

How to access MyView transcript

[At the top left of the image a Durham County Council logo followed by the text 'How to Access MyView' are displayed. Both are visible throughout the video.]

[A lady narrates throughout the video.]

[The MyView landing page is displayed with a 'Sign In' panel on the right. At the bottom right of this panel and below the sign in option button, is a clickable link 'Forgotten your password?'.]

If this is your first time using the Durham MyView dashboard please click 'Forgotten your password?'

[A 'Forgotten your password?' panel is displayed.]

You should now enter your 6 digit employee number. This number can be found on your payslip or, if you are unsure of this number please contact the

Payroll Helpdesk on 03000 264 321.

You should now enter your date of birth using the format on the screen ddmmyyyy

Now click re-set my account.

[Password reset panel is displayed with a clickable link 'Continue'.]

At this stage, if the credentials you supplied are correct, your account has been reset and an email containing a temporary password has been sent to the email address associated with the account.

The temporary password will be 6 digits long. Please either copy and paste or, make a note of this password.

Once you receive the e-mail please click Continue.

[Sign In panel is displayed with a clickable link 'Sign In'.]

Now please enter your employee number again.

Then copy and paste or type in the temporary password that has just been issued to you.

Click Sign in.

[Security questions panel is displayed with a clickable link 'Set Answers'.]

You are now required to set answers to two security questions. The answers you enter will be stored into our HR system and will be required to validate your access to MyView for later logins.

What is your memorable place? [Enter place]

What is your memorable name? [Enter name]

Once you are happy with the answers you have entered, click set answers.

[Change your password panel is displayed with a clickable link 'Submit.].

You should now re-enter the temporary password. [at Change Password text box]

Then enter your new password, [at New Password text box] which will be required for your future logins. Please note that this password should be at least 6 characters long and contain at least one number and one symbol.

Confirm the password [enter password in Confirm Password text box]

Once you are happy click submit.

[Durham MyView dashboard is displayed.]

You now have access to the Durham MyView dashboard. If you require any further support we have a dedicated MyView team who will be happy to help you. Please feel free to contact us on 03000 269 919. Alternatively, you can e-mail us on MyView@durham.gov.uk

[Video ends]