

# A Guide to using the **My View** Mobile Phone App for Personal Assistants (PAs)

Welcome to the '**My View**' Mobile Phone App User Guide for PAs working 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 view your payslips and other pay information (such as your P60).

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

You are able to view your latest and previous payslips and other pay documentation if applicable. The payslips will be uploaded on the Thursday of your pay week\*.

\*There are some exceptions to this if you are paid 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.
- ▶ You will need your **employee reference number**. This number can be found in the top right hand corner of your payslip. This number can have anything from one to several digits depending on how long you have been set up on our payroll system.

## Payslip example

**PRIVATE AND CONFIDENTIAL**

Jane Doe  
5 Lime Avenue  
Pennywell  
Sunderland  
SR5 8MN

SEE REVERSE FOR OPENING INSTRUCTIONS

Payslip No.	Payroll	Employee Ref. No.
0		12345

MRS Jane Doe

Pay and Allowances		Deductions	Balances
Rate 1	72.50	Tax Paid	Earnings to Date
15/11/22-14/12/22	R 699.63	84.20	4415.58
	9.6500		Taxable Pay to Date
			4415.58
			Tax to Date
			548.20
			Pension to Date
			0.00
			Nat. Ins. Cont to Date
			0.00

**NET PAY**

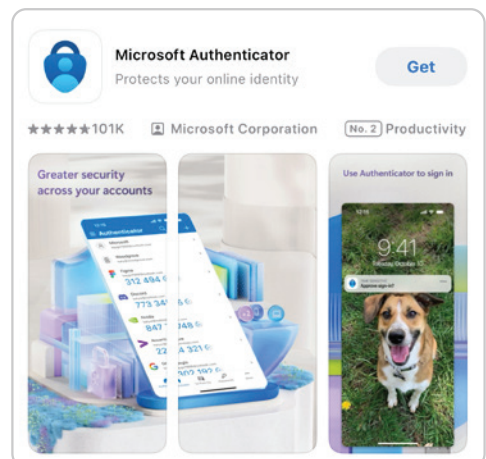
Your username is your **employee reference number** which can be found here

- ▶ 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

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

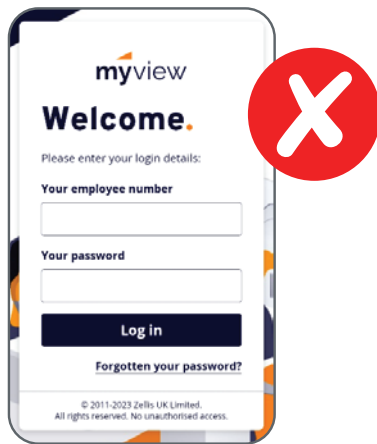
You will need to do that on the My View website. The instructions below are for using the website on a mobile device but you can do this on a laptop or computer. Please see our User Guides for Desktop Devices for instructions on doing this (this can be found on our website [www.penderelstrust.org.uk/myview.php](http://www.penderelstrust.org.uk/myview.php)).

## Step 1

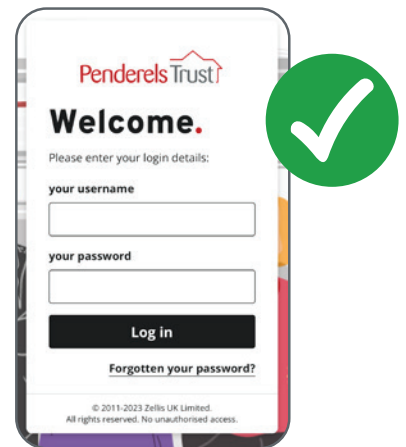
Click the blue underlined website address below to access **My View**.

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

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



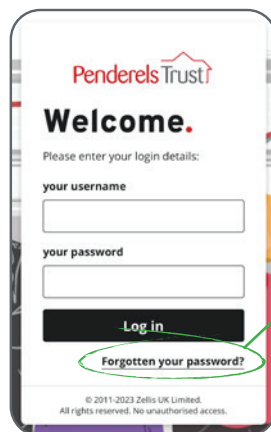
This is the correct website. Please use this.



