MyView Dashboard User Guide
Guidance for Employees

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Dated: November/2017
Please think before printing this document.

Where printing is necessary, please ensure that it is printed double sided and in greyscale.
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1 Introduction

1.1 What is MyView Dashboard?

MyView Dashboard is a web based self-service system, which allows employees and managers to view and edit their own personal details online.

MyView Dashboard supports the Council's objective of making processes more efficient and streamlined.

Revised user guidance documentation to support the use of MyView Dashboard and Frequently Asked Questions are available via www.durham.gov.uk/MyView.

Providing access to MyView Dashboard via the internet will give you 24/7 access allowing you to:

- View and update personal information, including name, address and emergency contact information.
- View, download and print payslips and P60 statements.
- Submit mileage and expenses claims as well as uploading receipts.
- Employees will be able to submit training requests for managers to authorise.
- Managers will be able to view expense submissions, authorise, and reject claims if required.

1.2 What is new about MyView Dashboard?

As well as providing access over the internet, MyView Dashboard has an enhanced look and feel and is much more intuitive to use. MyView Dashboard has a number of features and benefits including:

- Enhanced navigation, usability and appearance – MyView Dashboard can be accessed using smart devices mobile phones and tablets
- Customisable widgets that provide quick access to information
- Appearance and functionality has been improved
- The ability to view authorisation progress across all MyView Dashboard forms
- Removal of Payslip and P60 printing and postage costs by enabling access to e-Payslips and P60’s.

MyView Dashboard now contains a navigation panel, which has a “Me” tab (showing your own details plus links to any available categories and actions), and an additional “MyPeople” tab (if you are also a manager or have delegated access on behalf of a manager).
1.3 When will employees have access to the new MyView Dashboard?

All employees that have access to the internal DCC network will be able to use the new MyView Dashboard from November 2017.

From November 2017, secure online access to MyView Dashboard from outside the Council network (i.e. over the internet) from any computer or mobile device will be rolled out to employees on a phased basis. The timetable is detailed below:

1 November 2017: Adult and Health Services Resources Transformation and Partnerships
1 December 2017: Children and Young People Services (excluding schools)
1 January 2018: Schools
1 February 2018: Regeneration and Local Services

MyView Dashboard will be unavailable on an evening between approximately 8pm - 9pm. A message will appear saying, “Service Unavailable - The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later”.

1.4 Further information

If you would like any further advice or would like the document in an alternative format, please contact the MyView Team within HR Operations and Data using the contact details below:

Please ask us if you would like this document summarised in another language or format.

Please ask us if you would like this document summarised in another language or format.

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MyView@durham.gov.uk
03000 269 919

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Please ask us if you would like this document summarised in another language or format.
2 Accessing MyView Dashboard

You can access MyView directly from the Council’s Intranet, by selecting “MyView Dashboard” from the “Other Stuff” section on the Intranet homepage or via the following link:

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

All employees that currently have a DCC email address will use their existing log in credentials to access MyView Dashboard.

You may get several Security Alert messages (depending on your browser settings). Please click “OK” and /or “Yes” where relevant.

You will then be presented with the Durham County Council MyView Dashboard Welcome page, as below.
2.1 How will employees without a DCC email address access MyView Dashboard?

If you do not have a DCC email account and/or you did not supply DCC with an email address when you applied for your position please email MyView@durham.gov.uk with your name, employee number, date of birth and national insurance number to request access to MyView. You will receive an emailed response confirming your registration.

In providing a personal email address, it will be used solely to enable employee access to MyView Dashboard. It will not be shared with other organisations, and we will not contact employees using these details for any other purpose.

2.2 If I have a DCC email address, can I still use a personal email address to access MyView Dashboard?

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.
3 How do I log into MyView Dashboard for the first time?

You will need to click on the [Forgotten your password?] link on the right hand pane of the MyView Dashboard landing page.

The following page will then appear where you will be prompted to enter your six-digit payroll/employee number and Date of Birth to verify your identity before sending your temporary password to you via email.

![MyView Dashboard Sign In Page]

**Note:** 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
• Enter your six-digit payroll/employee number and Date of Birth (DDMMYYYY format)

• Click [Reset my account].

Upon submitting you request, you will receive an email from resourcelink@durham.gov.uk containing a temporary password. The email will have been sent to the email address you supplied. On this email, you will find instructions telling you what to do next.

Note: Passwords are Case Sensitive. It is suggested that you copy and paste the password to avoid missing any characters.

• Return to MyView Dashboard and click [Continue]. You should now log into MyView using your 6-digit employee number and temporary password.

• Enter your employee number e.g. 123456 and the temporary password you received via email. Once done, click [Sign In].
You will then be asked to complete a set of Security questions, which will be randomly used during subsequent logons.

- Please complete the following questions and click [Set Answers].

- You will then be asked to enter your employee number again, as well as the temporary password you received via email.
- Enter a new password. The minimum length of your new password is six characters and must contain a number. However, we would also recommend that your password contains an upper case and a lower case letter. An example would be “Pa5sw0rd!”

- Enter your new password again and then click [Submit].

You will then receive another email from resourcelink@durham.gov.uk welcoming you to MyView Dashboard.

**Note:** Please be aware that ten consecutive invalid login attempts will lock your account. In order to ‘unlock’ your account you will need to e-mail the MyView Team via MyView@durham.gov.uk.

