

# iTrent User Guide

## Employee Self Service

### General Navigation



## Introduction

Employee Self Service (ESS) is a module of the iTrent integrated HR and Payroll system that is managed by Newport City Council. ESS is a secure web based interface that enables employees to take ownership of their information and is accessible to every employee of the Council.

The benefits of Employee Self Service include:

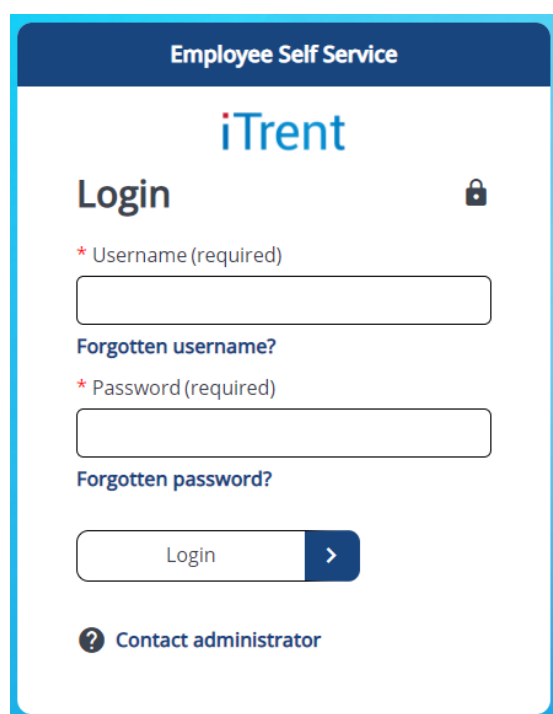
- View, amend and add your personal information
- View your current and historical employment information
- View and update your bank details
- View, save and print your current and historical payslips
- View and print your P60 (Annual Pay Summary)
- View your absence history
- View your learning history
- Book annual leave
- Purchase additional annual leave
- Submit expense claims and timesheets

### Please note:

There are more comprehensive user guides for specific aspects of ESS to be found in the [iTrent User Guidance Directory](#), which can also be found on the NCC Intranet (home page > My Employment > Online Access).

## Getting started

To log in to your Employee Self Service account you will need access to a computer or tablet with an internet connection. Open your internet browser and enter the following web address in your address bar: [www.newport.gov.uk/ess](http://www.newport.gov.uk/ess). Alternatively, if you have access to Newport City Council's internal network, you can access the login screen from the Intranet home page: My Employment > Online Access > iTrent - Employee Self Service (ESS) Login.



Your username is your 6 digit personal reference number (sometimes known as staff number).

Initially, your password will be set to a combination of your National Insurance (NI) Number, with the first letter in uppercase, followed by your full year of birth. Your NI number can be found on an old paper copy payslip (if applicable) or any documentation received from HMRC.

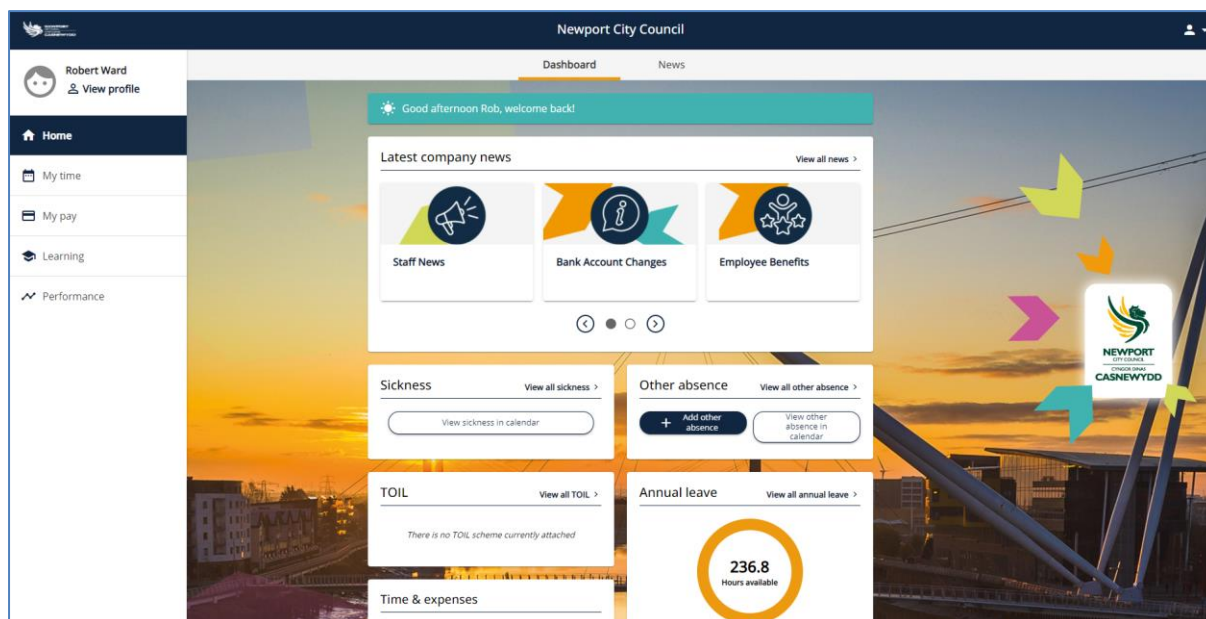
**Forgotten user name** – enter your email address and we will send you your user name.