## Step 2

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

To do this, click 'Forgotten your password?'

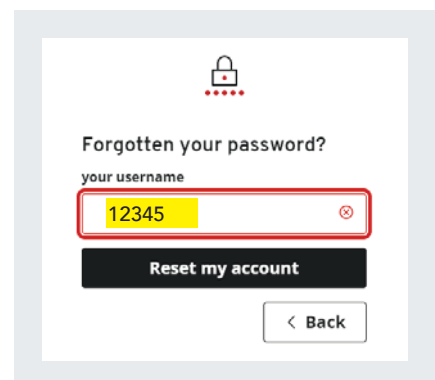


Click 'Forgotten your Password?'

## Step 3

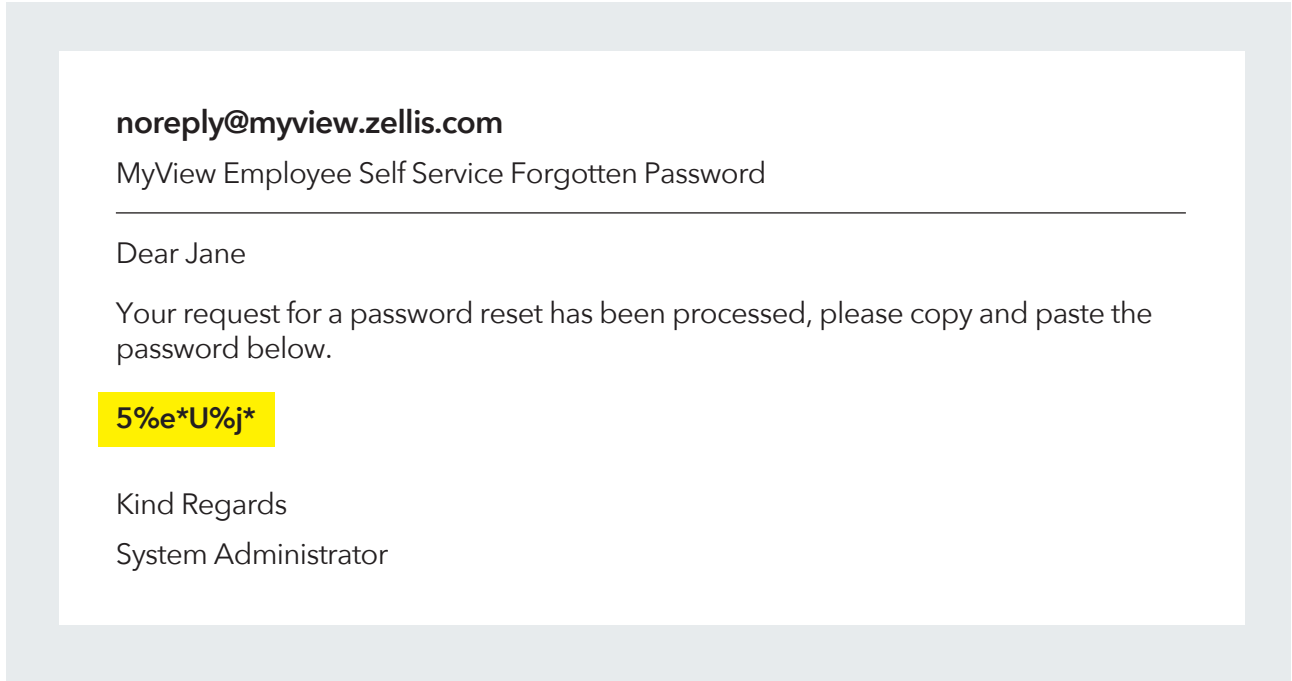
In the 'Forgotten your password?' section, enter your username. Your username will always be the same as your **employee reference number**.

Then click the 'Reset my account' button.



