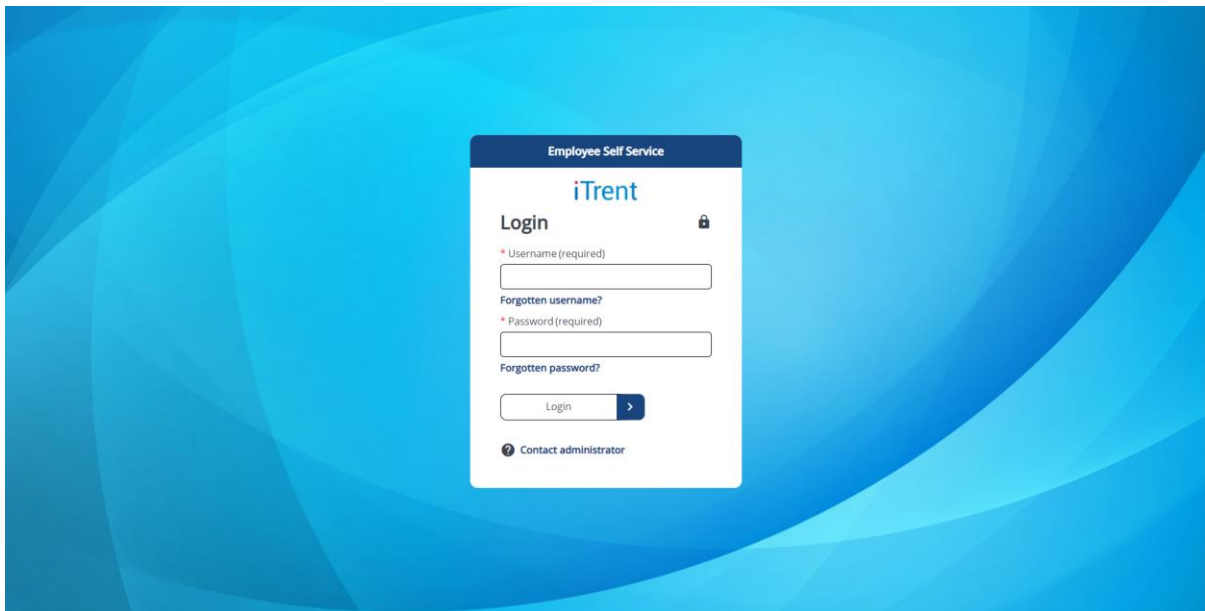


ONLINE PAYROLL INFORMATION

PORTAL MFA GUIDE

CONTENTS:

1. Getting Started
2. Security

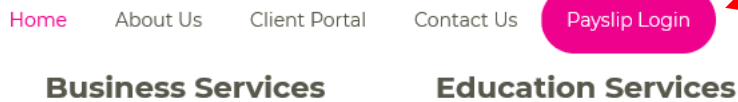


1. GETTING STARTED

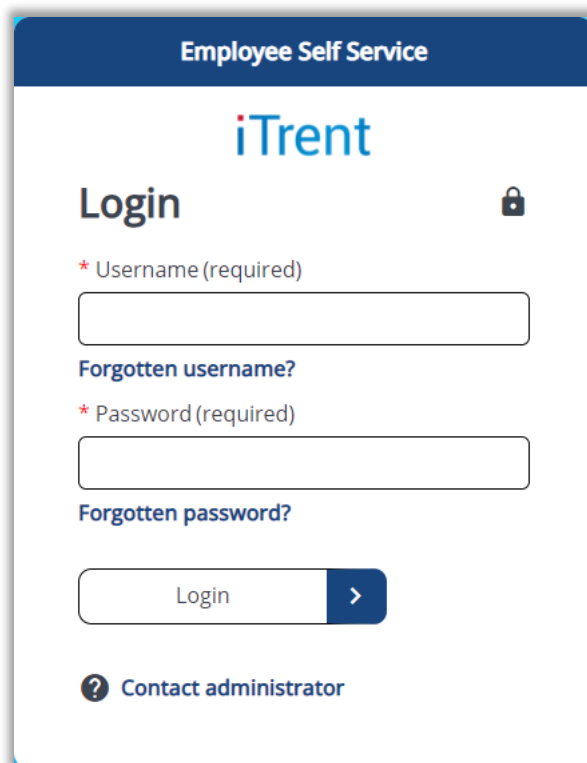
If you are a first-time user of the system instructions for accessing the portal are included within the email sent to you by your payroll administrator. Alternatively click the link below to navigate to the portal login page. Your school may also have provided you with a link to the portal from your school intranet page.

<https://neopeople.net/index.php>

This will take you to the Neo website where a link to the Payslip Portal is available.



