

iTrent



Employee Self Service



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What is iTrent?

iTrent is the Council's new integrated HR and Payroll system which is replacing the current system, Vision from January 2022. It will provide a new modern look and feel with enhanced functionality for both managers (Manager Self Service) and employees (Employee Self Service).

This guide will show you how to access and navigate Employee Self Service and how to access and update information.

Video guides and other resources will be available shortly.

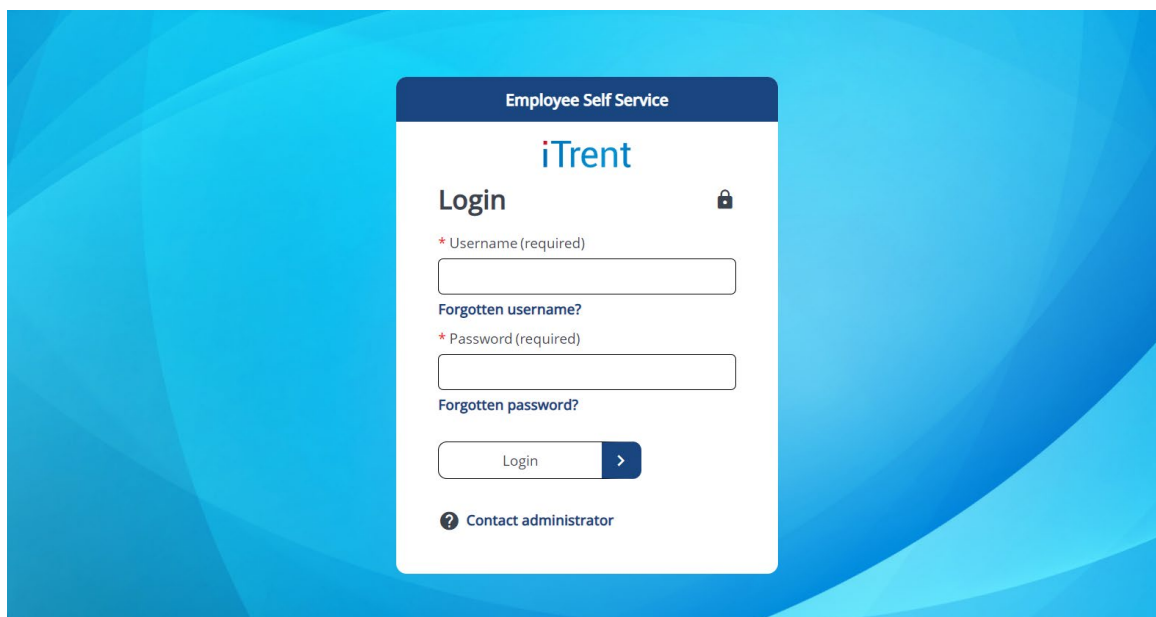
How to Access iTrent – Employee Self Service (ESS)

ESS can be accessed on a Council device (PC, laptop or tablet) or on any personal device (PC, laptop, tablet or mobile phone) that has internet access.

Accessing ESS from a Council Device

A shortcut to ESS has been remotely installed on your PC or laptop and can be accessed via a shortcut on your desktop or from the list of installed apps you can access by clicking the Windows start button at the bottom left of your desktop.

If iTrent has not been installed on your PC or laptop then click this [ESS Homepage Link](#) which will take you to the ESS login page. ESS can only be accessed using Microsoft Edge so if clicking the link opens in Internet Explorer, right click the link, select 'copy hyperlink', open Microsoft Edge and in the address bar right click and select 'Paste and Go'. The link will open the ESS login page:



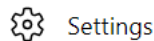
The screenshot shows the iTrent Employee Self Service (ESS) login interface. The page features a blue header with the text "Employee Self Service" and the iTrent logo. Below the logo, the word "Login" is displayed next to a lock icon. The login form includes two input fields: "Username (required)" and "Password (required)". Below each field is a link for "Forgotten username?" and "Forgotten password?". At the bottom of the form is a "Login" button with a right-pointing arrow. Below the button is a link for "Contact administrator" with a question mark icon.