**Forgotten password** – complete the details to send yourself a password reset link. Please note that this link needs to be used within 6 hours of requesting it, otherwise a new one will need to be requested.

**Contact administrator** – this will prompt you to send an email to the Trent Helpdesk:

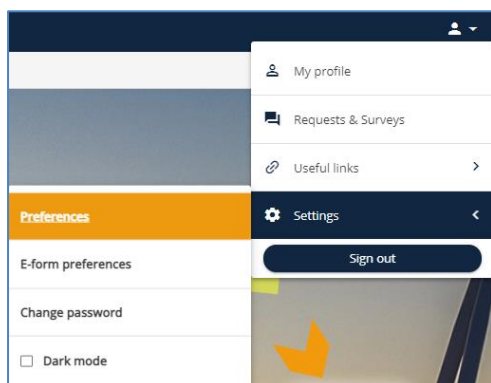
[trent.helpdesk@newport.gov.uk](mailto:trent.helpdesk@newport.gov.uk)

## Home Page



You have successfully logged into Employee Self Service. The cards on the home page take you directly to information already stored, and in some cases directly to the forms needed to send a request to your manager.

## Person Menu



**My profile** – view and update your personal information, such as addresses, contact info, emergency contacts, bank details and vehicle details.

**Requests & Surveys** – access forms related to your employment, which can be completed and submitted via your ESS account.

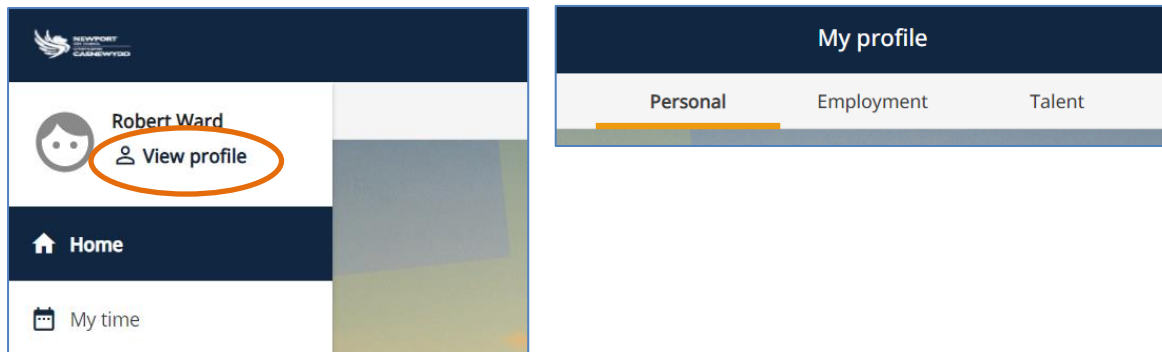
**Change password** – change password. All users should be required to do this upon logging in for the first time.

