ESS & MSS Login

Troubleshooting Guide

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Author	Product Owner (HR/Payroll)
Owner	HR Systems Team
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1.0	Initial creation of Troubleshooting Guide	Product Owner (HR/Payroll)	23.03.23
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Troubleshooting Issues

Press "Ctrl" and click on the issue link to take you to the relevant section in the document.

1. Invalid Login

Issue: Once registration is complete and you have set up an authentication method, you proceed to login and the screen below appears
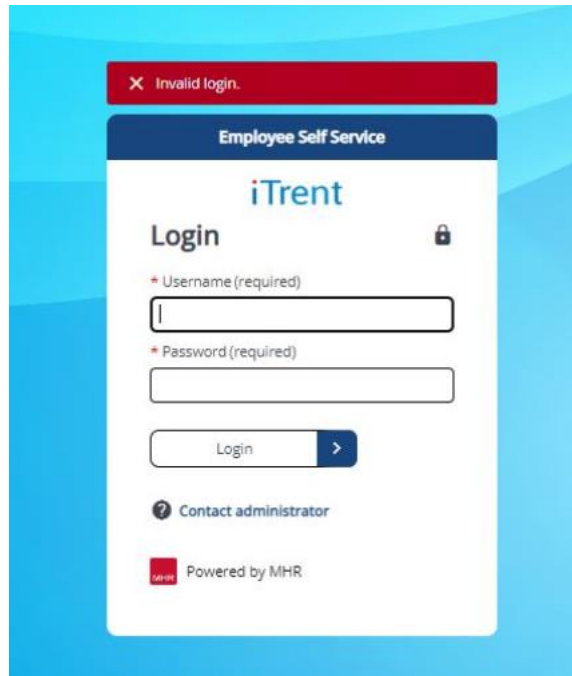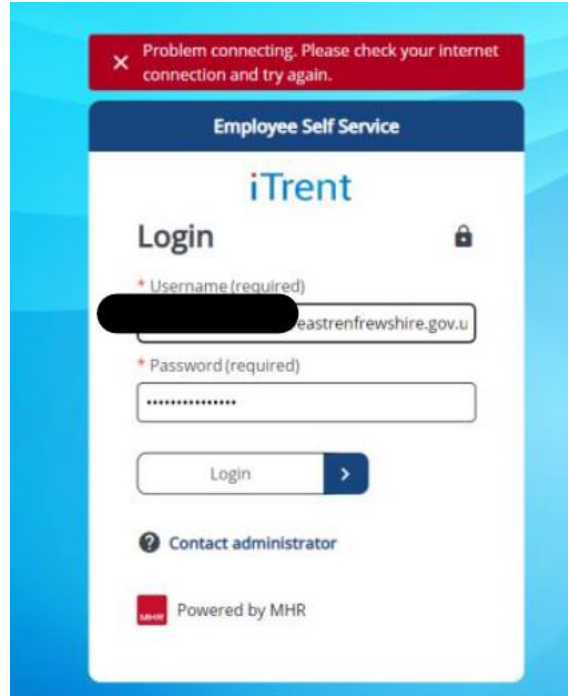

Cause: Then this means your password is locked in the background of the system.

Resolution: Email hrsystems@eastrenfrewshire.gov.uk with your employee number, the email address registered and state that you are receiving the above error. The team can then unlock your account and this should then grant you access, once you enter your email address, password and 6-digit code.

2. Problem Connecting. Please check you internet connection.

Issue: Once registration is complete and you have set up an authentication method, you proceed to login and the screen below appears

Cause: This indicates there is an issue with the email address you have used to register and the likelihood is it does match the email address that is held on the iTrent system.

Resolution: Email hrsystems@eastrenfrewshire.gov.uk with your employee number, the email address you used to register and state that you are receiving the above error.

The team will then check the email that is held on the system and advise if you have registered with the wrong email and you will need to go back to the login screen and start the registration process again with the email you are advised of by the team.

If we hold the wrong email for you in the system we can update this and provided you registered correctly with that email you should then gain access into the system.

3. A user with the specified ID already exists. Please choose a different one.

Issue: You register your email, receive a verification code, are taken to this page, complete the details – the error message below then appears


Cause: In this scenario you will have already registered the email address. Therefore, you do not need to complete the registration again.

