

# A guide to using My View for Employers

Welcome to the 'My View' User Guide for direct payment employers. It provides a step-by-step guide to using the My View system.

**We have written a separate My View User Guide for your PAs.**

## What is 'My View'?

My View is an online system that provides a secure way for you to view payroll information for your PAs. Your PAs will also be able to view their own individual pay information.

## What functions are available on 'My View'?

Currently, you are able to view the payslips and other pay documentation for your PAs. The payslips will be uploaded on the Thursday of your pay week\*.

We will be adding new functions to the system and we will let you know when these are available and how to use them.

\*There are some exceptions to this if you pay your PAs monthly. Please refer to your payroll planner for payslip dates.



# Before you start

We need to set you up on the My View system before you can use it.

We need your email address and the email addresses of all your PAs to do this. If you are receiving this guide, you should have already supplied us with this information. If this is not the case, please email [myview@penderelstrust.org.uk](mailto:myview@penderelstrust.org.uk) and ask us to set you up.

## Section One: Getting Started

The first time you use My View, you will need to register. You only have to do this once.

Before you start, you will need your **Employer Number**. This will be a number which sometimes has 'CG' in front of it and is located in the top right hand corner of your timesheets and on your payroll summaries (see examples below).

### Timesheet example

The image shows a timesheet form with several fields. A callout circle highlights the 'Code: Group 1' field. Another callout circle highlights the 'Comp: 54321' field. A text box on the right explains that the username is the employer number, which can be found in the top right corner of the timesheet and on payroll summaries.

Employer:	John Smith	Code:	Group 1
Employee:		Comp:	54321
Period Ending:		Tax Wk.:	

We must receive this timesheet no later than **1pm on the Monday** after the week ending date entered at the top of the page. Please email it to [timesheets@penderelstrust.org.uk](mailto:timesheets@penderelstrust.org.uk). If you are unable to do this, you can post it to Penderels Trust, Resource House, 1A Brandon Lane, Coventry, CV3 3GU.

Date	Day	A.M.	P.M.	Rate 1	Sleep In Rate	Holiday Pay (value)
	Monday					
	Tuesday					
	Wednesday					
	Thursday					
	Friday					
	Saturday					
	Sunday					
	Monday					
	Tuesday					

### Payroll Summary example

The image shows a payroll summary table. A callout circle highlights the 'Domestic Employer' field with the value 'CG54321'. Another callout circle highlights the 'Name' field with the value 'John Smith'. A text box on the right explains that the username is the employer number, which can be found in the top right corner of the payroll summary.

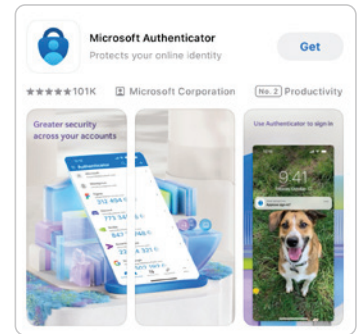
Domestic Employer	Name	Address	Employee Number	First Forenames	Surname	Person on	Employees Pension	Total Gross	Date
CG54321	John Smith	58 Park Avenue Pennywell Sunderland SR7 4BL	98765	Name	Name	57	7.43	323.85	14/12/2022
						57	7.43	323.85	

► **You will need to download an Authenticator App** on a mobile device to get the code you will need later in the set up process. This adds an extra level of security for your account. Please see Step 7 on Page 6 for more information on this.

Microsoft Authenticator is a well-recognised one and can be downloaded onto Apple or Android phones.

**The app is free.** Other authenticator apps are available but beware of those that charge a fee or are free for a trial period only.

This is what the Microsoft Authenticator app looks like in the App store/Google Play etc.



If you don't have a mobile phone that can do this, please email us at [myview@penderelstrust.org.uk](mailto:myview@penderelstrust.org.uk) and we will switch off this feature on your account.

## Step 1

Use the link below to access **My View**:

<https://tinyurl.com/My-View-Home-Page>

To register you must enter your **username**, which is your **employer number**, with **ER** in front of it instead of **CG**.

You then need to set up a password. To create a new password, click **Forgotten your password?** and follow the instruction in Step 2.

**Welcome.**  
Please enter your login details:  
your username: ER54321  
your password:   
Log in  
Forgotten your password?

Enter the letters **ER** followed by your **employer number** (This will be your username)

Click 'Forgotten your Password?'