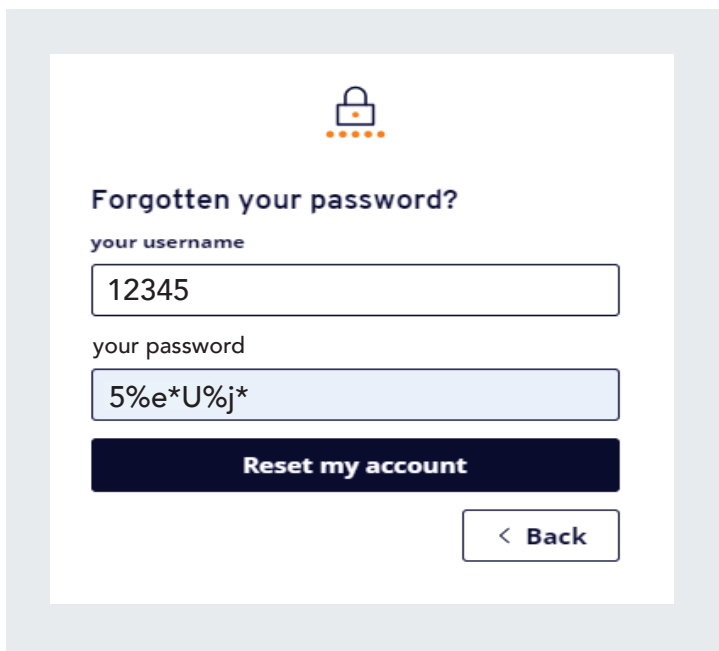
## Step 4

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 your **employee reference 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 '12345', circled in green with a line pointing to the instruction 'Enter your employee reference number which is your username'.
- Current password**: Input field containing '5%e\*U%j\*', circled in green with a red border and a red 'X' icon, and a line pointing to the instruction 'Enter the temporary password'.
- New password**: Input field containing 'New password', circled in green with a line pointing to the instruction 'Enter your new chosen password'.
- Confirm password**: Input field containing 'Confirm password', circled in green with a line pointing to the instruction 'Re-enter your new chosen password'.
- Submit**: A green button with a checkmark, circled in green with a line pointing to the instruction 'Click on Submit'.

You will need to be logged in to 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.

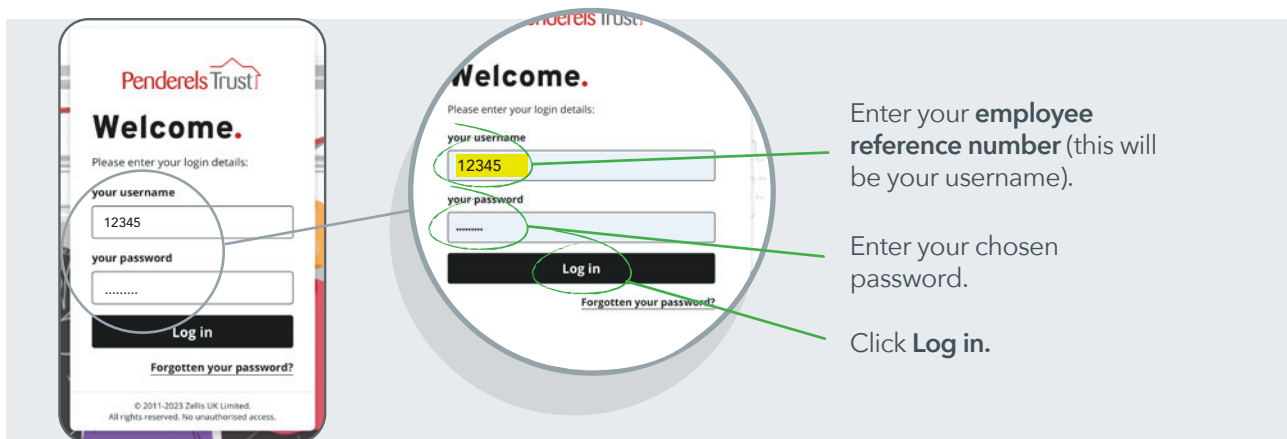
With the mobile phone app version of My View, you will only need to use MFA the first time you log in. After this, you do not need to use MFA if your phone has face recognition/thumb print recognition as this provides an equivalent level of security.

