

# Claiming your Members' Expenses Online

April 2021

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# Setting up Chrome as your Default Internet Browser

Before you start – you need only do this section one time:

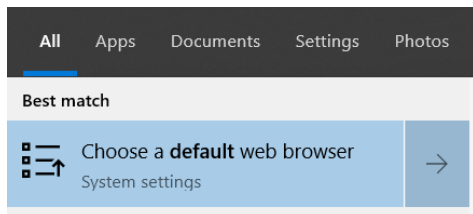
To gain access to your expense claim form, you must be using “**Google Chrome**”

If this isn't your default browser; you can set this up very easily, as follows:-

Click on the search button on your task bar at the very bottom left corner of your screen:

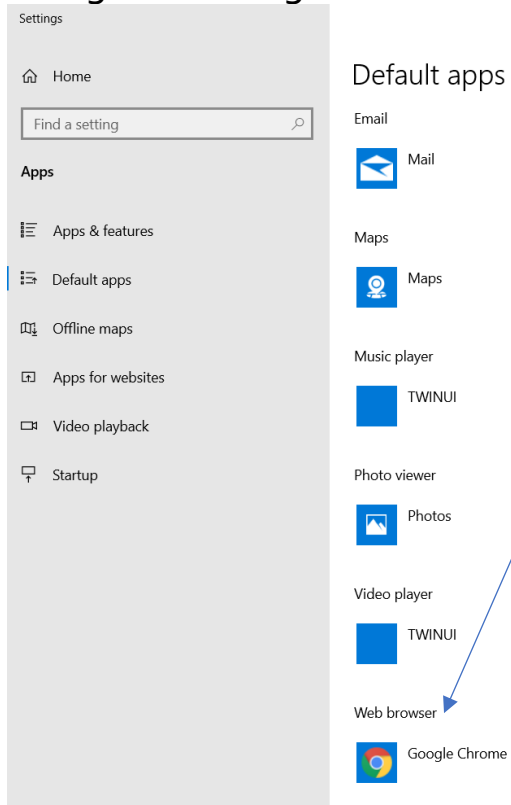


Start typing the word “Default” and click on the system settings icon that pops up:- “Choose a default web browser”

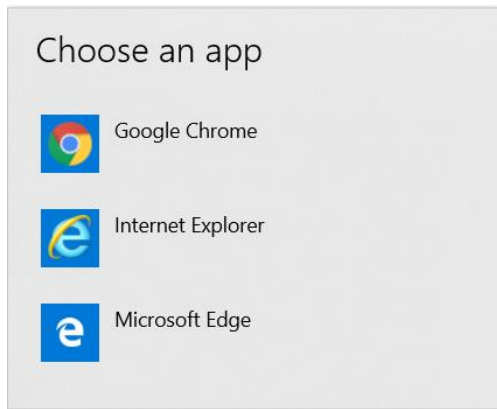


You should now be seeing this page – please note: you will only ever need to do Step One once.

Scroll down the bottom and you'll see "Web browser" Click on it even if it says Internet Explorer, etc...as we're going to change it to Google Chrome.



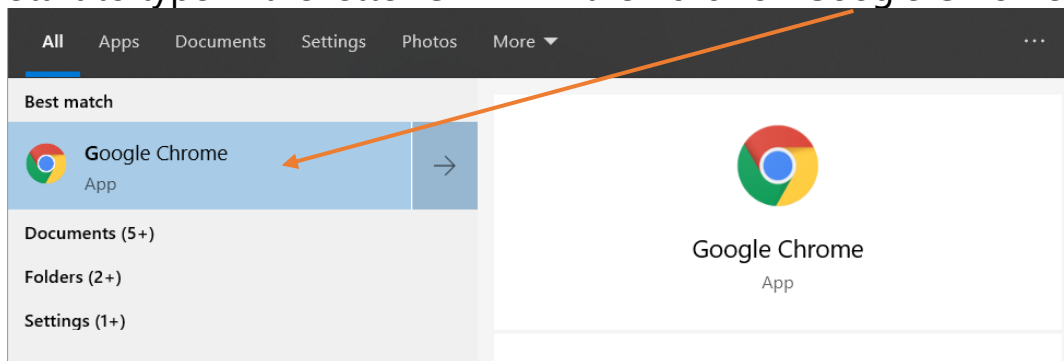
This pop up will appear - It will ask you to "Choose an app" – simply click on Google Chrome then click the X at the top right of the screen.



Click into the window icon this time



Start to type in the letter G > then click on Google Chrome, here.

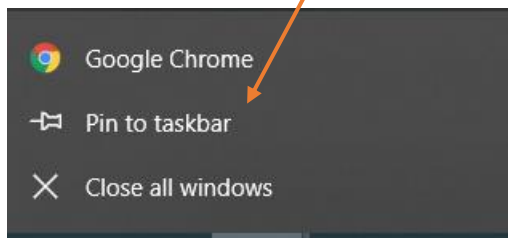


Once it opens, you will see Google Chrome on your Taskbar.

- Hover over the top of the Google Chrome icon on your Taskbar



- Right click on it with your mouse, this pop-up screen will appear
- Select "Pin to taskbar" - you now have it there to use to open Google Chrome each time.



# Logging in

## Step One:

You will find the MyView login on your Members' intranet site > under Members' portal (see below).  
Where you will also find Guidance Notes and a Video link to assist you.

The Highland Council - Members' intranet

Search this site  Search

Members Development	Protocols and guidance	Council website
Service contacts	Members' contact details	About the council
Briefings and bulletins	Reporting on council performance	Minutes and agendas
Staff intranet	Members' enquiry	<b>Members' portal</b>
Briefing Notes & Notebooks	Wellbeing	ICT Toolkit



Please note: This site is secure for your protection, so, it's worth noting that if you leave a claim halfway through, the system will log you out and you'll have to start that claim again.

To login – the top box will always be Your Payroll number.

The second box is your password for MyView (the same one you use for viewing your payslips, etc)...once you have logged in once, this site will ask you if you want to Save your Login Details – Click SAVE. The system will then remember your login details each time you go in you will only have to click Log In.



