

A Guide to using the **My View** Mobile Phone App for Employers

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

We have written a separate guide for people using a desktop device (computer/laptop) as the screens look different.

What is 'My View'?

My View is an online system that provides a secure way for you to input hours worked (timesheets) and view payroll information for your PAs. Your PAs will also be able to view their own pay information.

What functions are available on 'My View'?

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*.

*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.

To do this, we need your employer number and email address. We also need the names, employee numbers and the email addresses of all your PAs. If you have not done so already, please email these details to myview@penderelstrust.org.uk and ask us to set you up.

The instructions in this guide won't work unless we have set you up on My View first.

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

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. 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						

Code: Group 1
 Comp: 54321
 Tax Wk.:
 For the week ending date 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.

Your username is your **employer number** which can be found here

Payroll Summary example

Domestic Employer	Name	Address	Domestic Employer	Name	Pay	Employers NI	Employers NI	Net Pay	Tax Paid	Employers Pension	Employees Pension	Total Gross	Date
CG54321	John Smith	58 Park Avenue Pennywell Sunderland SR7 4BL	CG54321	John Smith	18.80	18.05	7.66	277.91	12.80	5.57	7.43	323.85	14/12/2022
					18.80	18.05	7.66	277.91	12.80	5.57	7.43	323.85	

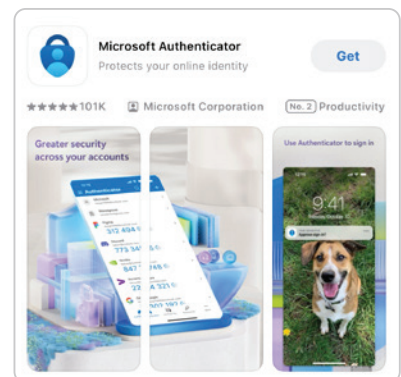
Your username is your **employer number** which can be found here

- ▶ **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.



Section One: Getting Started

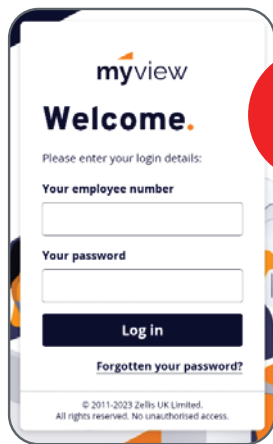
Step 1

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

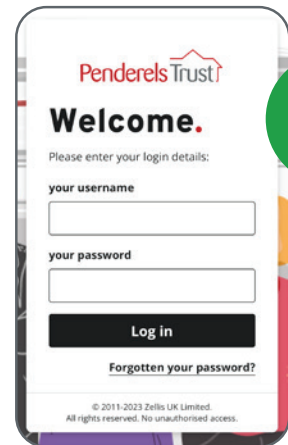
Click the blue underlined website address below to access **My View**.

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

This is the incorrect website. **Please do not use this.**



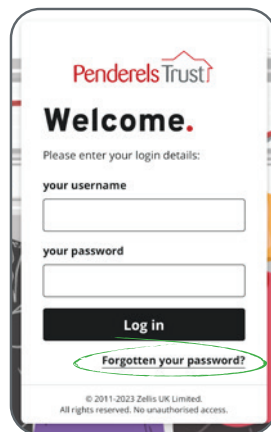
This is the correct website. **Please use this.**



Step 2

You will need to set your password the first time you use My View.

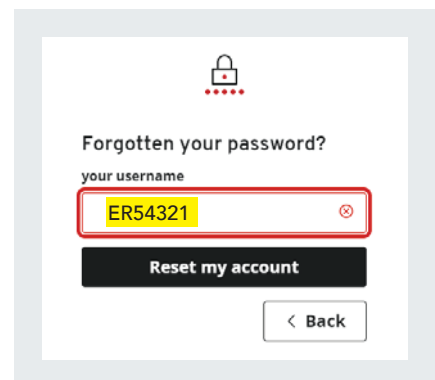
To do this, click **'Forgotten your password?'**



