

## Memorable Password

From 01<sup>st</sup> April 2025, you will see upon attempting initial login to either myHR or People Manager you will be presented with the login page below where you will now be asked to add a memorable password. Your memorable password cannot be the same as your main password for either myHR or People Manager and must contain alpha and numeric characters (at least 8) although no spaces. After creating your memorable password, add your existing password and save.

**Employee Self Service**

**iTrent**

### Create memorable password

Please create a memorable password. You will be asked to input characters from this for future logins.

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

\* New memorable password (required)

\* Confirm memorable password (required)

Before you continue, please confirm your main password below for verification.

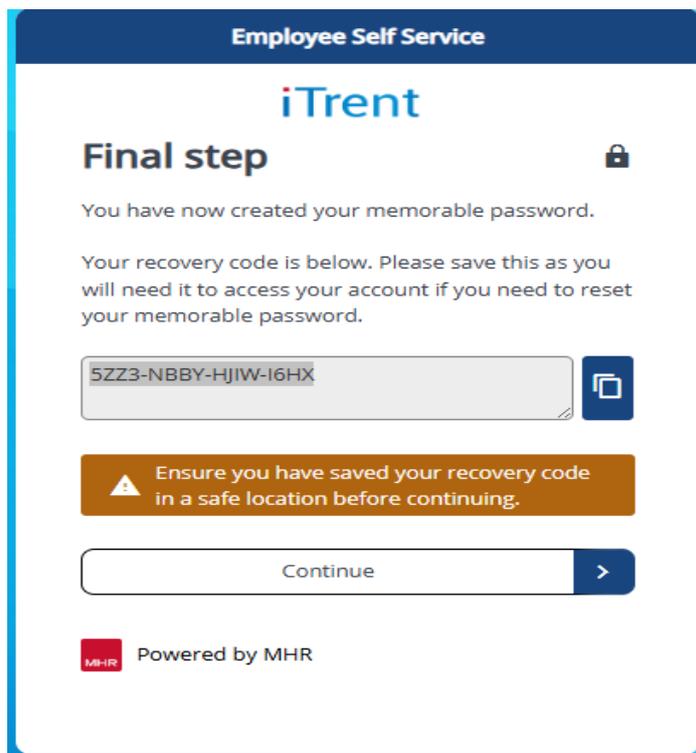
\* Password (required)

[Save](#) [Cancel](#)

 [Contact administrator](#)

Once you have added a memorable password you will be presented with the screen below which will provide a recovery code which must be retained to be used if you ever have to reset your memorable password. You will now be able to access either myHR or People Manager as normal by selecting continue.



Upon your next login to either myHR or People Manager you should use your normal username and password although will be presented with a further security stage where you will be asked to input 3 random characters from your memorable password.



## Memorable password

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

\* 1 (required)

\* 2 (required)

\* 4 (required)

**Forgotten memorable password**

 [Contact administrator](#)

### Forgotten Memorable Password

Select forgotten memorable password.

Add recovery code provided when you originally set your memorable password.

If you have forgotten or lost your recovery code, please email the myHR email inbox [myhr@westlothian.gov.uk](mailto:myhr@westlothian.gov.uk)