## Welcome.

Please enter your login details:

Your Payroll ID

Your Password

Log in

[Forgotten your password?](#)

If you don't remember your password, please click on **Forgotten your password**, enter your payroll number and you will receive an email to reset you – follow the guidance notes on the email.  
(Show Slide 1 – HGTEST Database Welcome to MyView)



# Forgotten Password - how to reset

**Ignore this page if you know your password – this is for when a password reset is required**

Once you have clicked "Forgotten your password" > you will receive an email through from [rlportal@highland.gov.uk](mailto:rlportal@highland.gov.uk) > Open that email and follow the guidance contained. You will see your temporary password here:

**From:** rlportalHGTEST@highland.gov.uk <rlportalHGTEST@highland.gov.uk>  
**Sent:** 24 May 2021 13:22  
**To:** Kristina Reid <Kristina.Reid@highland.gov.uk>  
**Subject:** \*\*HGTEST Database\*\* Welcome to MyView

To access MyView Dashboard you will need both your Payroll ID and your new 7 digit password **50F%h5i**

Step 1 - Open MyView

Step 2 - Enter your Payroll ID

Step 3 - Copy & Paste, or enter your email generated password: **50F%h5i**

Step 4 - Click the Sign In button and follow the instructions shown on screen.

Please note the above password is only valid for 30 minutes. If you have not reset your password within 30 minutes, you will need to click on the "forgotten your password?" link and request another one.

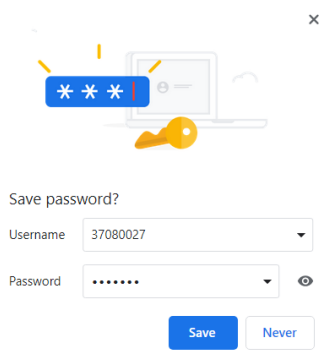
This is a system generated email, so please do not reply as the email will not be delivered.

If you require any further assistance please contact Payroll via [payroll@highland.gov.uk](mailto:payroll@highland.gov.uk)

Thank you  
HR Portal

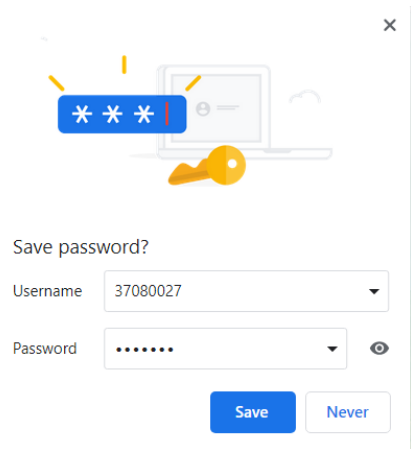
## Ignore this page if you know your password – this is for when a password reset is required

Whilst going through a Password reset - you will see this screen pop up twice, the first time you should click on the cross at the top right-hand corner to shut it.



A screenshot of a password reset dialog box. At the top left, there is an illustration of a laptop with a blue box containing three asterisks and a yellow key icon. Below this, the text "Save password?" is followed by a dropdown menu. The "Username" field contains the value "37080027". The "Password" field contains six asterisks and has an eye icon to its right. At the bottom, there are two buttons: "Save" (blue) and "Never" (white). A green arrow points from the top right corner of the dialog box to the text above.

It will re-appear for a second time after you have done this next step of changing your password to your own personal one – then you should choose whether you want to click "Save". (See next step on next page)



A second screenshot of the same password reset dialog box. It is identical to the first one, showing the "Save password?" section with the username "37080027" and a masked password. The "Save" and "Never" buttons are visible at the bottom.

# Ignore this page if you know your password – this is for when a password reset is required



## Change your password

If you just received a password via email and are now being prompted to change it, please enter the email generated password in the Current password field. Otherwise, just enter your current password.

Please note your new password must be at least 7 characters long and must contain at least 3 of the following types of characters:

- Upper case letters
- Lower case letters
- Numbers
- Special characters (e.g. ! \$ % &)

Please be advised that old passwords cannot be used when creating a new password. For support in the use of the system, please contact your relevant Business Support (HR) Hub.

Your Payroll ID

Current password

New password

Confirm password

This current Password request is looking for the one you received in the email from RL Portal@highland.gov.uk

Save password?

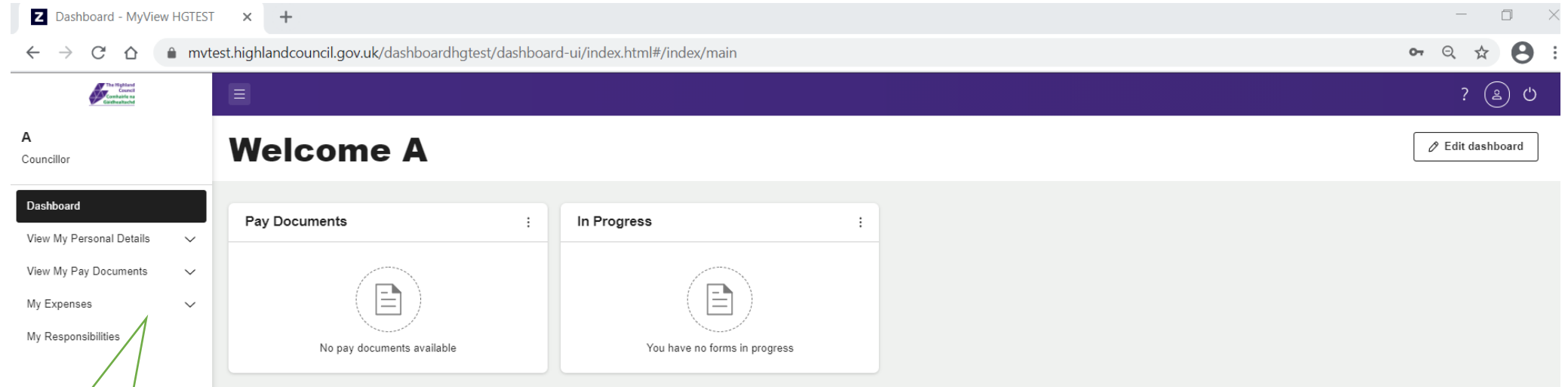
Username

Password

You should Save Password this time - you need to click "Save"

# Starting a Monthly Claim (mileage)

Once you are logged into MyView, you will see this screen:



Click on "My Expenses"





A

Councillor

Dashboard

View My Personal Details

View My Pay Documents

My Expenses

Create an Expense Claim

Saved and Historical Claims

My Responsibilities

This drop-down list will appear  
> Click on "Create an Expense Claim".

Once you have started or completed one or more claims, you will be able to access them in "Saved and Historical Claims" and add to them before submitting.



For the purpose of this training session we will be using two types of claims to demonstrate; a Mileage Claim, and a Subsistence claim.

On this screen you will see that it has pre-populated with your Position:

The screenshot shows a web application interface for creating an expense claim. On the left is a sidebar with a navigation menu. The main content area is titled 'Create Expense Claim' and 'New Claim'. Below the title is a form with the heading 'Enter your claim form information here'. The form contains three input fields: 'Position' (a dropdown menu with 'Councillor' selected), 'Description' (a text box), and 'Reason for Claim' (a larger text box with a '2000 characters remaining' indicator). A green 'Done' button is located at the bottom right of the form. An arrow points from the text above to the 'Position' dropdown menu.