Browser Settings and Maintenance

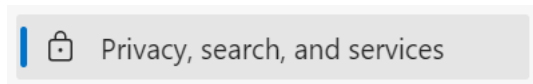
It is recommended that users clear the cache of the Microsoft Edge browser on a regular basis. This can be done via the browser settings menu:



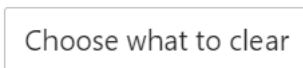
Open the Microsoft Edge menu by clicking the 3 dots in the top right-hand corner of the browser



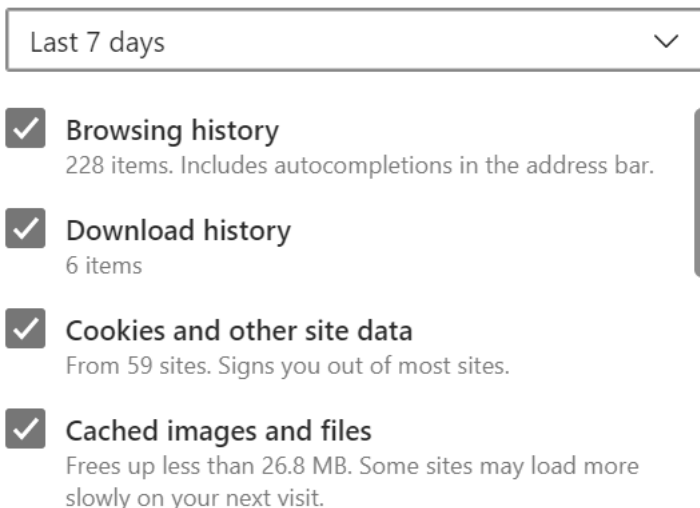
Click 'settings' in the menu (you may need to scroll to the bottom of the menu to see it)



Click 'Privacy, search and settings' in the left hand menu.



Scroll down the page and click 'choose what to clear' under Clear Browsing Data/Clear browsing data now



Ensure the 'Cookies and other site data', and 'Cached images and files' are checked and click 'Clear now'.

Uncheck the 'Browsing history' and 'Download history' items if you want to retain that information.

Accessing ESS from a Personal Device

You can access ESS on a personal device by typing <https://ess.rctcbc.gov.uk> into your device's internet browser or if you have a mobile phone or tablet by scanning this QR code:



If you are using an iPhone or iPad you can use your device's camera to view the code.

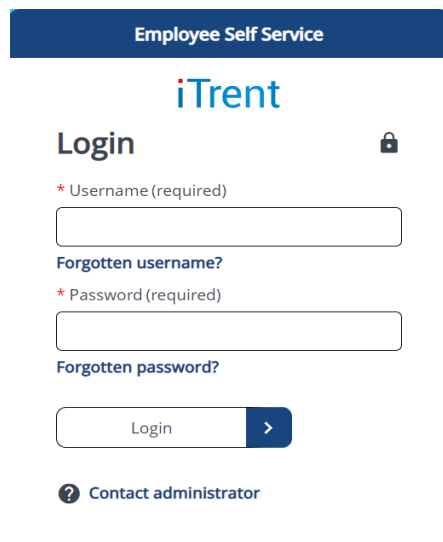
On Android devices if you can't use your camera app to view the code you can use the Google Lens app or download a QR code app from the Play Store.

After scanning the code on your device, you should be able to access ESS via your device's internet browser.

How to Login to ESS

Network Users

Network users can login to ESS using your network username and password.

The screenshot shows the login interface for iTrent Employee Self Service. At the top is a dark blue header with the text "Employee Self Service". Below this is the "iTrent" logo. The main heading is "Login" with a lock icon to its right. There are two input fields: the first is for the username, labeled "* Username (required)", and the second is for the password, labeled "* Password (required)". Below each field is a link for "Forgotten username?" and "Forgotten password?" respectively. At the bottom of the form is a "Login" button with a right-pointing arrow. Below the button is a link for "Contact administrator" with a question mark icon.

Login using your network username and password.



Other Users

If you currently receive your payslip via email your username is the email address to which you receive your payslip.

If you don't receive your payslip via email you will be contacted by the Council and asked to supply a personal email address for this purpose. You won't be able to login to ESS until this has been actioned.

Your first-time password will be RCT followed by your National Insurance number (no spaces between RCT and your National Insurance number and in capital letters e.g. RCTAB112233D). Your National Insurance number can be found on your P60 tax statement.

When you first login, you'll be asked to change your password.

Employee Self Service

iTrent

Login

* Username (required)

Forgotten username?