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](http://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**.

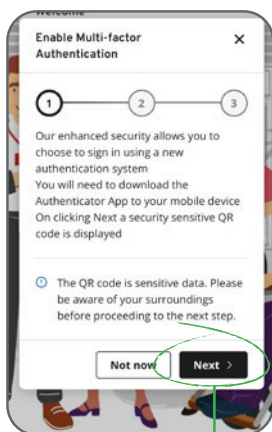


Enter your **employee reference number** (this will be your username).

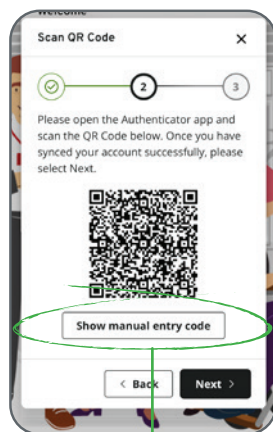
Enter your chosen password.

Click **Log in**.

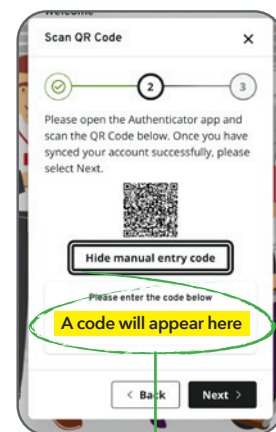
When you log into **My View**, a box will appear.



Click '**Next**'.



Click '**Show manual entry code**'.

