



RBWM iTrent Employee Self- Service Guide

Version 1.1

Author: iTrent Team

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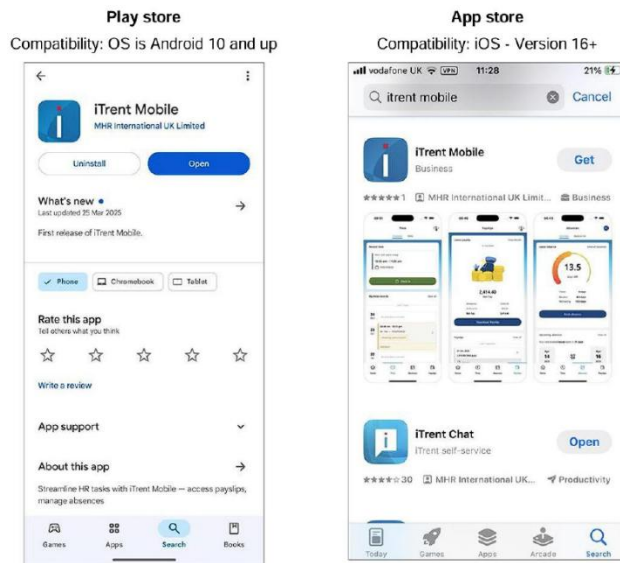
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1. iTrent Mobile App User Guide

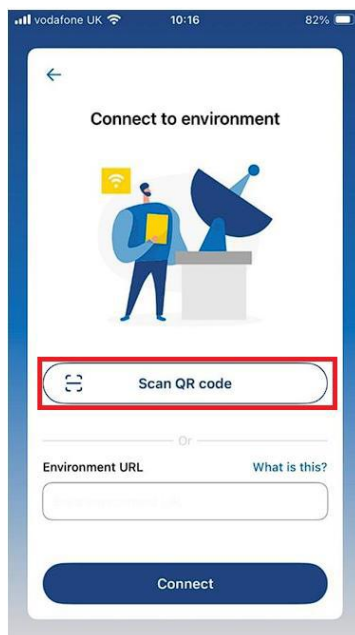
1.1. Downloading the app

The iTrent mobile app is available on the Apple App store and Google Play store:



1.2. Connecting to RBWM iTrent

Once you have downloaded the iTrent app, open the app and you will be presented with a 'Connect to environment' page.

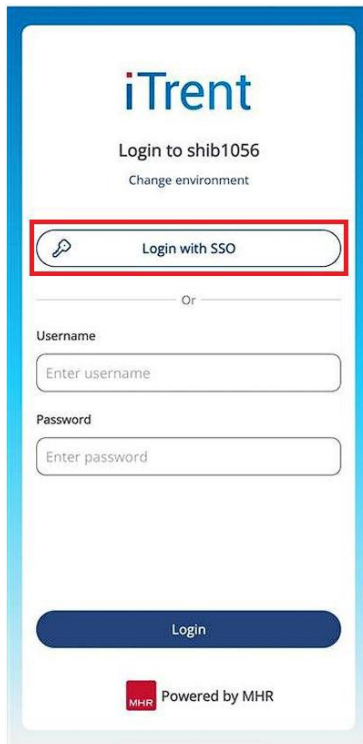


To connect to iTrent, you can click on 'Scan QR code' and then scan the below QR code with your mobile device's camera.



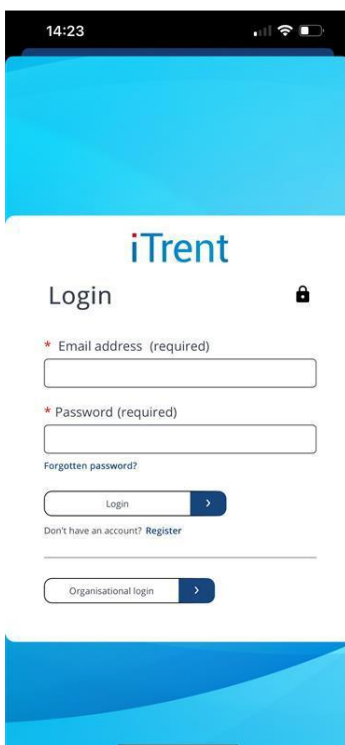
1.3. Login

You will need to log in using the same method that you currently use to log into Employee Self-Service on the web. Click on 'Login with SSO'.



The image shows a web browser view of the iTrent login page. At the top, the iTrent logo is displayed. Below it, the text 'Login to shib1056' and 'Change environment' are visible. A red rectangular box highlights the 'Login with SSO' button, which features a key icon. Below this box, there is an 'Or' separator. Underneath, there are input fields for 'Username' (with placeholder text 'Enter username') and 'Password' (with placeholder text 'Enter password'). A blue 'Login' button is positioned below the password field. At the bottom, there is a small MHR logo and the text 'Powered by MHR'.

The familiar ESS login page will be displayed, and you can log in the usual way.



The image shows a mobile phone screen displaying the iTrent login page. The status bar at the top shows the time as 14:23 and various icons. The iTrent logo is centered at the top. Below it, the word 'Login' is displayed next to a lock icon. There are two required input fields: '* Email address (required)' and '* Password (required)'. Below the password field, there is a link for 'Forgotten password?'. A blue 'Login' button with a right arrow is located below the password field. At the bottom, there is a link for 'Don't have an account? Register' and an 'Organisational login' button with a right arrow.

Please follow the steps on the next page to assist you with logging in.

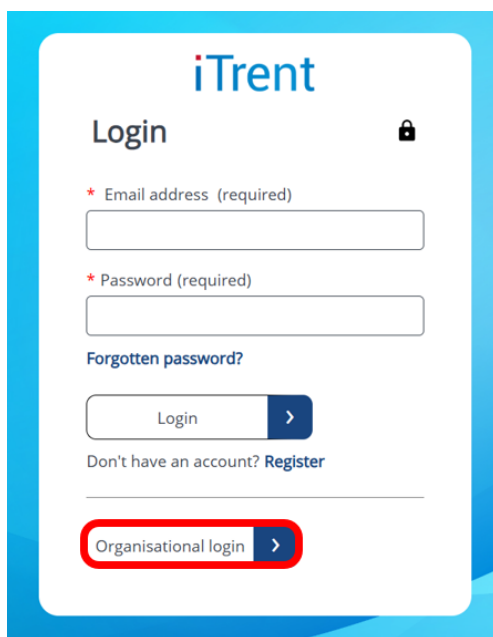
1. Logging In

Open your web browser and go to: myselfservice.rbwm.gov.uk

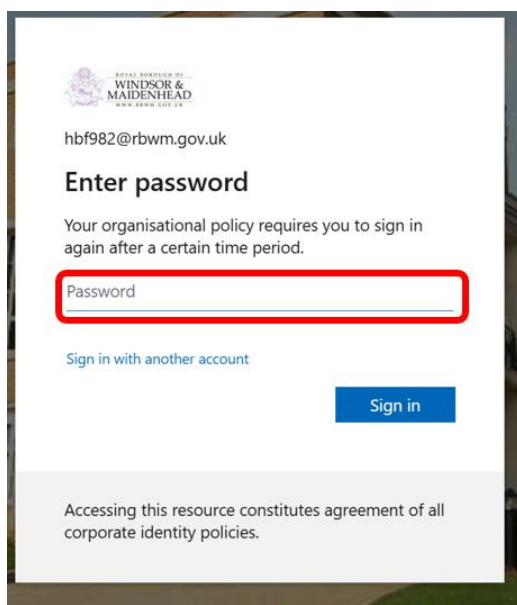
Alternatively on your mobile device you can scan the QR code below to access the login page.



Select 'Organisational login'.

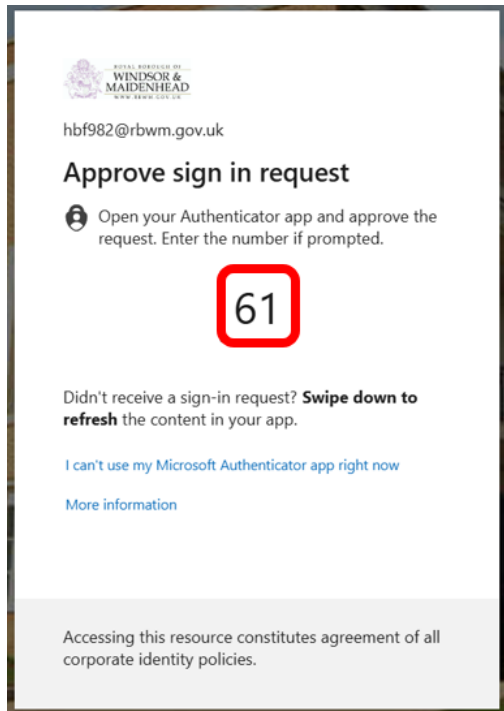
The image shows the iTrent Login page. At the top is the iTrent logo. Below it is the word "Login" followed by a lock icon. There are two input fields: "Email address (required)" and "Password (required)". Below the password field is a link for "Forgotten password?". There is a "Login" button with a right arrow. Below that is a link "Don't have an account? Register". At the bottom, there is a button labeled "Organisational login" with a right arrow, which is highlighted with a red rounded rectangle.

Input your corporate password, this is the same password you use to access your work laptop.

The image shows the "Enter password" page. At the top is the Royal Borough of Windsor & Maidenhead logo and the email address hbf982@rbwm.gov.uk. The heading "Enter password" is followed by the text "Your organisational policy requires you to sign in again after a certain time period." Below this is a "Password" input field, which is highlighted with a red rounded rectangle. There is a link "Sign in with another account" and a blue "Sign in" button. At the bottom, a grey box contains the text "Accessing this resource constitutes agreement of all corporate identity policies."

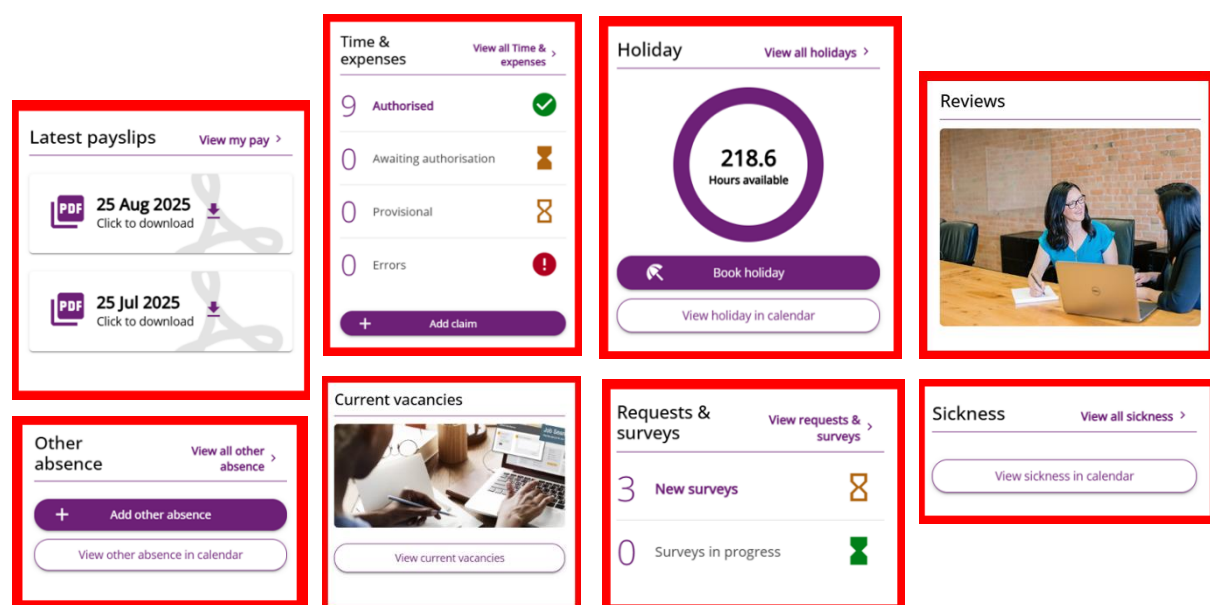
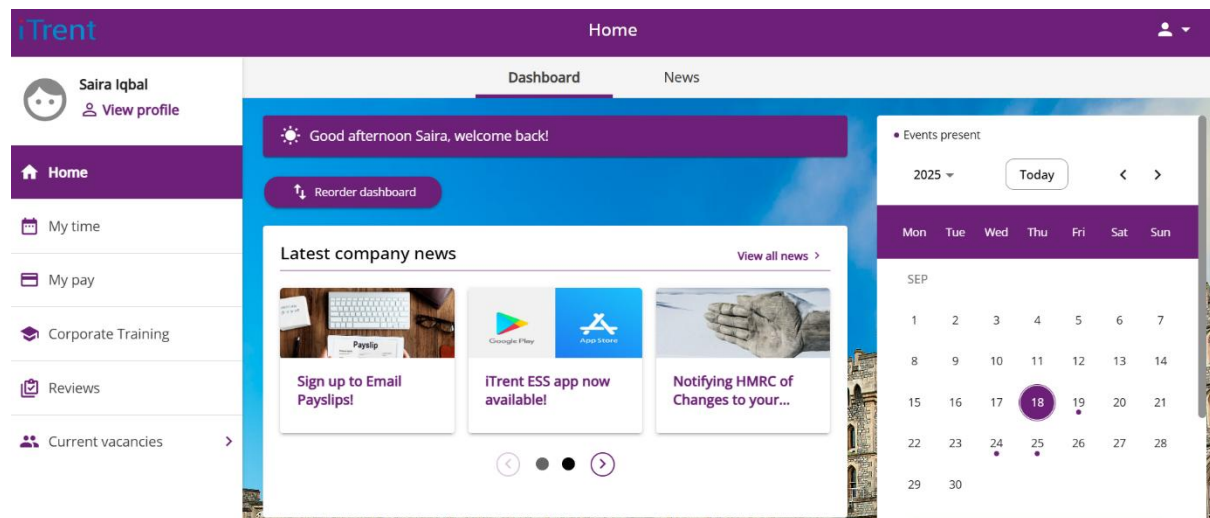
You will be prompted approve your sign-in request. To do this, open your authenticator app and follow the instructions on screen to input the number displayed on the iTrent login page.

