These Frequently Asked Questions (FAQ) are only applicable to MyView Dashboard. FAQ’s for the existing version of MyView can be found here.

From November 2017 all employees (including schools) will access MyView Dashboard. This will replace the existing version of MyView which is currently only accessible via the DCC Intranet.

Logging into MyView Dashboard

Q How do I access MyView Dashboard?
A To enter MyView Dashboard from outside the DCC network, go to the following website:

https://hrselfservice.durham.gov.uk/dcc

From 1st November 2017 you will be able to access MyView Dashboard from the DCC Intranet (via the link found in the ‘Other Stuff’ section on the Intranet homepage).

Q How do I log into MyView Dashboard for the first time?
A You will need to click on the “forgotten password” link on the right hand pane of the MyView Dashboard landing page. The system will then ask for your six-digit payroll/employee number and Date of Birth to verify your identity before sending your temporary password to you via email.

Q Where do I get my payroll/employee number?
A This is your unique six-digit reference number which appears on the top line of your pay slip.

If you are unsure of your payroll/employee number, please email the HR Operations and Data Team according to service grouping below:

- hrREAL@durham.gov.uk
- hrCYPS@durham.gov.uk
- hrAHS@durham.gov.uk
- hrRESOURCES@durham.gov.uk
- hrTAP@durham.gov.uk

In any email communication requesting your payroll/employee number you will need to confirm the following details:

- First Name Joe
- Surname Bloggs
- Employee Number 123456
- NI Number JH291491A
- Date of Birth 16/10/1985

Q I have received a temporary password to sign into MyView Dashboard – what now?
A You will need to use your payroll/employee number and the temporary password provided to sign into MyView Dashboard. You will then be asked to provide a new password. This password must be at least six characters long and is case sensitive.

You will then be asked to provide answers to some security validation questions. It is important that you remember these answers to enable you to sign in. Please note these fields are also case sensitive. If you wish to amend these answers later you can do so by selecting ‘update profile’ once you have logged in to MyView Dashboard.
For subsequent logons, you will need to enter your employee number and password. You will then be randomly asked one of your security questions. Once you have successfully answered the questions you will be taken to the MyView Dashboard Home Page.

Q  I do not know how to use MyView, what can I do?
A  The home screen provides you with links to guidance material which gives you instructions how to log on to MyView Dashboard and what each module within MyView Dashboard is used for. Our User Guides also contain a great deal of information to help guide you through MyView. You can also contact the MyView Helpdesk on 03000 269 919 (Monday to Friday 09:00 – 17:00) or you can email MyView@durham.gov.uk.

Q  I have forgotten my password/memorable place/name – what should I do?
A  If you DO NOT have a DCC email address and use your own personal email address (e.g. jbloggs@hotmail.com, joe.bloggs@hotmail.co.uk) you should click on the “forgotten password” link to receive a temporary password which will be sent to your personal email address. Contained within the email will be instructions around resetting your password.

If you DO have a DCC email address (e.g. joe.bloggs@durham.gov.uk) you will have to be logged onto your DCC network account to retrieve your temporary password. You will be sent an email that will contain instructions around resetting your password.

Note: If you have a DCC email address and use PULSE SECURE software you can access the DCC network to reset your password.

Q  What do I do if I have entered the wrong details and my login has been suspended?
A  Should you enter your password incorrectly ten times consecutively, your account will be suspended. You will then need to e-mail the MyView Team via MyView@durham.gov.uk to have your MyView account re-set. Once the account has been re-set, you will then need to click on ‘forgotten password’ link (as per above) to generate a new temporary password.

In any email communication, requesting your MyView account to be re-set you will need to confirm the following details:

- First Name  Joe
- Surname Bloggs
- Employee Number  123456
- NI Number  JH291491A
- Date of Birth  16/10/1985

Q  If I have a DCC email address, can I still use a personal email address to access MyView Dashboard?
A  No – where a DCC email address is available to use this will be recorded against your employee record. In addition, your email address cannot be amended in MyView Dashboard.