The screens themselves are laid out in such a way as to assist you eg. "Description" of your claim first followed by "reason for claim" where you have 2000 characters to use, if you need to.

(The "Description" box should be used for entering the month and the year – ie. March 2021 and "Reason for Claim" boxes should be used to expand on the description above.

By choosing a recognisable description helps you to save and add to the claim throughout that month)

You can now start to enter the details of your claim.

Simply type in the **Description** box "March 2021" (or whatever month or year you are currently claiming for).

In the **Reason for Claim** box type in as much detail as you can – Expenses claim for March 2021.

Please note: If you need to check mileage or subsistence allowances you can access these through the chain icon, here. This is available all through the form on every screen.

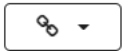
The screenshot shows a web interface for creating an expense claim. The header is purple with a logo on the left and navigation icons on the right. A left sidebar contains a menu with 'Create an Expense Claim' highlighted. The main form area is titled 'Create Expense Claim' and 'New Claim'. It includes a 'Position' dropdown set to 'Councillor', a 'Description' text box containing 'March 2021', and a 'Reason for Claim' text area containing 'Expenses Claim for March 2021'. A 'Done' button is at the bottom right. A green arrow points from the text above to the chain icon in the top right. Another green arrow points from the text above to the 'Done' button.

Click **Done** when happy with this screen.



This screen will open:

# Create Expense Claim



User Guides can be accessed by clicking on the chain icon on the top right hand corner of the screen

Travel and Subsistence claims where possible should be accompanied by a relevant VAT receipt. If you do not have anything showing in vehicle type please contact Lynsey Graham by emailing [lynsey.graham@highland.gov.uk](mailto:lynsey.graham@highland.gov.uk) or phoning 01463 702425 prior to the submission of claim

When claiming mileage, you should choose Dummy for vehicle type unless you have a lease car. Receipts should be uploaded by clicking on the (Add Link Attachments) button.

To attach a receipt, you should scan to your email address and save to your desktop. If you have more than one receipt, please scan them as a single document. This can also be done by taking a picture with your phone and saving to your desktop.

If you have any queries about completing the claim form or attaching receipts please contact Lynsey Graham by emailing [lynsey.graham@highland.gov.uk](mailto:lynsey.graham@highland.gov.uk) or phoning 01463 702425.

March 2021 Councillor

Form Info

## Claim Information

Date of Claim

dd/mm/yyyy

Group

Select Group --

Add Line +

Cancel

OK

Click on **Add Line +** to proceed.





These boxes will then appear for you to fill in.

## March 2021 Councillor

 Form Info

### Claim Information

Date of Claim

dd/mm/yyyy



Group

-- Select Group --



Cancel

OK ✓

Click on the Calendar icon in the **Date of Claim** field, and you will see this calendar open up.

## March 2021 Councillor

 Form Info

### Claim Information

Date of Claim

dd/mm/yyyy



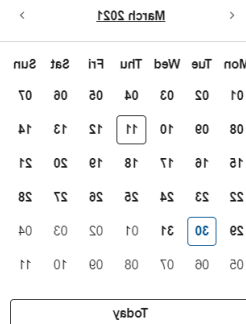
Group

-- Select Group --



Cancel

OK ✓



March 2021

noM	euT	beW	urT	FiT	Sat	Sun
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04
05	06	07	08	09	10	11

▼



Click on the date for your claim - in this case you should click on the date you travelled to your meeting (eg. 11/03/2021). All claims should be submitted following the event.

**March 2021 Councillor** Form Info

**Claim Information**

Date of Claim: 11/03/2021

Group: -- Select Group --  
Members Mileage  
Members Subsistence

Cancel OK ✓



Next Click on **Group** drop-down arrow and these choices will appear – for this example, as it's a mileage claim we would click on Members Mileage.



The screen will open further, to show these boxes.

Fill in the **Description** box detailing what the journey was for, etc...any passengers you took you should enter their NAME & POSITION here as well. This description is the one that the approver and authoriser will see so please be as detailed as you can here.

**March 2021** Councillor Form Info

---

**Claim Information**

Date of Claim  Group

Description  2000 characters remaining

---

**Mileage Information**

Actual Mileage  HQ/Base to Destination

Mileage  Vehicle

User Type  No. of Passengers

---

**Mileage Costs**

Est. Claim Value  Cost Centre

---

**Attachments**

Next fill in the Actual Mileage box with the return journey miles. (Here you can type in your entire journey (even if it is via another destination or meeting) and add up all the miles for that one trip)

The next box: HQ/Base to destination - Although this states HQ/Base it means (for you it means your home) to your destination. (So if you fill in the same mileage here too).

You'll see that the Mileage box has self-populated to the same as Actual Mileage.



Vehicle Type has been set as your own car ("DUMMY" by default) - if you are using something other than your own car please contact [Lynsey.Graham@highland.gov.uk](mailto:Lynsey.Graham@highland.gov.uk) as you will need to have this changed.



The alternatives available are: MTRBIKE, BICYCLE, DUMMY.

---

**March 2021 Councillor** ✎ Form Info

---


**Claim Information**


Date of Claim   Group  

Description  1952 characters remaining

---

**Mileage Information**

Actual Mileage  HQ/Base to Destination  

Mileage   Vehicle



The next box – User Type – you will see has 4 choices in the drop-down arrow.

You should choose whichever one is applicable to you for the journey you are claiming for.

(The agreed/standard mileage rate for all Councillors is 45p per mile; however, there is an opportunity for those who wish to opt for the 40p rate to do so)

**March 2021 Councillor** Form Info

---

**Claim Information**

Date of Claim: 11/03/2021 Group: Members Mileage

Description: Mileage from home to HQ for Full Council Meeting  
1952 characters remaining

---

**Mileage Information**

Actual Mileage: 130 HQ/Base to Destination: 130

Mileage: 130 Vehicle: DUMMY

User Type: 

- Standard Mileage 45p per mile
- Bicycle
- Mileage 40p per mile
- Motorcycle User
- Standard Mileage 45p per mile**

No. of Passengers:

---

**Mileage Costs**

Est. Claim Value: £58.50 Cost Centre: Default

---

**Attachments**



The next box is **No. of Passengers**. If you are travelling with one or more passengers to your meeting, please enter the number of passengers here. If you have no passengers, then simply leave blank (do not enter 0).

(If you have taken passengers – As per HC guidance, if a passenger is collected from a different location then a separate journey must be entered for each stage of the journey that they are present for)

Any passenger names and their positions should be entered in the Description box at the top of this screen.