Please note, the number in the screenshot below is for the demonstration purposes only.

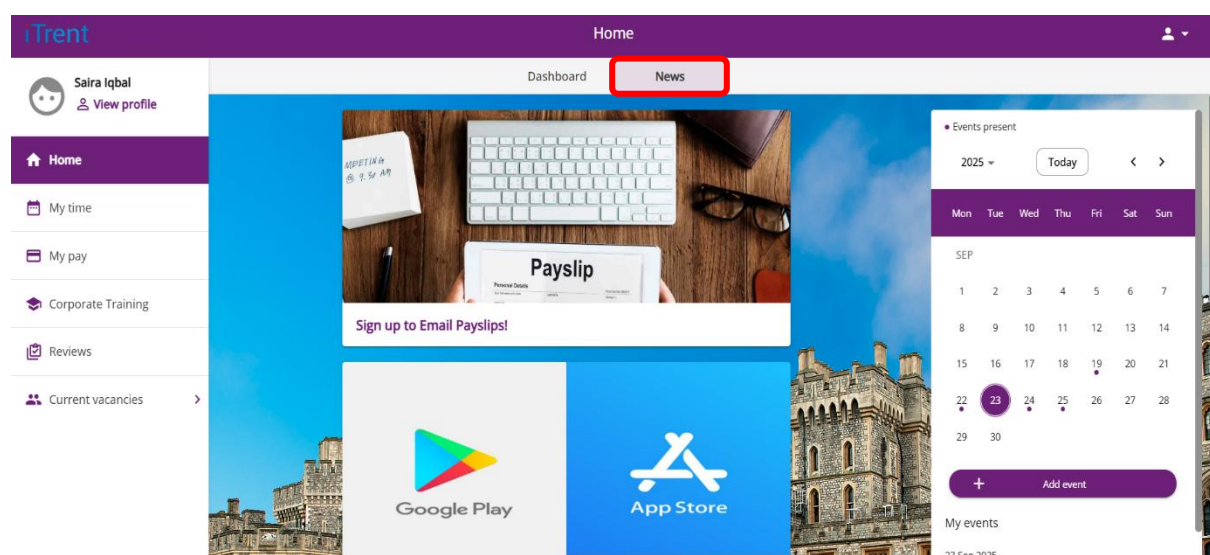


2. Home

Once you've logged in, you will be presented with your home screen dashboard. Featuring widgets like 'Holiday' and 'Time & Expenses' (highlighted in red below). For this guide, we'll be focusing on the navigation menu located on the left-hand side of the screen.



Click on the 'News' tab to access the latest company updates and articles.

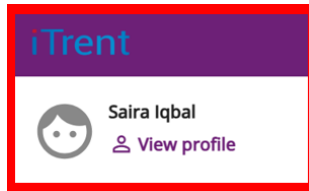


3. Profile

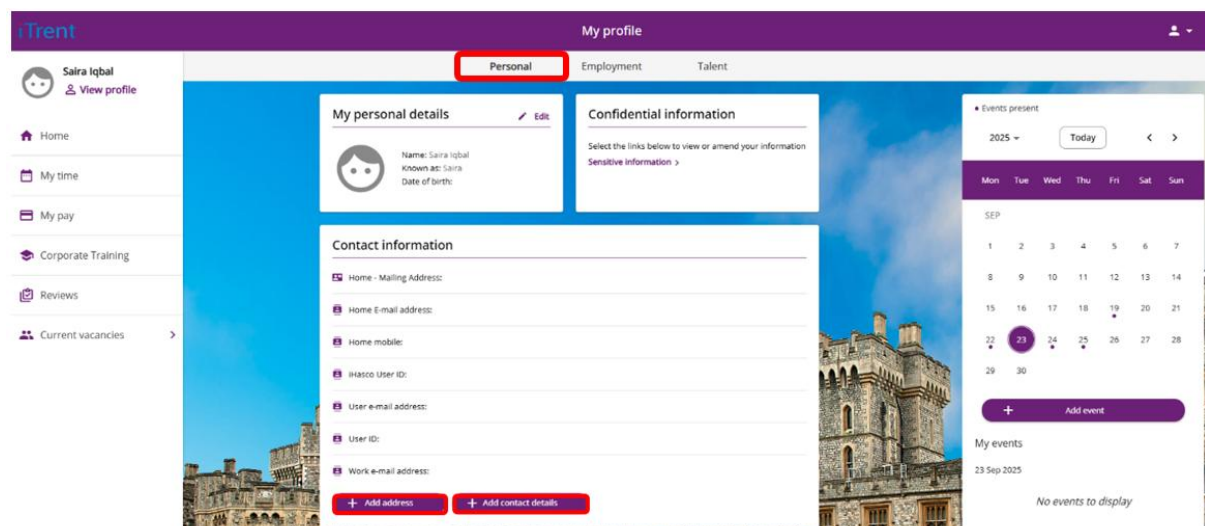
This section is used to access your personal information such as home address, sensitive information, emergency contacts and bank details.

3.1. View profile

Select 'View profile' in the top-left corner of the screen.

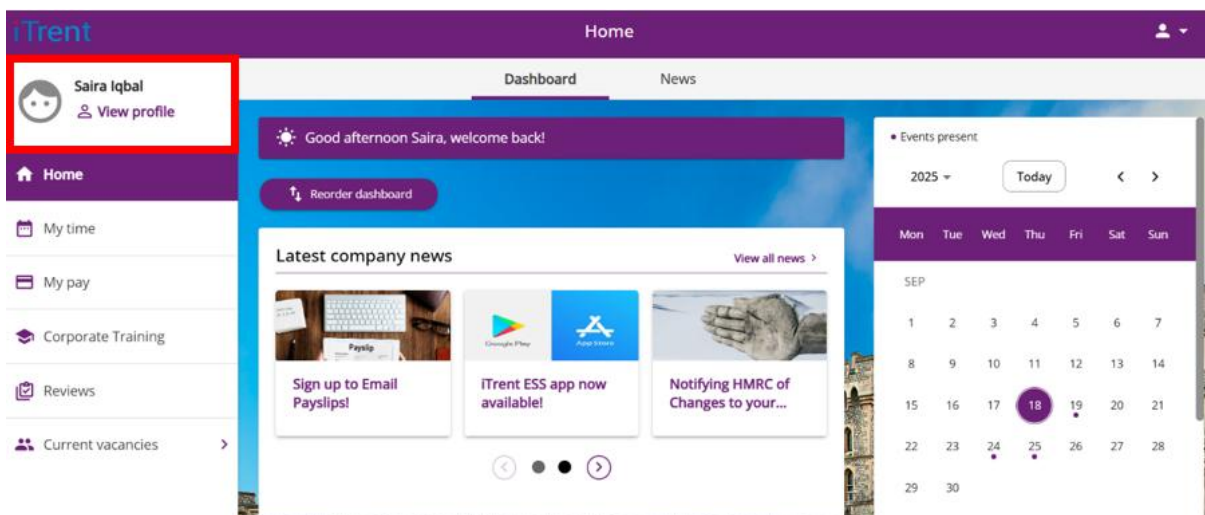


Once you have selected 'View profile', you will be able to see all available information relating to you as an individual. To amend the information on 'My personal details', click 'Edit'. For Confidential information, you will need to click on the link in the widget. To add an address or add contact details, select '+ Add address' and '+ Add contact details'.

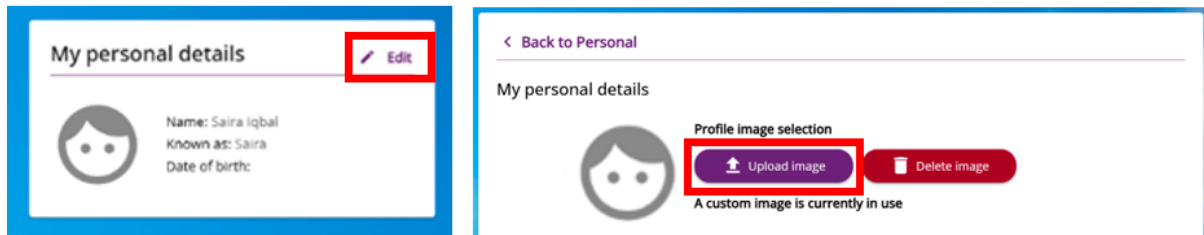


3.2. Upload your profile photo

Click 'View Profile'.



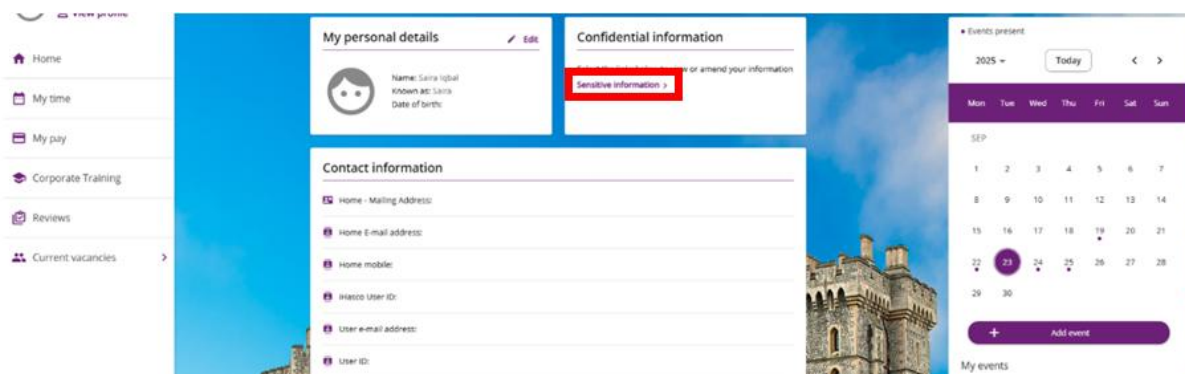
Click the Edit button, then select Upload Image. Your device's file browser will open, showing your saved documents. From there, choose an image file that you've previously saved to your device.



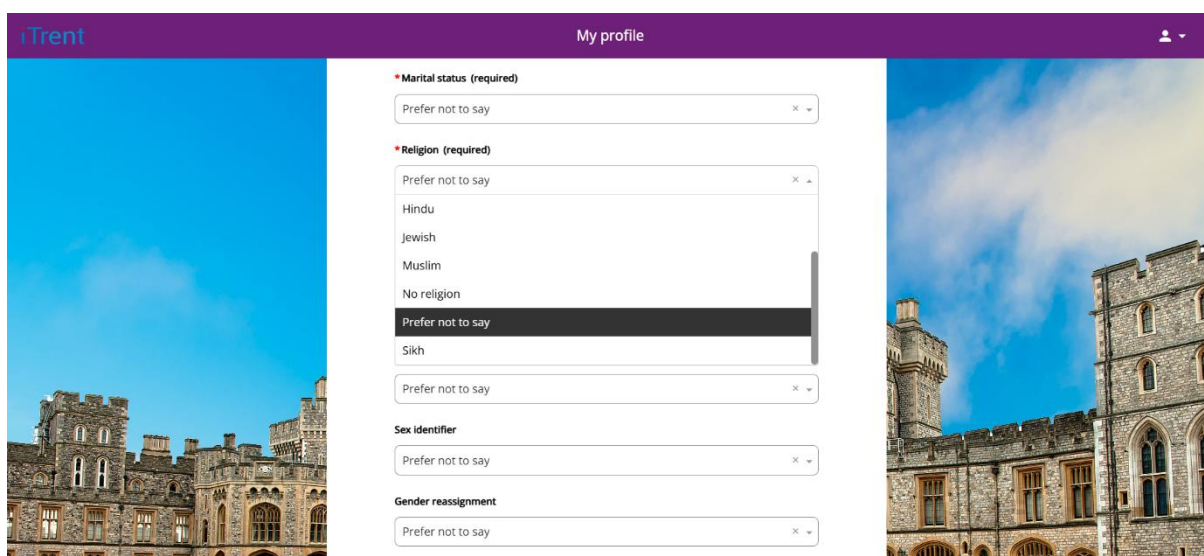
To ensure your image uploads successfully, scroll to the bottom of the screen and click 'Save'. The upload won't be completed until this step is taken.

3.3. Updating confidential information

Click 'Sensitive information' highlighted below and the form will appear. Complete the fields marked with an asterisk (*). Ensure you save the form once completed.



Please note that each dropdown menu on the Confidential Information page includes a 'Prefer not to say' option, allowing you to withhold any information you'd rather not disclose.



3.4. Updating other personal information

To update your other personal information such as contact details and friends and family information, simply click '+ Add'. You will be required to fill out the fields on each form that populates after doing so marked with an asterisk (*).

Please note, once you have completed the relevant fields in each section, you must select 'Save' for your changes to be updated.

The screenshot shows the 'My profile' page with the 'Personal' tab selected. The 'Add address' and 'Add contact details' buttons are highlighted with red boxes. The 'Friends and family' section is visible below.

3.5. Employment history

To view your employment history, correspondence and surveys, select 'Employment'. See below.