**E-form preferences** – allows you to sign up for emailed payslips and to set a password for them.

**Sign out** – this will disconnect you from the system, taking you back to the login screen.

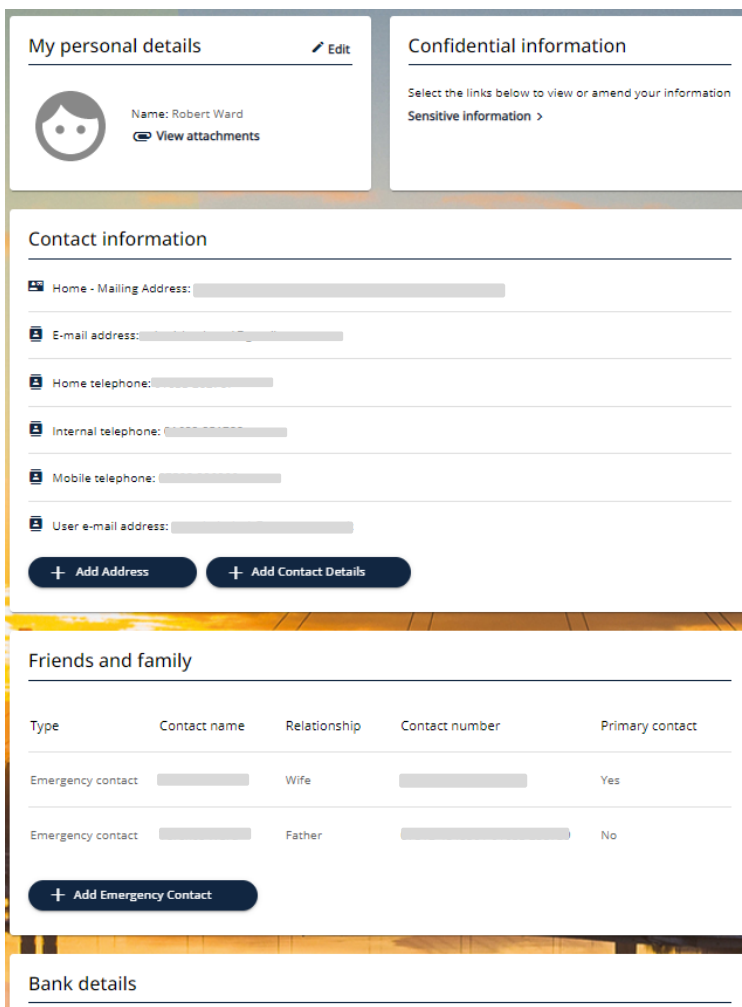
## Profile

Clicking on 'View Profile' will take you to **Personal**, **Employment** and **Talent** pages:



## Personal

This page will allow you to view and update your personal details, including your bank details.



**My Personal details** – includes your name and other basic information.

**Confidential information** – disability, ethnicity, marital status, etc.

**Contact information** – mailing address, personal email address, home phone number, mobile phone number.

**Friends and family** - Emergency contacts: who would be contacted 'just in case'?

**+ Add** buttons allow you enter additional information, for example:



**Edit** buttons allow you to update information already stored:



## Employment

This page includes information about your current and previous employment history, including reporting manager and working hours. Each row in the **My employment** section can be clicked to show more detail.

You can also submit your resignation from your current job details screen.

**Requests & Surveys** lists forms which are available to you to complete and submit, for example to request maternity leave, make a Flexible Working Application, or complete a Wellbeing Support Plan.

### My employment

Period of employment	Position	Department
03 Jan 2011 - present	Business Development Officer	Newport Intelligence Hub
01 Aug 2007 - 02 Jan 2011	HR Admin Officer	Administration Support
07 Feb 2005 - 31 Jul 2007	HR Admin Assistant	Administration Support

### Requests & Surveys

**All** **Current** **In Progress** **Completed**

Title	Due date	Position(s)	Status
New Starter Form (MHR)	12 Oct 2020	Business Development Officer	In progress
Composting Respiratory Screening	09 Jul 2021	Business Development Officer	In progress
Register of Employee Disclosures V6		Business Development Officer	New

## Talent

This page lists your **Qualifications** and **Skills & Expertise**. Each row is clickable to view more detail.

