



MyView Self Service Module



**Initial Instructions for login –
Mansfield and Ashfield Shared
Service Portal**

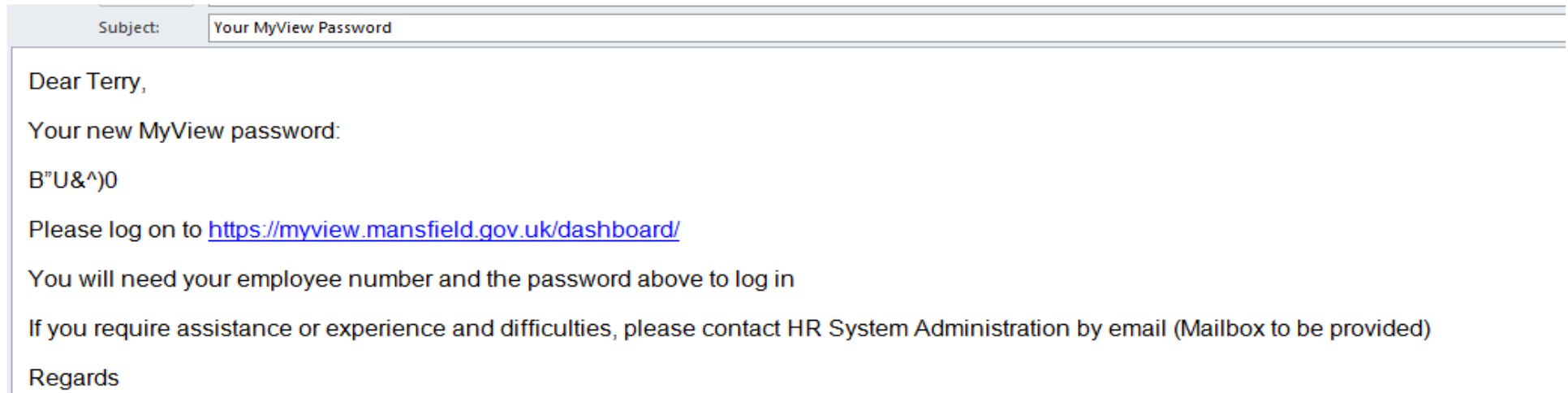
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Welcome to MyView

- As you may be aware, MyView will allow access to your payslips, P60's, mileage, expenses and much more in the future.
- Your line manager should have presented you your employee number and the link to access MyView.
- Here is the link just in case you have not received it:
- <https://myview.mansfield.gov.uk/dashboard/dashboard-ui/index.html#/landing>

The Initial Email



As you can see above, this is the initial email you should receive which will give you your new password and the link to MyView.

To sign in and create your account, you will need your employee number (it is on your payslip or your manager should have informed you) and your password (will be in your email as above).

If you have any problems logging in, please contact HR by email: selfservice@mansfield.gov.uk

To continue, select the website URL link: <https://myview.mansfield.gov.uk/dashboard/>




MyView Login Screen




When you have clicked in the link you should have been directed to this page. You should be able to see a box with 2 fields: employee number and password. Enter the information you have been given in the field and then click on “Sign In”

Sign In

Your Employee Number

 005250

Your Password

 Rav!ol!

Sign In ✓

[Forgotten your password?](#)



You can log into MyView via your PC, Laptop, Smartphone, Smart TV, Games console and tablet. Literally anything that will connect to the internet!

Security Questions

The diagram illustrates the two-step process for setting up security questions. On the left, the 'Security questions' screen prompts the user to complete their security questions to ensure their answers match data held on their ResourceLink Aurora record. It features a text input field for 'Date of Birth (DDMMYYYY)' with a red 'x' icon indicating a required field, and a green 'Verify ✓' button. An arrow points from this screen to the right screen. The right screen, also titled 'Security questions', prompts the user to set answers to the following security questions so they can be stored in ResourceLink Aurora and used to validate access to MyView later. It features two text input fields: 'Mother's Maiden Name' and 'Father's First Name', both with red 'x' icons indicating required fields, and a green 'Set Answers ✓' button.

Security questions

Please complete the following security questions so that we can ensure your answers match data that is held on your ResourceLink Aurora record.