Step 3

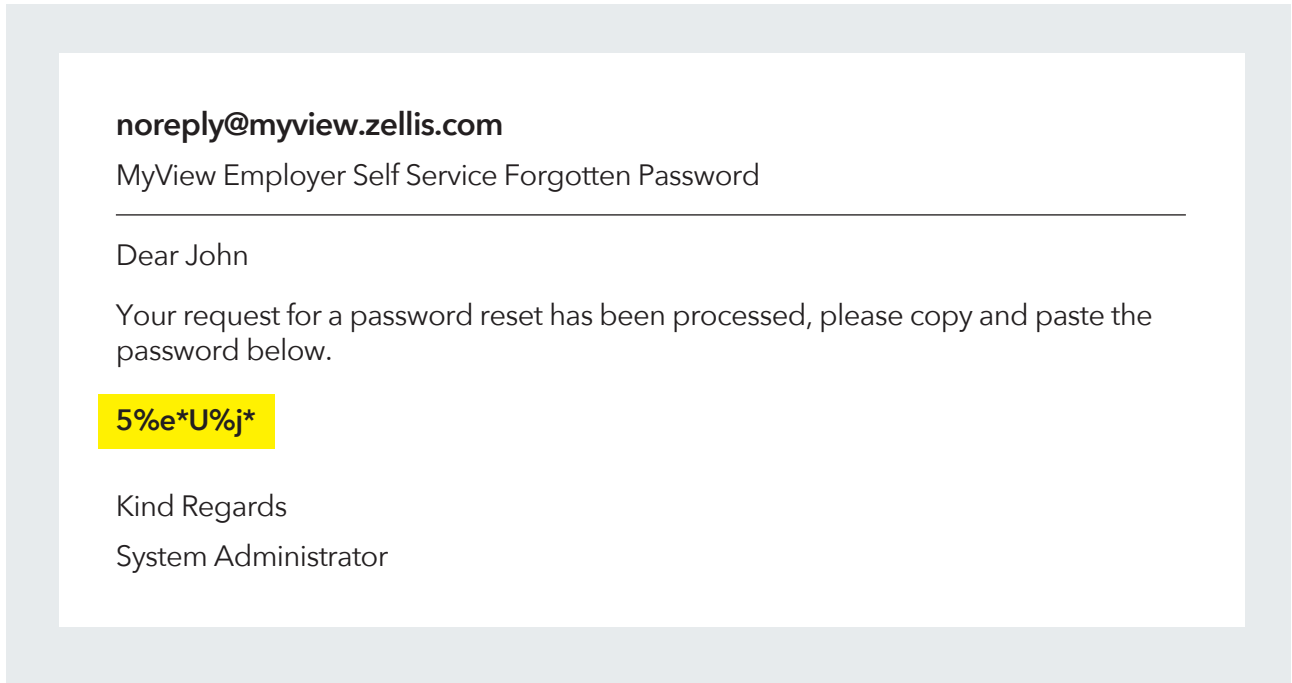
In the 'Forgotten your password?' section, enter your username. Your username will always be the same and is the letters **ER** followed by your **employer number**.

Then click the **'Reset my account'** button.



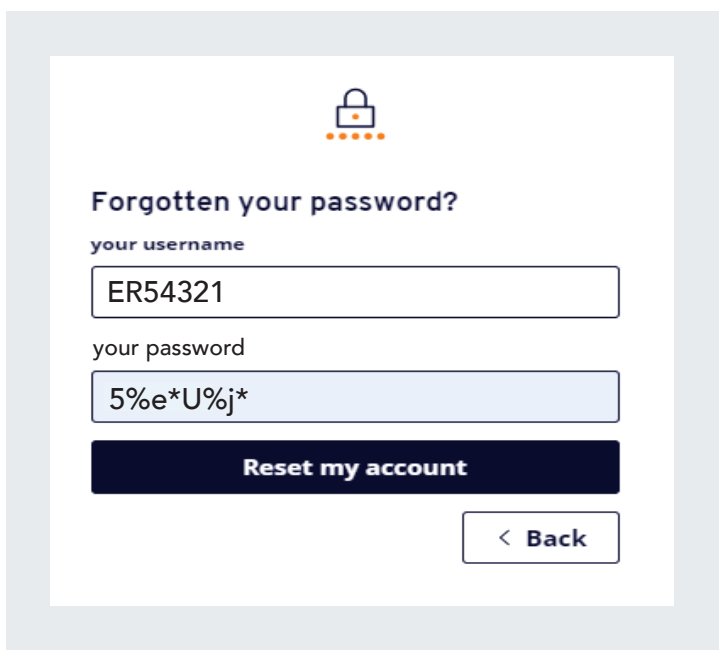
Step 4

Once you have reset your account, you will receive an email with a temporary password, as shown below. Please check your junk folder as well as your inbox.



