Guide to Installing the MyView Mobile App

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Important:

- 1. If you are a manager, you need to download and register MyView on the Microsoft authenticator app. When registering on the MyView app, you will be required to provide the verification code as per the authenticator app. (<u>Microsoft Authenticator Installation Guide</u>)
- Ensure that you know your MyView Password as your password will be required during initial login on the app. <u>Reset Password – Microsoft Authenticator is NOT set-up</u> <u>Reset Password – Microsoft Authenticator already set-up</u>
- 3. Once the above is confirmed/completed, follow the MyView Application Installation Guide
- 4. Note: Any e-mails sent regarding password re-sets or application registration will be to your registered e-mail address (Either council e-mail address or your personal email address as registered on the HR system)
- If you have any issues with MFA please contact the ICT service desk on 01463383810 or via the <u>ICT Portal</u> to request the resetting of your "MyView MFA configuration". Please include your payroll ID in this request.

MyView Application Installation Guide:

- 1. Log in as usual on the MyView WEB PAGE Welcome MyView (zellis.com)
- 2. Click on the account icon in the top right corner.
- 3. Click on Register for mobile app.



4. You will see a notification that an email has been sent to you.

⊘ An email has been sent to you to begin registration. Please follow the instruc	tions contained therein.
	🖉 Edit dashboard

5. The email you receive will look like this.

Instructions for using the MyView App noreplyTESTHighlandCouncil@myview.zellis.com To e O Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message. CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the	conter	∽ nt is s	Reply afe.	(ش)	Reply All	→ Forwar	d 🚺	3 //202
Did you know you can use a mobile app to access your payslips? The new MyView app is super easy to use, and with just a few clicks, you can quickly update your HR profile, make expense cla Simply download the app from your app store (Apple or Google). Log in with your unique username and password, and even us enhanced security. 1. Download the MyView app from the App Store or Play Store. 2. Open the app, log in with your usual login details and enter the company registration code: Managers can approve requests and expenses while commuting or between other tasks, saving time and effort. Zellis MyView app offers convenience, security, and accessibility on the go. Download the app now and experience the benefits for yourself.	ims, e you	cheo ur ph	∶k your one's f	paysl ingerp	ips, and	l more. lace recogn	ition fo	or

6. Scan the relevant QR code for either Google or Apple to download the app. You can also search for "MyView (for Zellis HCM Cloud)" on the app store.





Apple App Store Users



Store Users



7. Once you have downloaded and opened the MyView app click Get Started, then scroll down to "Got a registration Code?" and enter the Registration Code you received in the email.



Once you have entered the registration code and selected "Verify", the MyView app login 8. selection will be displayed - Select "MyView". **Do NOT select Single sign on**



9. Enter your MyView Username and Password and Login.



- 10. Once you login you will receive one of two screens, depending on if you have MFA (Multifactor Authentication) set up. N.B. Managers should always have MFA set up.
 - a. If you **have not** set up MFA, the screen below will appear. Click <u>Not now</u> if you wish to bypass the MFA (non-managers only) and you will be logged in.

Enable Multi	-factor Authentication	×
1	2	3
Our enhanced : authentication You will need to On clicking Nex	security allows you to choose to sign in u system o download the Authenticator App to you t a security sensitive QR code is displaye	using a new ur mobile device ud
The QR coord before pro	le is sensitive data. Please be aware of y ceeding to the next step.	our surroundings
	Not nov	v Next >

If you wish to set up MFA, click next and follow the <u>Microsoft Authenticator</u> <u>Installation Guide</u> from step 3. Ensure you have the Microsoft Authenticator app downloaded.

b. If you have set up MFA, the screen below will appear.

A
Enter Verification Code
Please enter the generated 6 digit code as displayed on the Authenticator app
Your 6 digit code
Verify 🗸
l've lost my device

i. Login to the Microsoft Authenticator App.



ii. Select MyView and take a note of the 6-digit code.



iii. Enter the code in the Enter Verification Code screen and select Verify.