Date of Birth (DDMMYYYY)

Security questions

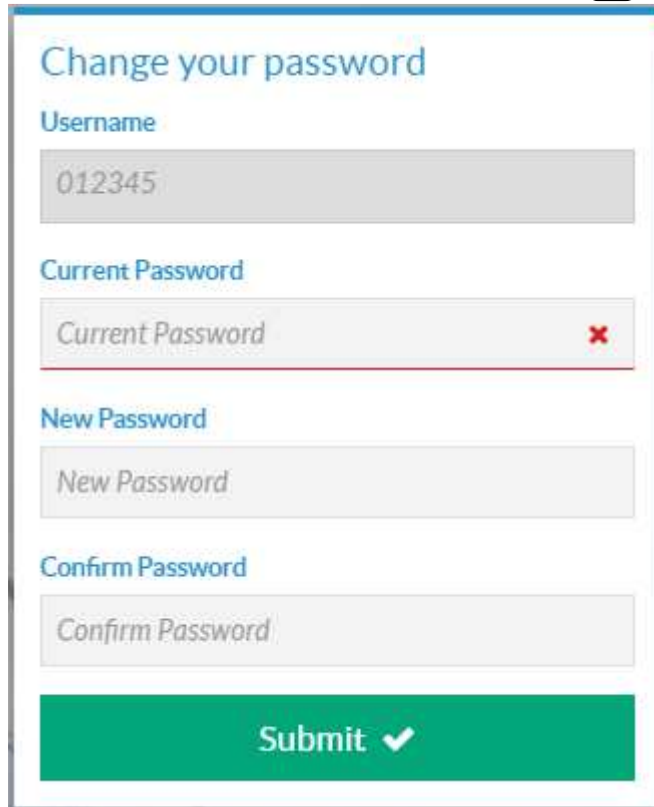
Please set the answers to the following security questions so that they can be stored in ResourceLink Aurora and used to validate access to MyView later.

Mother's Maiden Name

Father's First Name

When you have typed in your email and temporary password, you will be asked to enter in your date of birth. Click verify when done and then you will be asked to provide you Mothers Maiden Name and Fathers First Name (please note this is free text, so if you use lower case, you must ensure that the information is keyed in every time in lower case each time you are prompted to enter it). Every time you log in, you will be asked a security question just so we know it is you who is logging into MyView.

Creating a new, safe password



Change your password

Username

012345

Current Password

Current Password ✖

New Password

New Password

Confirm Password

Confirm Password

Submit ✓

Click **submit** when completed.

It will now ask you to change your password to something personal to you.

You will firstly need to enter in your current password which will be the one that was sent via email.

Then it will ask you for a new password.

The criteria to meet the password regulations are as follows:

3 of the 4 following regulations need to be met:

1. Lowercase letter: e.g. ***n***
2. Uppercase letter: e.g. ***N***
3. Number: e.g. ***3***
4. Special Character: e.g. ***^***

It is also required to have a minimum password length of 7

For example ***RIO14*** would not meet as it is only uppercase and numbers and under 7 characters long.

However ***Brussels£*** Would work as it has uppercase, lowercase and a special character and also 7+ characters long.

Once this process has been completed, your profile has been set and the screen will return to a login prompt.

Email Confirmation

Dear Terry,

Welcome to Mansfield and Ashfield District Councils' MyView page, where you can view payslips, and view and alter your personal details.

You are receiving this email because it is either the first time you have logged in or you have requested a password reset through System Admin.

If you have received this email and neither of the above apply, please contact HR as soon as possible.