Once you have clicked on this you will be redirected to the portal login screen:



Your login name is your school email address. If you do not have a school email address your username will be your employee Reference Number (please liaise with your school payroll contact for this information).

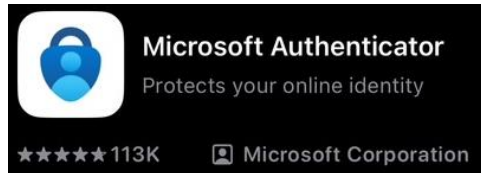
Your first-time password is the same as the 8 digit account number of the bank or building society account to which we make your salary payment. Unless you have changed this previously on the portal.

Enter your Username and Password as detailed above and click Login.

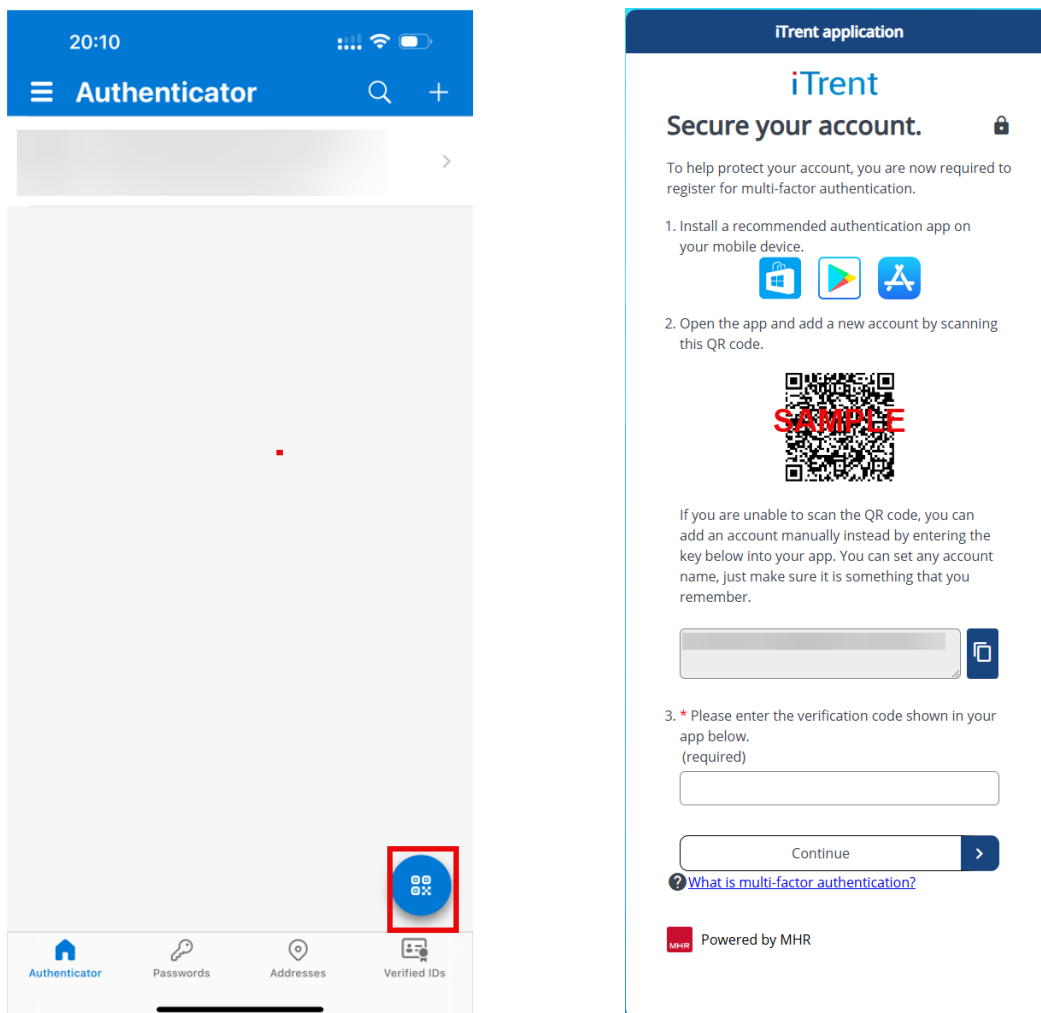
2. SECURITY

Access to the iTrent platform either as an administrator or employee is protected by Multi Factor Authentication and requires an online authentication app in order to log in to your account.

Whilst you can use any authenticator app to access your account Neo recommend using the Microsoft Authenticator application available via the App Store (iOS) or Google Play Store (Android) on your phone or computer.