* Password (required)

Forgotten password?

Login >

? Contact administrator

Login using the details as described above.

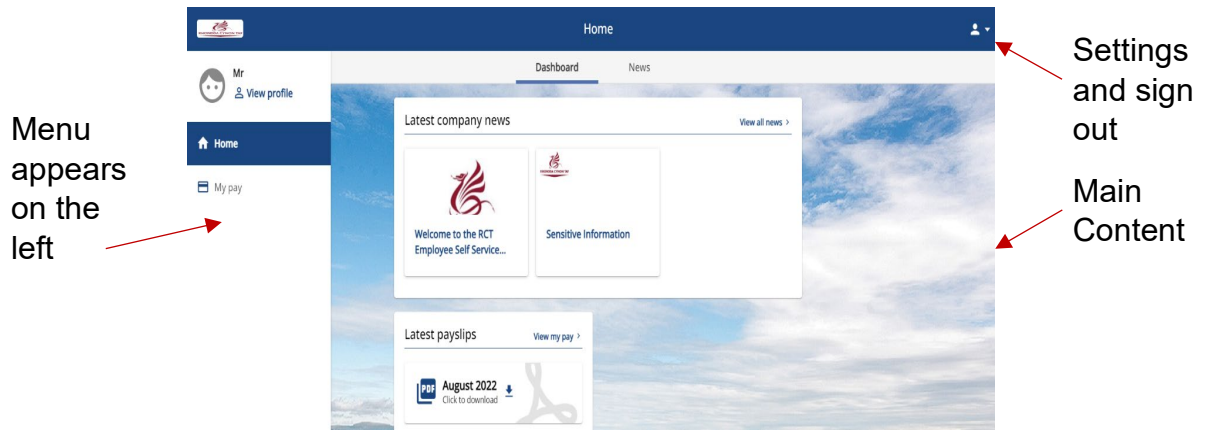
The Employee Self Service Dashboard

The ESS dashboard contains several links and icons that, when clicked allow you to view and update information. This includes:

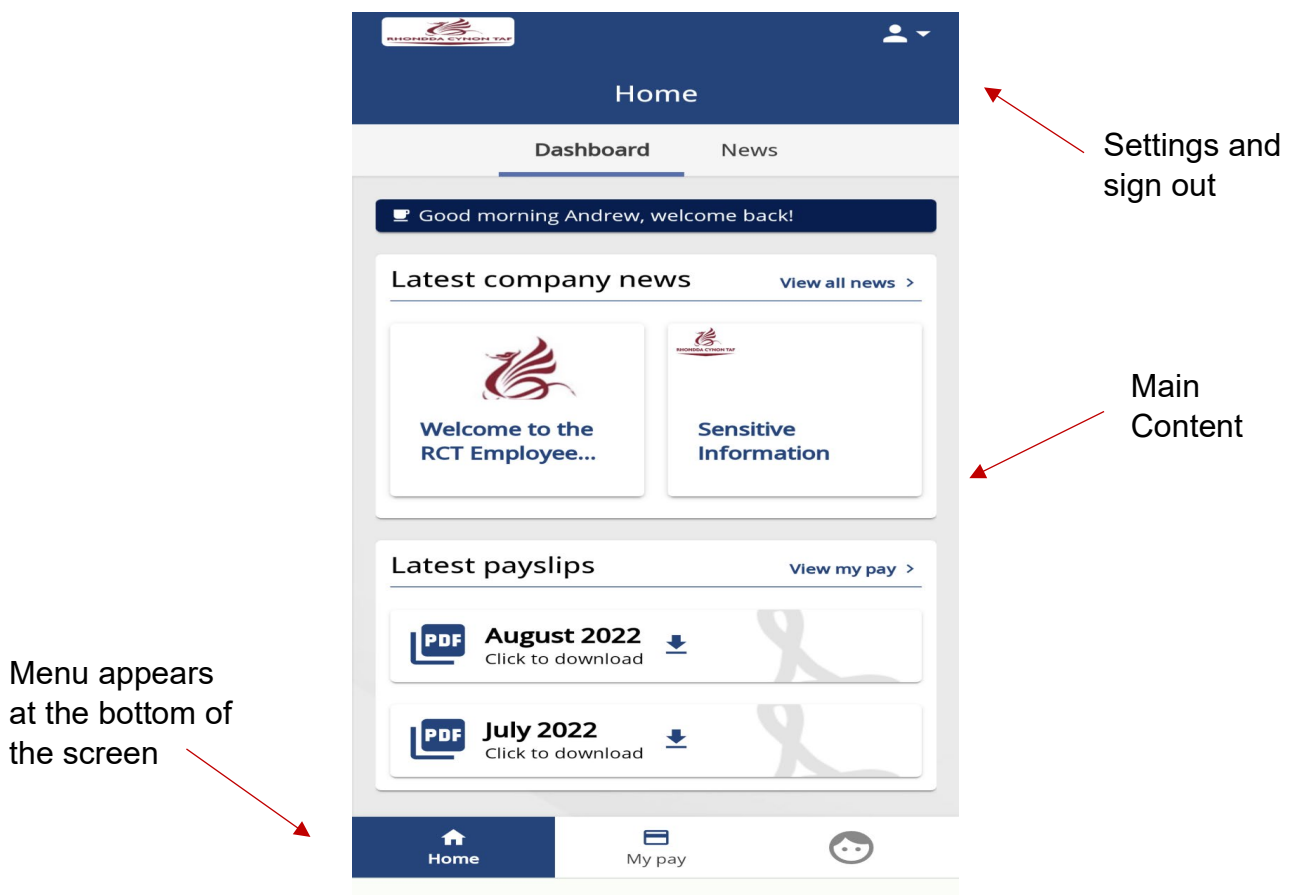
- Viewing Council updates (Company News)
- Viewing and downloading your payslips
- Viewing personal information (name, NI number, bank details etc)
- Viewing and amending contact details (address, telephone numbers, email, emergency contacts) and sensitive data (gender, nationality, preferred language etc)

