorable password

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Memorable password 🔒

Please choose the characters, indicated below, from your memorable password.

* 4 (required)

Please choose ▾

* 5 (required)

Please choose ▾

* 6 (required)

Please choose ▾

Forgotten memorable password

Login > | Cancel

❓ Contact administrator

Memorable Password Character Example

Memorable Password: Babyjane2

1= B
3=b
5=j

IMemorable Password: Footballfan9

1=F
9=f
3=o

If you need any support, please contact the People Helpdesk using the following form on myNL Portal mySelf Query

If you work within in Education & Families (schools or HQ based staff) please email myselfassist@northlan.gov.uk