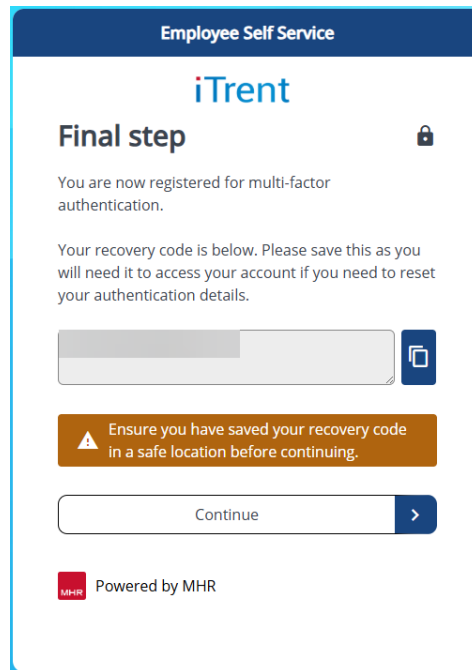


Once you have downloaded and installed the app you can set up your account you will be presented with the following screen on the left.

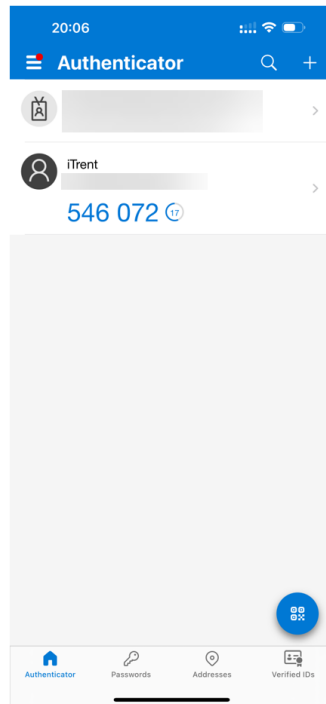


You can use the QR code finder (highlighted in the RED square above) on the QR code shown on your computer (as per the screen on the right). Alternatively you can input the code shown on iTrent security screen and input this into your authenticator app.

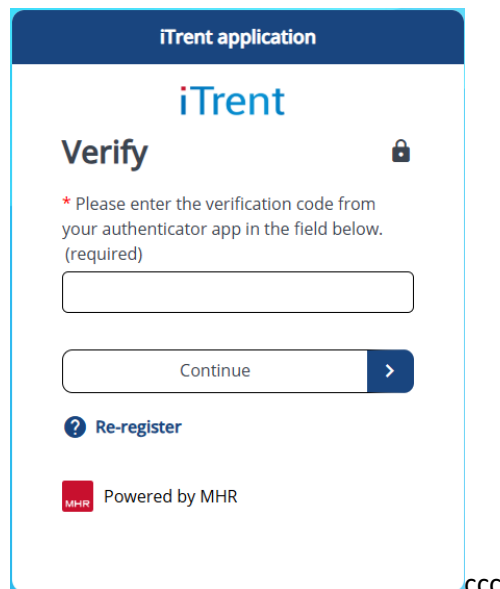
Once the registration has completed you will be presented with a recovery code that you can use in the event of you requiring to reset your account. You can either photograph this or keep a note.



Once you have completed all these steps you can use your authenticator app to access the iTrent system. Opening up your app will give you a code (as per the screenshot below) to log into the iTrent system.

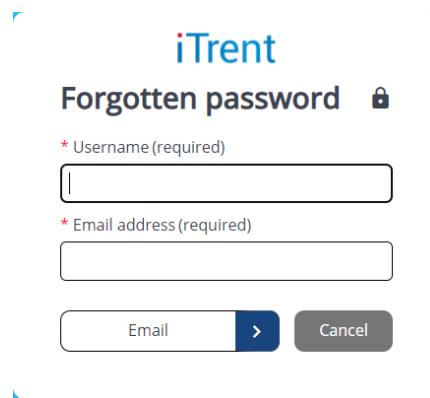


This can be entered into the verify screen shown on your iTrent screen (as per the screenshot below).



Forgotten Your Password

If you have forgotten your password, select the “Forgotten Password” link on the portal login page.



The image shows a screenshot of the iTrent 'Forgotten password' form. At the top is the iTrent logo. Below it is the title 'Forgotten password' with a lock icon. There are two required input fields: 'Username (required)' and 'Email address (required)'. At the bottom are two buttons: 'Email' with a right-pointing arrow and 'Cancel'.

On the menu you will be prompted to give your username and the email address held for you on the system. **The username for this must be your 8 digit payroll reference number – this is located on your payslip under your name.** If you do not have this, please contact your local administrator who will be able to supply this information. Please note that the email address is lowercase. An email will be sent within 15 minutes to the email address held for you on the system. Follow the link provided to reset your password.