The screenshot shows the 'My profile' page with the 'Employment' tab selected. The 'My employment' section is highlighted with a red box. The table lists employment periods from 2019 to 2024.

Period of employment	Position	Department
21 Oct 2024 - present		
28 May 2024 - 20 Oct 2024		
01 Nov 2023 - 27 May 2024		
20 Mar 2023 - 31 Oct 2023		
01 Sep 2022 - 19 Mar 2023		
01 Jul 2020 - 30 Nov 2022		
01 Oct 2019 - 31 Aug 2022		
10 Sep 2019 - 30 Sep 2019		

The screenshot shows the 'My profile' page with the 'Employment' tab selected. The 'My correspondence' section is highlighted with a red box. The table lists correspondence records.

Correspondence	Created	Status	Changed date/time	Download
TEST RBWM - Sabbatical	21 Aug 2025 11:50	Rejected	03 Sep 2025 09:32	Download
TEST RBWM - Allowance	21 Aug 2025 10:18	Signed	21 Aug 2025 10:33	Download

Requests & surveys

Title	Due date	Position(s)	Status
Gifts & Hospitality Declaration v1.1		HRIS Assistant	New
Declaration of Interests v1.1		HRIS Assistant	New
Private Work Declaration v1.1		HRIS Assistant	New

Events present: 2025 Today

SEP

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30

3.6. Updating bank details

To update your bank details, you'll need to type over your existing information by entering a new Sort Code, Account Number, and Account Name. This will replace your previous bank details.

Please note, once you've entered the new information, click 'Save' to complete the update. The bank name will automatically populate only after the changes have been saved. If you do not click 'Save', the bank name will not appear.

< Back to Personal

Bank details

These details are used to pay your salary and any changes will take immediate effect. Please check the details carefully before saving.

* Sort code (required)

Bank name

* Account number (required)

Roll number

* Account name (required)

Save Cancel

4. My Time

Important note: As you reach the end of your holiday year, any remaining balance up to 5 days will be automatically carried over into the next leave year. If your remaining balance exceeds 5 days, please ensure you obtain approval from your Assistant Director to carry over the additional hours. Once approved, forward the confirmation to trent.support@rbwm.gov.uk so we can process the request.

< 10 Sep 2025 - 09 Sep 2026 >

How to convert your hours to days by using the formula:

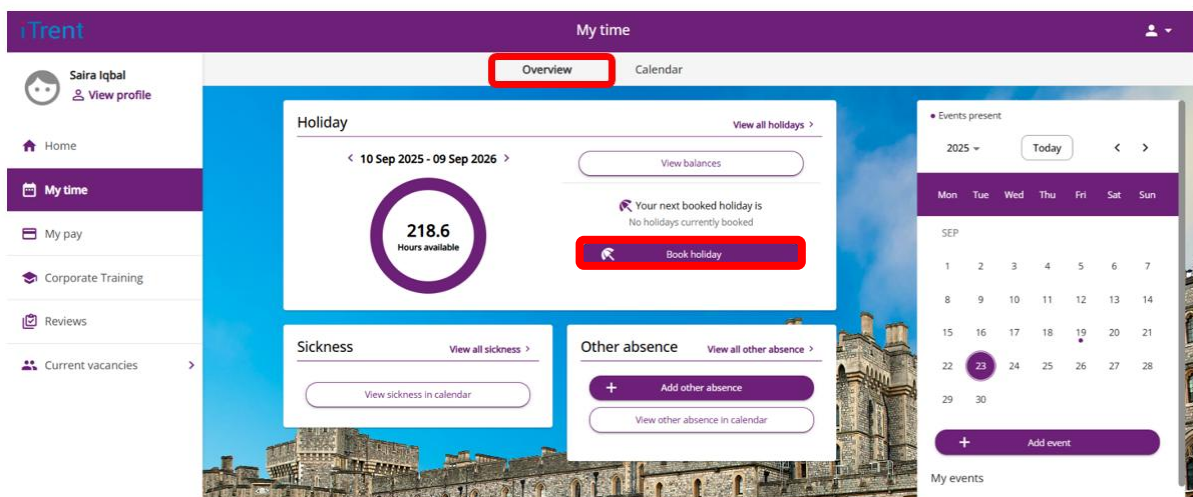


Hours available ÷ hours worked per day = Days.

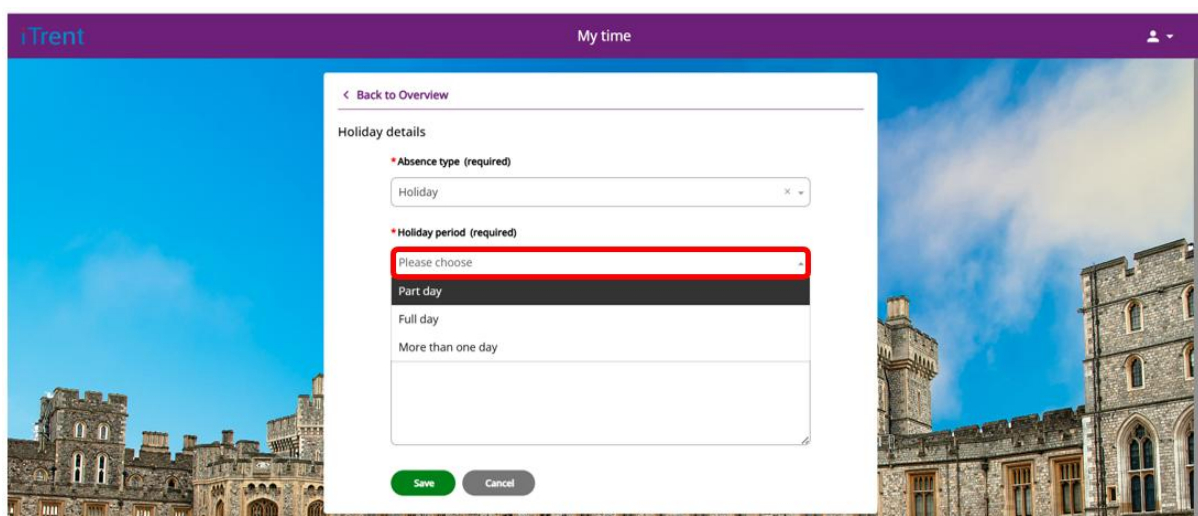
Example= 218.6 hours ÷ 7.4 = 29.5 days

4.1. Booking annual leave

To book annual leave, you need to select 'My time'. The screenshot below is displaying an 'Overview' of your absence details. You will need to select 'Book holiday'.



You will then be required to select from the relevant option from the drop-down menu and complete the fields marked with an asterisk (*).



iTrent My time

< Back to Overview

Holiday details

* Absence type (required)
Holiday

* Holiday period (required)
Part day

* Start date (dd/mm/yyyy) (required)
01/11/2025

* Morning or Afternoon (required)
Morning

Notes

Once you have completed the fields, you will be required to select 'Save'.

iTrent My time

* Holiday period (required)
Part day

* Start date (dd/mm/yyyy) (required)
01/11/2025

* Morning or Afternoon (required)
Morning

Notes

Save Cancel

To review your annual leave history, select 'View All Holidays'.

iTrent My time

Overview Calendar

Annika Memhi View profile

Home

My time

My pay

Corporate Training

Reviews

Current vacancies

Holiday

< 18 Jun 2025 - 17 Jun 2026 >

View balances

166.75 Hours available

Your next booked holiday is Friday 07 November 2025

Book holiday

View all holidays

Sickness

View all sickness

View sickness in calendar

Other absence

View all other absence

Add other absence

View other absence in calendar

Events present

2025 Today

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

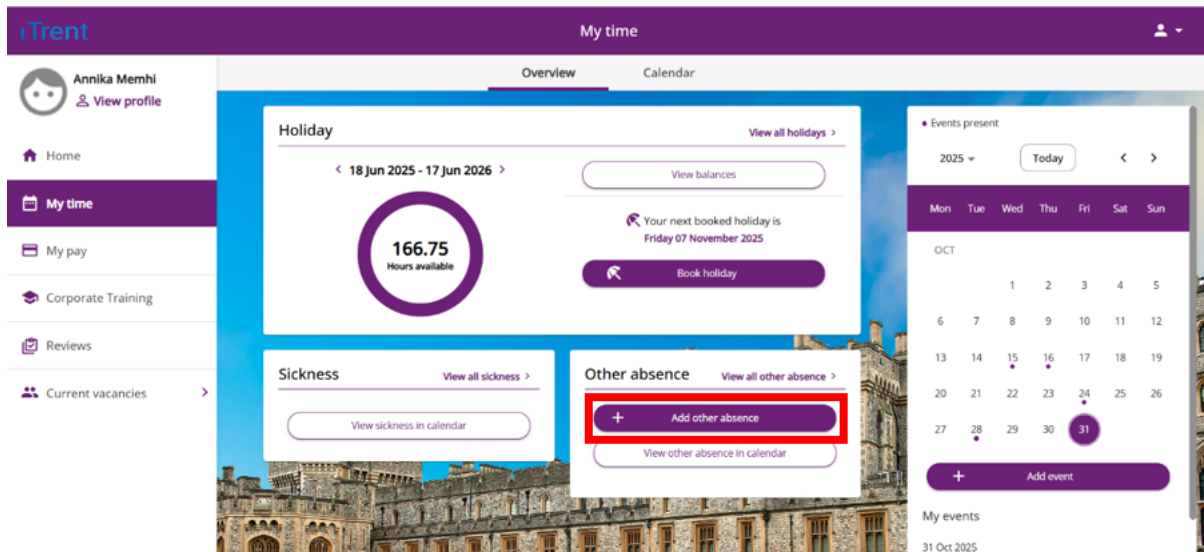
Add event

My events

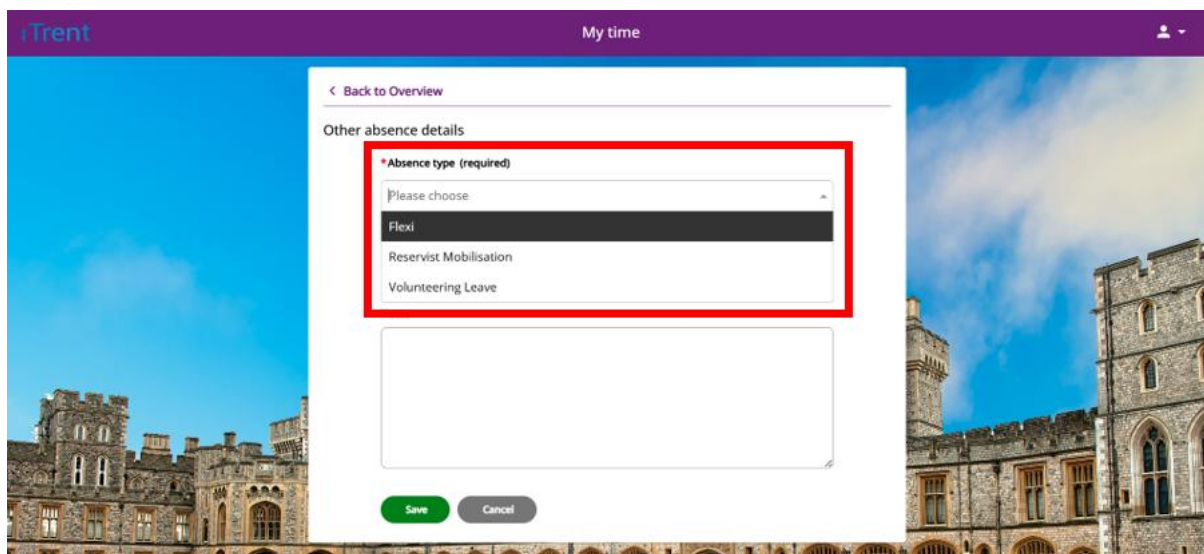
31 Oct 2025

4.2. Booking other absences

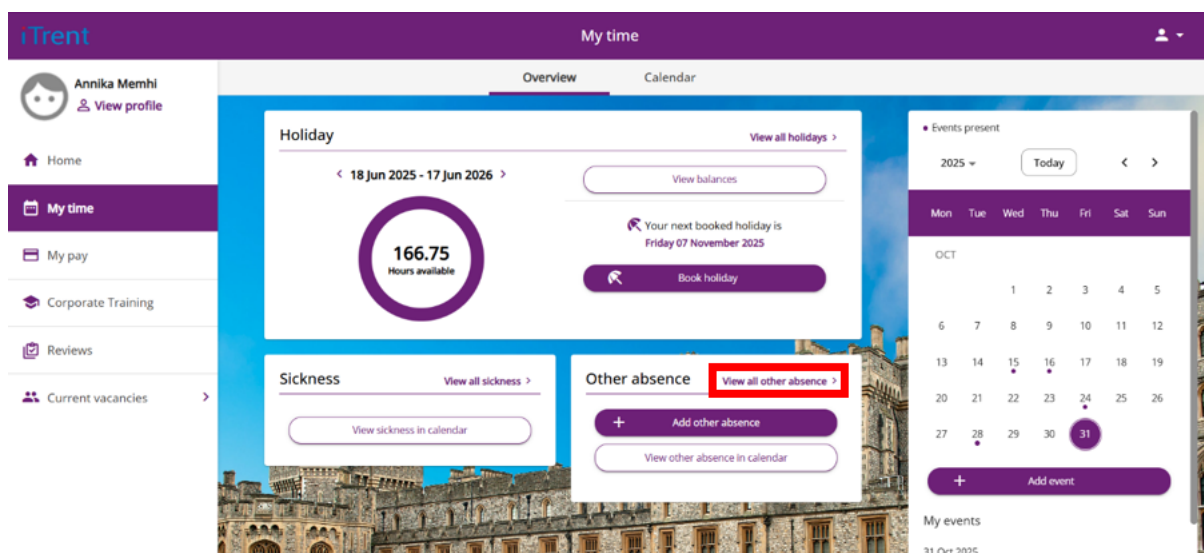
The method to book other absences is similar to how you book holidays. Click '+ Add other absence'.