The dashboard displays the same content whether you are on a PC/laptop or mobile phone or tablet.

On the desktop (PC/laptop) view, the main menu appears on the left of the screen. The main content appears in the centre and the option to view your profile, settings and to sign out appears at the top right:



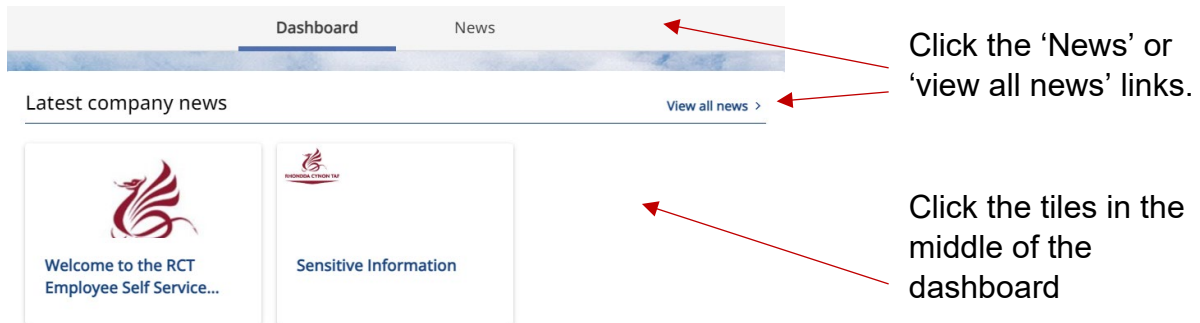
On the mobile view, the main menu appears on the bottom of the screen. The main content appears in the centre and the option to view your profile, settings and to sign out appears at the top right:



The examples in the next section will use the desktop view but will also apply to the mobile view.