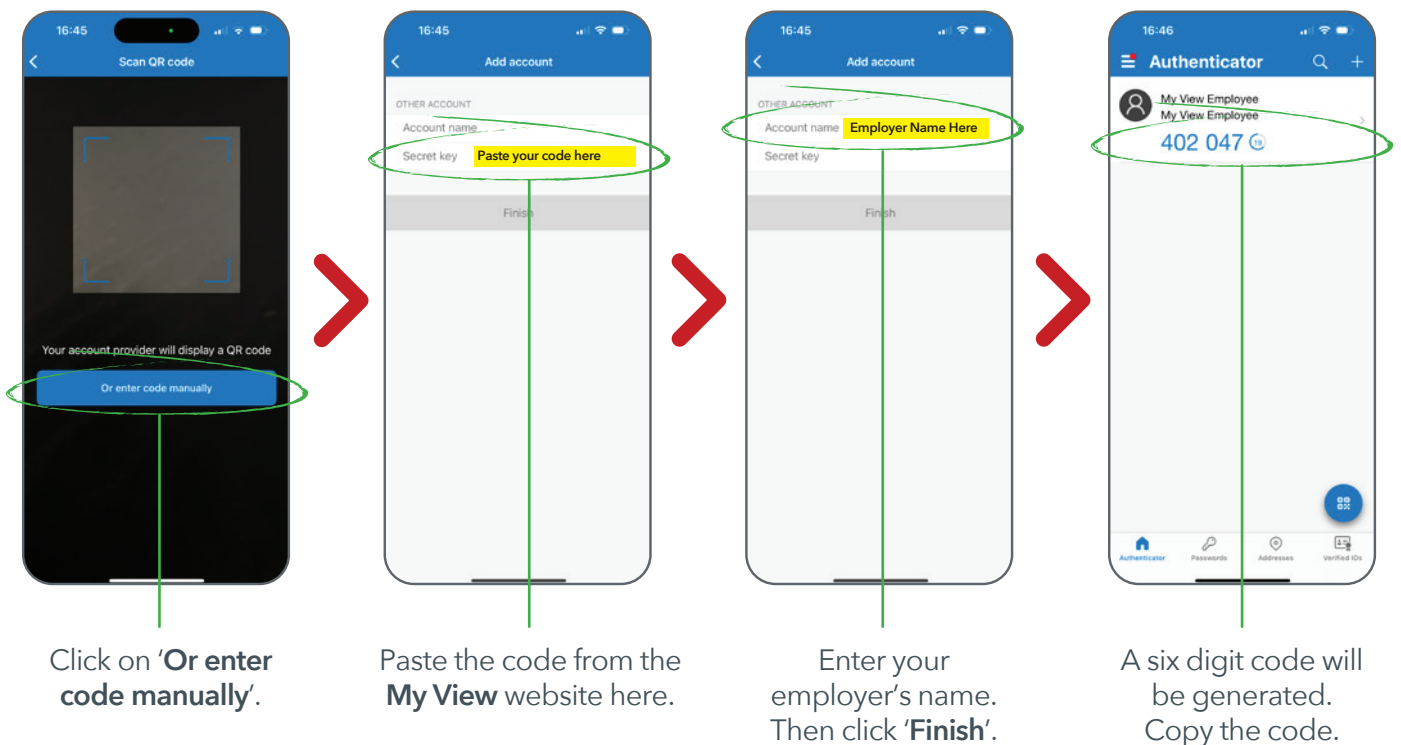
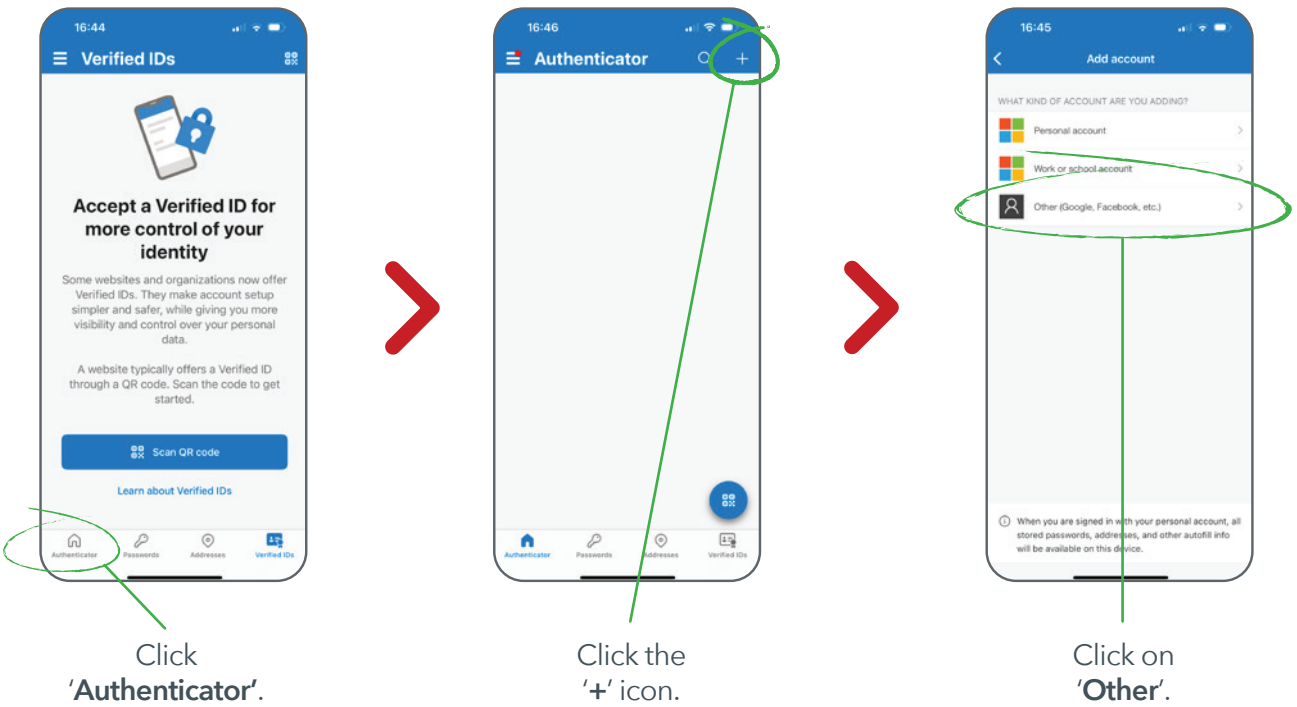


Copy the code to use in the Microsoft Authenticator App.