Use 'Other Absences' to request time off for reasons not covered by annual leave. Refer to the attached examples for guidance.

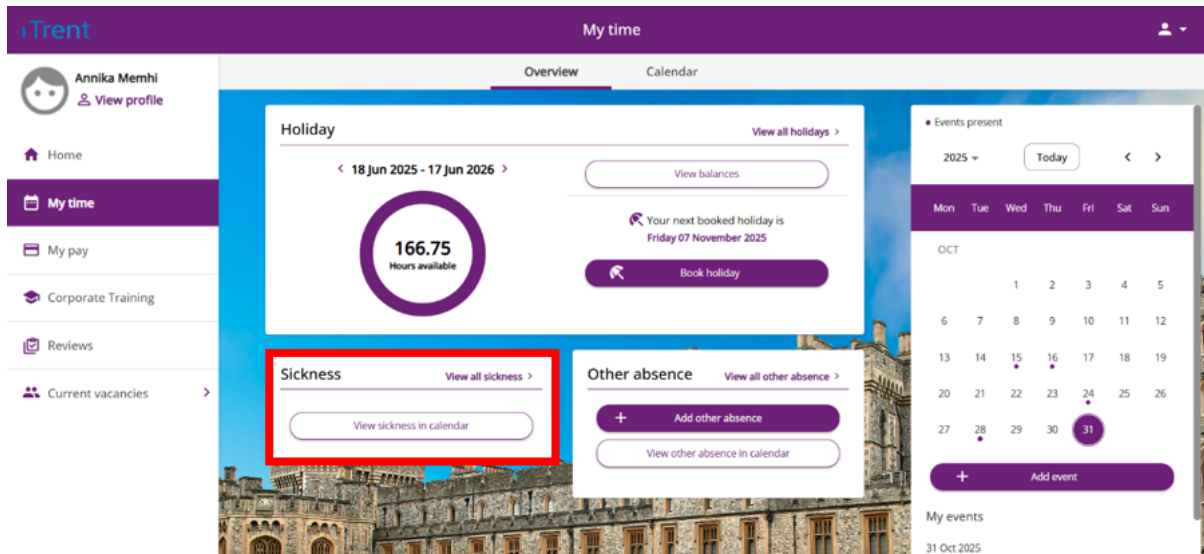


To review your other absence history, click 'view all other absences'.



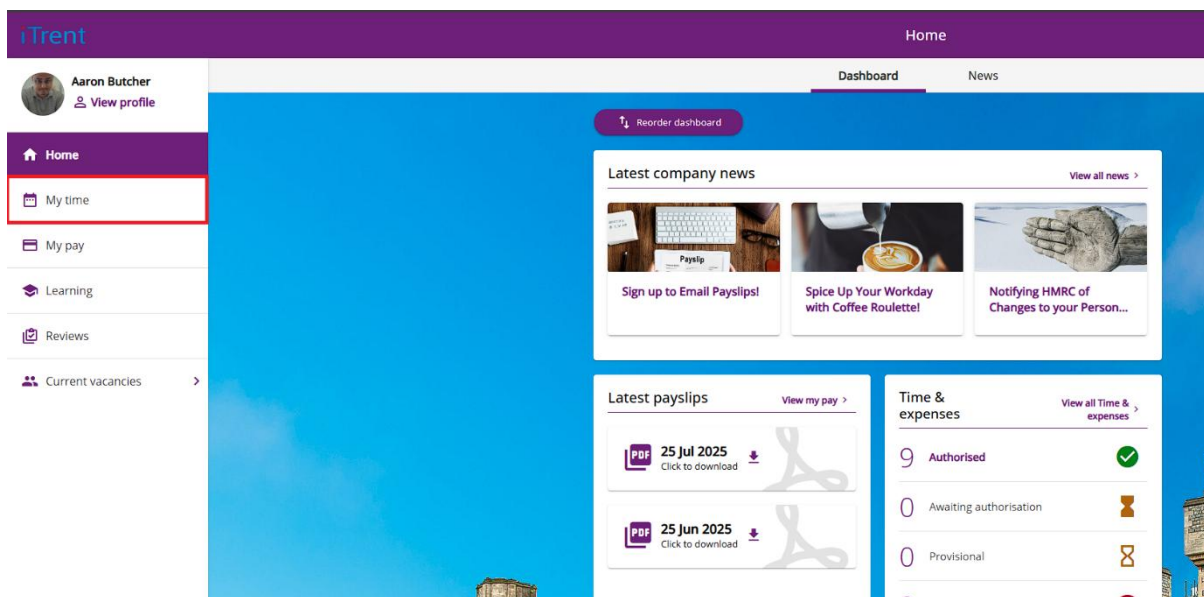
4.3. How to view sickness

To view your sickness history, click 'View All Sickness'. Please note that entries are uploaded by your line manager, and you will have view-only access to the details.

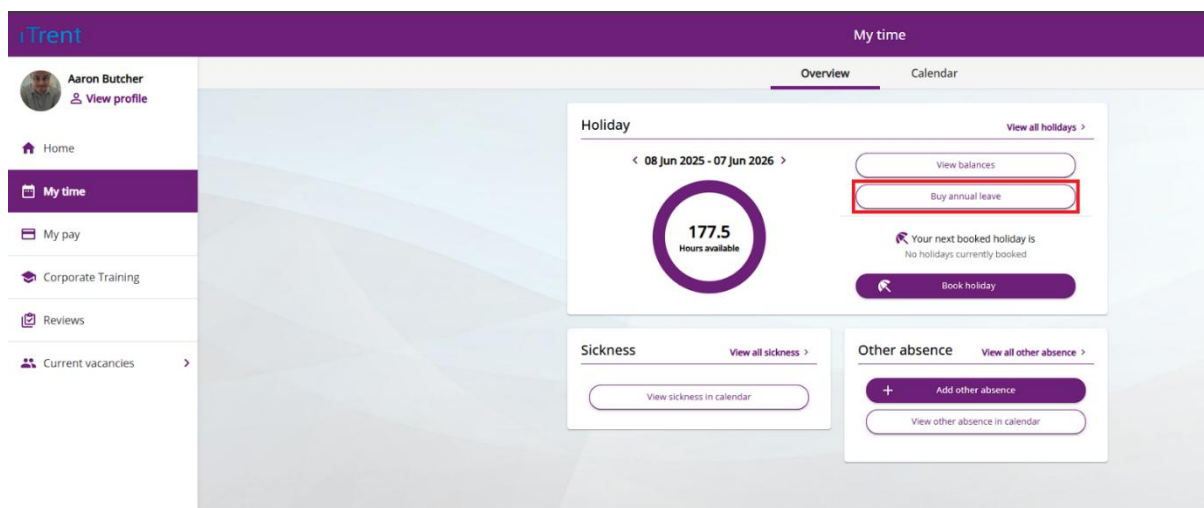


4.4. how to buy annual leave

Click onto the 'my time' section



Click onto 'buy annual leave'



Select your current position, scheme and the holiday year that you would like to purchase leave for. Then select 'Buy'.

[< Back to Overview](#)

Holiday buy/sell

*

Position name (required)

HRIS Specialist (Current) × ▾

*

Scheme (required)

Anniversary Scheme with Bank Holidays × ▾

*

Holiday period dates (required)

08/06/2025 - 07/06/2026 × ▾

Benefit window is open from 08 Jun 2024 to 07 Jun 2025 and 09 Jun 2025 to 08 Jun 2026.

*

Action (required)

Buy × ▾

Input the number of hours you would like to purchase in the 'No of hours' field. Click the Tab key on your keyboard or click anywhere else on the screen and the system will calculate the annual cost of the hours you would like to purchase.

Min/Max allowed

1 / 37

*

No of hours (required)

37

Total value

877.29

Save

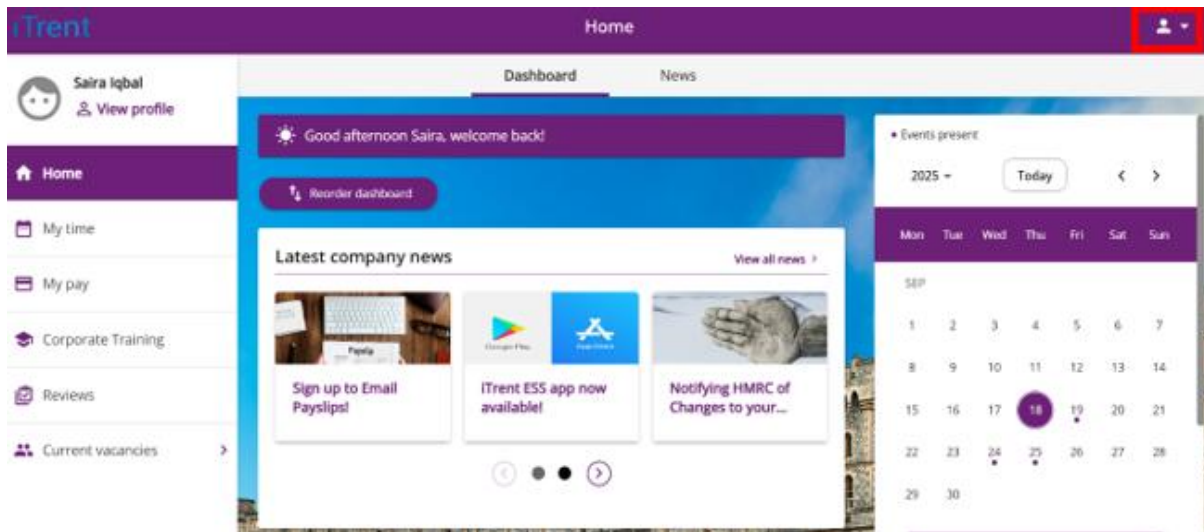
Cancel

Click on 'Save' to submit your request to your line manager for approval.

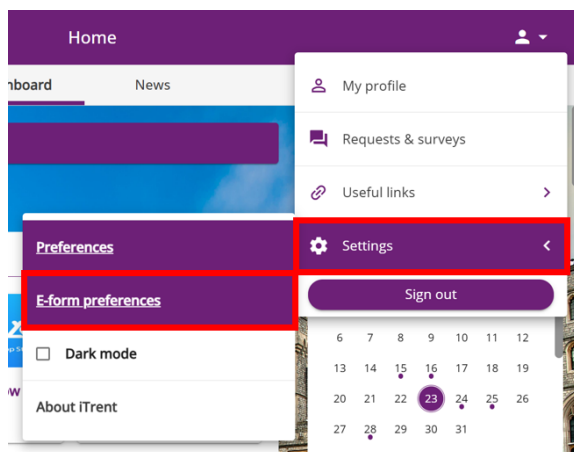
5. My Pay

5.1. Signing up for email payslips & P60s

Click the person icon in the top-right corner of the page.



Select the 'Settings' button and then click 'E-form preferences'.

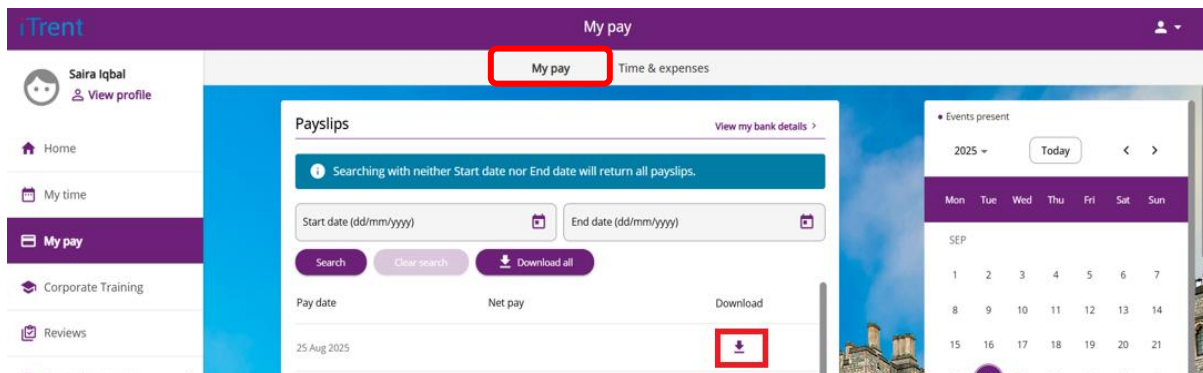


Fill out your email address that you want the payslips and P60 to be sent to and a secure and memorable password. To keep your payslips and P60 documents secure, they'll be sent as password-protected PDFs. Once this information has been filled out, click save.

A screenshot of the 'E-form preferences' form. The form has a title bar with 'E-form preferences' and a 'Close X' button. Below the title bar, there is a blue box with a warning icon and text: 'The payslip/P60 passwords can only use the characters A-Z, a-z, 0-9, or ! " \$ % ^ & * () - _ + [] { } ? , . : @ # ~ / | \ < > ' ` ' '. The form is divided into two main sections: 'Payslip options' and 'P60 options'. Under 'Payslip options', there is a checkbox for 'Email payslip' which is checked. Below this are three required fields: 'Email address (required)', 'Password for payslip (required)', and 'Confirm password (required)'. Under 'P60 options', there is a checkbox for 'Use the same email and password for P60's' which is checked. At the bottom of the form, there are 'Save' and 'Cancel' buttons.