If you provided a personal email address when you joined the Council this will be initially be recorded to enable immediate MyView Dashboard access. However, once a DCC email account has been set up for you, this will be recorded against your employee record and you will be notified (via your DCC email account) that your email address has been updated.
Q: Which web browser should I use to access MyView Dashboard?
A: MyView Dashboard supports all popular web browsers (e.g. Internet Explorer, FireFox). However, we would recommend using Google Chrome.

Q: How do I navigate through the various modules within MyView Dashboard?
A: Navigation around MyView Dashboard is similar to a normal webpage. You will find a navigation bar in the top right hand corner of the screen, which has the following instructions:

- **Home**: Click on the DCC logo to return to the MyView homepage.
- **Sign Out**: The Sign Out button is the correct way to ensure you have logged out of your MyView record.
- **Account**: Select the ‘Account’ option to:
  - **Update Profile**: you can change the answers to your security questions.
  - **View Details**: view your appointment details held on the system.

**Updating Your Details**

Q: I have recently changed my name and I cannot access MyView Dashboard. What should I do?
A: If you have recently changed your name, you will need to contact the **HR Operations and Data Team** according to service grouping below:

- hrREAL@durham.gov.uk
- hrCYPS@durham.gov.uk
- hrAHS@durham.gov.uk
- hrRESOURCES@durham.gov.uk
- hrTAP@durham.gov.uk

You should also make arrangements via your IT Rep to have your email account updated.

Q: I cannot amend the details on the ‘View Details’ page. How do I amend these details?
A: You can update personal information via the ‘Personal Details’ module accessed from the MyView homepage. This module contains options to view:

- **Contact Details**
- **Doctor Details**
- **Emergency Contact Details**
- **Equal Opportunities Details**
- **Next of Kin Details**
- **Personal Details**

Q: How do I edit my ‘Personal Details’ via MyView Dashboard?
A: These details **cannot** be edited. If the details shown are incorrect, you should email the HR Operations and Data Team according to service grouping below:

- hrREAL@durham.gov.uk
- hrCYPS@durham.gov.uk
Any generic MyView Dashboard related enquiries should be directed to MyView@durham.gov.uk.

Q: How do I edit my ‘Contact Details’ via MyView Dashboard?
A: To amend any Contact Details, click [edit these details]. Amend the details as required and enter a change reason if applicable.

Click [submit] and you will then receive a confirmation message.

Click OK to confirm that you wish to submit the change.

You will then receive a confirmation message to say that the change has been submitted.

Q: How do I edit my ‘Doctor Details’ via MyView Dashboard?
A: To view your doctor details, navigate to ‘Personal Details’ from the homepage and select ‘Doctor Details’.

To amend any Doctor Details, click [edit these details]. Amend the details as required and enter a change reason if applicable.

Click [submit] and you will then receive a confirmation message.

Click OK to confirm that you wish to submit the change.

You will then receive a confirmation message to say that the change has been submitted.

Q: How do I edit my ‘Emergency Contact’ details via MyView Dashboard?
A: To view your emergency contact details, navigate to ‘Personal Details’ from the homepage and select ‘Emergency Contact’.

Click on ‘Emergency Contact/Next of Kin’ to create a new contact or to amend any Emergency Contact Details, click [edit these details]. Amend the details as required and enter a change reason if applicable.

Click [submit] and you will then receive a confirmation message.

Click OK to confirm that you wish to submit the change.

You will then receive a confirmation message to say that the change has been submitted.

Q: Some of the details about my current post appear to be incorrect. Who do I contact?
A: If the details shown are incorrect, you should email the HR Operations and Data Team according to service grouping below:

- hrREAL@durham.gov.uk
- hrCYPS@durham.gov.uk
- hrAHS@durham.gov.uk
- hrRESOURCES@durham.gov.uk
Why do I have to provide Equal Opportunities Details?
This information is only stored to monitor the diversity of our workforce profile overall and to check that it is reflective of the community we serve. You need only answer questions if you are happy to do so.

To amend any Equal Opportunities Details, click [edit these details]. Amend the details as required and enter a change reason if applicable.

Click [submit] and you will then receive a confirmation message. Click OK to confirm that you wish to submit the change.