**March 2021 Councillor** Form Info

---

**Claim Information**

Date of Claim: 11/03/2021 Group: Members Mileage

Description: Mileage from home to HQ for Full Council Meeting  
1952 characters remaining

---

**Mileage Information**

Actual Mileage: 130 HQ/Base to Destination: 130

Mileage: 130 Vehicle: DUMMY

User Type: Standard Mileage 45p per mile No. of Passengers:

---

**Mileage Costs**

Est. Claim Value: £58.50 Cost Centre: Default  Search

---

**Attachments**

You will notice that the Mileage Costs – Est. Claim Value has now self-populated with the total (mileage x user type chosen)



The Cost Centre box will always state "Default", as your individual cost centre is already set for you in here.

(However, should you incur expenses for Valuation Joint Board simply click on Search and select Valuation Joint Board)

#### Mileage Information

Actual Mileage

HQ/Base to Destination

Mileage  ⓘ

Vehicle  ▼

User Type  ▼

No. of Passengers

#### Mileage Costs

Est. Claim Value

Cost Centre

All that is left to do now on the page is to Attach Receipt(s)

For mileage claims, as you know, receipts are not compulsory; however, to enable the Council to reclaim VAT, a receipt should accompany each claim. The receipt doesn't need to be for the exact amount you're claiming - it's really more to give a recent petrol receipt that shows you filled your car up during the time period claimed - for that month.

If you have a receipt you can attach it by clicking the "Add Attachments" button.


# Attaching Receipts

If you require any assistance at this point, please get in touch with [Lynsey.Graham@highland.gov.uk](mailto:Lynsey.Graham@highland.gov.uk)

It is best to save all your receipts to your Desktop before you start your claim then they are sitting ready. To do this you should scan or take a photo of your receipt with your phone.

Compose a new email in your phone and attach that photo(s) > Still on your phone > Send your email To: your own Member's email address

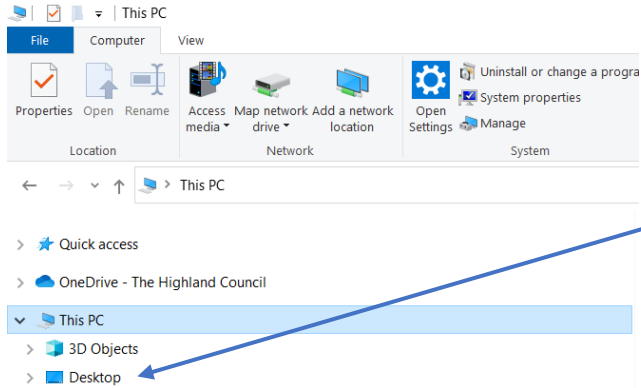
Open your sent email on your Members laptop and save those photos to the Desktop. See below for assistance

You can find your Desktop via "File Explorer" by clicking on the Windows Icon  and you'll see "File Explorer" here – click on it to open.





This window will open > click on This PC and you will see Desktop under there, just here:




It is a good idea to perform housekeeping regularly as your Desktop will fill up, and you will see all your Desktop items on your screen(s). Once every 2-3 months it would be a good idea to go through to your Desktop via the File Explorer (above) and delete the receipts you no longer need.

Now you are ready to upload from there.



When you attach your receipt, you will see it here.

March 2021 Councillor

 Form Info

Claim Information

Date of Claim 11/03/2021 

Group Members Mileage 




Description Mileage from home to HQ for Full Council Meeting

1952 characters remaining

Mileage Information

Actual Mileage 130

HQ/Base to Destination 130 

Mileage 130 

Vehicle DUMMY 

User Type Standard Mileage 46p per mile 


No. of Passengers



Mileage Costs

Est. Claim Value £58.50

Cost Centre Default  Search

Attachments

 Add Attachments

 3. Petrol... (514.1 KB) 

Cancel

OK 

Then simply click OK.



You will then see this screen with the details you have just entered, and you MUST press **“Save”** .

**If you do not click Save, you will lose the information you have input.**

By clicking Save you can hold a few claims until you are ready to send them in together.

**It is recommended that you submit only one claim per month.**

**March 2021 Councillor** Form Info

Claim information

Date of Claim: dd/mm/yyyy

Group: Select Group

**Add Line +**

Open Total Lines: 1 Total Miles: 130 Total Value: £58.50

Cost Centre: Default Cost Centre

Date of Claim	Group	Type	Value
11/03/2021	Members Mileage		130

Attachments: Add Claim Attachments

**Your Expense Claim**

Total Lines: 1  
Total Miles: 130  
Total Value: £58.50

**Submit** ✓  
**Save**  
**Delete**  
Clear

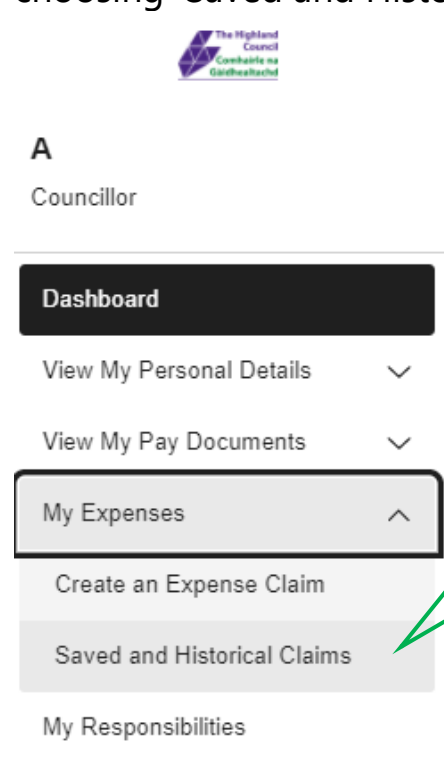
At this time to add another claim for March 2021, simply click on **Add Line +** again and repeat the above steps.

# Accessing and Adding to Saved and Historical Claims

For the purposes of this guidance document - we will be using a Broadband claim and adding to your monthly claim as though at a later date:

Once you are logged into MyView, and on the Dashboard screen; as you have already started and saved a claim for March 2021 you would click on "My Expenses"

Once Saved, you can access your previous claim(s) again at any time through the My Expenses drop-down arrow and choosing **Saved and Historical Claims**:



To access all your previous claim(s) at any time please click on the My Expenses drop-down arrow and choose Saved and Historical Claims:

You will see that the screen below has your previous claim here

The screenshot displays the 'Form History' interface. On the left is a sidebar with the following menu items: Councillor, Dashboard, View My Personal Details, View My Pay Documents, My Expenses, Create an Expense Claim, Saved and Historical Claims (highlighted), and My Responsibilities. The main header area contains a breadcrumb trail: Dashboard / Saved and Historical Claims. Below this is the 'Form History' title and a search section with fields for 'Keyword Search', 'Date From', and 'Date To'. There are also 'Event Filter' and 'Status Filter' dropdowns. A 'Clear search' button and a 'Search' button are present. Below the filters, it shows 'Results per page: 20' and 'Showing 8 results'. The main content is a table with columns: Description, Event, Status, and Raised Date. The table contains one row: Description: March 2021, Event: Expense Claims, Status: Open, Raised Date: 30 Mar 2021. A blue arrow points from the text above to the 'March 2021' entry in the table.