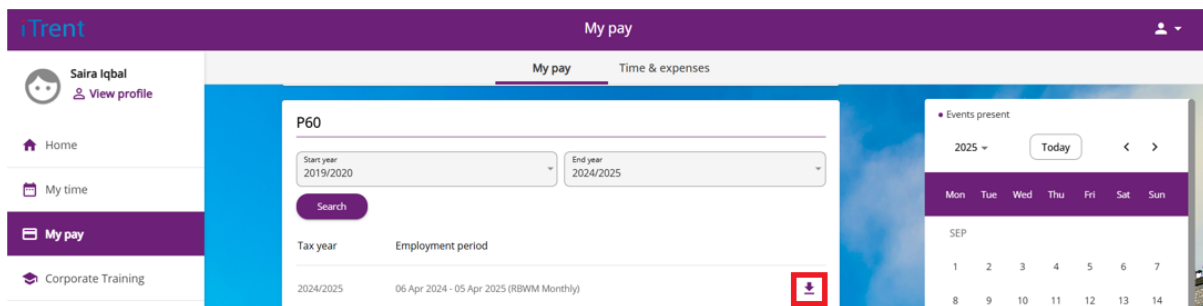
5.2. Viewing and downloading payslips

To view your payslips, navigate to the 'My Pay' section. To download a payslip, click the downward-facing arrow. Once downloaded, the payslip will be saved to your browser's Downloads folder, where you can easily view, print, or share it as needed.



5.3. Viewing and downloading P60

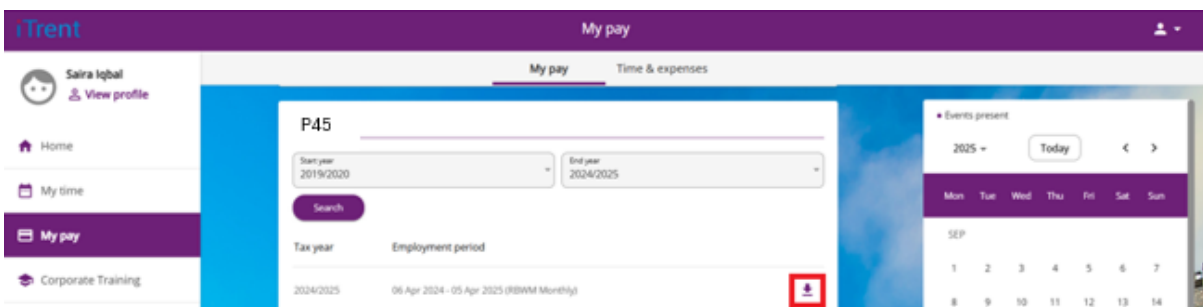
To view your P60, go to the 'My Pay' section and scroll down past your payslips. To download a P60, click the downward-facing arrow. Once downloaded, the P60 will be saved to your browser's Downloads folder, where you can easily view, print, or share it as needed.



5.4. Viewing and downloading P45 (Leavers Only)

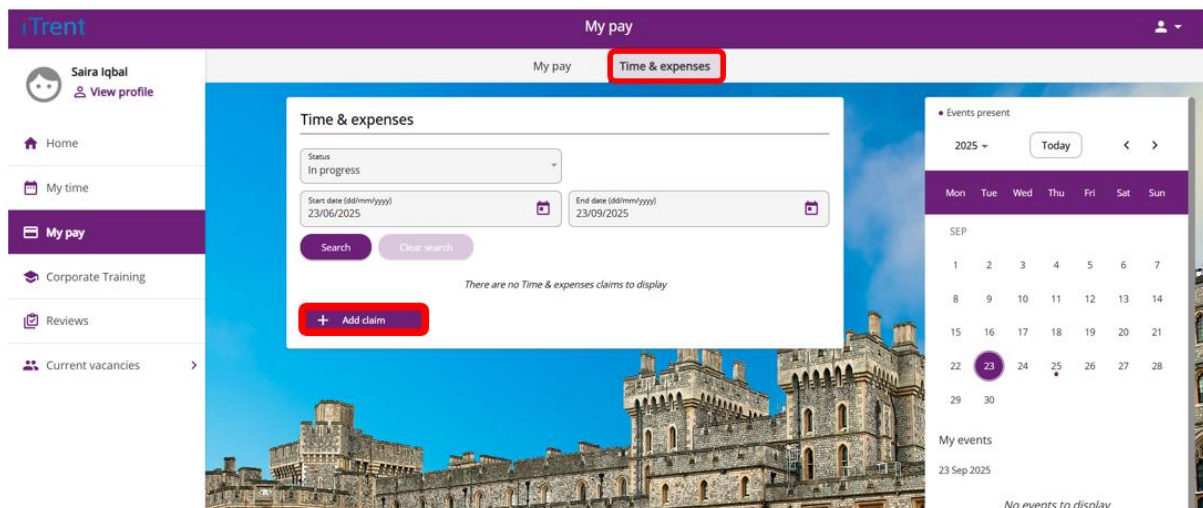
Your P45 will be issued after your employment ends. To access it, navigate to the 'My Pay' section and scroll below your payslips and P60. Click the downward-facing arrow to download your P45. Once downloaded, the document will be saved to your browser's Downloads folder, where you can easily view, print, or share it.

Please note: If you have opted into receiving your payslips/P60s via email, a copy of your P45 will be sent to you via email at the end of your final pay period.

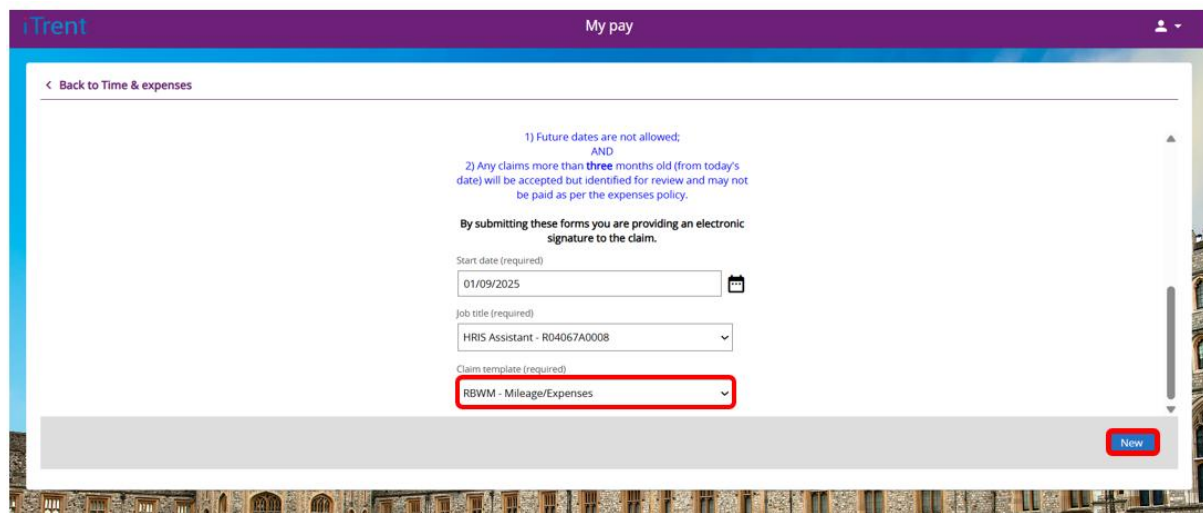


5.5. Submit Time & Expense claims

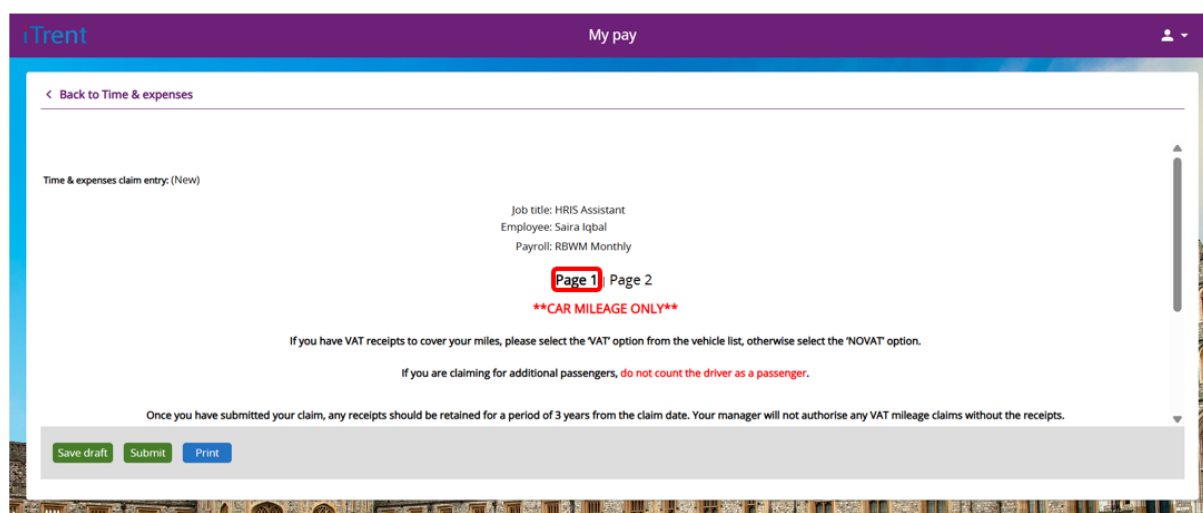
To add a new claim, select 'Time & expenses' and then click '+ Add claim'



From the drop down select the relevant claim template. Once you have chosen the correct template, you then need to select 'New'.



For 'mileage claims', you *must* select 'Page 1'.



You will then be required to input the fields as displayed in the screenshot below and select 'Submit'. Please note that it is crucial that you 'Submit' the claim and not click 'Save draft' as it will be sat as a provisional claim and your manager will not be notified, in turn it will not be authorised.

The screenshot shows the 'Trent' system interface for 'My pay'. The page title is 'Back to Time & expenses'. It contains instructions: 'If you have VAT receipts to cover your miles, please select the 'VAT' option from the vehicle list, otherwise select the 'NOVAT' option.' and 'If you are claiming for additional passengers, do not count the driver as a passenger.' A note states: 'Once you have submitted your claim, any receipts should be retained for a period of 3 years from the claim date. Your manager will not authorise any VAT mileage claims without the receipts.'

The form fields are as follows:

Date	Miles claimed	Additional Passenger(s)	Vehicle	Scheme	From	To	Reason for journey
01/09/2025	20	2	VATR04067	Business Miles	TEST	TEST	TEST

At the bottom, there are three buttons: 'Save draft', 'Submit', and 'Print'.

For 'expense claims', you *must* select 'Page 2'.

The screenshot shows the 'Trent' system interface for 'My pay'. The page title is 'Back to Time & expenses'. It displays the user's details: 'Job title: HRS Assistant', 'Employee: Annika Memhi', and 'Payroll: RBWM Monthly'. Below this, it shows 'Page 1' and 'Page 2', with 'Page 2' highlighted in a red box. Below the page selection, it says '**EXPENSES**'. A note states: 'This page can be used to claim any cash expenses. You can select the expense type from the 'Element' drop-down list and then input the cash amount being claimed.'

The form fields are as follows:

Element	Date	Claim Details	Cash

At the bottom, there are three buttons: 'Save draft', 'Submit', and 'Print'.

You will then be required to input the fields as displayed in the screenshot below and select 'Submit'. Please note that it is crucial that you 'Submit' the claim and not click 'Save draft' as it will be set as a provisional claim and your manager will not be notified, in turn it will not be authorised.

iTrent My pay

< Back to Time & expenses

Changes have been saved.

Time & expenses claim submission:

Claim template
RBWM - Mileage/Expenses

Job title
HRIS Assistant

Time and expenses claim reference
RBWMTE0002437

Payroll
RBWM Monthly

Start date
01/09/2025

Submit

5.6. Viewing previous expense claims

To see all claims that you have previously submitted, whether they have been authorised, in progress or rejected, use the status dropdown to select your preferred filter. Then, choose a start date to see the time period you'd like to review.