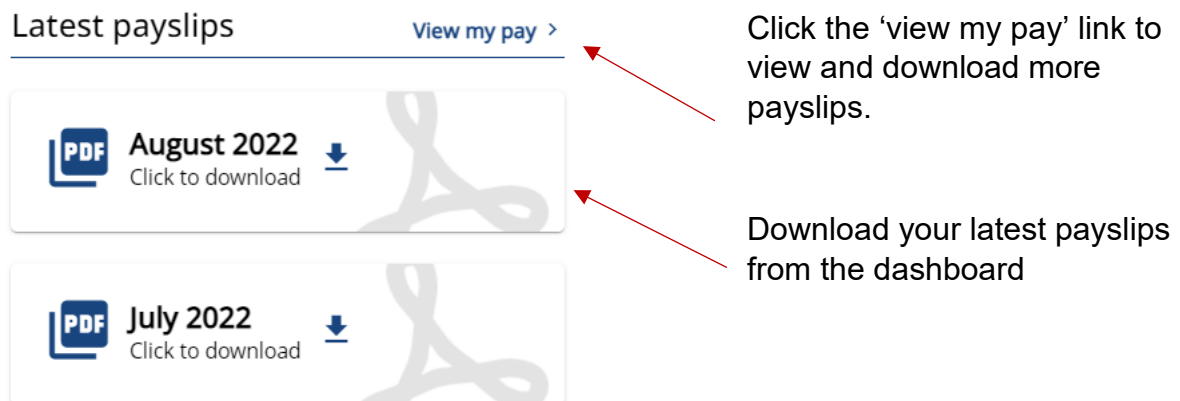
Viewing Company News

You can view the latest Council updates by clicking the tiles in the middle of the dashboard. To view all news items, click the 'News' or 'View all news' links:



Viewing and Downloading your Payslips

You can view and download your latest payslips from the links in the tile in the middle of the dashboard. The payslip(s) will download and save to your device as a PDF. To view and download more payslips click the 'view my pay' link (also available in the main menu):





Clicking the 'view my pay' link (or the 'My Pay' in the main menu) will allow you to view and download all your payslips that are available in iTrent (from November 2021). Clicking on the date link will let you view the payslip on screen, or you can use the download links to download individual payslips or all available payslips. You can use the date fields to search for payslips for a particular period.

There is also a link to view your current bank details at the top left of this view:

i Searching with neither Start date nor End date will return all payslips.

Start date (dd/mm/yyyy)  End date (dd/mm/yyyy) 

Search **Download all**

Pay date	Net pay	Download
15 Aug 2022		
15 Jul 2022		

Use the search option to search for particular payslips

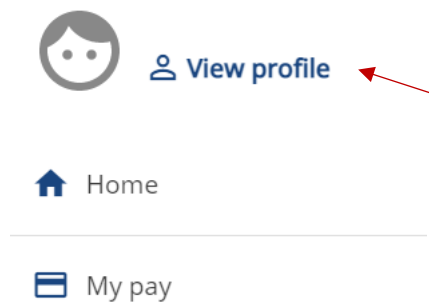
Click 'download all' to download all available payslips.

Click the download links to download individual payslips

Click this link to view your bank details.

Viewing Personal Information

You can view personal information, including your national insurance number and bank details in ESS. To do so, click the 'view profile' link in the menu:



Click the 'view profile' link to view your personal information.

You can access this information via the two tiles that appear on the 'My Profile' screen, titled 'My personal details' and 'Confidential information':

My personal details

[Edit](#)



Name: Mr Andrew M Downie

[View attachments](#)

Click the 'edit' link to view your name, title, marital status, date of birth and employment dates

Confidential information

Select the links below to view or amend your information

[Sensitive information >](#)

[Social security >](#)

Click the 'social security' link to view your NI number.

These fields in ESS are read only, so if you need to update these fields contact [Human Resources](#).

Viewing and Amending Sensitive information

You can use ESS to view and amend sensitive information such as nationality, gender, disability and language preference. To do so, click the 'Sensitive information' link on the Confidential information tile:

Confidential information

Select the links below to view or amend your information

[Sensitive information >](#)

[Social security >](#)

Click the 'Sensitive information' link.

Some of the fields will have set values via a drop-down menu (religion, ethnicity etc) and other are free text (place of birth, disability description). This information is confidential and cannot be viewed by your line manager:

Religion

Ethnic origin

Place of birth

Fields have either a drop down menu or are free text

Save

Cancel

Click save when you have completed the page.

How the Council Uses Sensitive Information

Sensitive information is data that's about you – this could be your ethnicity, religion, gender identity or even your language preference. This data has always been collected and stored completely confidentially by the Council to help us understand the makeup of our workforce, and how we can better meet the needs of our staff. Because the Council has swapped HR systems, this data needs updating to confirm it's correct.

People can sometimes feel uneasy about sharing this personal data with a system as there are lots of misconceptions about the use of the data. **Please be assured that any sensitive data entered into ESS is stored completely confidentially – not even your manager has access to this data.** Where data is used for reporting purposes (e.g. staff makeup, annual report etc.) data is compiled anonymously, meaning that you can't be identified. Where responses are so low that people could potentially be identified, they aren't reported. This is to make sure that no one can be identified from their data.