Regards

HR Systems Administrator

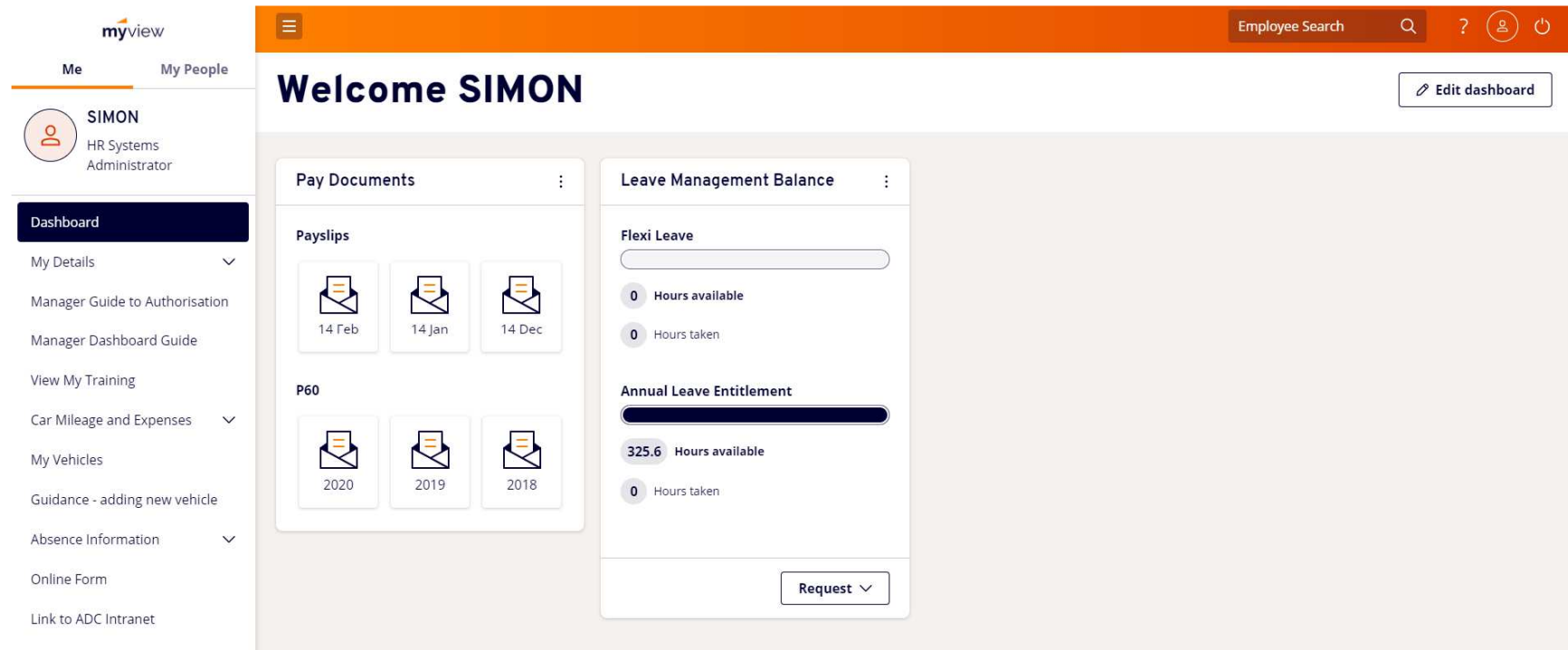
As you can see, when your password has been created and your security questions have been saved you should receive an email to confirm that you have signed up your account for MyView. If you do not receive this email, try again and if you are still having problems, contact Mark in HR, number 01623 463489 or email mhope@mansfield.gov.uk

Logging in to your account

Having set up your profile, to log in enter your: **employee number**, your **password** and answer and enter the answer to the random **security question** when prompted.

Then you should be signed in and be able to see the dashboard.

What your MyView layout should look like



Forgotten your password?

Sign In



Login details are incorrect

Your Employee Number



Your Password



.....

Sign In ✓

[Forgotten your password?](#)

If you have entered in your details and it is saying it is incorrect, it could either mean the employee number is incorrect, the password is incorrect or the security question is incorrect. As previously stated, security questions other than the date of birth are case sensitive e.g. if you put SMITH as your mother's maiden name, then smith or Smith will be rejected. Simply click forgotten password and you should be prompted to enter your employee number again as well as your date of birth. You should then receive a new temporary password and you will then need to reset your profile again.

If you still cannot get in, contact HR system admin or email selfservice@mansfield.gov.uk or phone 01623 463321 463489

Dear Terry,

You are receiving this email because you have requested a new password for your MyView account. Your new password is:

B97p.-.

***This is the kind
of email you
should receive.***