The screenshot shows two sections of the Talent page. The top section is titled 'Qualifications' and features a table with columns for Subject, Level, Grade, Status, and Attachments. Below the table are filter buttons for 'All', 'Current', and 'Rejected', and an '+ Add qualification' button. The bottom section is titled 'Skills & Expertise' and features a table with columns for Skill, Score, Skill expiry date, and Status. Below the table are filter buttons for 'All', 'Current', 'Rejected', and 'Expired', and an '+ Add skill or expertise' button.

Click here to add a qualification\* →

Click here to add a skill →

\*Completing the new **Qualification details** form:

As you type the subject of your qualification, the text will be auto-populated from a list. If the subject does not appear automatically, you will get the message 'No matches found'.

The screenshot shows a dropdown menu with the text 'Culinary' entered. Below the text, it says 'No results found'.

In this case, tick the 'Subject not in list' box, then re-type the subject into the field.

The screenshot shows a checkbox labeled 'Subject not in list'.

If you do not know the exact date on which you obtained the qualification, tick the 'Approx. date' box.

The screenshot shows a checkbox labeled 'Approx. date'.

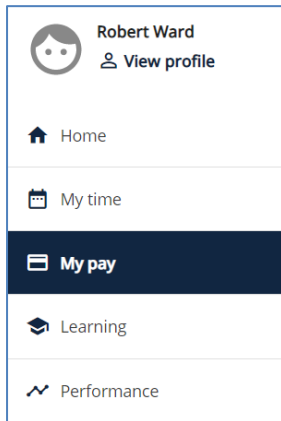
Click the 'Save' button once the form has been completed, or 'Cancel' to close the form without saving.

The screenshot shows the 'Qualification details' form. It includes fields for:
 

- \* Subject (required): A dropdown menu with 'Please choose' selected.
- Subject not in list
- \* Level (required): A dropdown menu with 'Please choose' selected.
- Achievement/grade: A dropdown menu with 'Please choose' selected.
- Place of learning: A text input field.
- Study expected end date (dd/mm/yyyy): A date picker.
- Date obtained (dd/mm/yyyy): A date picker.
- Approx. date
- Valid until (dd/mm/yyyy): A date picker.

 At the bottom, there are three buttons: 'Save', 'Cancel', and '+ Add qualification'.

## My Pay

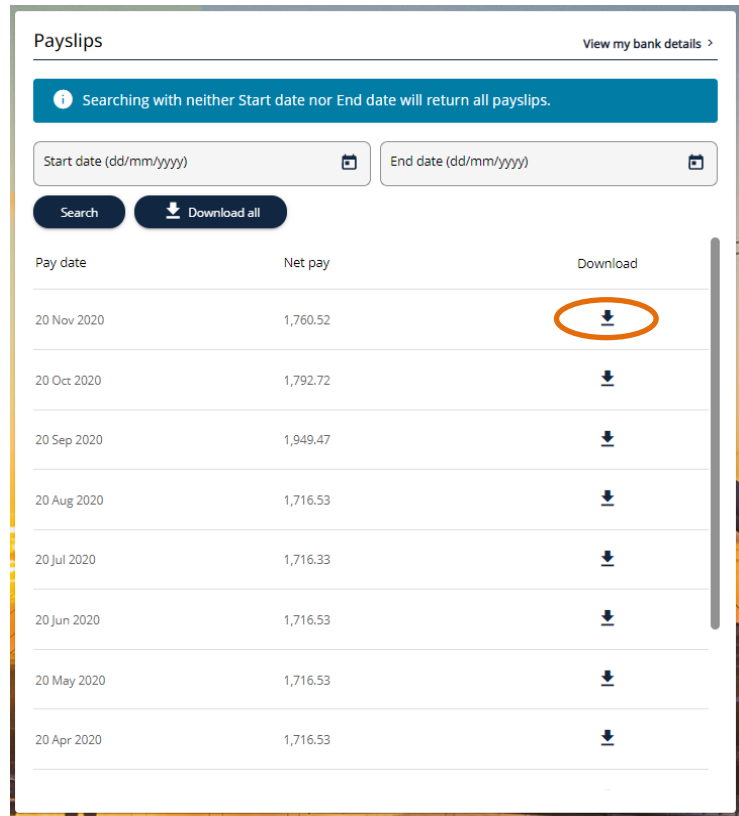


This section contains links to download your payslips and P60s.

