



# Payroll & Employee Services - Onboarding Employee Guidance

Please think before printing this document.

Where printing is necessary, please ensure that it is printed double sided and in greyscale.

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## 1 - Introduction

### 1.2 - MyView Onboarding Module – What is Onboarding?

Onboarding is a term referring to the process of introducing a newly hired employee into an organisation. Onboarding is an important part of helping employees understand their new position and job requirements, as well as allowing them to complete pre-employment tasks which are required before commencing their role.

MyView has been enhanced with new Onboarding functionality, which means that as an Onboarder to Durham County Council, when you access MyView you will see displayed a set of activities to perform based on tasks allocated to you. Dependant on the nature of the post, additional onboarding tasks will be made available for you to complete.

The majority of tasks allocated to you are mandatory tasks for all onboarding employees. However, there are some additional onboarding tasks which Payroll and Employee Services will allocate to you based on your specific role.

The types of onboarding tasks you will be asked to complete include:

- **watching videos** i.e., corporate induction
- **reading documents**
- **uploading documents**
- **completing forms (both MyForms and MyTeam processes)** – this may include:
  - Employee Personal Data Collection and Bank Details
  - Employee Photo Upload - for security/ID purposes
  - HMRC checklist
  - Sickness Absence History
  - *DBS Consent (dependant on nature of post)*
  - *Criminal Conviction Declaration (dependant on nature of post)*
  - *Recruitment Allowance (dependant on nature of post)*

As an onboarder to Durham County Council, using the Onboarding module within MyView will allow you to:

- Easily communicate with Payroll and Employee Services throughout the pre-employment process through to you starting – this includes receiving your Conditional Offer of Appointment and the Statement Of.
- Ensure a consistent and transparent onboarding process for all new starters - reducing time on administration of pre-employment checks.
- Access to the [Durham Learning and Development System](#) to undertake induction and mandatory training **14 days** prior to your start date.
- Feel a part of the Council from the moment you receive your conditional offer of employment, not just when you commence work in your new post.

As a newly appointed candidate, Business Services will provide you with access to an **Onboarding hub** via our MyView employee self-service application allowing you to complete a range of pre-employment and induction tasks before your start date can be confirmed.

You will receive regular updates (via automated email alerts) outlining the pre-employment and induction tasks which are still outstanding – designed to help to complete the pre-employment and induction process more efficiently.

**Documentation to support the use of MyView including Frequently Asked Questions are available via [www.durham.gov.uk/MyView](http://www.durham.gov.uk/MyView)**

#### 1.2 - Further Information

If you would like any further advice or would like the document in an alternative format, please contact the MyView Team within Payroll and Employee Services using contact details:

- [MyView@durham.gov.uk](mailto:MyView@durham.gov.uk)
- **03000 269 919**

If you require support with the pre-employment checks please contact Business Services on the below inboxes:

- [RecruitmentAHS@durham.gov.uk](mailto:RecruitmentAHS@durham.gov.uk)
- [RecruitmentCYP@durham.gov.uk](mailto:RecruitmentCYP@durham.gov.uk)
- [RecruitmentResources@durham.gov.uk](mailto:RecruitmentResources@durham.gov.uk)
- [RecruitmentNCC@durham.gov.uk](mailto:RecruitmentNCC@durham.gov.uk)
- [RecruitmentREG@durham.gov.uk](mailto:RecruitmentREG@durham.gov.uk)
- [RecruitmentCorporateAffairs@durham.gov.uk](mailto:RecruitmentCorporateAffairs@durham.gov.uk)

## 2 – Logging onto MyView

### 2.1 – Receiving your log on details


Once you have attended your interview and been identified as the successful candidate, the recruiting manager will advise Payroll and Employee Services of your appointment.

The Payroll and Employee Services team will initiate the onboarding campaign allowing you to complete the mandatory pre-employment and induction tasks that need to be completed by you before your appointment can be finalised.

Whilst your start date with the Council will not have been agreed at this point, you will be able to access the MyView employee self-service application – specifically access to the **MyView Onboarding Hub**.

Once the PES team have initiated your onboarding campaign, you will receive an automated email from [resourcelink@durham.gov.uk](mailto:resourcelink@durham.gov.uk) advising your that your Conditional Offer of Appointment letter is now available to download. This email will also provide you with the link to access MyView and confirmation of your 6-digit employee number (also known as a payroll reference number).

Conditional Offer of Appointment Letter - Access MyView Onboarding Hub

 Resourcelink@durham.gov.uk  
To: Karen Hall

Dear Karen

Your Conditional Offer of Appointment letter is now available for you to view. This letter includes details of the information required from you as part of the pre-employment and onboarding process.

You are required to access the Durham County Council Employee Self-service system called 'MyView'. Please visit [www.durham.gov.uk/MyView](http://www.durham.gov.uk/MyView) to login.

To login into MyView you will be required to use your employee number which is 784910.

When you access MyView for the first time, you will be required to create a permanent password and provide some memorable security information which is used to validate subsequent access to MyView. A short video demonstration is available to assist you with logging into MyView - <https://youtu.be/m5oAkFc4TTU>. Should you have any issues logging into MyView, please contact us via Telephone: 03000 269 919 or via email: [MyView@durham.gov.uk](mailto:MyView@durham.gov.uk) quoting your 6 digit employee number (shown above).

Once you have logged into MyView, you will have access to the Employee Onboarding Hub as well as links to third party systems you may be required to access to complete necessary pre-employment checks.