Step 5

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



Top Tip

To copy and paste the temporary password emailed to you:

- Place your finger over the password until you get two grab points, click copy.
- Go back to the My View website and keep your finger on the password box until the options menu appears.
- From the options menu, select "Paste" or the clipboard icon to paste the copied password.

Step 6

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 (such as an exclamation point, question mark or pound symbol).

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**.

Click on '**Submit**'.

The screenshot shows a 'Change your password' form with the following fields and annotations:

- your username**: Input field containing 'ER54321' (circled in green).
- Current password**: Input field containing '5%e*U%j*' (circled in green, with a red border and a red 'x' icon).
- New password**: Input field containing 'New password' (circled in green).
- Confirm password**: Input field containing 'Confirm password' (circled in green).
- Submit**: A green button with a checkmark (circled in green).

You will need to stay logged into the website to register for the app. You only need to do this once. You can stay logged in whilst you download the app.

Step 7 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.

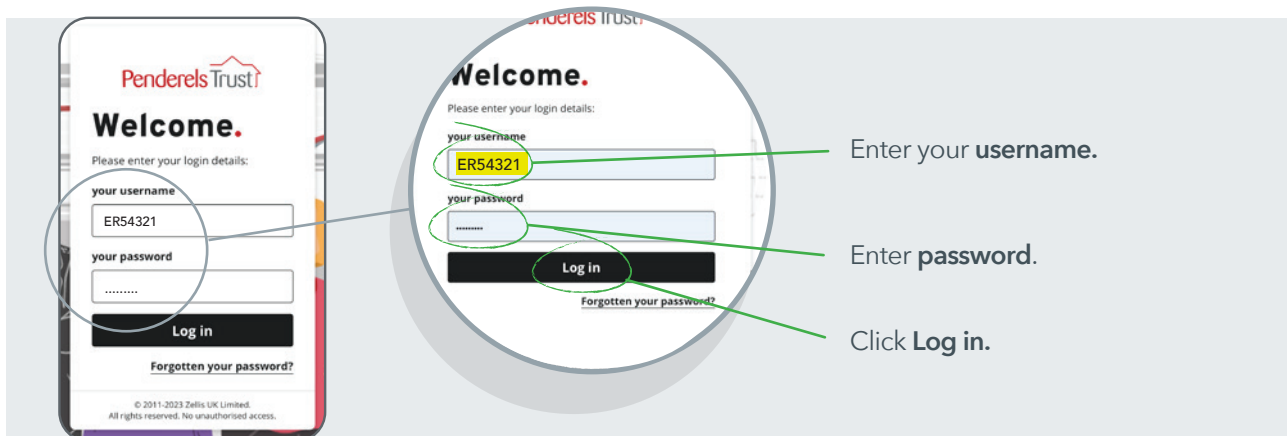
With the mobile phone app version of My View, you will only need to use MFA the first time you log in. After this, you do not need to use MFA if your phone has face recognition/thumb print recognition as this provides an equivalent level of security.

The following section gives instructions on how to access MFA via your mobile phone. If you prefer, you can use a computer/laptop to obtain the QR code which you can then scan with your phone. If you would prefer to do this, please see our MFA Factsheet at www.penderelstrust.org.uk/myview.php for instructions.

