When accessing the HR Connect system which includes People Manager and Employee Self Service, if you are presented with either of the below screens and you are not logged in automatically, please **Do Not** click login. There may be a slight delay on the MFA starting so please wait for the page to automatically log you in.

If you have waited and you are not logged in automatically, please ensure you navigate away from HR Connect and clear your browser cache for <u>All Time</u>. HR Connect works with single sign on enabled, clicking on login will lock your account and you will be presented with an invalid log in message. If you lock your account, you will need to raise a case via <u>Uni Desk</u> for the account to be unlocked.

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Login		ê	
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40016795			
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## How to clear you browser cache.

## Microsoft Edge

Within the browser click on the three dots at the top right of the screen.



From the drop-down menu click on 'Settings'.

Click on 'Privacy, search, and services'.

Se	et	tings
(	Q	Search settings
6	9	Profiles
	÷	Privacy, search, and services

Within the Clear browsing data section, click on 'Choose what to clear'.

Clear browsing data	
This includes history, passwords, cookies, and more. Only data from this profile will	be deleted. Manage your data
Clear browsing data now	Choose what to clear
	\ \

Ensure that the time-range is set to **'All time'.** Please ensure that you have ticked the box next to **'Cached images and files'**. It is up to you what else you wish to clear e.g., download history, browsing history etc. Click on **'Clear Now'**.

Clear browsing data					
Time range					
All time	~				
<ul> <li>Browsing history 12,846 items and more on from all signed-in devices</li> <li>Download history 60 items</li> </ul>	synced devices. Clears history that are syncing.				
<ul> <li>Cookies and other site data</li> <li>From 65 sites. Signs you out of most sites.</li> </ul>					
Cached images and files Frees up less than 13.4 MB. Some sites may load more					
Clear browsing data for Internet Explorer mode					
This will clear your data across all your synced devices signed in to C.Burch@napier.ac.uk. To clear browsing data from this device only, <u>sign out first</u> .					
Clear now	Cancel				

Once the cache has been cleared, please close down the browser completely. It is recommended that you clear your cache periodically.

Next time you access HR Connect single sign on should now work and you will be logged in automatically. If you have cleared your cache, restarted and you are receiving an invalid login message, please raise a call via <u>Uni desk</u> for the account to be unlocked.

## <u>Chrome</u>

Within the browser click on the three dots at the top right of the screen.



From the drop-down menu click on 'Settings'.

Click on 'Privacy and security'.



Click on 'Clear browsing data' and then 'Advanced'.

Privacy	v and security	
Î	Clear browsing data Clear history, cookies, cache and more	+

Ensure that you set the time range to 'All time'. Ensure that you have ticked the box next to 'Cached images and files'. It is up to you what else you wish to clear. Click on 'Clear data'.

ſ	Clear browsing data						
			Basic		Advand	ced	
	Time	range	All time	•			*
		Browsi 1,061 i	ng history tems				
		Download history 372 items					
	Cookies and other site data From 270 sites						
K	~	Cached images and files 42.6 MB					
		Passwords and other sign-in data 2 passwords (for mthrboedge, slidebazaar.com)					
		Auto-f	ill form data				-
				(	Cancel	Clear data	

Once the cache has been cleared, please close down the browser completely. It is recommended that you clear your cache periodically.

Next time you access HR Connect single sign on should now work and you will be logged in automatically. If you have cleared your cache, restarted and you are receiving an invalid login message, please raise a call via <u>Uni desk</u> for the account to be unlocked.