**Frequently Asked Questions – Registering for ESS & MSS**

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| Q1: I don’t a have a work mobile. How can I authenticate? |
| A1: You can use your personal or work mobile phone (if you already have one). When selecting your authentication device and method, the most important thing to consider is that you have ongoing access to it as you will be required to authenticate for every log in to HR self-service using the same device. |
| Q2: Which authentication method should I choose? |
| A2: If you have a smartphone, then authenticating using an app is the Councils preferred method. If you have a mobile that doesn’t have the ability to download apps then you will have to authenticate using text messaging.  Neither method will incur cost to the individual. Authenticator apps are free to download (can be downloaded and used over Wi-Fi).  Text messaging carries a cost for the council which is why using the app is the preferred method for individuals whose devices have that capability. |
| Q3: What email address do I use to register for MFA? |
| A3: The email address you receive the communication to from HR Systems when they advise your account is set up. |
| Q4: Why is my password set up failing during the registration process? |
| A4: Passwords must meet the following criteria and not have been previously used for HR self-service in order to be accepted:  8-16 characters long and contain 3 out of 4 of the following: lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # $ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; . |
| Q5: Which authentication app should I download? |
| A5: Any authentication app can be used. HR used Microsoft authenticator throughout testing and found this to be reliable and easy to use. |
| Q6: Can I switch between authenticating via the app and text messaging? |
| A6: No, users can only select one authentication method at the point of registration. |
| Q7: Can I change my authentication method? |
| A7: Unfortunately, there is no way for users to change their authentication method once registered. This is why we recommend carefully considering which method is right for you.  If you are experiencing significant difficulties due to the method you set up, please contact [hrsystems@eastrenfrewshire.gov.uk](mailto:hrsystems@eastrenfrewshire.gov.uk) giving as much detail as possible about your issue. |
| Q8: I am a Manager/Core User do I need to register twice? |
| A8: No, you only need to register on Employee self-service and then use the same log in details (email address and password) that you registered with when accessing MSS/Core.  The authentication method you chose during registration will apply to ESS/MSS/Core. |
| Q9: Do I have to authenticate every time I log into HR self-service? |
| A9: Yes, you will be required to enter a new six-digit verification code each time you log in which has been generated by the app or received via text message. |
| Q10: Is registering for MFA for HR self-service mandatory? |
| A10: Yes, if you wish to use, or are required to use, HR self-service for the purposes of your role then authenticating using MFA is required. Please see MFA policy for additional information. |
| Q11: I am trying to register but I’m getting an error message, what should I do? |
| A11: In the first instance, please check the troubleshooting guide available [here](https://www.eastrenfrewshire.gov.uk/hr-login). This should resolve most error messages that a user could receive.  If this does not answer your query or you are still having difficulty, please email [hrsystems@eastrenfrewshire.gov.uk](mailto:hrsystems@eastrenfrewshire.gov.uk) and give as much detail as possible regarding the nature of your issue. |
| Q12: If I forget to bring my mobile phone to work or I haven’t got access to it does this mean I won’t be able to log in to iTrent? |
| A12: Yes, if you are a daily/frequent user of the HR self-service system you should ensure you have access to your device while at work so that you can receive your verification code. If you can’t receive a code you will not be able to log in. |