## Step 2

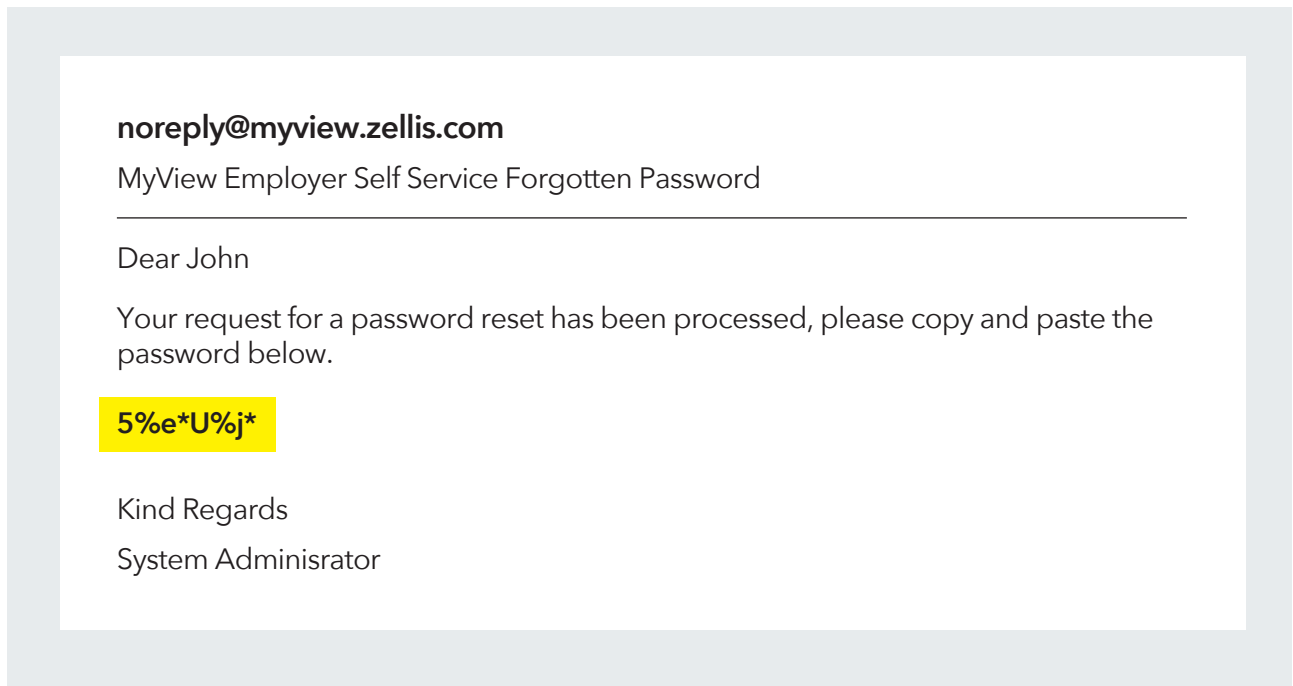
In the 'Forgotten your password?' section, enter the letters **ER** followed by your **employer number**.

Then click the **'Reset my account'** button. An email with a temporary password will automatically be sent to you, as explained in Step 3.

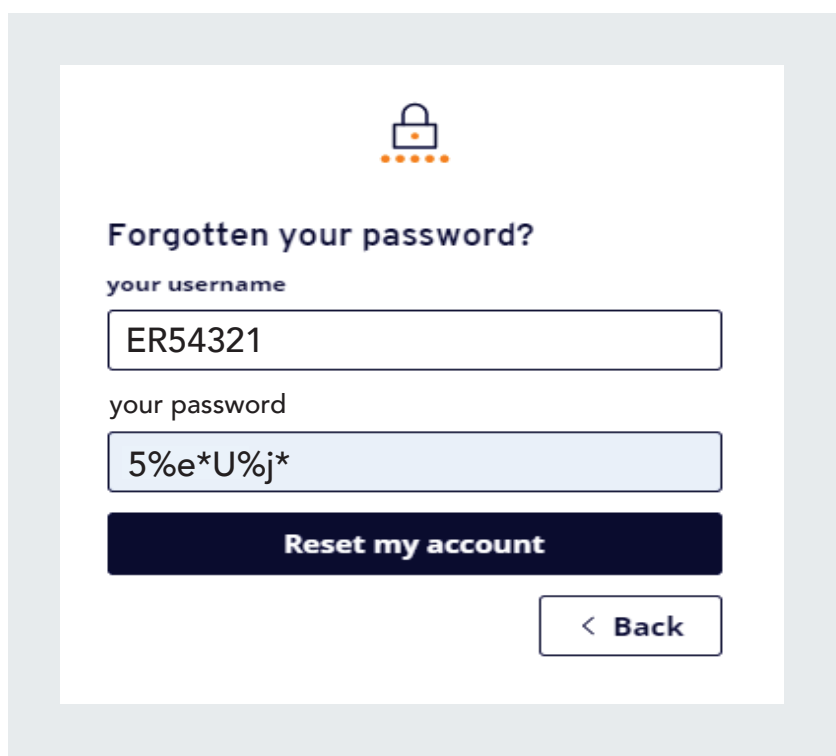
**Forgotten your password?**  
your username: ER54321  
Reset my account  
< Back

## Step 3

Once you have reset your account, you will receive an email with a temporary password, as shown below.



Enter this temporary password into My View along with your username and click 'Reset my account'.



## Step 4

You will now be asked to reset your password to one of your choice.

Your new password must be 8 characters long and must include:

- 1 upper case letter
- 1 lower case letter
- 1 number *and*
- 1 special character.

### Top Tip

We recommend you keep your username and password details in a safe place.

Penderels Trust staff do not have access to your password. If you forget your password, you will need to click on '**Forgotten your password?**' to create a new one.

Enter the letters **ER** followed by your **employer** number which is your **username**

Enter the **temporary password**

Enter your **new chosen password**

Re-enter your **new chosen password**

Once you have entered your details, click Submit and you will be taken to the **My View Welcome** page, see Section Two in this guide.

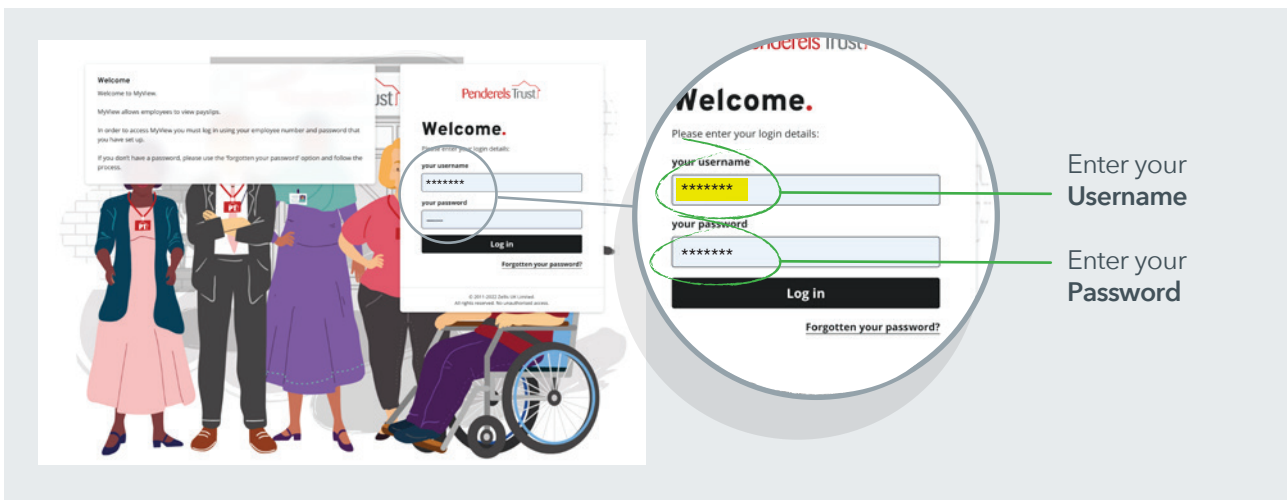
## Step 5: Setting Up Multi-Factor Authentication