	A
Enter Verif	fication Code
Please enter the the Authenticate	egenerated 6 digit code as displayed on or app
Your 6 digit coo	de
1	8
	Verify 🗸
	l've lost my device

iv. You will now be logged into your account.

If you have any issues with MFA, please contact the ICT service desk on 01463383810 or via the <u>ICT Portal</u> to request the resetting of your "MyView MFA configuration". Please include your payroll ID in this request. Once this has been reset, you can proceed from <u>Step 8</u>.

- 11. You can set up fingerprint or facial recognition to make it simpler to log in, removing the need to enter your password each time.
- 12. Congratulations, your MyView mobile app is now ready to use.

If you have any questions or require help with following this guide, please contact the ICT service desk on 01463383810 or via the <u>ICT Portal</u>

Reset Password – Microsoft Authenticator is NOT set-up:

NOTE: ONLY complete this task if you do NOT know your MyView password.

- Navigate to the MyView <u>WEB PAGE</u> (<u>Welcome MyView (zellis.com</u>)) *Note, the following is to be completed on the MyView web page*
- 2. Select "Forgotten your Password."



3. Enter your payroll ID in the "Your Payroll ID" field and select Next.



4. Select "Reset my Account."

<u></u>
Forgotten your password?
Enter your employee number below and click NEXT. After clicking NEXT, click "Reset my account".
A temporary password will be sent to your e-mail address.
For support in the use of the system, please raise a request with ICT Service Desk via ICT Portal or telephone 01463 383810
Please ensure you include the logon username for the relevant application in any requests raised with ICT Service Desk.
Thank you
HR Portal
Your Payroll ID
Reset my account
< Back

5. You will receive the following confirmation message. Click on the "Continue" button.

	\bigcirc
Password	d reset
If the credent has been rese password has this account.	ials you supplied are correct, your account et and an email containing a temporary s been sent to the address associated with
	Continue

6. The Login screen is displayed.

The Highland Council Contrainte na Galdbeattachd
Welcome.
Please enter your login details:
Your Payroli ID
Your Password
Log in
Forgotten your password?
© 2011-2024 Zelis UK Limited. All rights reserved. No unauthorised access.

7. Leave this screen open and open the e-mail received from: <u>noreplyHighlandCouncil@myview.zellis.com</u>

Welcome to MyView										
noreply 'HighlandCouncil@myview.zellis.com		6	Reply	~	Reply All	\rightarrow	Forward	4		•••
To To							Tue	30/07/	2024	11:21
① Click here to download pictures. To help pretect your privacy, Cutlook prevented automatic download of some pictures in this message.										
To access MyView Dashboard you will need both your Payroll ID and your new 7 digit password										
Step 1 - Open MyView										
Step 2 - Enter your Payroll ID Step 3 - Conv.8. Paste, or enter your email repersted password:										
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, y link and request another one.	ou will	nee	d to clie	ck on	the "forg	otter	n your pa	ISSW	ord?	r
If you require any further assistance, please raise a request with ICT Service Desk via ICT Portal or telephone 01463 3 Please ensure you include your username and the relevant application name in any requests raised with ICT Service I	33810. Desk.									
Thank you										

- 8. Copy the 7-digit password provided in the e-mail.
- 9. On the MyView <u>WEB PAGE Welcome MyView (zellis.com)</u>, enter your Payroll number and the provided password and click on the "Log In" button.

The Highland Connell Combairle na Gàidhealtachd	
Welcome.	
Please enter your login details:	
Your Payroll ID	
8	
Your Password	
8	
Log in	
Forgotten your password	1?
© 2011-2024 Zellis UK Limited. All rights reserved. No unauthorised access.	