## Step 8

Now open the Microsoft Authenticator App.

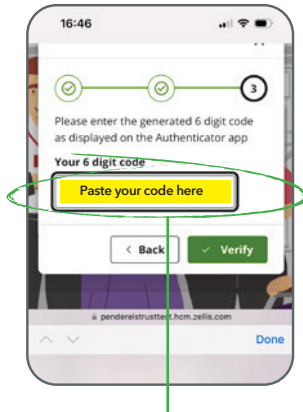
Follow the instructions on your app to obtain the verification, this is what it looks like on the Microsoft Authenticator app.



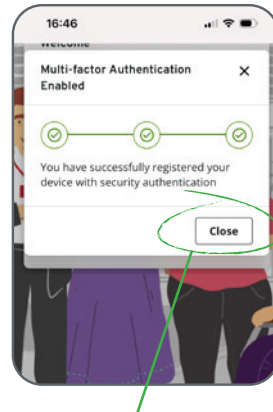


## Step 9

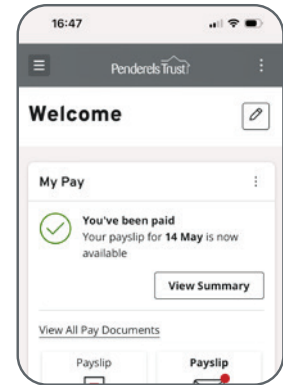
Now return to the **My View** website.



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



This will confirm you have enabled multi-factor authentication. Click **'Close'**.



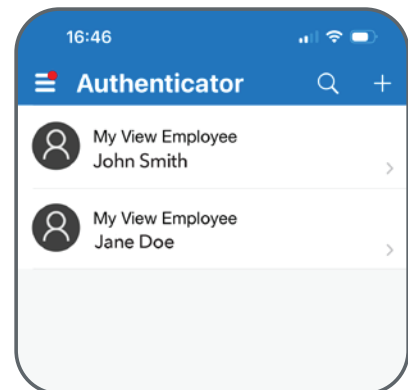
You will then be taken into your account.

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 8 or 9 again.

If you work for more than one employer, you will have a different code for each account. You will need to follow the process for each one.

Once they are set up, they will be listed in your authenticator app and you just click on the name of the employer you need to get the six digit code.

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.



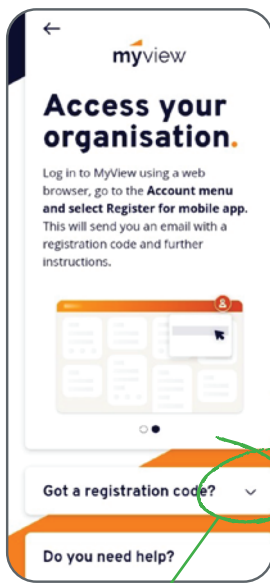


## Step 10 Downloading the My View App

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

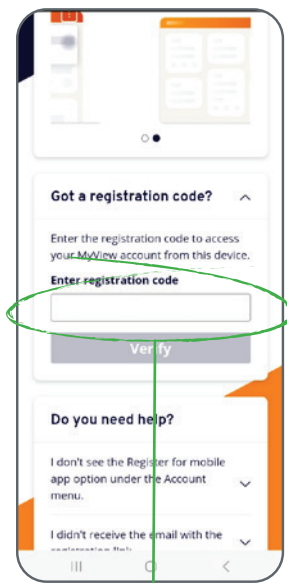
It will be the generic 'My View' app at this stage, it will not have Penderels Trust branding on it.

Click 'Get' to download it onto your phone.