My View includes a **multi-factor authentication (MFA)** which provides enhanced security. As My View holds personal data on you and your pay information, we want it to be as secure as possible.

You will need a mobile phone to scan the QR code. If you don't have a mobile phone, please email us at [myview@penderelstrust.org.uk](mailto:myview@penderelstrust.org.uk) to ask us to switch off this feature on your account.

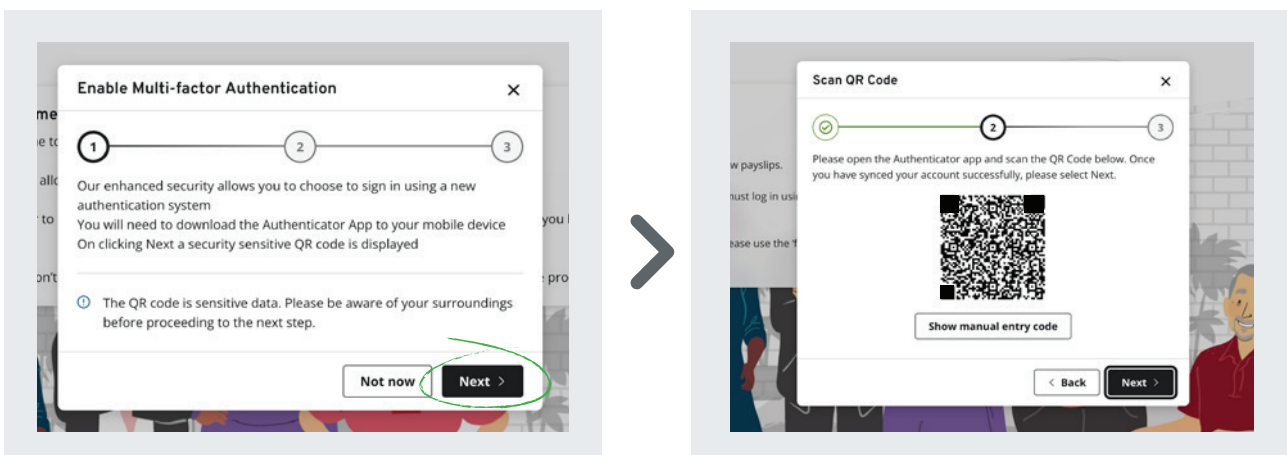
Click on the link to access My View: <https://tinyurl.com/My-View-Home-Page>

To log in, enter your **username** and **password** and click Log In.



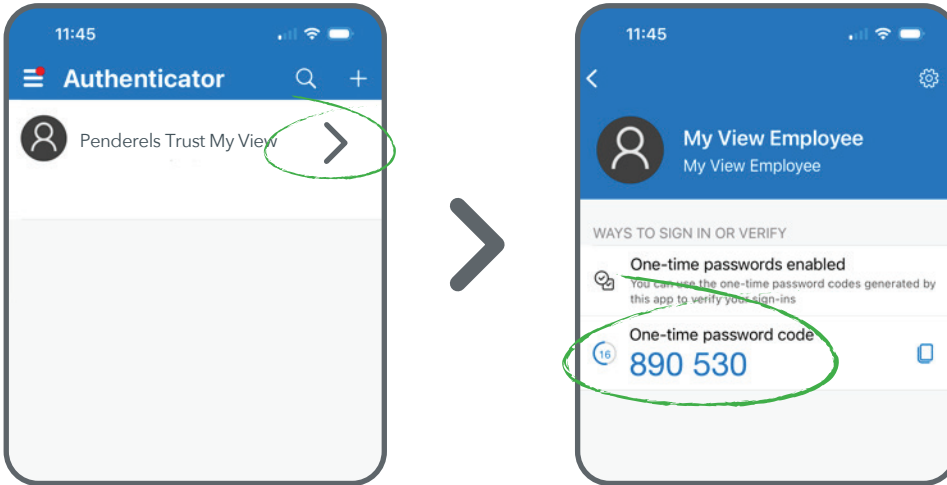
When you log into My View, a box will appear.

Click 'Next'.