10. Change your password (Remember that the e-mailed password is the "Current Password") and submit.

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. 1 \$ % &)
Please be advised that old passwords cannot be used when creating a new password.
For support in the use of the system, please raise a request with ICT Service Desk via ICT Portal or telephone 01463 383810. Please ensure you include the logon username for the relevant application in any requests raised with ICT Service Desk.
Thank you HR Portal
Your Payroll ID
Current password
Current password 🛛 🛞
New password
New password
Confirm password
Confirm password
Submit 🗸

- 11. After selecting the Submit button, the Enable Multi Factor Authentication screen is displayed.
 - a. Non-Managers Click Not now if you wish to bypass the MFA, this will take you to your MyView dashboard.

If you wish to set MFA up, click next and follow the <u>Microsoft Authenticator Installation</u> <u>Guide</u> from step 3. Ensure you have the Microsoft Authenticator app downloaded.

En	able Multi-factor Authentication X
0	2 3
Ou aut You On	r enhanced security allows you to choose to sign in using a new thentication system u will need to download the Authenticator App to your mobile device clicking Next a security sensitive QR code is displayed
()	The QR code is sensitive data. Please be aware of your surroundings before proceeding to the next step.
	Not now Next >

 Managers – Click Next to set MFA up and follow the <u>Microsoft Authenticator</u> <u>Installation Guide</u> from step 3. Ensure you have the Microsoft Authenticator app downloaded.

	Enable Multi-factor Authentication ×
b page as the MyVie web address will be	Our enhanced security allows you to choose to sign in using a new
	authentication system
e improved the sec	You will need to download the Authenticator App to your mobile device On clicking Next a security sensitive QR code is displayed
o your data. This will	
	① The QR code is sensitive data. Please be aware of your surroundings
where users can, the on the "Not now" but	before proceeding to the next step.

Reset Password – Microsoft Authenticator already set-up:

NOTE: ONLY complete this task if you do NOT know your MyView password.

- Navigate to the MyView WEB PAGE. (<u>Welcome MyView (zellis.com</u>))
 Note, the following is to be completed on the MyView web page
- 2. Select "Forgotten your Password".



3. Enter your payroll ID in the "Your Payroll ID" field and select Next.



4. Select "Reset my Account".

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Forgotten your password?

Enter your employee number below and click NEXT. After clicking NEXT, click "Reset my account".

A temporary password will be sent to your e-mail address.

For support in the use of the system, please raise a request with ICT Service Desk via ICT Portal or telephone 01463 383810

Please ensure you include the logon username for the relevant application in any requests raised with ICT Service Desk.

Thank you

HR Portal

Your Pag	yroll ID
· · ·	
	Reset my account

< Back

5. You will receive the following confirmation message. Click on the "Continue" button.

	\bigcirc
Passwor	d reset
If the creden has been res password ha this account.	tials you supplied are correct, your account et and an email containing a temporary s been sent to the address associated with
	Continue

6. The Login screen is displayed.



Welcome.

Please enter your login details:
Your Payroll ID
Your Password
Log in
Forgotten your password?

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7. Leave this screen open and open the e-mail received from: <u>noreplyHighlandCouncil@myview.zellis.com</u>

Welcome to MyView										
noreply ' 'HighlandCouncil@myview.zellis.com	0	+	Reply	15	Reply All	\rightarrow	Forward		5	•••
To To							Tue I	10/07	2024	111:20
① Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.										
To access MyView Dashboard you will need both your Payroll ID and your new 7 digit password										
Step 1 - Open MyView										
Step 2 - Enter your Payroll ID										
Step 3 - Lopy & Paste, or enter your email generated password: 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, y link and request another one.	ou will	nee	d to clie	ck on	the "forg	otter	n your pa	SSW	ord	?"
If you require any further assistance, please raise a request with ICT Service Desk via ICT Portal or telephone 01463 3 Please ensure you include your username and the relevant application name in any requests raised with ICT Service	83810. Desk.									
Thank you										

- 8. Copy the 7-digit password provided in the e-mail.
- 9. On the MyView <u>WEB PAGE</u> <u>Welcome MyView (zellis.com)</u>, enter your Payroll number and the provided password and click on the "log In" button.