Resolution: You should go back to the login page and enter your email address, password and verification code.

If you cannot remember your password you can click on *"forgotten password"* and reset this. Details of how to do this can be found here.

4. You click on the HR Self Service link and nothing happens

Issue: You go to the intranet/ internet homepage and click on the HR Self Service link or the link provided and the page displays like this with no graphics loaded
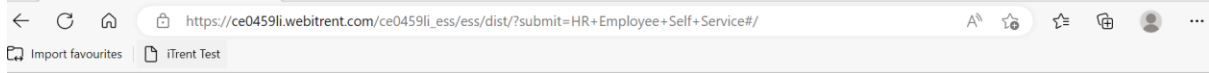
Cause: You should click on the refresh button as per screenshot below
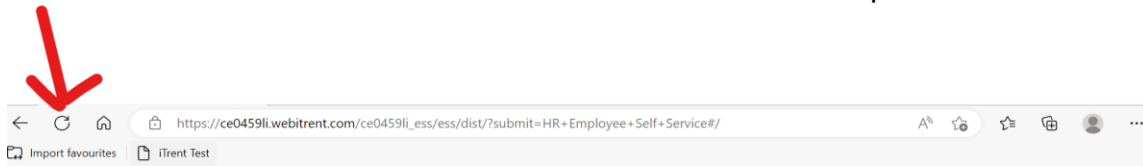
Resolution: Then correct login landing page should appear shown below. It is important to note that the **correct/new login landing page** will ask for an **email address**:
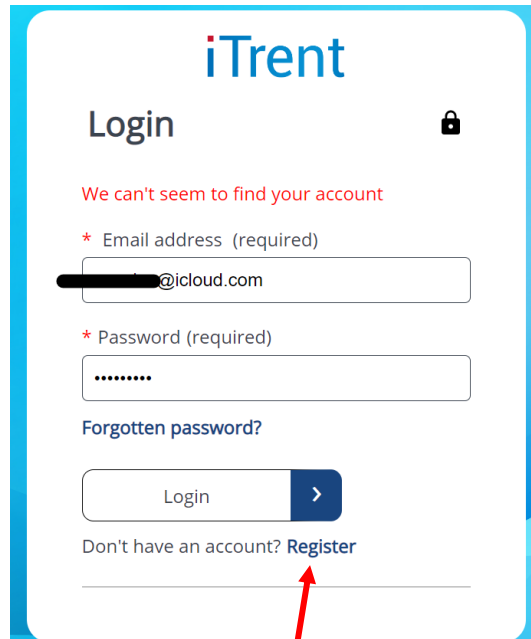
5. We can't seem to find your account.

Issue: You enter your email address and password and the error message below shows

**Cause:** This error means you have not yet completed registration.

Resolution: You must click on the **"Register"** link and complete the steps as listed in the User Guide. *N.B. The email address you are registering must match the email we hold for you on the system. If you are unsure what email address to use please email hrsystems@eastrenfrewshire.gov.uk quoting your employee number and ask what email address we have for you.*