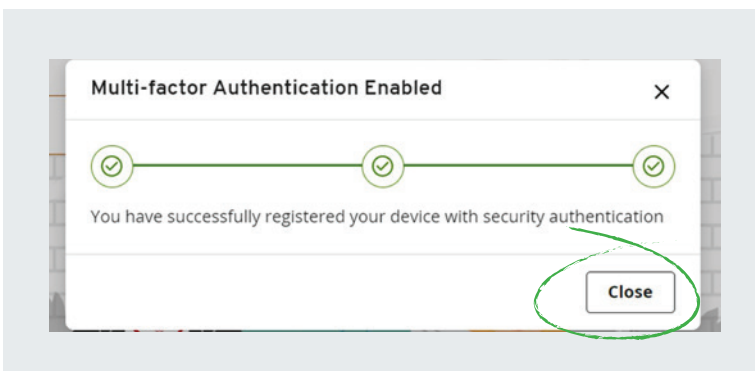
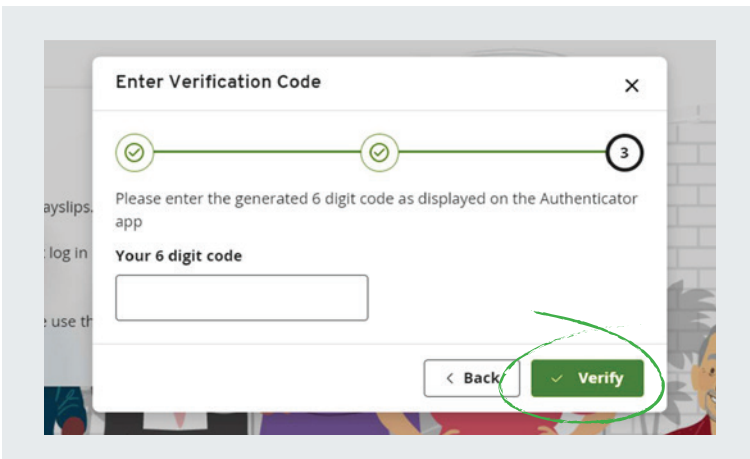


Scan the QR code with your mobile phone camera or QR scanner app. This should take you to your chosen authenticator app.

If you use the Microsoft Authenticator App, it will appear like this.  
Click on the arrow which will take you to the verification code.



Enter your six-digit code in the box and click on 'Verify'.



Click on **Close**. You will then be taken into your account.

Next time you log in, you just need to go to your authenticator app to get a new code, you shouldn't need to scan the QR code again.

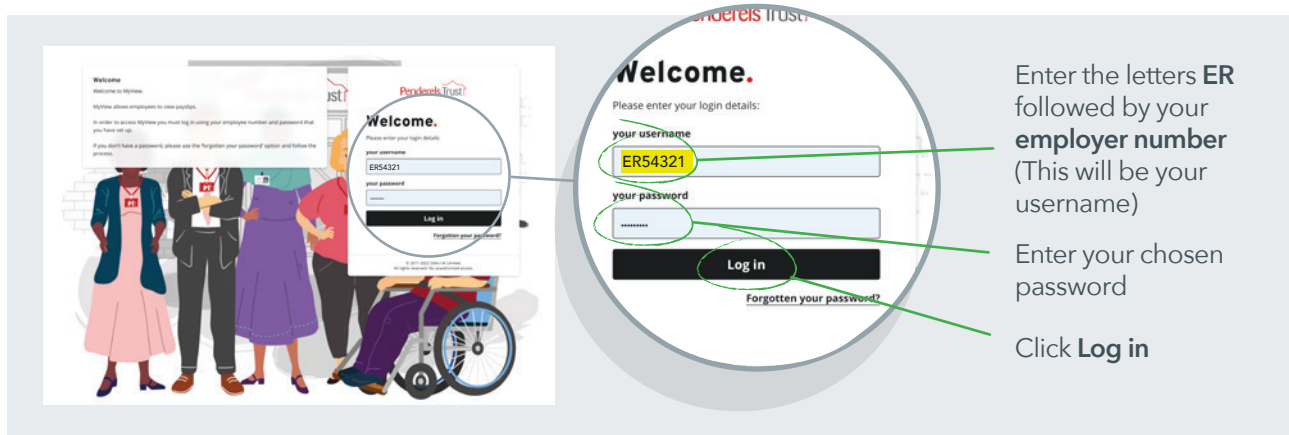
# Section Two: Using My View

## Step 1

Use the link below to access **My View**:  
<https://tinyurl.com/My-View-Home-Page>

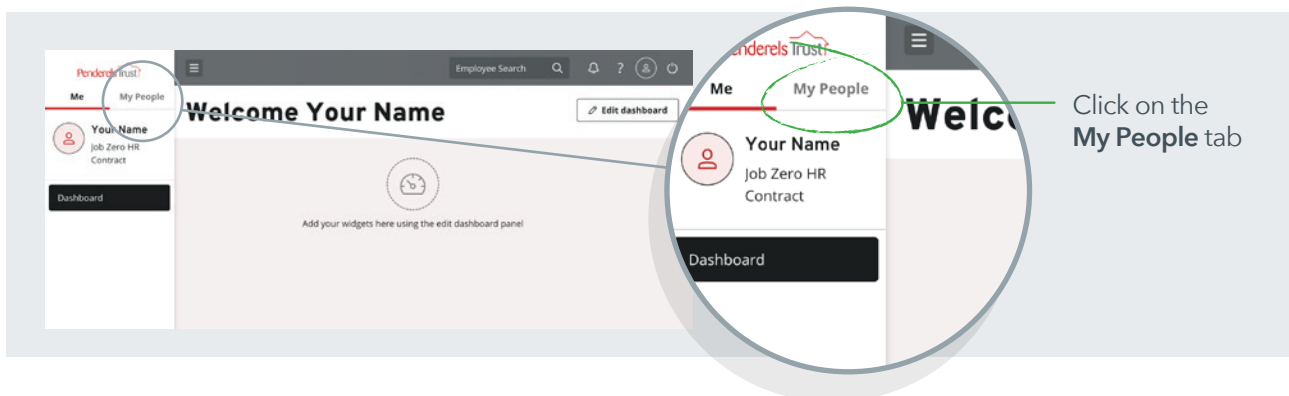
To log in, enter the letters **ER** followed by your **employer number** (which makes up your username), enter your chosen password and click Log in.