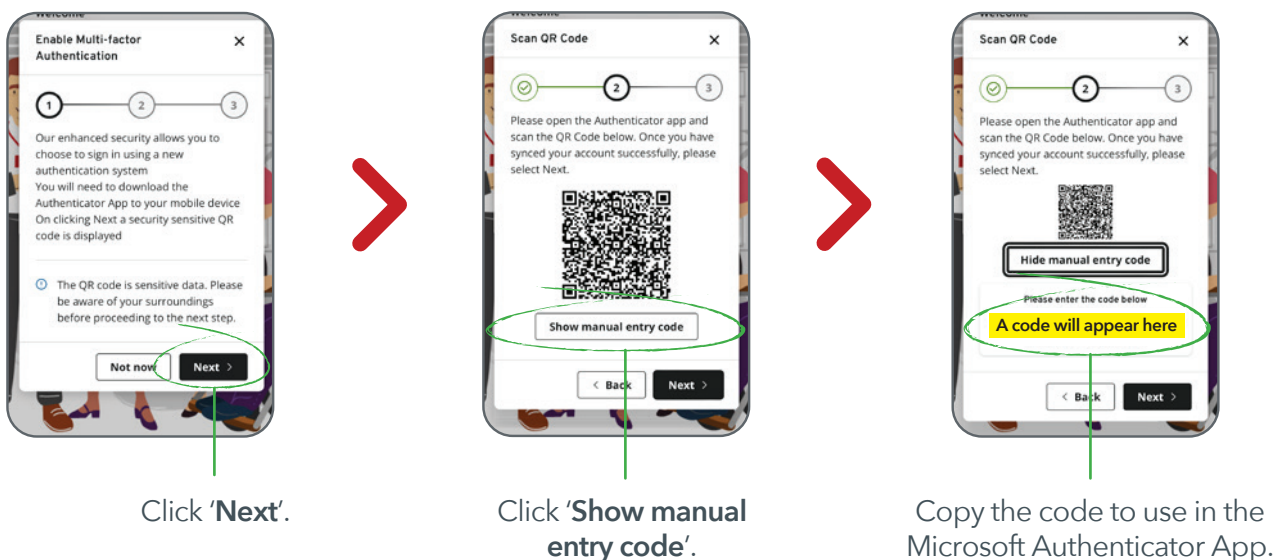
Click the blue underlined website address below to access **My View**:

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

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



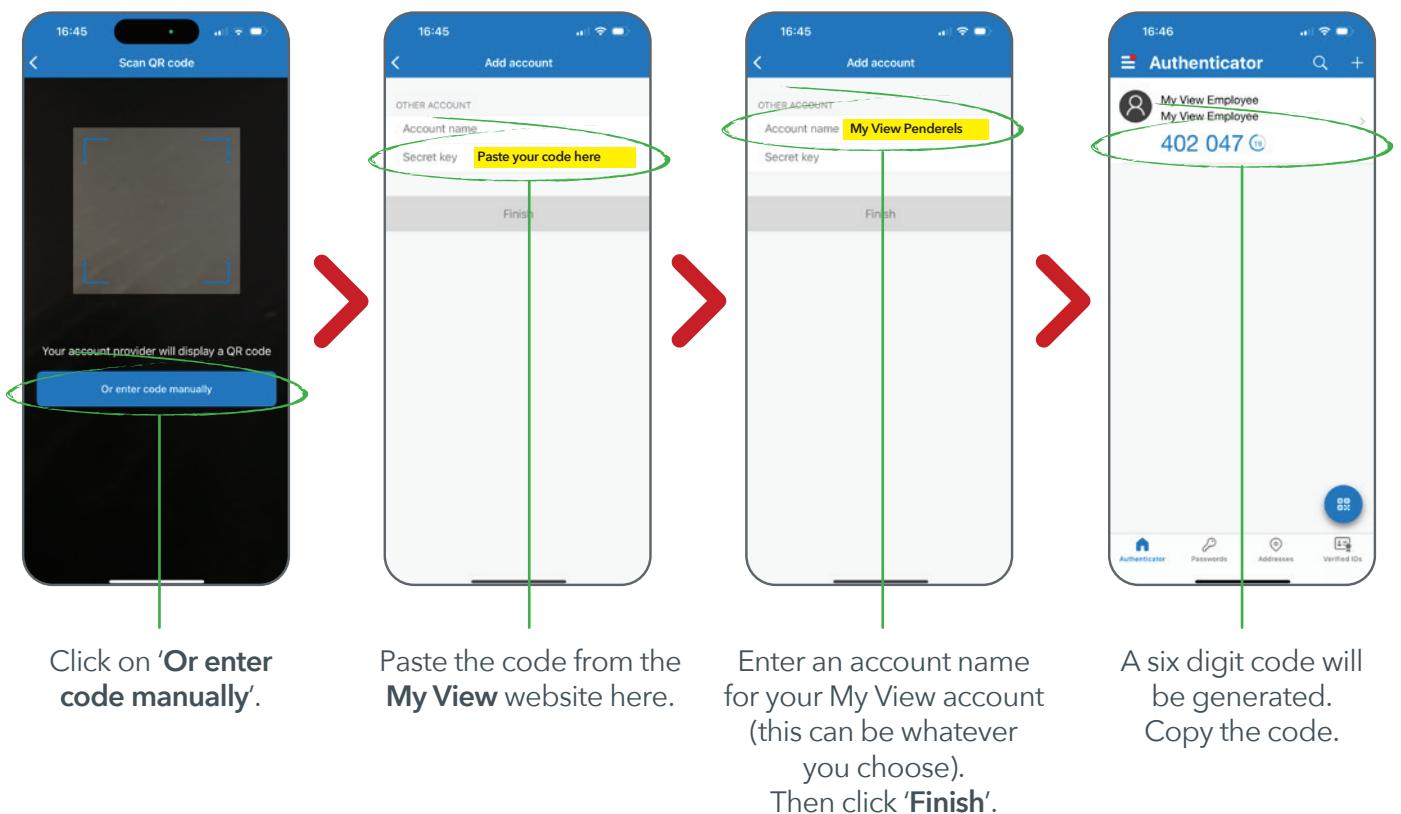
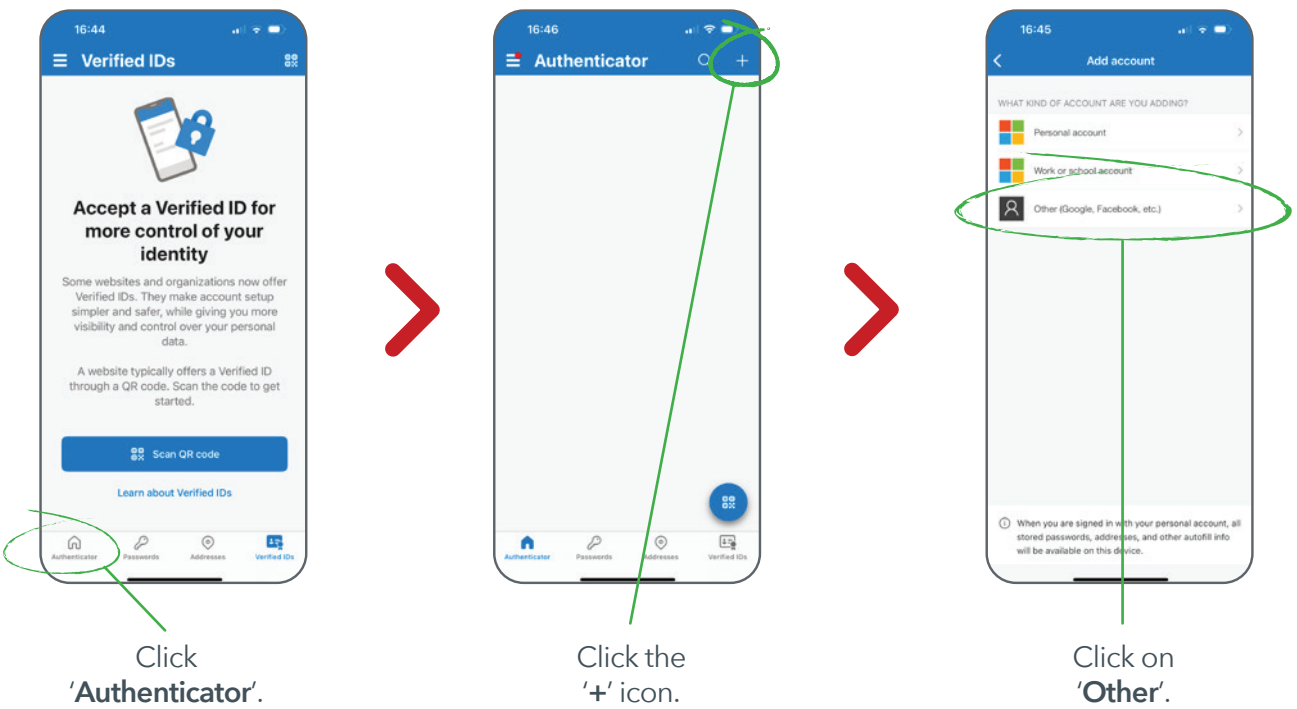
When you log into **My View**, a box will appear.