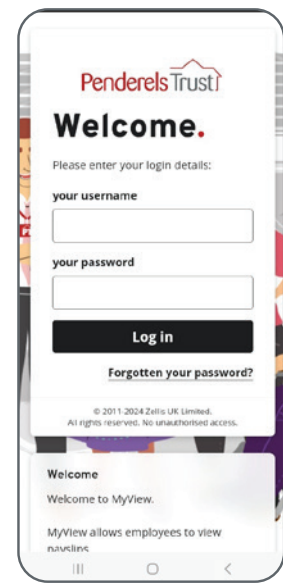


The first time you use your app, it will ask you for a registration code.

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.

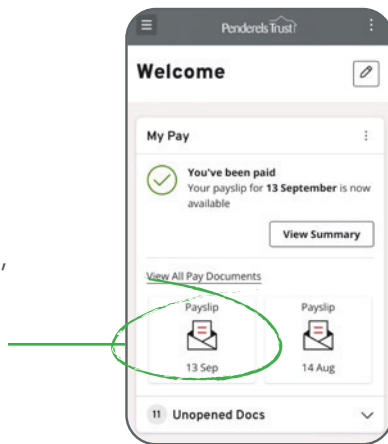
## Section Two: Using My View on the App

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.

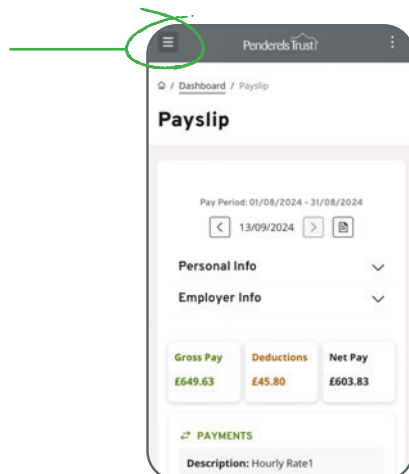
### To view your payslip

The app will open on your Welcome screen. You can click on your most recent payslip(s) and view the summary from here.

If you click on the 'Payslip' icon, it will open up your payslip details.



To get to more pay information e.g. older payslips, click on the three white lines in the top left-hand corner and click on 'My Pay'.

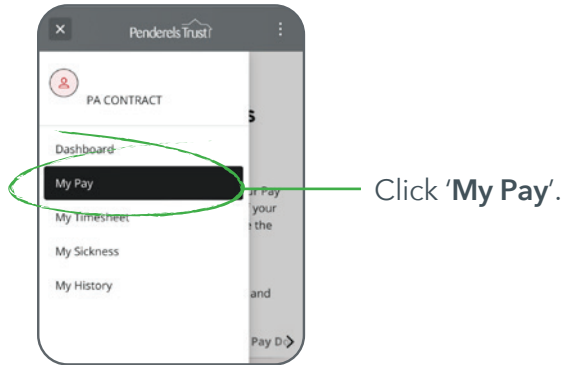


# Using the 'My Pay' tab

You can also access your payslip information via the 'My Pay' tab.

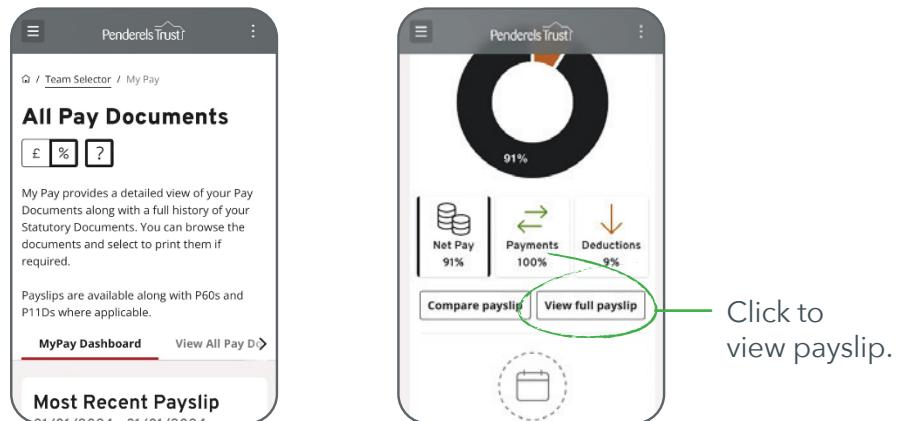
Click on the three white lines in the top left-hand corner.