**NOTE:** If this is the first time you have used My View and have not registered, please go to Section One and complete the Getting Started process.



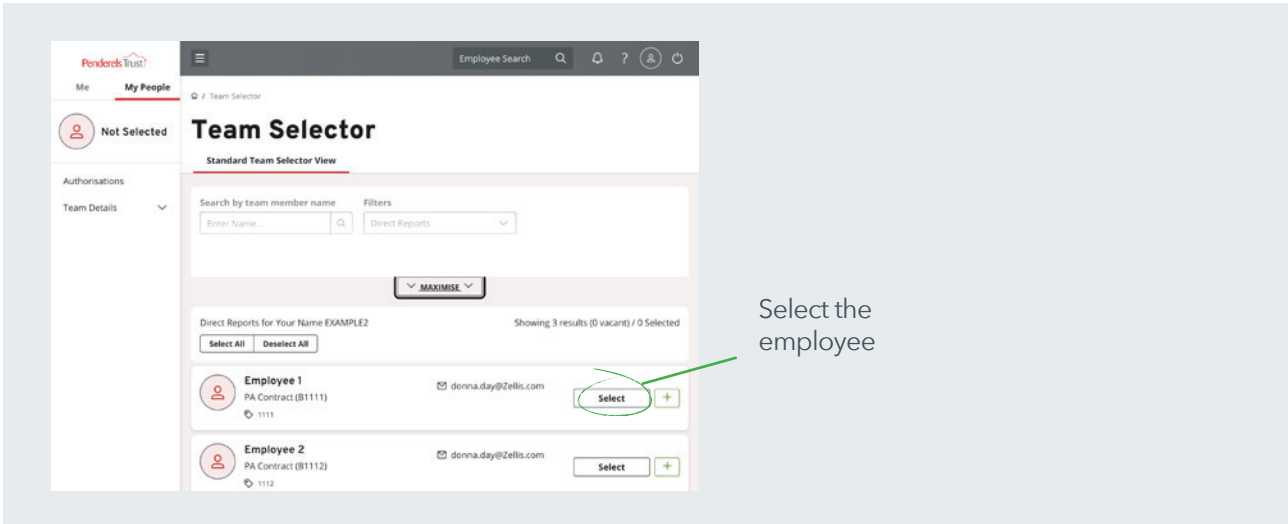
## Step 2

Once logged in, you will see the Welcome page. Click on the **My People** tab which takes you to the **Team Selector** section where you can view employee details.

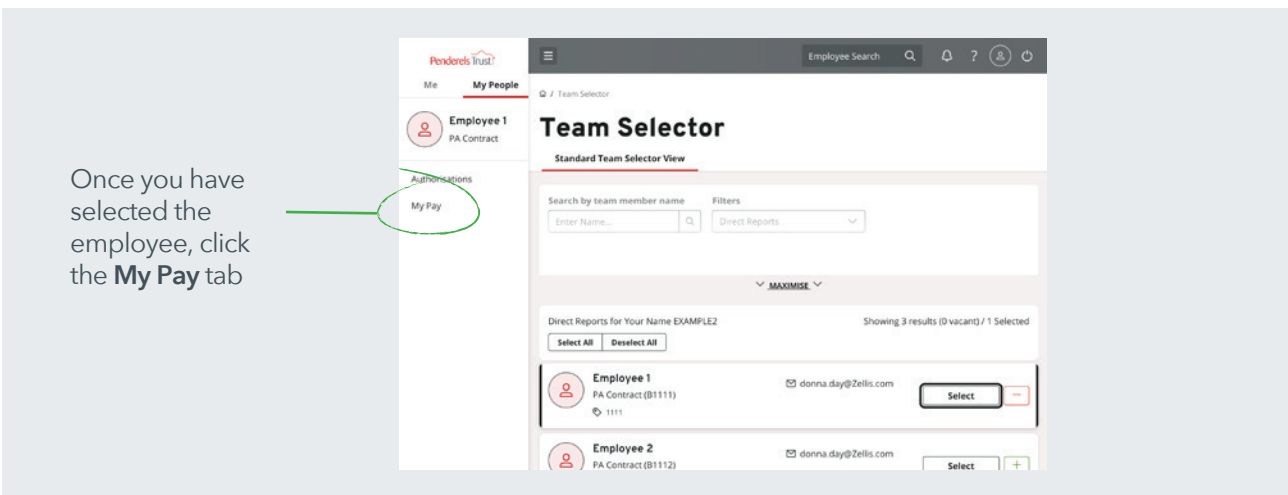


### Step 3

To view an employee's payment information, select the employee you wish to view.

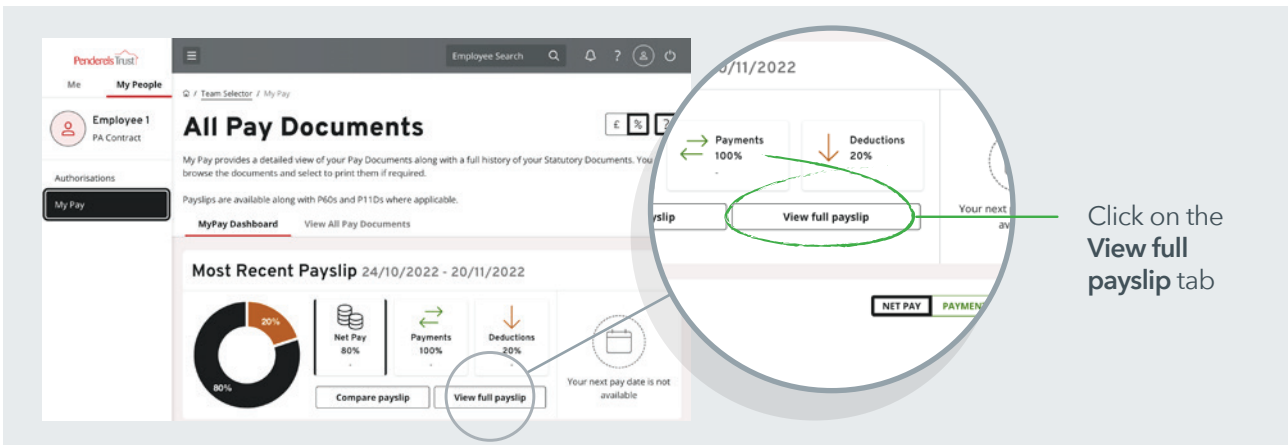


Once you have selected the employee you wish to view, click the **My Pay** tab.