Step 8

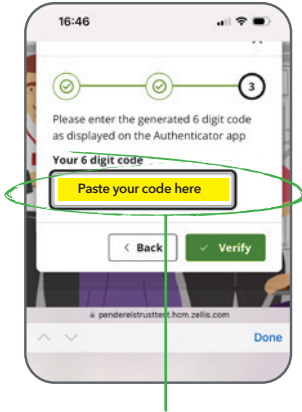
Now open the Microsoft Authenticator App.

Follow the instructions on your app to obtain the verification, this is what it looks like on the Microsoft Authenticator app.

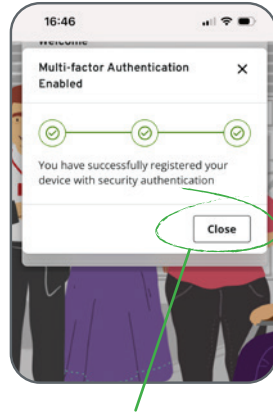


Step 9

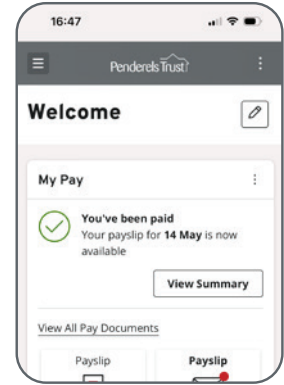
Now return to the **My View** website.



Paste the six digit code from the **Authenticator** app here. Then click **Verify**.



This will confirm you have enabled multi-factor authentication. Click **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 won't need to complete Steps 7 or 8 again.

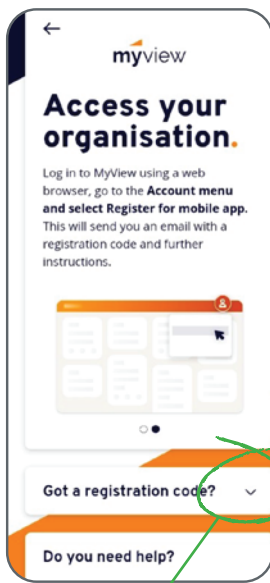
If you are using the **My View** app on a smartphone with thumb print/facial recognition feature, you won't need to use your authenticator app again once your account is set up.

Step 10 Downloading the My View App

To download the app, go to your Apple or Android app store and search 'My View'.

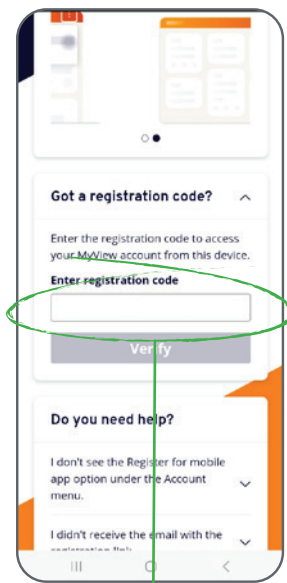
It will be the generic 'My View' app at this stage, it will not have Penderels Trust branding on it.

Click 'Get' to download it onto your phone.

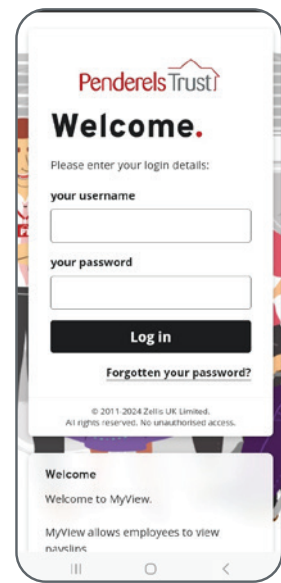


The first time you use your app, it will ask you for a registration code.

Click on the down arrow to reveal the box.



Type in **penderelstrust** here then click 'Verify'.



Once you have clicked on Verify, it should open your account up to sign in.

