PAYROLL AND EMPLOYEE SERVICES

MyView Dashboard

Frequently Asked Questions

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

https://hrselfservice.durham.gov.uk/dcc/dashboard-ui/index.html#/landing

You will also be able to access MyView Dashboard from the DCC Intranet (via the link found in the 'Useful Links' section on the Intranet homepage) and the MyView desktop icon on your DCC computer.

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

3. Where do I get my payroll/employee number?
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 Payroll and Employee Services Team according to service grouping below:

PESREAL@durham.gov.uk

PESCYPS@durham.gov.uk

PESAHS@durham.gov.uk

PESRESOURCES@durham.gov.uk

PESTAP@durham.gov.uk

In any email communication requesting your payroll/employee number you will need to confirm the following details: **First Name, Surname, Employee Number, NI Number and Date of Birth.**

4. I have received a temporary password to sign into MyView Dashboard – what now?
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.

5. I do not know how to use MyView, what can I do?
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.

6. I have forgotten my password/memorable place/name – what should I do?
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.

7. What do I do if I have entered the wrong details and my login has been suspended?

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 payroll/employee number you will need to confirm the following details: **First Name, Surname, Employee Number, NI Number and Date of Birth.**

8. 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.

9. Which web browser should I use to access MyView Dashboard?

We recommend that Google Chrome or Microsoft Edge is used to access MyView Dashboard.

10. How do I navigate through the various modules within MyView Dashboard?

The toolbar at the top of the page provides the following options (from left to right):

- **Toggle menu –** enables you to maximise/minimise the main dashboard
- **Employee Search** – allows you to search through the DCC directory
- **Log in alerts** –
- **Help** – MyView Dashboard Version information
- **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.