### Step 4

To view the most recent payslip, click the **View Full Payslip** tab.



# Step 5

Employee payslip example

The screenshot displays the 'Payslip' page for 'MRS E Example' with a pay period of 24/10/2022 - 20/11/2022. The interface includes a sidebar with 'My People' and 'My Pay' sections. The main content area shows employee details and a summary table:

Gross Pay	PAYE Tax	NIC	Others	Net Pay
£1,000.00	£200.00	£3.96	£0.00	£796.04
YTD	YTD	YTD	YTD	YTD
£1,000.00	£200.00	£3.96	£0.00	£796.04

Below the summary table, there are sections for 'PAYMENTS' and 'DEDUCTIONS'. The 'PAYMENTS' table shows a 'Hourly Rate1' of 100.00 units at a rate of 10.0000, resulting in an amount of £1,000.00. The 'DEDUCTIONS' table shows 'Tax Paid' of £200.00. A green circle highlights the 'Net Pay' value of £796.04 in the summary table.

Here you can see the **Net Pay** Figure  
This is the amount you need to pay your employee

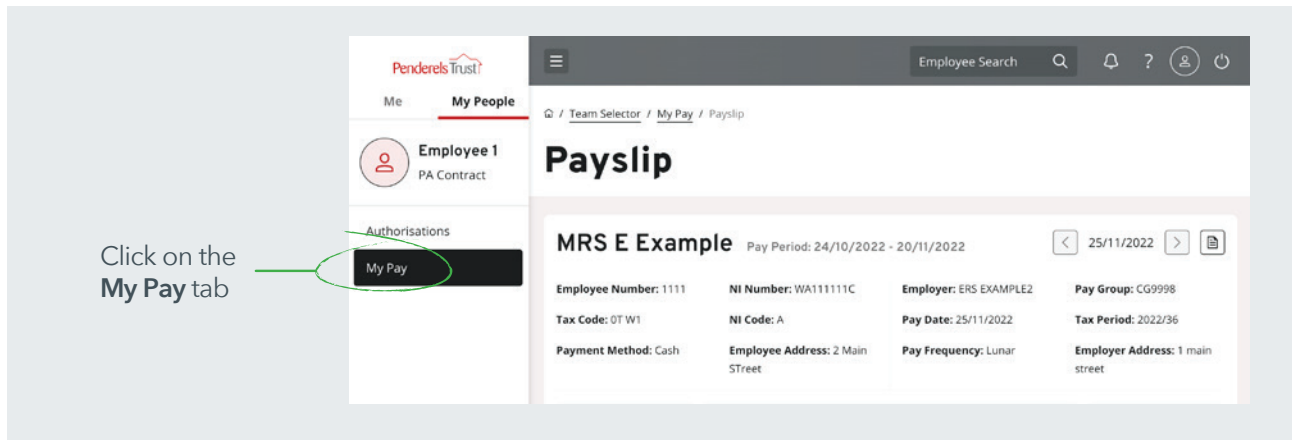
You can download the payslip to save onto your device if you wish.

This screenshot is identical to the one above, showing the 'Payslip' page for 'MRS E Example'. A green circle highlights the download icon (a document with a downward arrow) located in the top right corner of the payslip details area.

To download a copy of the payslip, click the download icon

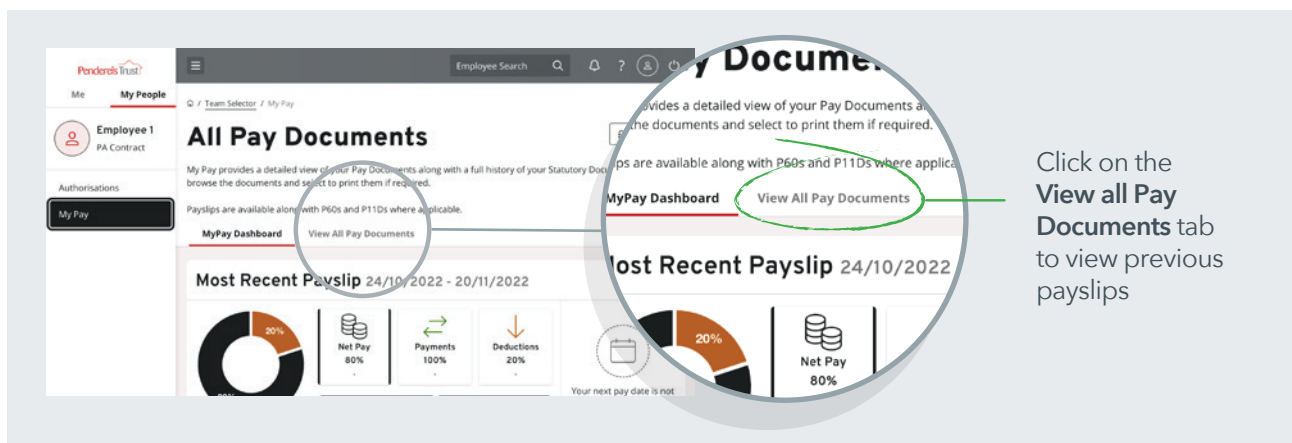
## Step 6

To access other pay documentation for that employee e.g. previous payslips, click on the **My Pay** tab.