Completing your personal information really helps us as an employer. By understanding who our staff are we can work to provide support where needed, and work to improve access to roles and services throughout the Council.

Completing this data is completely optional, and you won't be penalised for not filling in your data.

For more information, or if you have any queries, please contact the Diversity and Inclusion team on equality@rctcbc.gov.uk


Viewing and Updating Contact Information and Next of Kin


You can use ESS to view and amend your contact details (telephone numbers, email etc). To do so, click the relevant links or the 'add contact details' button on the Contact information tile:


Contact information

 Home - Mailing Address:

 Home Telephone:

 Personal Mobile:

 User e-mail address:

 Work e-mail address:


 Work Mobile:

[+ Add Contact Details](#)

Click the links or Add Contact Details to add or amend your details

If you are adding a new contact, you can choose the type of contact (e.g. personal mobile) from a drop down menu the add and save the details:

* Contact type (required)

Personal Mobile 

* Contact at (required)

[Save](#)

[Cancel](#)

[+ Add Contact Details](#)

Choose the item from the drop down, complete the details and click 'save'

You can add and update emergency contact details and next of kin by clicking the relevant links or the 'Add emergency contact' and/or the 'Add next of kin' buttons on the Friends and Family tile:

Friends and family

Type	Contact name	Relationship	Contact number	Primary contact
------	--------------	--------------	----------------	-----------------

Emergency contact

[+ Add Emergency Contact](#)

[+ Add Next of Kin](#)

Click the links or Add emergency contact and/or add next of kin to add or amend the details

You add a new contact/next of kin by completing an online form:

*Contact name (required)

Relationship to me

Contact at

Complete the form to add a new emergency contact/next of kin and click 'save'

Viewing your Bank Details

You can view your bank details by clicking the links on the Bank Details tile:

Bank details

Account name	Bank name	Sort code
	Lloyds Tsb	309001

Click the links to view your bank details.

Bank details in ESS are read only, so if you need to update these fields contact [Payroll](#).

Viewing Employment Details

You can view details of your current employment by clicking the 'Employment' link at the top of the my profile page. From here you can view details of your current employment such as job title, hours of work, line manager etc:

My employment

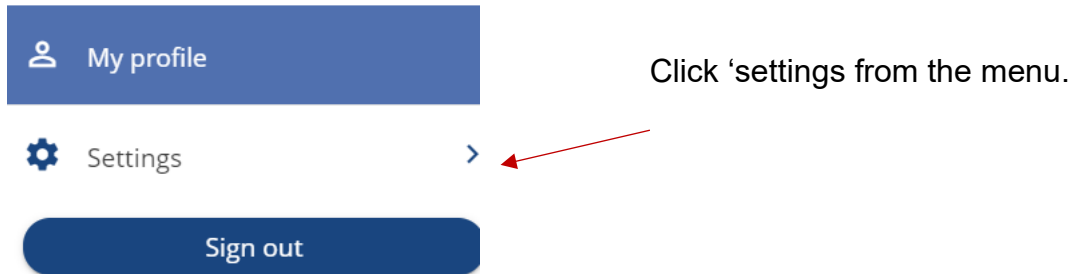
Period of employment	Position	Department

A link to view your employment details will appear here

These fields in ESS are read only, so if you need to update these fields contact [Human Resources](#).

Changing System Language

You can choose to use ESS in Welsh or English. English is set as default, so to change the language to Welsh click 'settings' from the menu that's available in the top right-hand side of the screen:



You can select Welsh from the drop down menu then click 'save':

Language

You will need to logout and login for the changes to be saved.

Useful Contacts

iTrent

For queries on the iTrent system including accessing and using Employee Self Service, please contact the iTrent admin team:

Email: itrentadmin@rctcbc.gov.uk

Telephone: 01443 680616, 01443 680760, 01443 680763

Payroll

For any Payroll queries please contact the relevant Payroll team:

Salaries:

Email: Salariespayrollteam@rctcbc.gov.uk

Telephone: 01443 680397

Education:

Email: EducationPayrollTeam@rctcbc.gov.uk

Telephone: 01443 680398

Control (expenses):

Email: payrollsection@rctcbc.gov.uk

Telephone: 01443 680399