Time & expenses

Status: In progress

End date (dd/mm/yyyy): 31/10/2025

Cut off date

Start date (dd/mm/yyyy): 01/01/2025

End date (dd/mm/yyyy): 31/10/2025

2025

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Reference	Cut off date	Status	Summary
							RBWMTE0002597	11 Oct 2025	Rejected	Summary
							RBWMTE0001715	11 Nov 2025	Errors	Summary
							RBWMTE0001632	11 May 2025	Authorised	Summary
							RBWMTE0001516	11 Apr 2025	Authorised	Summary

A list of claims will appear and to view a claim, select 'Summary'.

iTrent My pay

Saira Iqbal View profile

Home My time My pay Corporate Training Reviews Current vacancies

Time & expenses

Status: In progress

Start date (dd/mm/yyyy): 23/06/2025

End date (dd/mm/yyyy): 23/09/2025

Search Clear search

Claim name	Start date	Reference	Cut off date	Status	Summary
RBWM - Mileage/Expenses	01 Sep 2025	RBWMTE0002437	11 Sep 2025	Awaiting authorisation	Summary

+ Add claim

Events present

2025 Today

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

My events

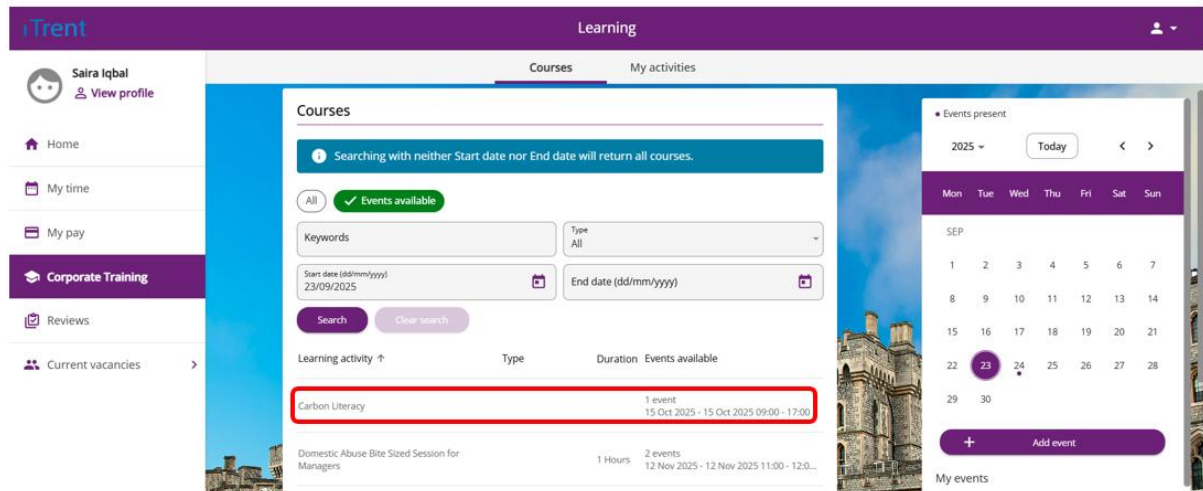
23 Sep 2025

No events to display

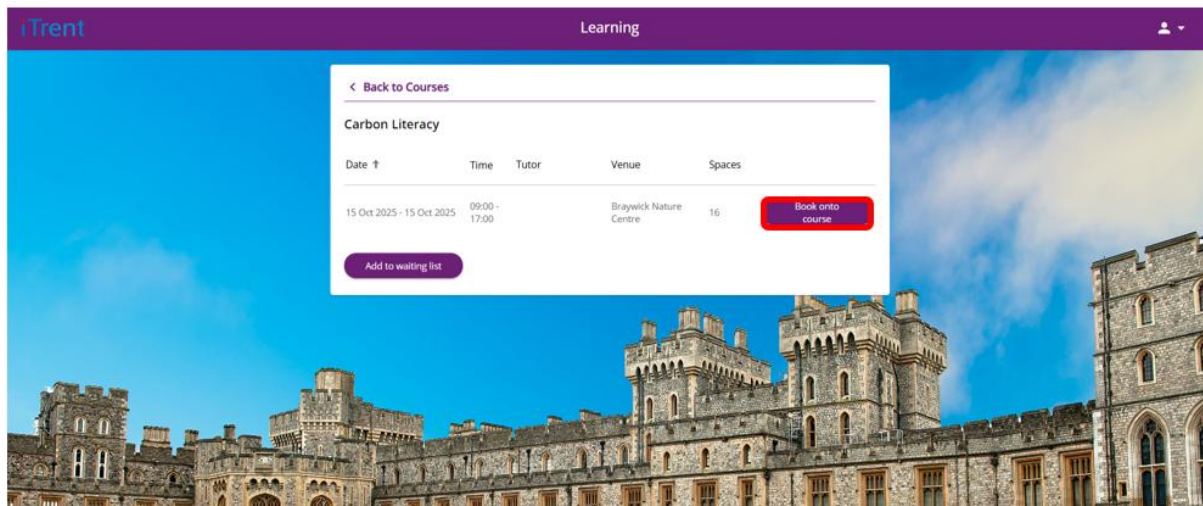
6. Corporate Training

6.1. Booking a course

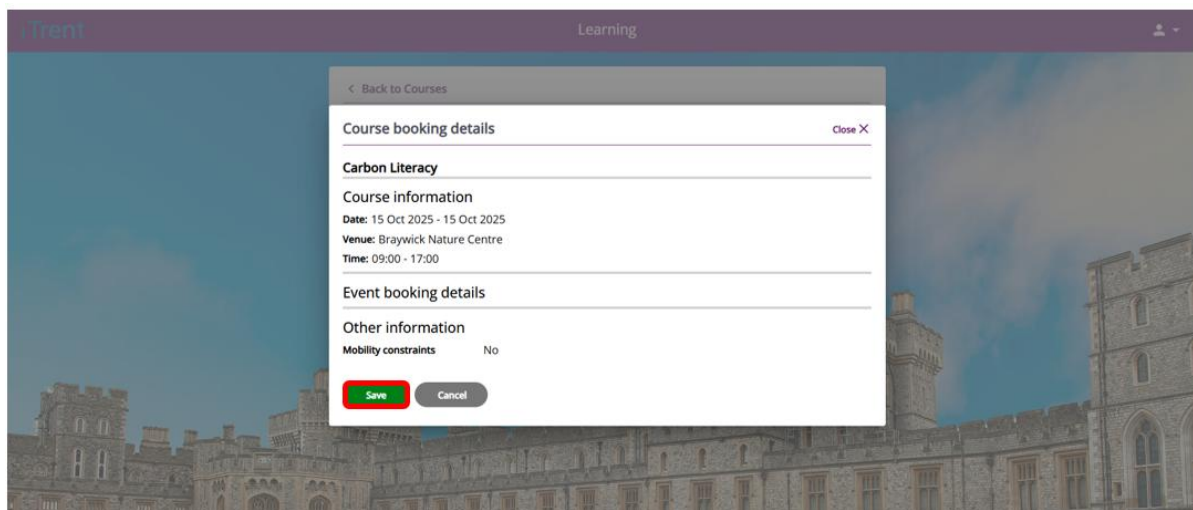
To book a course, select 'Corporate Training'. You'll then see a list of available course options. Once you've found the course you'd like to attend, simply click on it to proceed with your booking.



Once you've selected your preferred course, click 'Book onto course' to complete your registration.

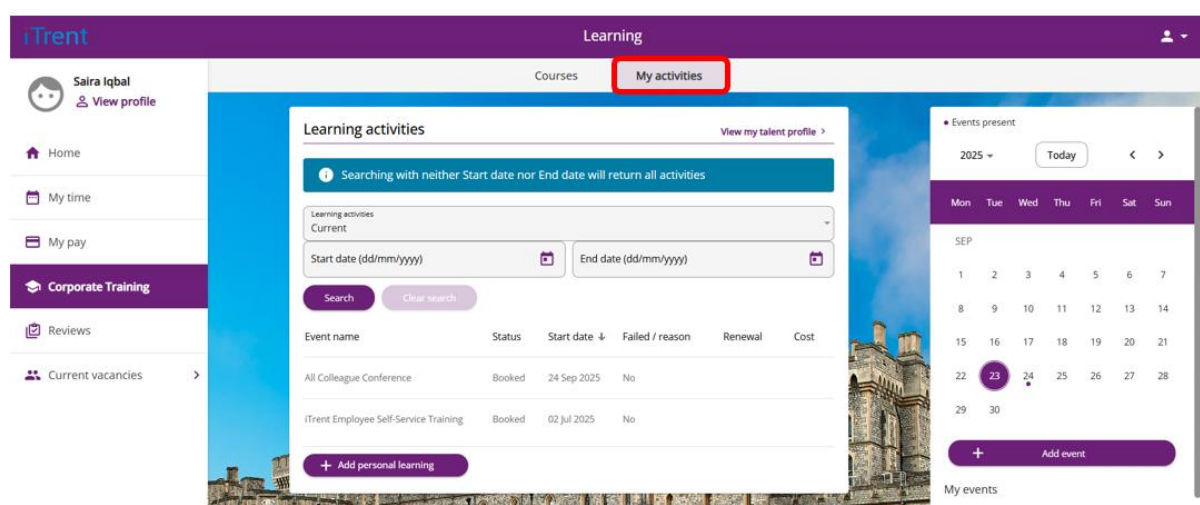


Ensure you click 'Save' to confirm the booking.



6.2. Viewing your courses

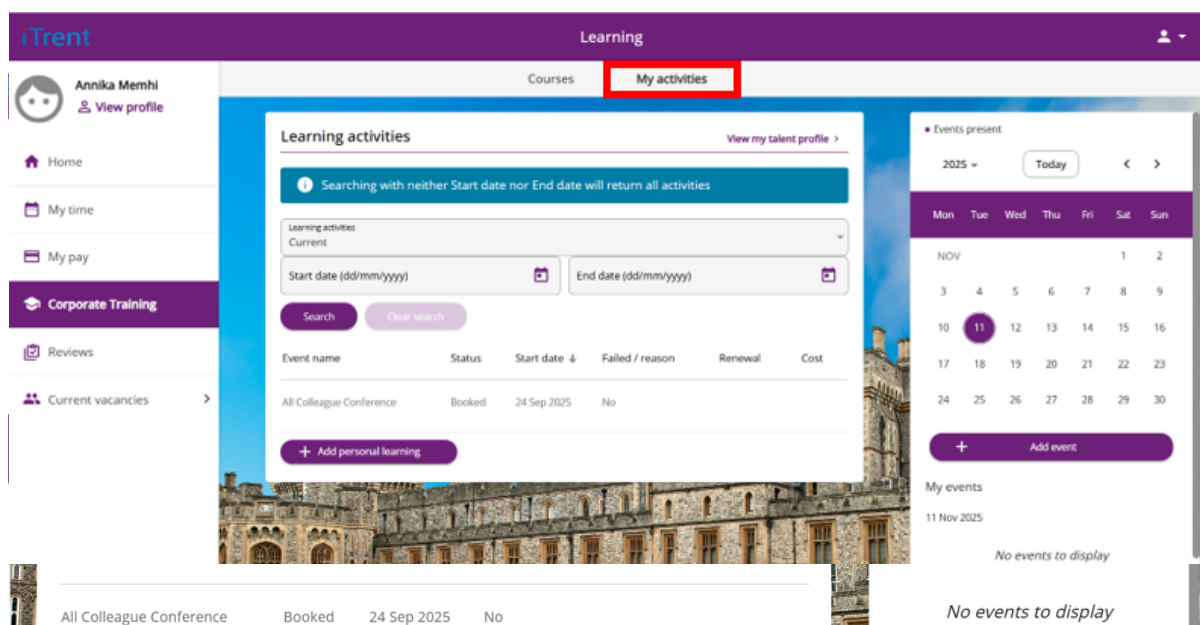
To view what courses you are currently booked on to, select 'My activities'.



To view your past and current courses, click on the 'Learning Activities' dropdown. This will display all courses you've booked, regardless of their status. Whether they're completed, cancelled, in progress, or waiting authorisation. Then click 'Search' below this for the results to appear.

6.3. How To Upload a Certificate

Navigate to the Corporate Training section and click 'My activities'



Click '+ Personal learning'

The screenshot shows the iTrent Learning portal interface. On the left is a sidebar with navigation links: Home, My time, My pay, Corporate Training (highlighted), Reviews, and Current vacancies. The main content area is titled 'Learning' and has tabs for 'Courses' and 'My activities'. Under 'My activities', there's a 'Learning activities' section with a search bar and a table of activities. The table has columns: Event name, Status, Start date, Failed / reason, Renewal, and Cost. One activity is listed: 'All Colleague Conference' with status 'Booked' and start date '24 Sep 2025'. At the bottom of the table, a button '+ Add personal learning' is highlighted with a red box. To the right of the table is a calendar for November 2025, showing the 11th as the current date. Below the calendar is a '+ Add event' button and a section for 'My events' showing '11 Nov 2025' and 'No events to display'.

Fill out the relevant fields marked with an asterisk

The screenshot shows the 'Personal learning event details' form. It includes the following fields and options:

- * Event title (required)**: A text input field.
- ☐ Internal
- * Start date (dd/mm/yyyy) (required)**: A date picker field.
- * End date (dd/mm/yyyy) (required)**: A date picker field.
- Renewal date (dd/mm/yyyy)**: A date picker field.
- Attachments**: A section with a '+ Add attachment' button and the text 'No attachments have been added'.
- Save** and **Cancel** buttons at the bottom.

To attach the certificate click '+ Add attachment' and name the document and click 'upload file'. Your browser will open up and select the document from where you saved it.