Can I update my bank details in MyView Dashboard?
No – please refer to http://intranet.durham.gov.uk/Pages/Pay.aspx for guidance on changing bank details. Please note forms should be sent by no later than the 5th of the month. Change of bank account cannot be guaranteed for forms received after this date.

Under the MyPeople Team Selector, it does not show all employees within my team reporting structure – what should I do?
If you notice that an employee who you manage does not appear within your team structure or an employee whom you do not manage does appear, please complete the attached form with appropriate details.

Any amendments made by the HR operations and Data Team to ‘post to post’ reporting lines will only take effect overnight and be reflected in MyView the following day.

Payslips

I have not received a paper payslip this month – why is this?
The introduction of MyView Dashboard means paper payslips will no longer be issued for employees that have a Durham County Council or personal email address recorded in the system. By having an email address enabling access to MyView Dashboard means that you are helping the Council to reduce its postage and printing costs.

Why are some of my payslips not appearing within MyView Dashboard?
Payslips may be removed from MyView Dashboard if amendments need to be made, for instance, with issues surrounding cost allocation. In making these amendments, the online payslip is automatically removed from MyView Dashboard. Should a payslip be missing please email MyView@durham.gov.uk so that it can be reinstated.

Can I print my payslip in MyView Dashboard?
Yes. All future e-payslips and P60s will be available for you to access on the platform for as long as you work for Durham County Council, so you can print them as and when you need to.

Will banks/building societies accept a print out of my online payslip, e.g. as proof of employment or for mortgage applications?
Yes, most banks will accept printed e-payslips. However, if you encounter any difficulties please contact MyView@durham.gov.uk or, should you require a statement of earnings, please email the HR Operations and Data Team according to service grouping below:

- hrREAL@durham.gov.uk
- hrCYPS@durham.gov.uk
- hrAHS@durham.gov.uk
- hrRESOURCES@durham.gov.uk
- hrTAP@durham.gov.uk

Q I am on long-term sick or maternity leave. How can I view my payslip?
A As MyView Dashboard is accessible from anywhere, paper payslips will no longer be sent out to employees on long-term sick or maternity leave. You should log into MyView Dashboard to view your payslips.

Q I am leaving Durham County Council. Will I still be able to access MyView Dashboard to get my final payslip and view previous payslips?
A Access to log into MyView Dashboard will be available up to an individual’s leaving date. Where this means that the final payslip cannot be accessed (i.e. individuals leaving mid-month) a paper version will be provided automatically. Leavers are encouraged to print any previous payslips/P60s they require for future reference.

Information Security

Q How secure is my personal information?
A All personal information you provide via MyView Dashboard will be treated as strictly private and confidential. All personal information held within the DCC HR/Payroll system (ResourceLink) is only accessible via authorised personnel who have the appropriate access privileges. These access privileges are strictly controlled and monitored on a daily basis.

All information held within this system is stored in compliance with the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage and retention of personal information.

Durham County Council is committed to the security of our users’ personal information and we have information security policies and procedures in place to protect against loss, misuse or alteration of personal information.

MyView Dashboard users are solely responsible for control and use of username and password information. The security of your personal information depends in part on your protection of your account password and additional security question answers. Please do not disclose your account information to anyone.

If you become aware of any potential breach of data security or have any other questions about the security of MyView Dashboard, please email MyView@durham.gov.uk or telephone: 03000 269919.

Q Can Northgate see my personal information?
A As part of ongoing system development and maintenance work required, NorthgateArinso can remotely access ResourceLink. The link is initiated by HR Operations & Data Team at the request of Northgate. HR Operations & Data Team can see all the activities performed by Northgate for
the duration of the session. On a day-to-day basis, Northgate will not access your MyView information.

**MyView Dashboard Support**

**Q**  What additional help and guidance is available to me should I encounter a problem or have a query?

**A**  Should you encounter any difficulties, please email MyView@durham.gov.uk or telephone: 03000 269919.

Further Frequently Asked Questions relating to individual module functionality can be found in the specific module user guidance found within the [MyView help section](#) of the DCC Intranet.