The Highland Council Combairle na Gàidhealtachd	
Welcome.	
Please enter your login details:	
Your Payroll ID	
	8
Your Password	
	\otimes
Log in	
Forgotten your pass	word?
© 2011-2024 Zellis UK Limited. All rights reserved. No unauthorised access.	

12. Enter Verification Code



a. Open the Microsoft Authenticator App.



b. Select MyView and take a note oof the 6-digit code.



c. Enter the code in the Enter Verification Code screen and select Verify.

Enter Verification Code	×
<u></u>	
Please enter the generated 6 digit code as displayed o app	n the Authenticator
Your 6 digit code	
8	
< Back	✓ Verify

10. Change your password (Remember that the e-mailed password is the "Current Password") and Submit.

Change your password

Current password New password Confirm password Confirm password
New password New password Confirm password Confirm password
New password New password
New password
current password
Current password
Current password
Your Payroll ID
Thank you HR Portal
logon username for the relevant application in any requests raised with ICT Service Desk.
telephone 01463 383810. Please ensure you include the
request with ICT Service Desk via ICT Portal or
For support in the use of the sustem places state a
Please be advised that old passwords cannot be used
 Special characters (e.g. ! \$ % &)
Upper case letters Lower case letters Numbers
characters long and must contain at least 3 of the following types of characters:
Please note your new password must be at least 7
Otherwise, just enter your current password.
being prompted to change it, please enter the email generated password in the Current password field. Otherwise, just enter your current password.

11. You will be logged in to the MyView Dashboard.

If you have any issues with MFA, please contact the ICT service desk on 01463383810 or via the <u>ICT</u> <u>Portal</u> to request the resetting of your "MyView MFA configuration". Please include your payroll ID in this request. Once this has been reset, you can proceed from <u>Step 8</u>.

Microsoft Authenticator Installation Guide

You will need to download the Microsoft Authenticator app from either Google Play Store (Android phone) or from the App Store (iPhone). Once it is installed then you are ready to setup access to MyView.

- 1. Go to MyView (external link) then enter 'Your Payroll ID' and 'Your Password'.
- 2. Click Next on the "Enable Multi-factor Authentication" Screen
- 3. Add Account to Microsoft Authenticator app.

a. QR code method

- i. Open the Microsoft Authenticator app on your mobile device. In the top righthand corner, click the plus ('+') symbol and click the option to add a new 'Other account (Google, Facebook, etc.)'.
- ii. By scanning the QR code in the Authenticator app, it will create a new account called 'MyView'.
- iii. It will have your employee's name as held in the payroll system, associated with this account.

b. Manual entry code method

- i. If you are unable to take a photo of the QR code with your mobile device (you may have a tablet without a camera) then click on 'Show manual entry code' below the QR code on the screen.
- ii. In the top right-hand corner, click the plus ('+') symbol and click the option to add a new 'Other account (Google, Facebook, etc.)'. Click on 'or enter code manually' at the bottom of the authenticator app screen that appears.
- iii. Enter hg@highland.gov.uk as the Account name and then enter or paste the manual entry code in from above as the 'Secret key'.
- iv. Click 'finish' button. This will have created a new 'highland' account for you.
- 4. The app will generate a 6-digit code that now needs to be entered in MyView to allow you to login.
- 5. Return to MyView, click next at the "Scan QR Code" and it will take you to "Enter Verification Code" Screen
- 6. Enter the 6-digit code generated by the Microsoft Authenticator App and you will then be logged in and taken to the MyView Dashboard.

If you have any issues with MFA, please contact the ICT service desk on 01463383810 or via the <u>ICT Portal</u> to request the resetting of your "MyView MFA configuration". Please include your payroll ID in this request. Once this has been reset, you should start again from step 1.