If you click on the down arrow on the right of each claim, it slightly expands to show details of that claim, as below:  
If you click on the same arrow again it will go back to view the one line.  
Although the icon in the middle says Open – that is the Status of that Claim – it doesn't open the claim.

You need to click on the underlined wording under the Description header to fully open the claim.

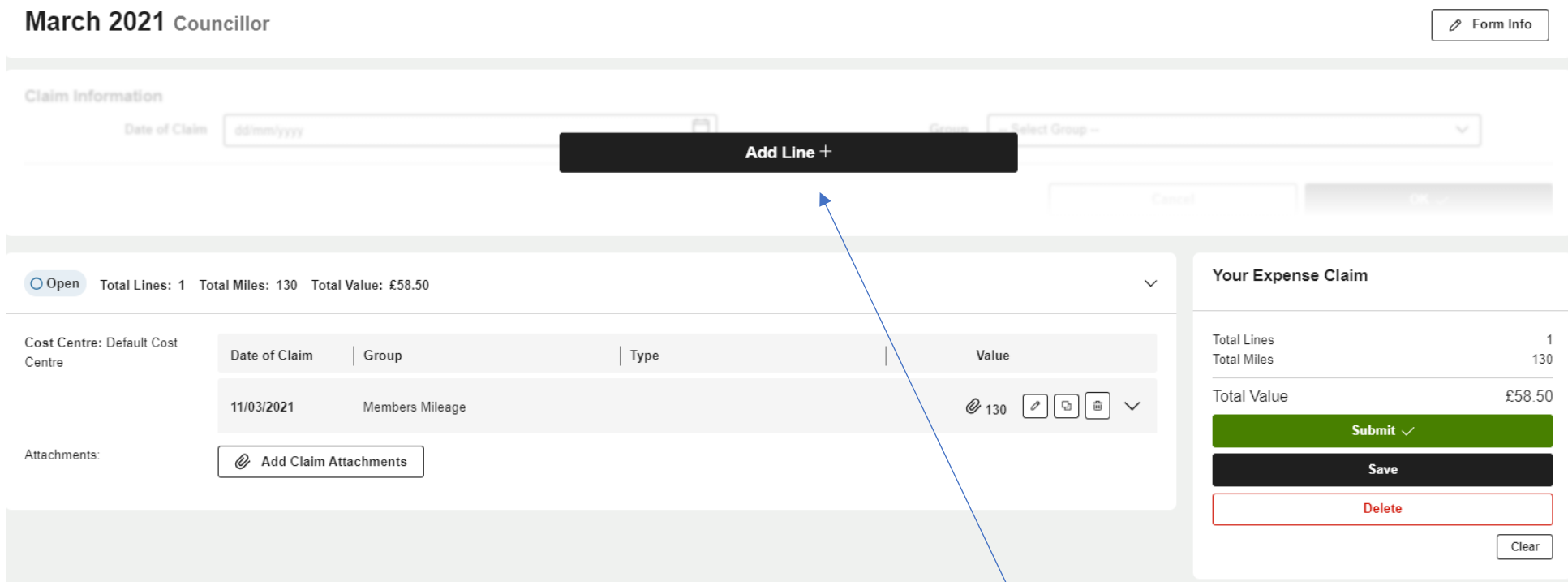


Description	Event	Status	Raised Date
<u>March 2021</u>	Expense Claims	Open	30 Mar 2021

So we will click on March 2021, [here](#).

It will open as below:

You will see your header has stayed as **March 2021**



**March 2021** Councillor Form Info

Claim Information

Date of Claim: dd/mm/yyyy Group: Select Group

**Add Line +**

Open Total Lines: 1 Total Miles: 130 Total Value: £58.50

Cost Centre: Default Cost Centre

Date of Claim	Group	Type	Value
11/03/2021	Members Mileage		130

Attachments: Add Claim Attachments

**Your Expense Claim**

Total Lines: 1  
Total Miles: 130  
Total Value: £58.50

Submit Save Delete Clear

To add another claim in this instance a Subsistence Claim click on the **Add Line +**

An additional line will open as below: continue as before filling in the boxes as they appear.

**March 2021 Councillor** Form Info

---

**Claim Information**

Date of Claim  Group

---

Total Lines: 1 Total Miles: 130 Total Value: £58.50

Cost Centre: Default Cost Centre

Date of Claim	Group	Type	Value
11/03/2021	Members Mileage		130 <input type="button" value="edit"/> <input type="button" value="copy"/> <input type="button" value="delete"/>

Attachments:

---

**Your Expense Claim**

Total Lines 1  
Total Miles 130  
Total Value £58.50



**March 2021** Councillor

Claim Information

Date of Claim

Type

Members Subsistence

250 characters remaining

Cancel OK ✓

Click on the Calendar icon in the **Date of Claim** field, and you will see this calendar open up.

Click on the Date of Claim - in this case - you should enter the date on your Broadband bill – **All items you are claiming for must have taken place or be in the past – ie. a previous bill (not a future one).**



Click on **Group** down-arrow now and choose Members Subsistence

Group

-- Select Group --

Members Mileage

Members Subsistence



You will see screen once this is done, two more fields open underneath - "Type" and "Description"

March 2021 Councillor

Form Info

Claim Information

Date of Claim 28/02/2021

Type -- Select Type --

Group Members Subsistence

Description

250 characters remaining

Cancel

OK ✓



Click on the down arrow in the "Type" field.

You will see the following drop-down choices appear.

Please Note: In this list there are Allowances for Bed & Breakfast, Breakfast, Lunch, Dinner and Line rental/Broadband all with VAT or NON-VAT. These should be chosen as appropriate, according to whether there is VAT on your receipt or not.

Care should be taken when selecting the type of subsistence. Does the invoice which you are attaching include VAT or not? All types of Subsistence – Broadband, Dinner, Accommodation, etc, now have an option within the drop-down menu of being **VAT or NON VAT** which will hopefully be helpful and make it more obvious when selecting your claim option.