[← Back to My activities](#)

Personal learning event details

* Event title (required)Document attachment details Close X* Document name (required)* Document type (required)☐ Link+ Upload file

No file selected

Save

Cancel

+ Add attachment

No attachments have been added

Save

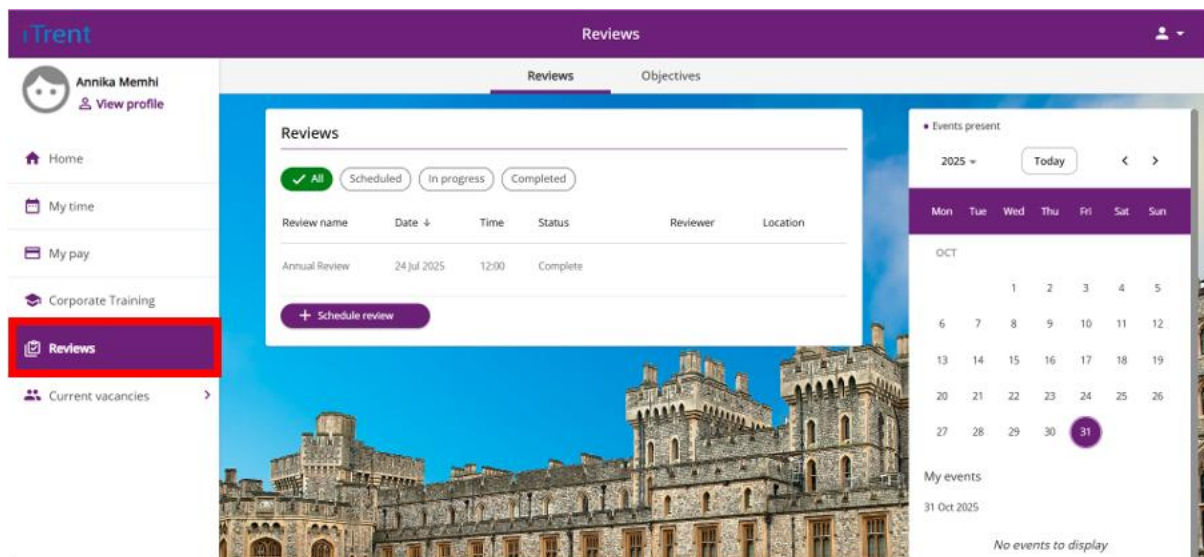
Cancel

7. Reviews and Objectives

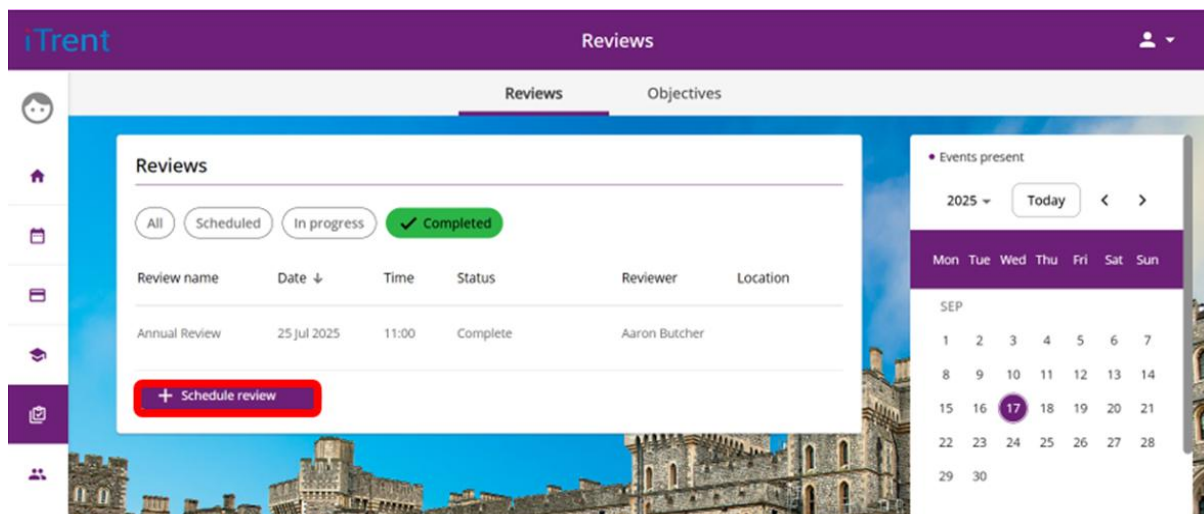
iTrent reviews video guide: [iTrent Reviews Demo \(youtube.com\)](https://www.youtube.com/watch?v=...)

7.1. Booking and completing review

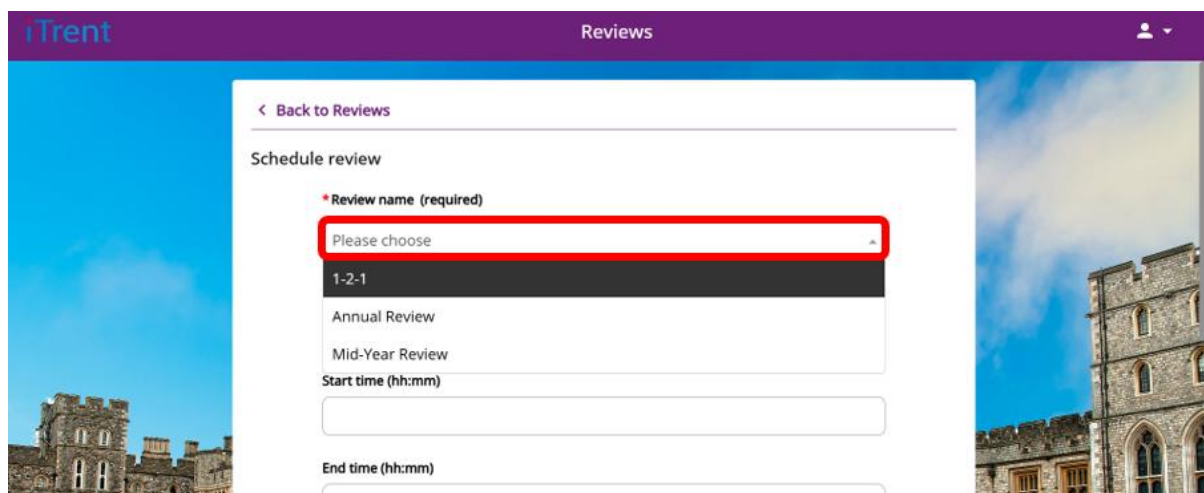
To schedule a review, click the 'Reviews' icon.



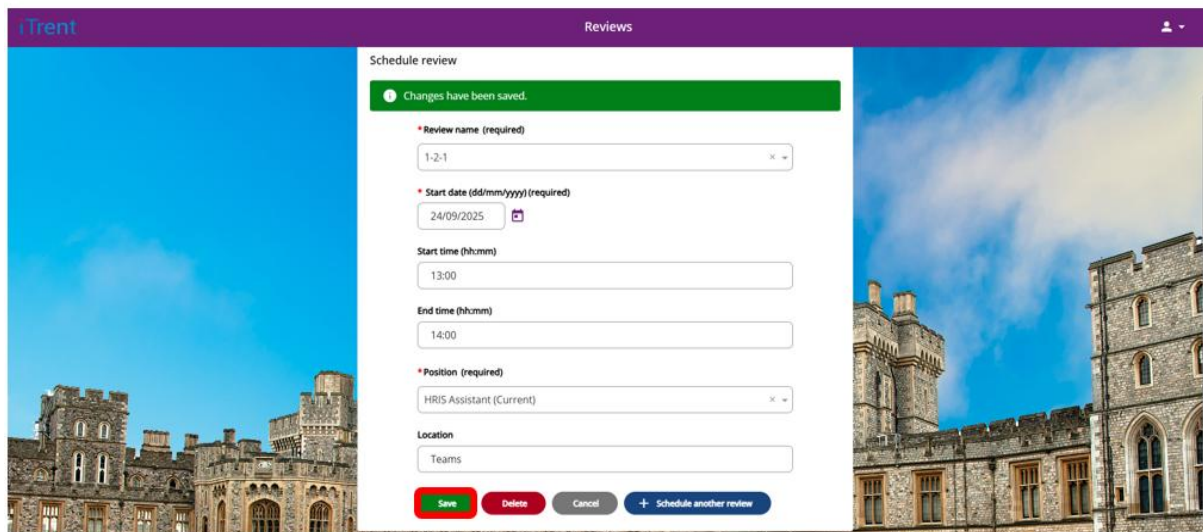
Select '+ Schedule review'.



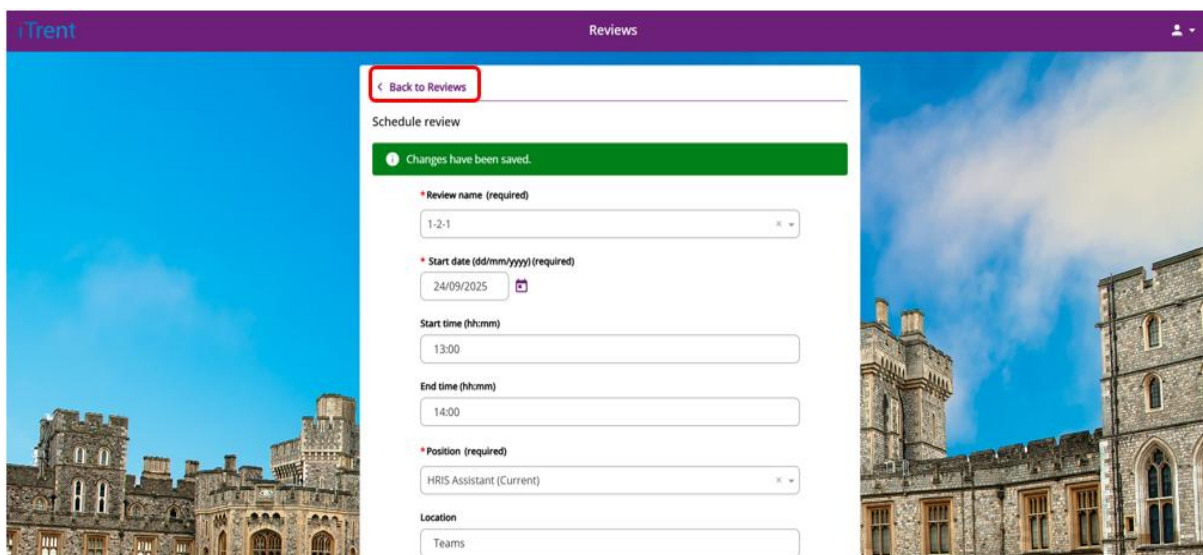
From the 'Review name' dropdown menu, select from one of the available options.



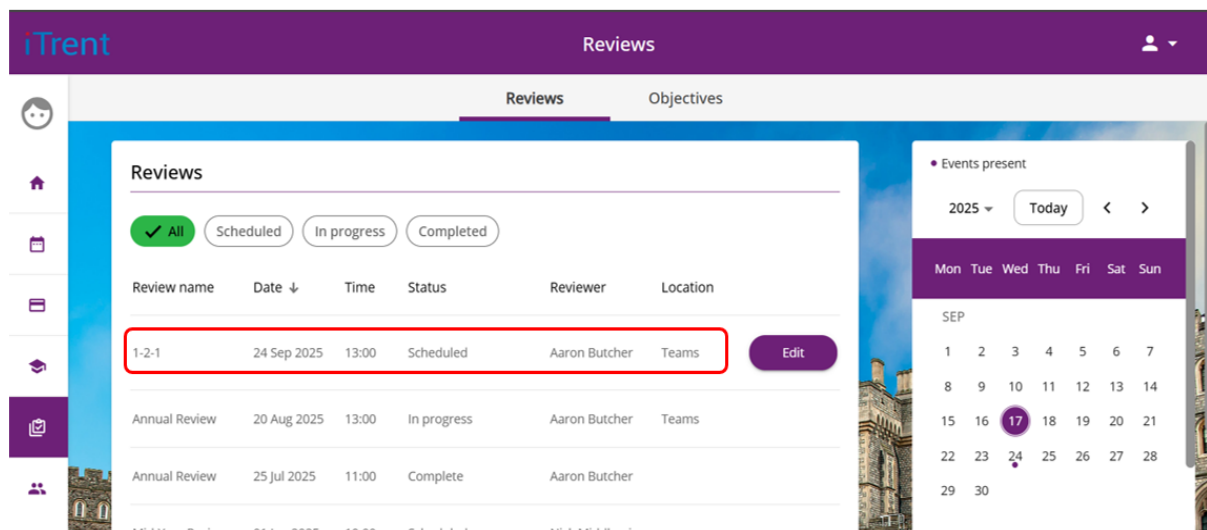
After selecting the relevant review, fill in all the mandatory fields (those marked with an asterisk). When choosing your position, ensure you select the one marked *Current*. This is important if you have multiple positions, as it allows your manager to view the correct one in People Manager access. Select 'Save'.



Select 'Back to Reviews' to view the review you have just booked.



To begin the review process, click on the 1-2-1 review. This will open the self-assessment form for you to complete.



Review name	Date ↓	Time	Status	Reviewer	Location
1-2-1	24 Sep 2025	13:00	Scheduled	Aaron Butcher	Teams
Annual Review	20 Aug 2025	13:00	In progress	Aaron Butcher	Teams
Annual Review	25 Jul 2025	11:00	Complete	Aaron Butcher	
Mid-Year Review	01 Jan 2025	10:00	Scheduled	Nick Middlemiss	

Complete the Talking points by adding the relevant comments in the boxes marked with an asterisk (*), as shown above.