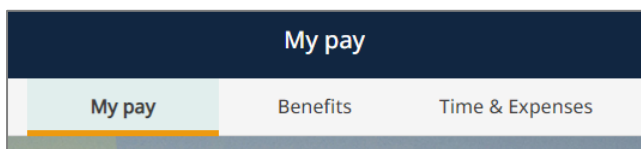
The list of payslips shows those from the last 12 months by default, but you can search on a specific period using the date period search at the top.

Clicking on the download button for any payslip will begin the download, which may take a few seconds. You will see a message informing you that the download has begun.


Once the download has completed, you will receive a message asking you if wish to 'Open' or 'Save' the document. Clicking 'Open' will open the document using your default PDF reader software. If necessary you can then save or print the document. Please be aware that if you do not have PDF reader software installed on your computer or device, you may not be able to open the document.



This section also contains **Benefits** (annual leave purchase) and **Time & Expenses** pages. More guidance around these can be found in the relevant user guides, contained in the [iTrent User Guidance Directory](#).



## My Time


**Robert Ward**  
[View profile](#)

[Home](#)

**My time**

[My pay](#)

[Learning](#)

[Performance](#)

This section contains your annual leave, sickness absence, other absence (e.g. unpaid leave, funeral leave, bereavement leave) and TOIL (if applicable).

You can request annual leave, see your past and future bookings, and link to Annual Leave Purchase from the **Overview** page.


**My time**

[Overview](#)
[Calendar](#)

Please note that sickness absence is read-only here: your line manager would be the one to enter sickness absence period dates, not yourself.

**Annual leave**
[View all annual leave >](#)

< 01 Apr 2021 - 31 Mar 2022 >



[View balances](#)

[Annual leave purchase](#)

Your next booked annual leave is  
 No annual leave currently booked

[Book annual leave](#)

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**Sickness**
[View all sickness >](#)

[View sickness in calendar](#)

**Other absence**
[View all other absence >](#)

[+ Add other absence](#)
[View other absence in calendar](#)

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**TOIL**
[View all TOIL >](#)

*There is no TOIL scheme currently attached*

There is also a useful calendar view, showing all your absences for whatever period you choose:

Overview **Calendar**

My calendar Today < > 24 Jan - 30 Jan, 2022

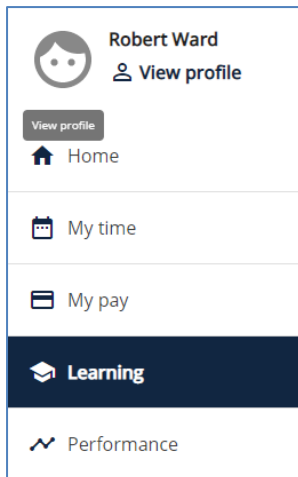
All  Flexitime  Annual leave [More filters](#)

Day  Week  Month

	Monday Jan 24	Tuesday Jan 25	Wednesday Jan 26	Thursday Jan 27	Friday Jan 28	Saturday Jan 29	Sunday Jan 30
	07:24 Business Developm...	07:24 Business Developm...	07:24 Business Developm...	07:24 Business Developm...	07:24 Business Developm...		
12							
13							
14							
15							
16							
17							



## Learning



Robert Ward  
View profile

View profile

Home

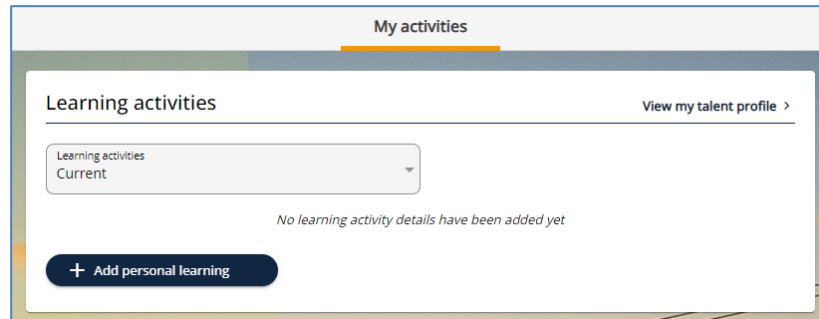
My time

My pay

**Learning**

Performance

This section lists all of the corporate training you have been on (starts with 'CORP'), plus any eLearning you have completed (starts with 'ELP').