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

Once the account has been reset, you will need to follow the [Forgotten your password?] routine.
For subsequent logons, you will need to enter your employee number and password. You will then be asked one of your security questions chosen at random.

**Note:** If you log into MyView Dashboard but are inactive, your session will be terminated after ten minutes. You will be alerted to a timeout warning after five minutes.
4 Navigation

Once you have signed in, the MyView Dashboard is displayed which contains the navigation panel and the widgets to which you have been given access.

You can administer your account from the Account menu in the top-right-hand corner of the MyView page.

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. The following options are available:

- **Change Password** - enables you to change your password
- **Update Profile** - enables you to update your security answers
- **View Details** - enables you to view your own employee details
- **Sign Out** - enables you to sign out of MyView and return to the MyView Dashboard landing page.

It is important that you log off the system when you have finished rather than just closing the software. To do this, click on the **[Sign Out]** button at the top right of the page.

The second toolbar is available in the bottom right hand corner of the screen. The options available will depend on the function you are performing. The following commands are available at various stages throughout the system:

- **[Back]** - Go back to the previous page without submitting or saving any changes you may have made.
- **[Submit]** - Will submit your request and update your personal record on ResourceLink.
- [Reset] - Will change your details currently on the screen back to their original values.
- [Save] - Will save your changes, but will not update your personal record. You can go back to these changes at a later date, and either amend them further, and/or submit them to your personal record.

4.1 Employee Actions

The left hand navigation panel lists the employee actions that are available to users based on your access permissions. The ‘Me’ tab lists employee actions and categories, which you will use to navigate around MyView Dashboard.

4.2 View/Updating Employee Personal Details

You can view/update personal information via the [Employee Personal Details] module. This module contains options to view:

- Contact Details
- Doctor Details
- Emergency Contact Details
- Equal Opportunities Details
- Next of Kin Details
- Personal Details – these details cannot be edited.
To edit these details, select the appropriate form:

![Form Image]

- 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.

### 4.2.1 Change of Name

If you have changed your name, you cannot edit this via MyView Dashboard. You will need to 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

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

### 4.2.2 Change of Bank Details

To update bank details, please refer to [http://intranet.durham.gov.uk/Pages/Pay.aspx](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.
4.3 Form History

Under ‘Form History’, you can view all of the forms that you have previously created. This will include items such as:

- Expenses Claims
- Training Requests
- Personal Details changes
- Vehicle changes

4.4 Form History – View Authorisation Progress

You can view the authorisation progress of your request as well as being able to view details of previously authorised/rejected forms. This includes audit details of who authorised/rejected your form and when this took place.

- Click on the form name under [Description] to open the relevant form.
- The form includes a section called [Authorisation Progress]. Click on the green/orange icon to view authorisation status details.

**Note:** An *authorised* form will show a green tick whilst a *submitted* form will show an orange icon.

Details of the authorisation progress are displayed including who authorised it and date/time.

Once your form has been authorised the status will change from **Submitted** to **Authorised**.
4.5 Widgets

Widgets are items that appear on the main Dashboard page. These widgets are pre-defined but you will be able to configure how their widgets are displayed to suit your own needs.

The dashboard contains the following widgets:

- **Authorisations** - displays pending authorisations by type. You can click a pending authorisation to view further details. You can authorise and reject authorisations directly from this widget.

- **Birthdays** - displays direct reports who have birthdays coming up. You can configure the number of reporting levels to show and configure how many days in advance birthdays are shown.

- **In Progress** - displays in-progress forms by type, for example, a saved training request. You can click an in-progress form to redisplay the form for completion.

- **Pay Documents** - displays links to the last three payslips and P60s. You can click a link to display the selected pay document in full. Unread pay documents are visually identified to make it clear which documents need viewing.

You can customise the configured dashboard widgets as follows:

- Move widgets around by dragging and dropping them into new positions.

- Expand and collapse widgets to just show their title bars by clicking and respectively.

- For relevant widgets, the title bar shows the total number of unread items contained within the widget to alert you that the widget contains new information.

- Remove widgets by clicking the button.

- To add a removed widget, click beside the Dashboard action in the navigation panel to show available widgets and widgets that support multiple instances. Click beside the required widget to add the widget to the dashboard.
5  My People (Manager Actions)

Managers will have another set of actions and categories available to them based on fact that they have direct reportees. These actions and categories are available to a manager on the left hand navigation menu under the “My People” tab.

Please refer to the MyPeople User Guide for further information.
6 Login Alerts Module

The Login Alerts module enables employees to receive alerts about module forms created and upcoming events and letters requested. If an employee also has authoriser authority, they are prompted when an item requiring authorisation is outstanding.

If you have any login alerts, an alert is displayed at the top of the MyView web page against the ‘i’ icon.

When you access the Login Alerts module, the login alert details are grouped together within form statuses. You can click on the form description to redisplay the selected form within the relevant module or process.

You can prevent the alert being redisplayed by selecting the Acknowledge check box and clicking [Save].
7 Help and Guidance

If you require any further advice or guidance on MyView Dashboard, you can refer to the ‘Help’ section. Alternatively, you can visit www.durham.gov.uk/MyView.

If any of the details regarding your current post 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
- hrTAP@durham.gov.uk