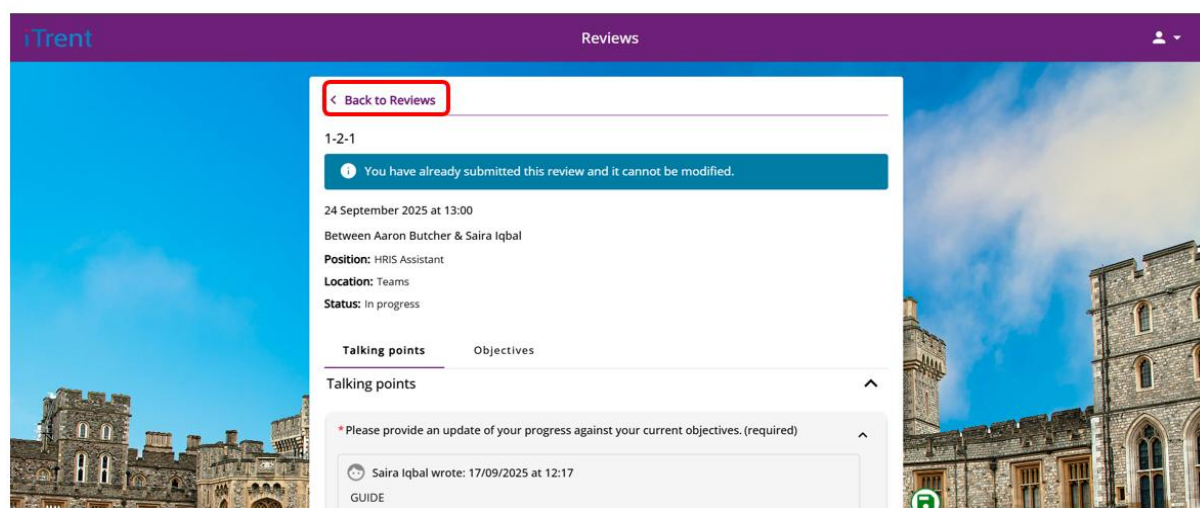
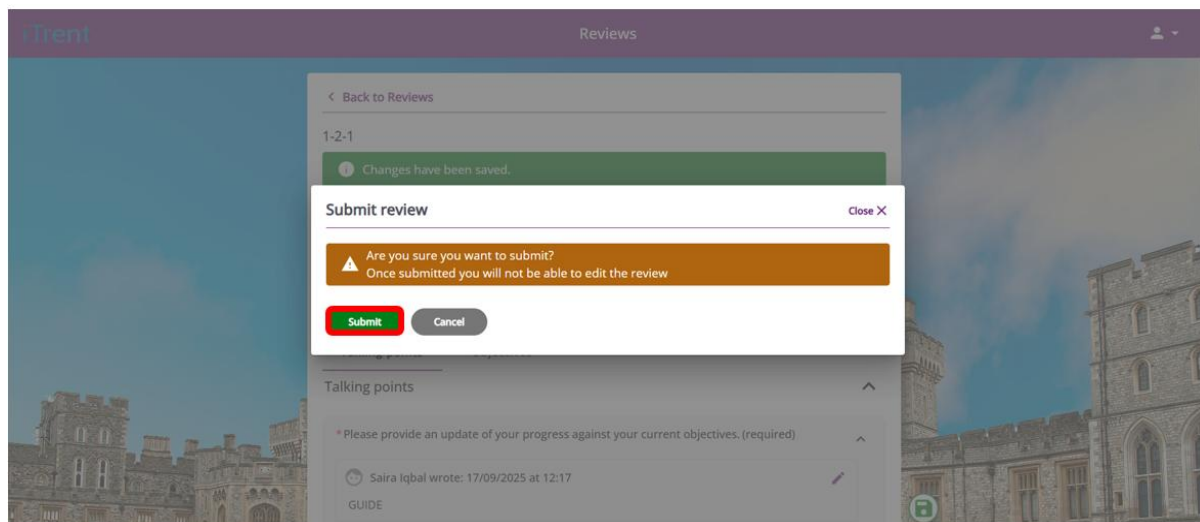
The screenshot shows the iTrent 'Reviews' page. The form is titled '1-2-1' and includes the date '24 September 2025 at 13:00', the reviewer 'Between Aaron Butcher & Saira Iqbal', the position 'HRIS Assistant', the location 'Teams', and the status 'Scheduled'. The 'Talking points' tab is selected and highlighted with a red circle. Below the tab, there is a text box with the instruction '* Please provide an update of your progress against your current objectives. (required)' and a placeholder 'Add response here'. A second instruction '* Please describe any informal learning opportunities that you would like to explore, such as job' is partially visible at the bottom.

Once you have completed the form, click 'Save'.

The screenshot shows the iTrent 'Reviews' page with the 'Comments' section. It includes a text box with the instruction '* Have you witnessed or been subjected to sexual harassment or any other type of harassment or bullying? If so, are you aware of the reporting process? (required)' and a placeholder 'GUIDE'. Below this is another text box with the instruction 'GUIDE' and a placeholder 'Add comment'. At the bottom, there are 'Save' and 'Cancel' buttons.

You must then click 'Submit'. Your manager will be notified that a review has been scheduled and will be able to view your comments. If you do not click 'Submit', the form will remain in your Employee Self-Service account, and your manager will not be able to access your comments via their People Manager access.

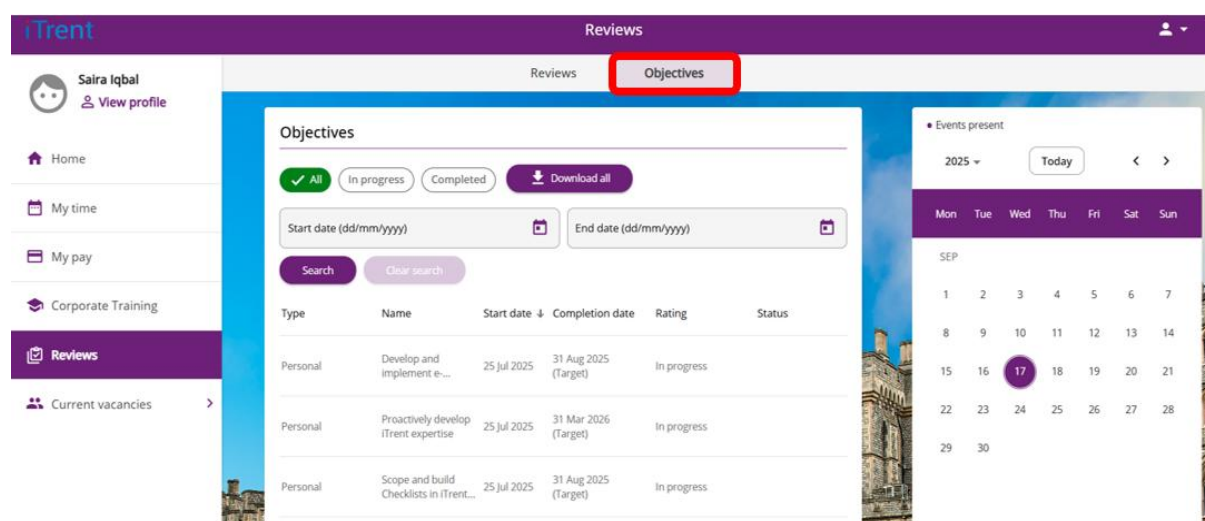
The screenshot shows the iTrent 'Reviews' page after the form has been saved. A green banner at the top of the form area says 'Changes have been saved.' The 'Status' is now 'In progress'. The 'Submit' button is visible in the top right corner. The 'Talking points' tab is still selected, and the text box with the instruction '* Please provide an update of your progress against your current objectives. (required)' is still present. Below this, there is a text box with the instruction 'GUIDE' and a placeholder 'Saira Iqbal wrote: 17/09/2025 at 12:17'.



Once you have submitted your review, it cannot be modified. Select Back to Reviews to get to the previous screen. Please note the same method applies when booking in all review types as the one in this guide.

7.2. Viewing objectives

To view your personal objectives, click the 'Objectives' tab.



8. Vacancies

To explore job opportunities, click on the 'Current Vacancies' tab. This will open a new window where you can choose between:

RBWM Internal Job Vacancies – Takes you to the internal RBWM jobs page

RBWM External Job Vacancies – Takes you to the external RBWM jobs page

The screenshot shows the iTrent portal interface. On the left sidebar, the 'Current vacancies' tab is highlighted with a red box. The main content area displays the 'Reviews' section, which includes a table of review entries and a calendar on the right.

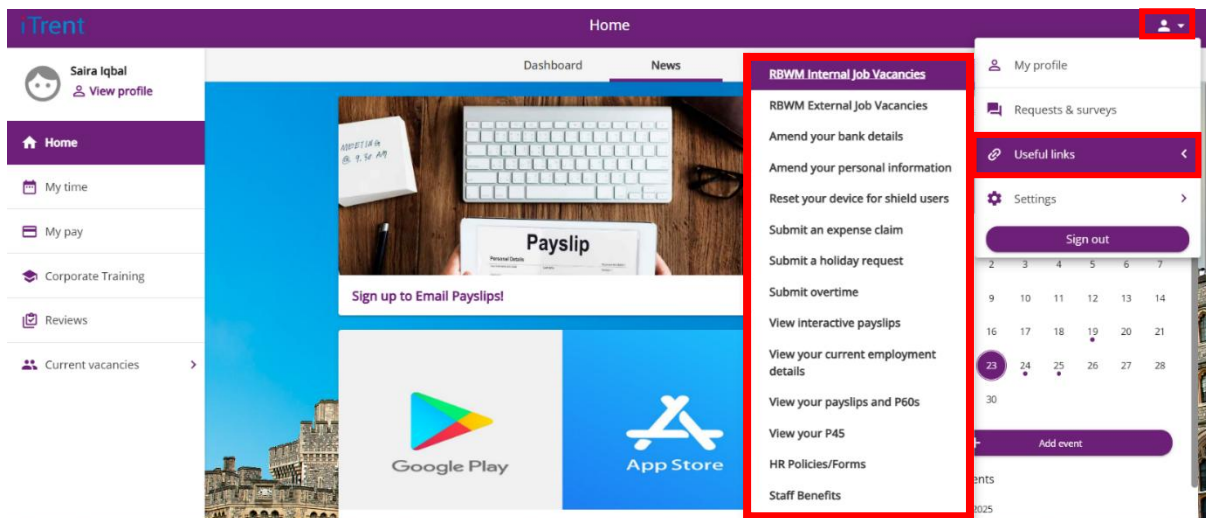
Reviews Table:

Review name	Date ↓	Time	Status	Reviewer	Location
1-2-1	24 Sep 2025	13:00	In progress	Aaron Butcher	Teams
1-2-1	22 Sep 2025	13:00	In progress	Aaron Butcher	Teams
Annual Review	20 Aug 2025	13:00	In progress	Aaron Butcher	Teams
Annual Review	25 Jul 2025	11:00	Complete	Aaron Butcher	
Mid-Year Review	01 Jan 2025	10:00	Scheduled	Nick Middlemiss	

Calendar: The calendar shows the month of September 2025. The date 22 is highlighted in purple, indicating the current date. The calendar also shows the days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and the number of days in the month (1-30).

9. Useful Links

Select the person icon in the top-right corner of the page and you will be able to access 'Useful links'. The list contains links to various video guides, which can assist you whilst using Employee Self-Service.



10. FAQs

10.1. Payslips and Pay Information

What is my e-payslips password?

The password for your payslips will be the one you set up on your account via self-service. If you do not remember this, you will need to contact trent.support@rbwm.gov.uk to reset the password for you.

How do I change the email address that my payslips come to?

Navigate to E-form preferences (shown on page 16) and change the email address in the email address field marked with the red asterisk and click save to process the changes.

Why can't I change my bank name when updating my new bank details?

Once you have entered your bank details, click 'Save' to complete the update. The bank name will automatically populate only after the changes have been saved. If you do not click 'Save', the bank name will not appear.

10.2. How Do I Access My P45 and Payslips Once I Have Left RBWM?

After receiving your final pay, you can view and download your payslips and P45 from home by following the below steps:

1. Navigate to the ESS homepage at [ESS - Login options \(webitrent.com\)](https://webitrent.com)
2. Click on "A different account".
3. Your username will be your payroll reference number.
4. Your password will be your NI number (all uppercase and no spaces).
5. Once logged in, you will be able to view and download the necessary documents.

You will be required to create a memorable password. Please ensure you remember the memorable password as each time you log in you will be asked for 3 specific and different characters from the password.

You will retain ESS access for up to 365 days after your leaving date. After this period, your access will be terminated and any post-period document requests may incur a charge.

10.3. Error Messages

Why am I getting 'check your internet connection' error message?

This error message means 2 things. Either the email address you are using to log in is incorrect, or you are using the incorrect web address for iTrent.

Ensure the email address you are using is your 3 letters and 3 numbers. For example, ABC123@RBWM.GOV.UK.

Please ensure you are using this link for iTrent Self-Service:

<https://myselfservice.rbwm.gov.uk>

Why am I getting *request entity too large*?

This occurs when the request exceeds the servers file size limit. To help fix the issue please follow the next steps.

On Google Chrome:

1. Click on the 3 dots in the top-right corner of the screen.
2. Select 'History' then 'History' again.
3. Click on 'Clear browsing data'.
4. Tick 'Cookies and other site data' & 'Cached images and files'.
5. Click on 'Clear data'.
6. Once cleared, close down Chrome and re-open it. This should then fix the issue

On Microsoft Edge:

1. Click on the 3 dots in the top-right corner of the screen.
2. Select 'History'.
3. Click on the trash icon at the top of the window that opens.
4. Change the 'Time range' option to "All time".
5. Ensure that 'Cached images and Files' & 'Cookies and other site data' are both ticked.
6. Click on 'Clear now'.
7. Close the web browser and re-open it. This should resolve the issue.

10.4. Annual Leave and Absence Queries

How do I cancel booked annual leave?

Future dated: Click on the holiday request which will be sitting in 'my time'. Then scroll to the bottom and there will be a 'delete' button in red. You can then delete the requests according to the ones you do not need.

Past dated: If the annual leave is in the past, your manager will need to delete it from iTrent people manager.

How do I amend annual leave requests?

Click on the holiday request which will be sitting in 'my time'. In the fields marked with a red asterisk update the holiday information accordingly and click save to process the changes.

How much annual leave can I carry over?

Any remaining annual leave balance up to 5 days will be automatically carried over into your next leave year. If you are approaching the end of your leave year and your remaining balance exceeds 5 days, please remember to get approval from your Assistant Director and email trent.support@rbwm.gov.uk with the confirmation.

What should I do if I had annual leave booked but was off sick during those days?

Before your manager inputs the sickness on the system, either you can delete the annual leave on self service if it is future dated or your manager will need to delete the annual leave if it is past dated. Once this has been deleted, your manager can successfully input the sickness on their end via people manager.