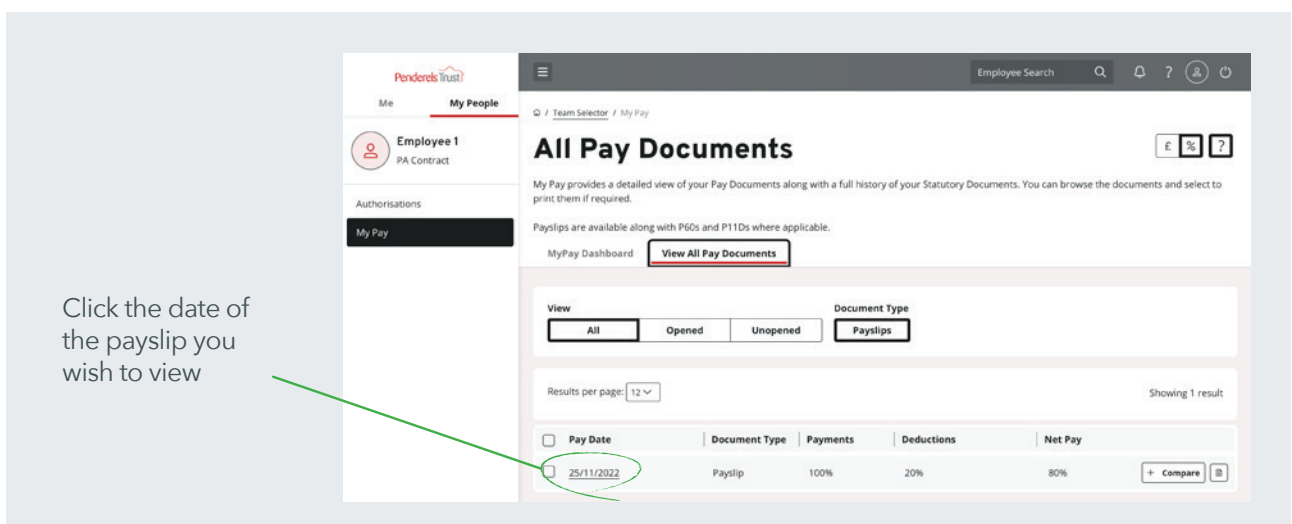
## Step 7

To view the employee's previous payslips, click the **View All Pay Documents** tab.



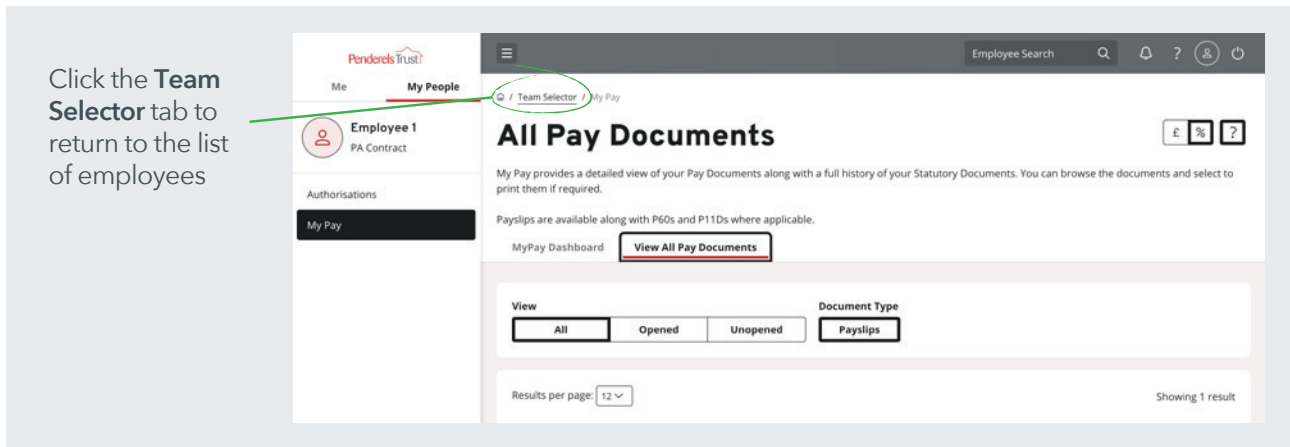
## Step 8

To view a specific payslip, click the payslip date you wish to view.