6. Verification Code Invalid

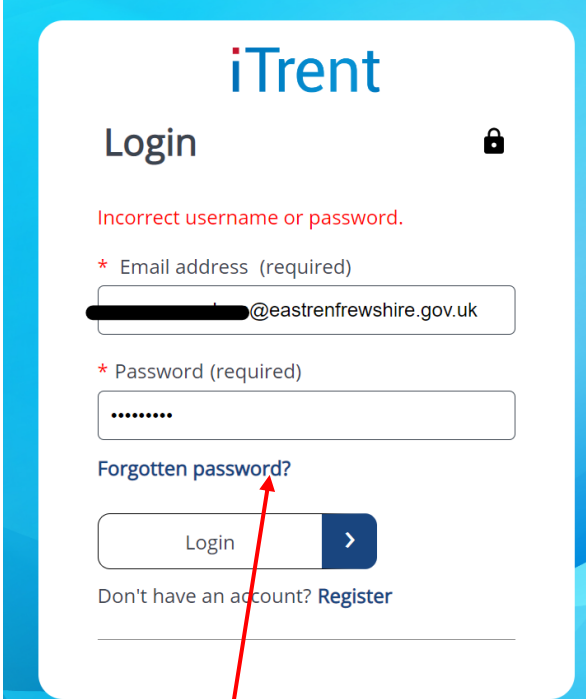**Issue:** When entering your verification code the error below shows
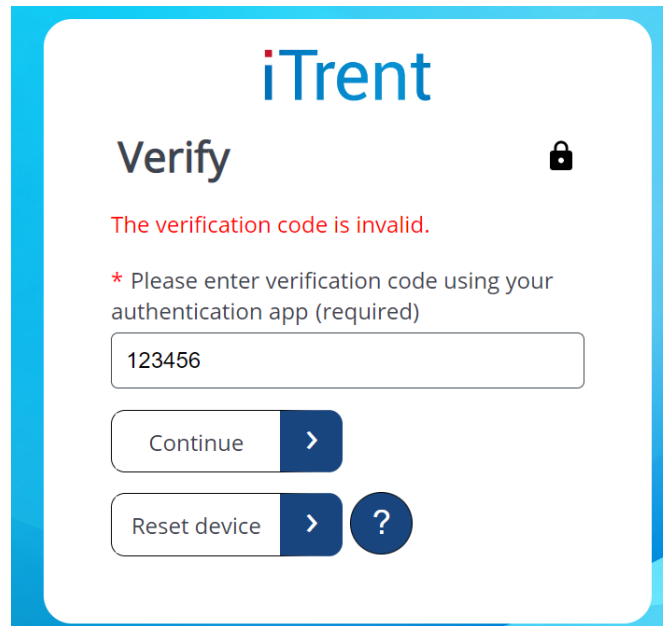
Cause: The code is expiring before the user has input it or the user has registered on multiple devices with the same user

Resolution: Ensure that the code has not expired when entering. Most authenticator apps display a timer of how long the current code will be valid for or if user has registered on multiple devices a useable code will only be generated on the last device registered.

7. Incorrect Username or Password

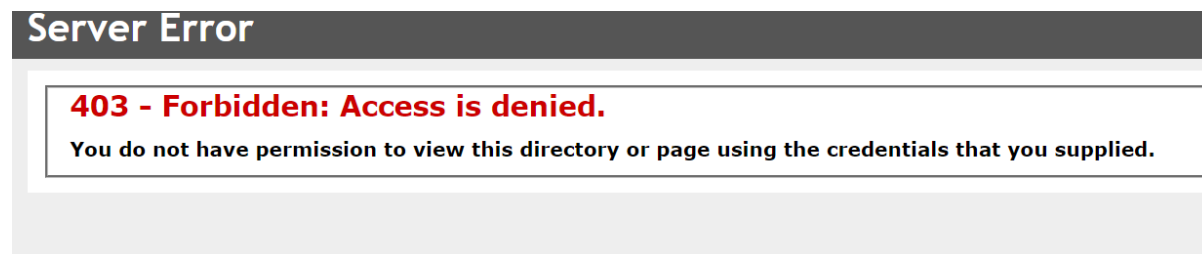**Issue:** You have entered your email address and password and the error below appears

Cause: The user has either entered an incorrect username or password.

Resolution: Check the username (email address) entered for any spelling mistakes or if you are unsure you are entering the correct password then you can reset the password by clicking on **"forgotten password"** link and following the steps.

8. 403 Error – Forbidden: Access is denied

Issue: You have completed the registration or login steps then the error below is shown

Server Error

403 - Forbidden: Access is denied.

You do not have permission to view this directory or page using the credentials that you supplied.

Cause: The user credentials you have entered are incorrect. This could be trying to register with a different email address than what is held on the system for the user.

Resolution: Email hrsystems@eastrenfrewshire.gov.uk with your employee number and confirm the email address you have tried to register and state you have received the above error. The team will check what email address you should use and advise.

Be advised if the page continues to appear you may need to close the browser page completely and clear the cache or browsing history on your device to ensure the page does not keep looping back to the last accessed page.

9. Links for HR Self Service Pages

- [HR Employee Self Service (ESS)](#)

- [HR Self Service Managers/ Core (MSS & Core)](#)

- [Employee Information Page on MFA](#)