Click on 'My Pay'.



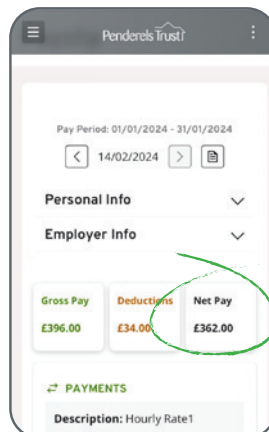
This will bring up the 'All Pay Documents' screen.

Scroll down and click on 'View full payslip'.



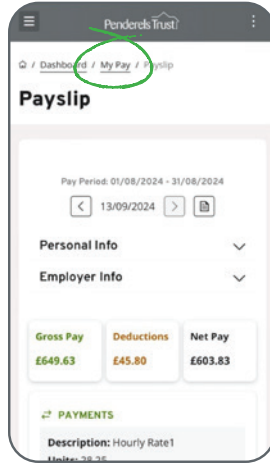
This will bring up the latest payslip, showing the net amount that your employer should pay you.

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

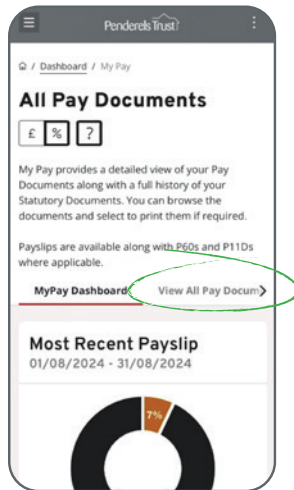


# Viewing Previous Payslips and other Pay Documents

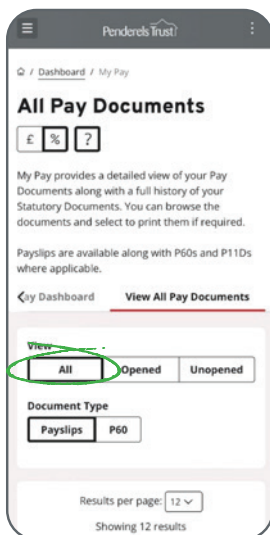
To view previous payslips, click on 'My Pay' to return to the previous screen.



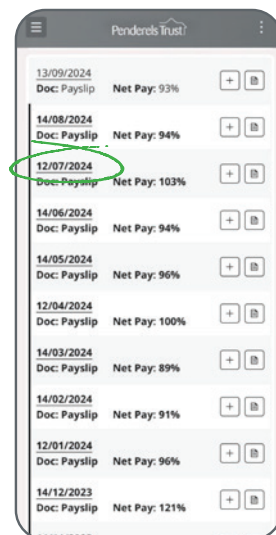
Click on 'View all pay documents'.



Click 'All'.



Scroll down to the payslip you want to view, click on the date to open it.



## 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](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: 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](mailto: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 posted payslips as well as using My View?**

A: Unfortunately, we cannot provide payslips in both ways on one account. If the employer is using My View, then all their PAs will receive their payslips via My View. 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: What documents can I view on My View?**

A: You can view your payslips from the latest one back to when you started on My View. You can also see pay documentation including your P60. You can request earlier payslips to be published on your My View account if you need them. Please send us an email to [myview@penderelstrust.org.uk](mailto:myview@penderelstrust.org.uk) with your request.

**Q: I am leaving this job, will I still be able to access My View to see my payslips?**

A: You will be able to access My View for one year after you are marked as a leaver on our system. It is strongly advised that you download all your payslips and save them on your own device in case you need them in the future well before that date.