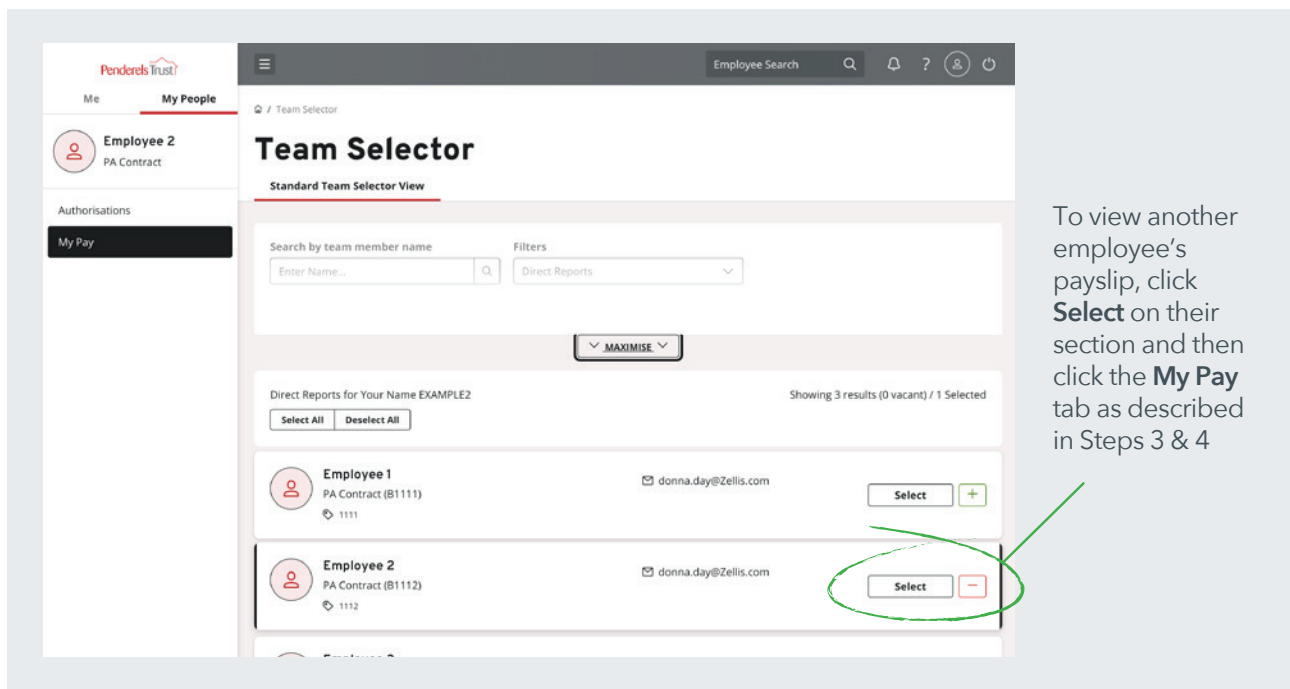
## Step 9

To return to the list of employees, click the **Team Selector** tab.



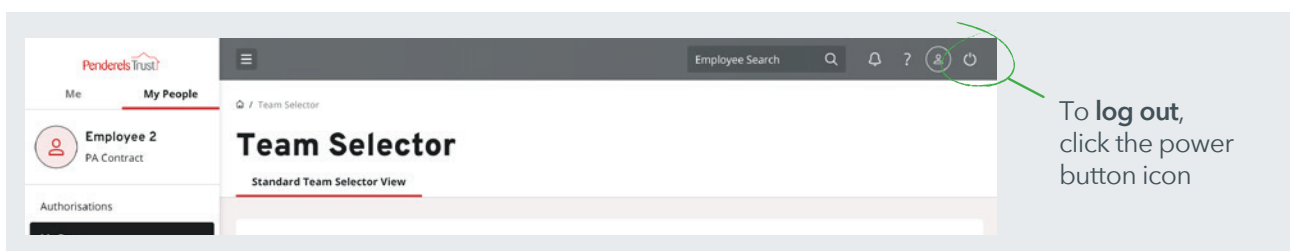
## Step 10

You can access the pay information for your other employees from this screen.



## Step 11

To log out, click the power icon in the grey bar at the top of the page.



## Frequently Asked Questions

### **Q: How do I access My View?**

**A:** Simply click on the website <https://tinyurl.com/My-View-Home-Page>

The website should have the Penderels Trust logo on it. You can also access the My View system via our website [www.penderelstrust.org.uk](http://www.penderelstrust.org.uk) and scroll down to the red box that says '**Visit My View**'. Click on the red box to go to the My View website.

### **Q: I've forgotten my password, how do I reset it?**

**A:** Simply click on 'forgotten your password' and the system will send you an email with a temporary password so you can access your account. You can change your password to something more memorable once you are logged in. Please make a note of your password as we don't have access to it.

### **Q: Why do I need to use Multi-Factor Authentication to use My View?**

**A:** Multi-Factor Authentication provides an extra layer of security to your account. The type of MFA used for My View is via an authenticator app which you can download for free on a mobile phone which offers the best security level. If you don't have access to a smart phone, please email us at [myview@penderelstrust.org.uk](mailto:myview@penderelstrust.org.uk) to let us know so we can remove that function.

### **Q: Can I have payslips posted as well as on My View?**

**A:** Unfortunately, we cannot provide payslips in both ways on one account. You can download payslips from My View to print at home if you wish. Receiving payslips via My View means you can access them as soon as they are ready rather than waiting for the post which can sometimes be delayed.

### **Q: How can I get copies of payslips for audits?**

**A:** You can access copies of payslips back to when you started using My View. Simply go to the 'My Pay' section in the left-hand menu and click on 'View Full Pay Documents'. You can then click on the date of any payslip and it will open up. If you want payslips from further back, please contact us on [myview@penderelstrust.org.uk](mailto:myview@penderelstrust.org.uk) and we can publish them in your My View account.

**Q: What documents can I view on My View?**

**A:** You can view your employees' payslips from the latest one back to when you started on My View. You can also see pay documentation including P60 documents and we can upload older ones if you need them. Please send your request to [myview@penderelstrust.org.uk](mailto:myview@penderelstrust.org.uk)

**Q: My PA has told me they are leaving. What happens with their final payslip?**

**A:** Please tell us as soon as you know they are leaving and on what date. As soon as we make them a leaver, you won't be able to see their record in your My View account. You will need to contact us to get a copy of your PA's final payslip so you know how much to pay them. Your PA can still log into their account and see their final payslip even after they have left (and for up to a year).

**Q: My PA who recently left is no longer showing on My View, why is this?**

**A:** As soon as a PA becomes a leaver, they will no longer show in your account as they don't work for you anymore. The PA can access their payslips via their own My View account for one year so it is important to remind them to download/print off their payslips before then if they might need them in the future. If you need copies of payslips of PAs who have left, please email [payroll@penderelstrust.org.uk](mailto:payroll@penderelstrust.org.uk) to request them.