iTrent: Important changes to the way you log in from 1 April 2025

28 Mar 2025

To protect your personal data, new industry-standard security features will be introduced in iTrent, starting on 1 April 2025 when the memorable password becomes mandatory for iTrent users.

The first time you log in on or after 1 April 2025, you will be prompted to set up your memorable password before you can continue. This will then be required on all future logins.

Setting your memorable password

Your memorable password cannot contain spaces and must not include your main iTrent password.

It should:

- be at least 8 characters long
- is case sensitive
- must only contain the characters A-Z, a-z, 0-9, or ! " $ % ^ & * ( ) - _ + [ ] { } ? , . ; @ # ~ / | \ < >

Your **username** will still be your seven-digit employee number (starting with 00) and your main password has not changed.

Recovery code

For future logins, after entering your password, you will be asked to enter random characters from your memorable password.

Once you have created your memorable password you will be provided with a recovery code.
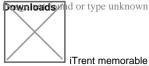
A 'copy' icon is provided to enable quick copying of this code and you should save it in a secure place. This code will be required if you want to reset your memorable password.

The recovery code:

- is case sensitive
- can be input with or without the dashes
- a maximum of 10 failed attempts is allowed per recovery code before it becomes invalid. If this happens you will need to contact the iTrent support team for a reset.

Further information

See download.

Downloads Image not found or type unknown

 iTrent memorable password 1 April 2025.pdf (pdf)

Related content
iTrent
Was this page useful?

- Yes
- Neutral
- No

Contacts

iTrent HRSSC
itrentsupportteam@ealing.gov.uk
020 8825 9000
Last updated: 31 Mar 2025