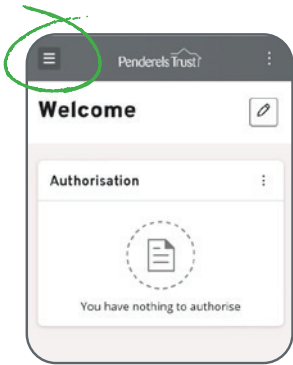
You will need to sign in when you use the app but if you have the facial recognition or thumb print function on your phone, you will be asked if you want to use that to sign in in future. This does make it much easier to use the app as you don't have to remember a password.

Section Two: Using My View on the App

Click on the **'My View'** app icon on your phone. If you have set up facial recognition or thumbprint access, it should open straight away. If not, you will need to log in.

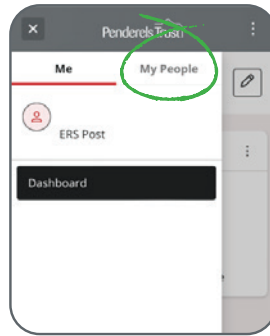
Step 1

Click on the three white lines to the top left of your screen.

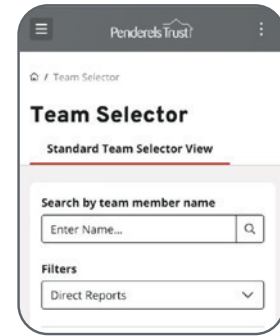


Step 2

Click on **'My People'**.



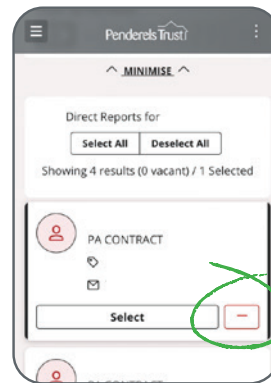
This will bring up the **'Team Selector'** screen.



Step 3

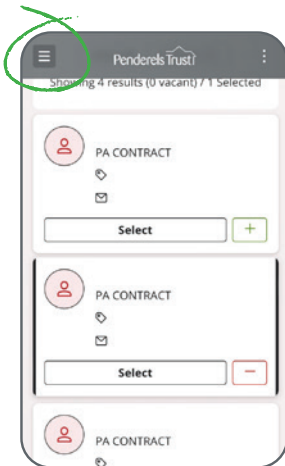
Scroll down and select the staff member name you want to submit a timesheet claim for.

To view the payslip for an employee, click on **'Select'** under their name so the green plus turns to a red minus. The other employee names should have a green plus under their name.

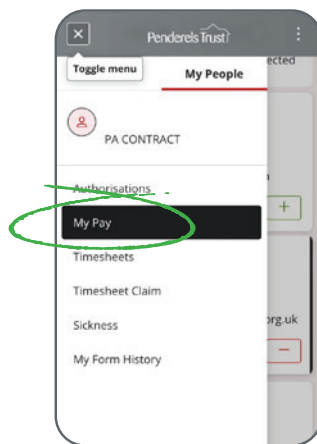


Click here.

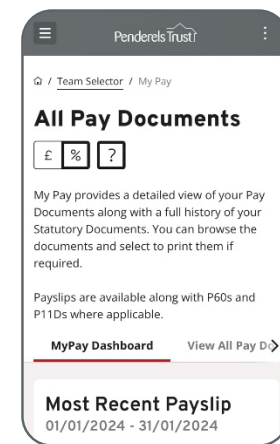
The box should show a red minus by the person you want to look at.



Click on the three white lines in the top left hand corner.

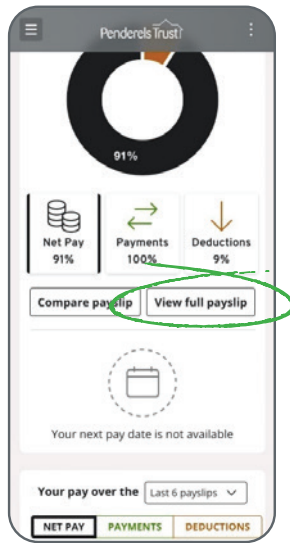


Click on **'My Pay'**.



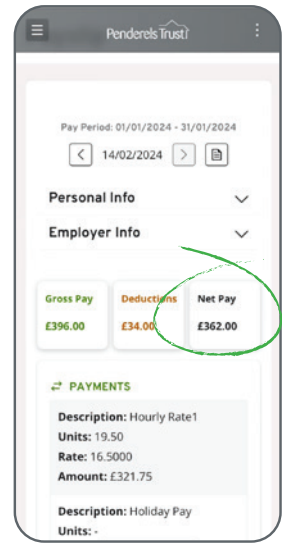
This will bring up the **'All Pay Documents'** screen.