A simplified VAT invoice can be used for retail supplies that total under £250. It only needs to show:

- the supplier's name, address and VAT registration number
- a unique identification number (such as an invoice number)
- the time of supply of the goods or services (this may be the same as the date of issue)
- a description of the goods or services supplied
- the rate of VAT charged per item (if an item is exempt from VAT or is zero-rated, this should be stated)

Our VAT manual on what constitutes a VAT invoice is also available on page 6 at the following link, [VAT Manual - Intranet](#)

If the VAT option is selected from the subsistence menu, the attachment must contain all of the above. Most Broadband invoices do, so it pays to pause and think when selecting. Obviously Highland Council can only claim the VAT back if the VAT option is selected.

Have a look through your receipt/broadband bill to see if there is VAT mentioned, if so, you should then choose the one with VAT in the title.

For example: If attaching your broadband bill please take a photo of all the pages of the bill (check it might be double-sided) as it is important to attach all the pages of your receipt, so the VAT element is captured/detailed.

If your bill has phone calls and those numbers next to them; you can omit that part in your photo for confidentiality reasons.

To attach a receipt, you  
single document. This

If you have any queries  
lynsey.graham@highla

-- Select Type --  
Dinner Allowance £25 max (VAT)  
Lunch Allowance £12.00 max (VAT)  
Bed & Breakfast £110 max (NON VAT)  
Bed & Breakfast £110 max (VAT)  
Bed & Brek London max £131 .00 (VAT)  
Bed & Brek London £131 max (NON VAT)  
Breakfast Allowance £8.00 max (VAT)  
Breakfast Allowance £8.00 max (NON VAT)  
Dinner Allowance £25 max (NON VAT)  
Family and Friends £25  
Line rental/Broadband (NON VAT )  
**Line rental/Broadband (VAT)**  
Lunch Allowance £12.00 max (NON VAT)  
Meals deduction £4.70  
Miscellaneous  
Postage  
Public Transport  
Telephone calls (non tax)  
-- Select Type -- ^

to your desktop. If you have more than one receipt, please scan them as a  
phone and saving to your desktop.

receipts please contact Lynsey Graham by emailing

**March 20**

**Claim Information**

Date of Claim

Type

Group: Members Subsistence

Description

250 characters remaining

Form Info

Cancel OK ✓

As this is for Home Broadband – you should click “Line rental/Broadband (VAT)” if your bill has VAT.



Once you have chosen a “Type” field you should fill in the Description box with further details.



Claim Information

Date of Claim

Type

Group


Description   
217 characters remaining

Costs and Receipts

Value

Attach valid bill

Attachments

 Add Attachments

Cancel

OK 

The next row appears – “Costs and Receipts”

The Value box has opened and can be typed into accordingly with the amount you are claiming for. (NB. The "Value" field only accepts numbers and decimal points – no £ signs should be used).

Just Tab past the attach valid bill box.

## March 2021 Councillor

 Form Info

### Claim Information

Date of Claim

Type

Group

Description   
217 characters remaining

### Costs and Receipts

Value

Attach valid bill

### Attachments

 Add Attachments

Cancel

OK 



Lastly for this section – you must attach your Receipt.

NB. The majority of receipts in 'Members Subsistence' are mandatory – (with only the two exceptions being "Meals Deduction" and "Friends & Family Stays")

For "A Stay with Friends & Family" a name and address must be recorded in the Description box, as receipts are not available.

For Meals Deduction you must enter the 4.70 as normal, the system will know what to do with this. Do not enter a negative sign.

A receipt should then be attached by clicking the "Add Attachments" button.

To attach a receipt for the item you are claiming, you should scan to your email address and save to your desktop.

This can also be done by taking a picture with your phone, emailing it to yourself at your work email account and saving to your desktop as it's easier to attach from desktop. If you require any assistance at this point, please get in touch with [Lynsey.Graham@highland.gov.uk](mailto:Lynsey.Graham@highland.gov.uk)



Then click OK.



You will then see this screen with the details you have just entered, and you can simply click "**Save**"

Claim Information

Date of Claim: 15/03/2021

Group: Select Group --

**Add Line +**

Cancel OK

Open Total Lines: 1 Total Value: £27.52

Cost Centre: Default Cost Centre

Date of Claim	Group	Type	Value
15/03/2021	Members Subsistence	Line rental/Broadband (taxable)	£27.52

Attachments: Add Claim Attachments

**Your Expense Claim**

Total Lines: 1

Total Value: £27.52

Submit ✓

Save

Clear

You can amend anything in the claim by clicking on the Pencil Icon to edit.

**March 2021 Councillor** Form Info

---

Claim Information

Date of Claim  Group




**Add Line +**

---

Open Total Lines: 2 Total Miles: 130 Total Value: £86.02

---

Cost Centre: Default Cost Centre

Date of Claim	Group	Type	Value	
11/03/2021	Members Mileage		130	   
28/02/2021	Members Subsistence	Line rental/Broadband ( taxable)	£27.52	   

Attachments:

---

**Your Expense Claim**

Total Lines 2  
Total Miles 130

---

Total Value £86.02



If you do the same or similar again that month, you can simply copy this claim by clicking on the Copy Icon and adjust accordingly.





## March 2021 Councillor

Form Info

### Claim Information

Date of Claim

Group

**Add Line +**

Cancel

OK

Open Total Lines: 2 Total Miles: 130 Total Value: £86.02

Cost Centre: Default Cost Centre

Date of Claim	Group	Type	Value	
11/03/2021	Members Mileage		130	
28/02/2021	Members Subsistence	Line rental/Broadband (taxable)	£27.52	

Attachments:

Add Claim Attachments

### Your Expense Claim

Total Lines 2  
Total Miles 130

Total Value £86.02

**Submit** ✓

**Save**

**Delete**

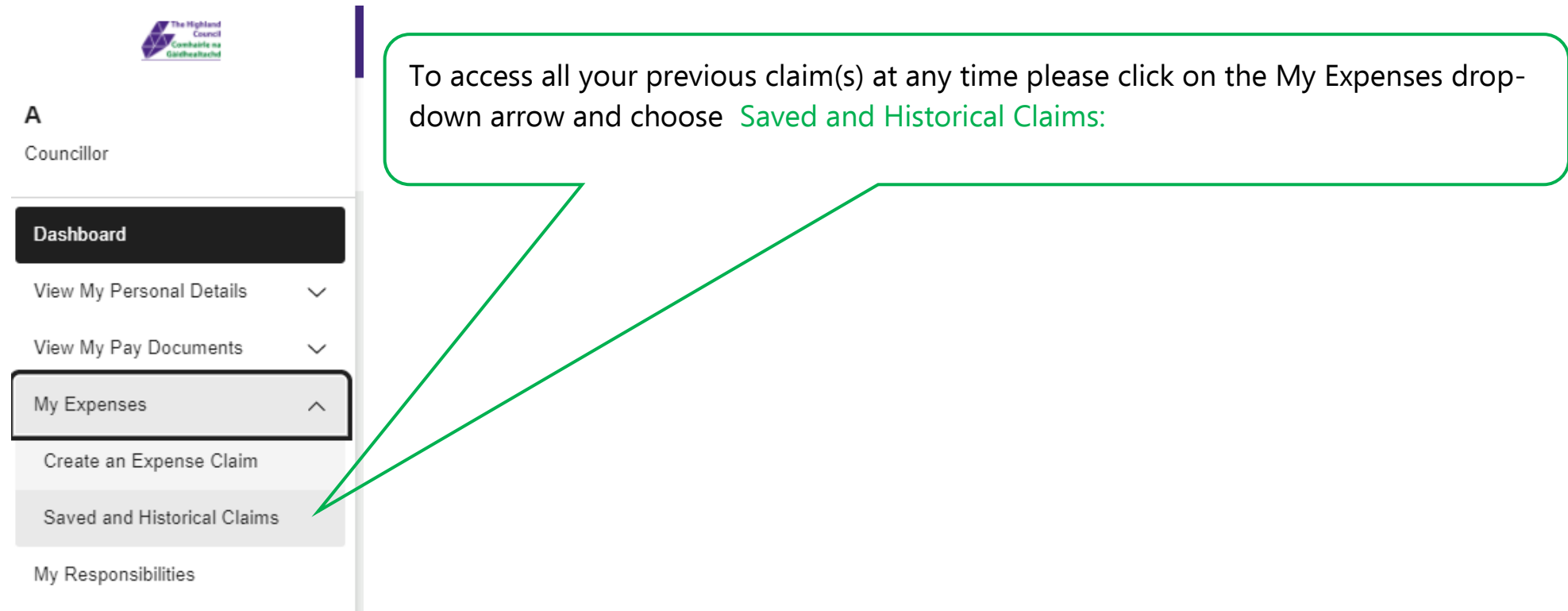
Clear

Also, if for any reason, you wish to delete this claim simply click the Bin Icon.



# Submitting your Claim for the Month

Once you are logged into MyView, and on the Dashboard screen; as you have already started and saved a claim for March 2021 you would click on "My Expenses"



The screenshot shows the MyView dashboard interface. At the top left is the Highland Council logo. Below it, the user is identified as 'A Councillor'. The main navigation menu is on the left, with 'Dashboard' highlighted. Under 'Dashboard', there are options for 'View My Personal Details', 'View My Pay Documents', 'My Expenses', 'Create an Expense Claim', 'Saved and Historical Claims', and 'My Responsibilities'. A green callout box with a white background and a green border contains the text: 'To access all your previous claim(s) at any time please click on the My Expenses drop-down arrow and choose **Saved and Historical Claims:**'. A green arrow points from the callout box to the 'Saved and Historical Claims' option in the menu.

Click on **Saved and Historical Claims:**

You need to click on the underlined wording under the Description header to fully open the claim.

So we will click on March 2021, here.

This screen will open:

Claim information

Date of Claim dd/mm/yyyy

Group -- Select Group --

Add Line +

Open Total Lines: 2 Total Miles: 130 Total Value: £86.02

Cost Centre: Default Cost Centre

Date of Claim	Group	Type	Value
11/03/2021	Members Mileage		130
28/02/2021	Members Subsistence	Line rental/Broadband (taxable)	£27.52

Attachments: Add Claim Attachments

Your Expense Claim

Total Lines 2  
Total Miles 130

Total Value £86.02

Submit ✓

Save

Delete

Clear

When you click on **Submit** you will receive this note on screen:

**Please note:**  
There will be a cut-off date set each month for you to have your expenses submitted by; and this will be notified to you in advance as usual.

**Submit Claim** ✕

---

Are you sure you want to submit this claim?

---

Once you click Yes, you will receive an **onscreen acceptance note**



Once your claim has been approved – you will receive this automated email from [rlportal@highland.gov.uk](mailto:rlportal@highland.gov.uk) informing you of the approval.



# Authorisation Progress Bar

The screenshot displays an expense claim interface. At the top, it shows 'Submitted' status, 'Total Lines: 1', and 'Total Value: £27.52'. Below this is an 'Authorisation Progress' bar with three stages: 'Submitted' (indicated by a green circle), 'Pending' (indicated by an orange circle), and 'Approval' (indicated by a grey circle). An orange arrow points from the 'Submitted' stage to the text below. To the right, the 'Your Expense Claim' summary shows 'Total Lines: 1' and 'Total Value: £27.52'. Below the summary is a 'Withdraw' button (highlighted with an orange border and an orange arrow) and a 'Print Summary' button. A table below the progress bar shows the claim details:

Date of Claim	Group	Type	Value
28/02/2021	Members Subsistence	Line rental/Broadband (taxable)	£27.52

You will see above that there is an **Authorisation Progress bar** – which shows you that you the Councillor have Submitted your form and it is Pending.

You will see that if you need to **Withdraw** your claim for any reason – there is a button for this (this button will only be there until it has passed the Approval stage when that option will no longer be available)

You'll see that there is a print option as well.


Once your claim has been authorised you will receive this automated email informing you (SLIDE 6)

\*\*HGTEST Database\*\* Web Subsistence Expense - App 0000106895



rlportal@highland.gov.uk

To ● Tricia MacDonald

 You forwarded this message on 17/03/2021 17:27.

Please be advised that your expense claim has been approved:

Claim Number: 0000106895

Claim Date: 17/03/2021

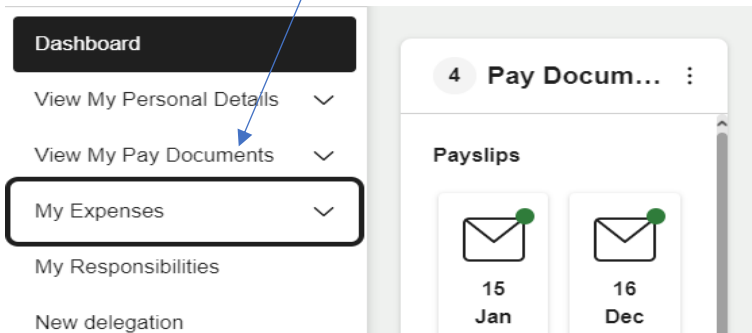
Claim Description: Home Broadband

This message was system generated (please do not reply).

