

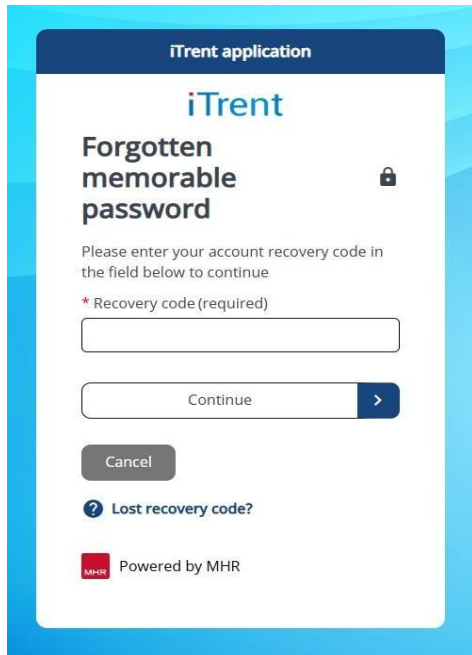
iTrent – Memorable Password

If you forget your memorable password, click "Forgotten Memorable Password" and enter the recovery code that was generated when you set up your memorable password. When entering, please also include the hyphens

DGY2-LHT6-AG6F-FH05

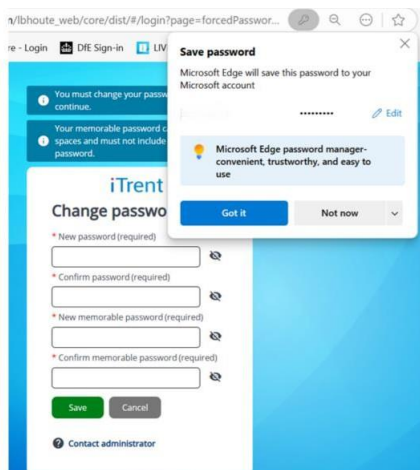


You will then be prompted to create a new memorable password

The screenshot shows the 'iTrent application' interface for 'Forgotten memorable password'. It includes the iTrent logo, a lock icon, and instructions to enter the account recovery code. There is a text input field for the recovery code, a 'Continue' button with a right arrow, and a 'Cancel' button. At the bottom, there is a link for 'Lost recovery code?' and a logo for 'Powered by MHR'.

If you cannot find your recovery code, contact the Systems Team at iHounslow.help@hounslow.gov.uk with your username and NI number to request a memorable password reset.

Please note that if your memorable password needs to be reset, your main iTrent password must also be reset. Do not reuse any previous passwords for either reset and do not save the password on your computer.

The screenshot shows the 'iTrent application' interface for 'Change password'. It includes instructions for password requirements and a 'Save password' dialog box from Microsoft Edge. The main form has four input fields: 'New password (required)', 'Confirm password (required)', 'New memorable password (required)', and 'Confirm memorable password (required)'. There are 'Save' and 'Cancel' buttons at the bottom, and a 'Contact administrator' link.

Once you've successfully reset your password, a new recovery code will be issued—make sure to save it, as your previous code will no longer be valid