Scroll down and click on **'View full payslip'**.

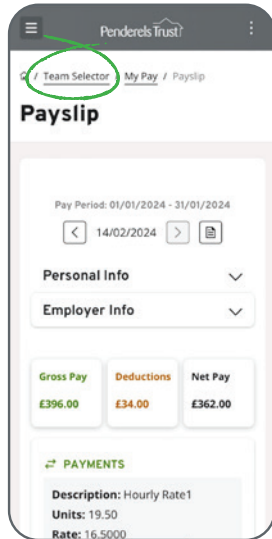


This will bring up the latest payslip, showing the net amount that needs to be paid to the PA.

If you scroll down, you can see other information about payments and year-to-date payments.

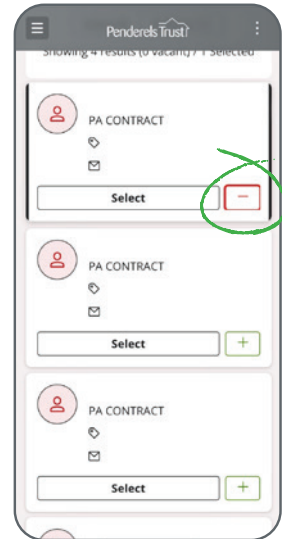


To view the payslip for another employee, click on **'Team Selector'** at the top of the screen.

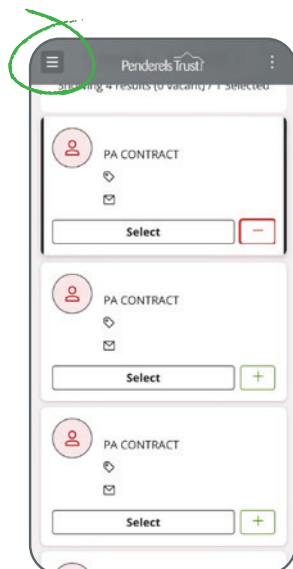


Scroll down to pick the employee you want to look at.

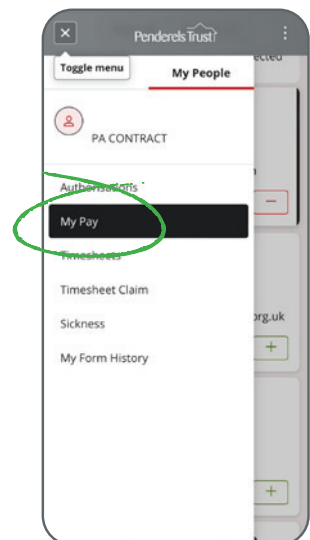
Remember to make sure there is a red minus next to **'Select'** for their name and a green plus for the other employees.



Click on the three white lines at the top left hand corner of your screen.



Choose **'My Pay'** and repeat the process again.



Frequently Asked Questions

Q: I don't have a smartphone, what shall I do?

A: You can still use My View via the website on a desktop computer, laptop or tablet. 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 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: How do I access My View?

A: Please follow the steps in this guide. If you have already registered and downloaded the app, go to Section 2: Using My View on the App.

If you have set up face/thumbprint recognition, the app will automatically open and log you in. If you don't have this feature, you will need to log in. Click on 'My View' on the home page. Input your username and password that you used when you registered.

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

A: If you log in using your username and password rather than facial/thumbprint recognition and you forget your password, 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.

Please also note that if you try to enter the wrong password too many times, your account will get locked. Unfortunately, this means the 'Forgotten your password' option will no longer work. You can get it reset by emailing us at myview@penderelstrust.org.uk but it is easier and quicker to use the 'Forgotten your password' if you are not sure. As a handy reminder, your password will be at least 8 characters long and include one uppercase letter, one lowercase letter, one number, and one special character.

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 offers the best security level. Once you are registered on the app and have facial/thumbprint recognition set up, you will no longer need to use MFA as these features provide the same level of security.

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 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

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 for PAs who have left, please email payroll@penderelstrust.org.uk to request them.