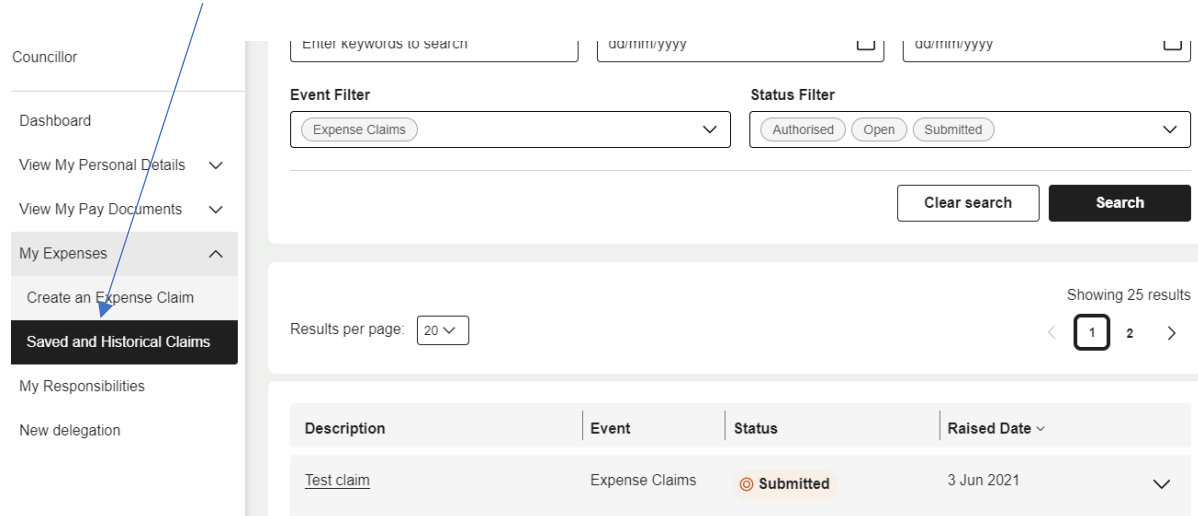
# How to Withdraw an Expenses Claim & Re-submit

Log into MyView

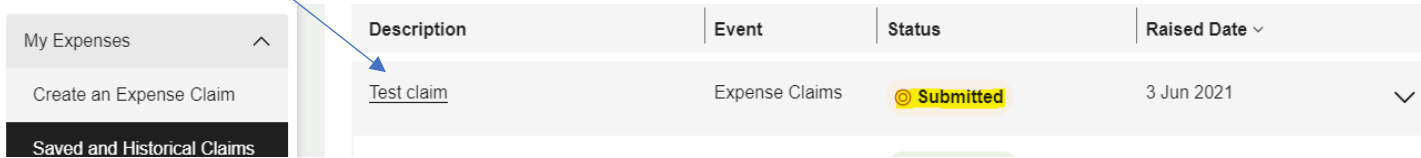
Click on My Expenses



Click on Saved & Historical Claims



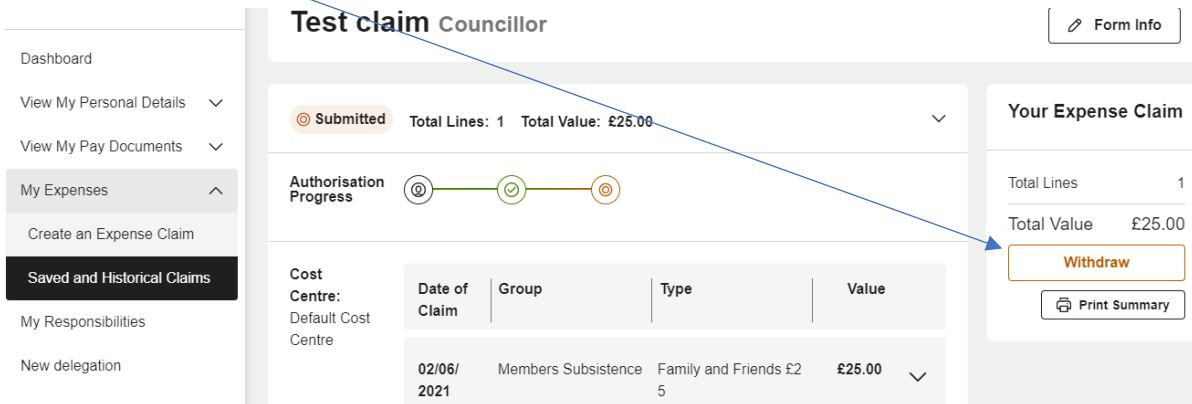
Click on the claim that was last submitted



Description	Event	Status	Raised Date
<a href="#">Test claim</a>	Expense Claims	Submitted	3 Jun 2021

A full view of your claim will now appear

Click on Withdraw this will enable you to re-submit your claim



**Test claim** Councillor Form Info

Submitted Total Lines: 1 Total Value: £25.00

Authorisation Progress: [Progress bar with icons]

Cost Centre:	Date of Claim	Group	Type	Value
Default Cost Centre	02/06/2021	Members Subsistence	Family and Friends £25	£25.00

Your Expense Claim

Total Lines: 1  
Total Value: £25.00

[Withdraw](#)

[Print Summary](#)



Your claim will appear again ready for submission  
Click on Submit

Dashboard

- /view My Personal Details
- /view My Pay Documents
- /My Expenses
- /My Responsibilities
- View delegation

**Open** Total Lines: 1 Total Value: £25.00

Cost Centre: Default Cost Centre

Date of Claim	Group	Type	Value	
02/06/2021	Members Substence	Family and Friends £25	£25.00	

Attachments: [Add Claim Attachments](#)

**Your Expense Claim**

Total Lines 1  
Total Value £25.00

**Submit** ✓  
**Save**  
**Delete**  
Clear

Your claim has now been re-submitted for approval and authorisation

Your expense claim has been submitted for approval and authorisation. Your Budget holder will review and notify you in due course once approved.

**Test claim Councillor** [Form Info](#)

**Submitted** Total Lines: 1 Total Value: £25.00

Authorisation Progress

**Your Expense Claim**

Total Lines 1  
Total Value £25.00

**Withdraw**

# Helpful Information

## **Deadline for submitting**

There will be a cut-off date set each month for you to have your expenses submitted by; and this will be notified to you in advance as usual.

## **The system allows for a 90 days warning.**

Claims will be rejected if they are older than 90 days, this is to allow for approval to be granted by the Corporate Resources Committee as per Highland Council agreement. Once a claim has been approved by Corporate Resources Committee, on these occasions you would go into Historical Claims and resubmit the claim.

## **Closing note:**

If you require any further support in the use of MyView to submit expenses claims or have any queries around the process in general, please contact [Lynsey.Graham@highland.gov.uk](mailto:Lynsey.Graham@highland.gov.uk) in the first instance.

If you are experiencing any technical difficulties when trying to submit expense claims using MyView e.g. experiencing error messages or having problems logging in, please contact [FinanceSystemsAdministrationTeam@highland.gov.uk](mailto:FinanceSystemsAdministrationTeam@highland.gov.uk)