My activities

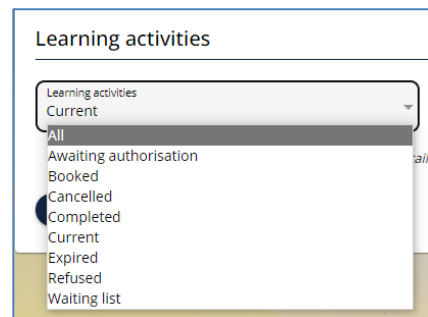
Learning activities [View my talent profile >](#)

Learning activities  
Current

No learning activity details have been added yet

+ Add personal learning

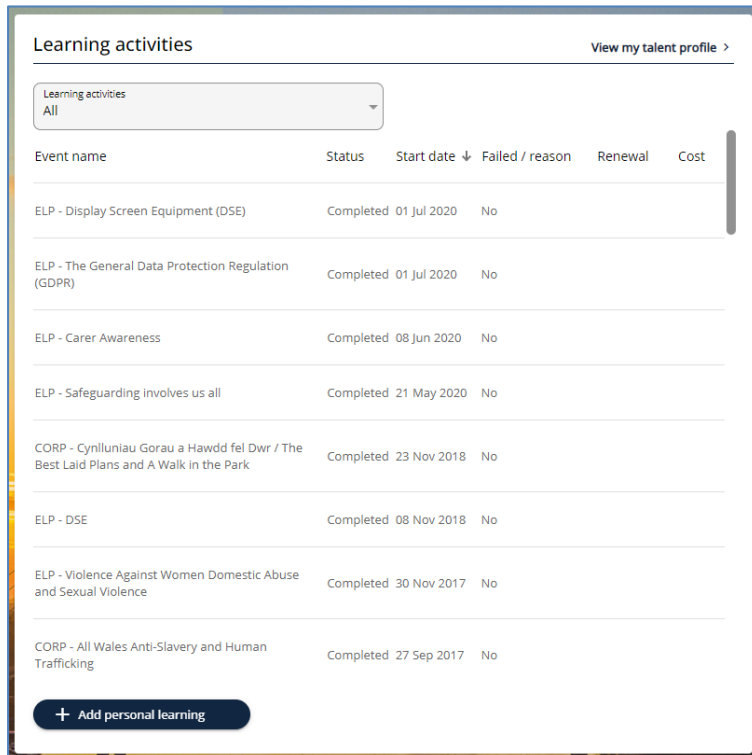
Please note that you will need to change the **Learning activities** drop-down from 'Current' to 'All', in order to display the list of completed training (you could also choose 'Completed'):



Learning activities

Learning activities  
Current

- All
- Awaiting authorisation
- Booked
- Cancelled
- Completed
- Current
- Expired
- Refused
- Waiting list



Learning activities [View my talent profile >](#)

Learning activities  
All

Event name	Status	Start date ↓	Failed / reason	Renewal	Cost
ELP - Display Screen Equipment (DSE)	Completed	01 Jul 2020	No		
ELP - The General Data Protection Regulation (GDPR)	Completed	01 Jul 2020	No		
ELP - Carer Awareness	Completed	08 Jun 2020	No		
ELP - Safeguarding involves us all	Completed	21 May 2020	No		
CORP - Cynlluniau Gorau a Hawdd fel Dwr / The Best Laid Plans and A Walk in the Park	Completed	23 Nov 2018	No		
ELP - DSE	Completed	08 Nov 2018	No		
ELP - Violence Against Women Domestic Abuse and Sexual Violence	Completed	30 Nov 2017	No		
CORP - All Wales Anti-Slavery and Human Trafficking	Completed	27 Sep 2017	No		

+ Add personal learning

Social Services employees will also see training which starts with 'SWBH': this is social work specific training which you have undertaken, which is provided regularly by the Social Services Training Unit for upload into the HR & Payroll system.