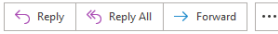
The Employee Onboarding Hub contains all the forms/tasks you are required to complete as part of the pre-employment and onboarding process. Here you will also find details relating to the position you applied for i.e. place of work, line manager name. Once you have completed the pre-employment process and a start date confirmed, you will also be able to access your contract document (Statement of Particulars).

To help ensure the pre-employment process progresses please complete the relevant forms/tasks as quickly as possible.

You will only be able to access to the Durham Learning and Development system 14 days prior to your confirmed start date.

Should you have any further queries please contact Business Services via the email address or telephone number quoted in your conditional offer letter.

Many Thanks

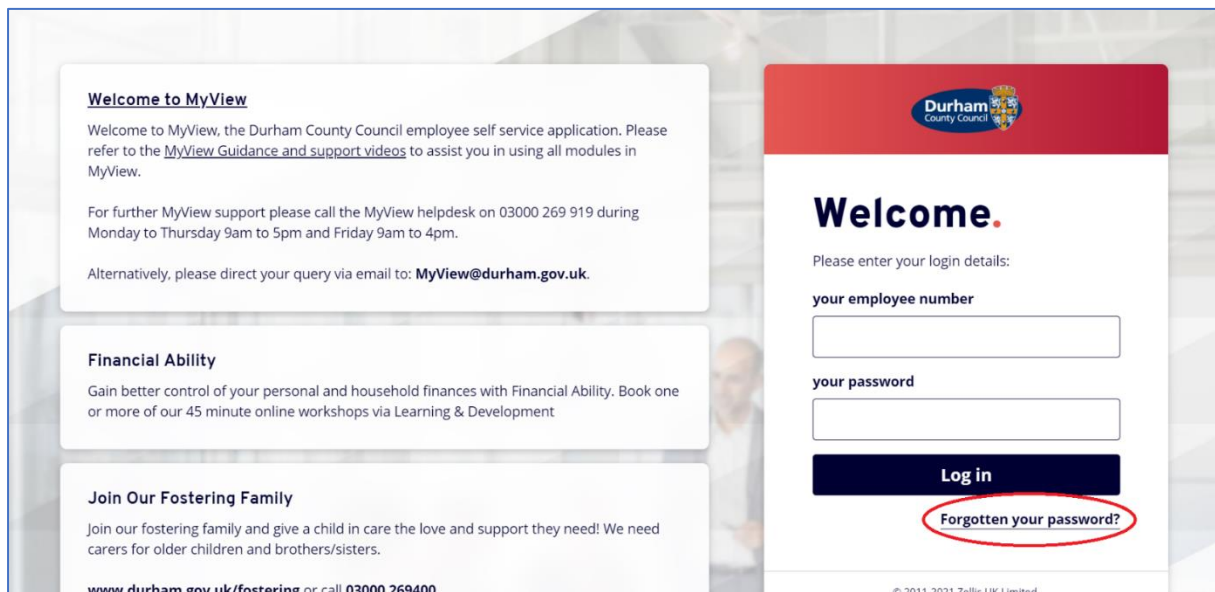


Tue 20/12/2022 09:59

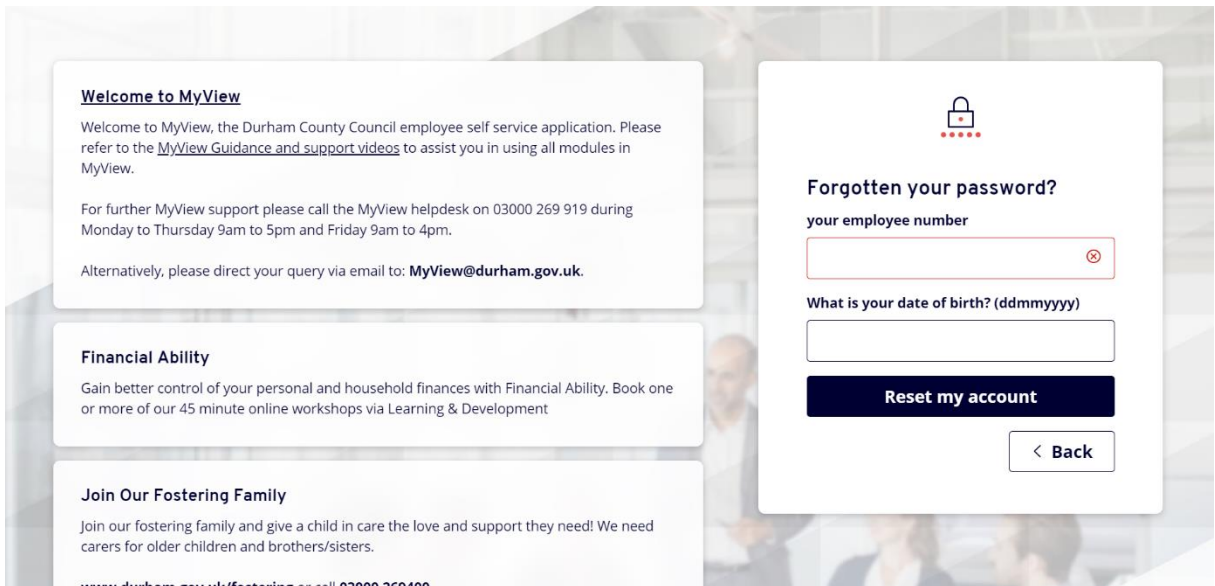
Please follow the link provided in the email.

## 2.2 How do I log into MyView for the first time?

To set up your first-time log in details for MyView, you will need to click on the **[Forgotten your password?]** link on the right-hand pane of the MyView Dashboard landing page, as shown below.



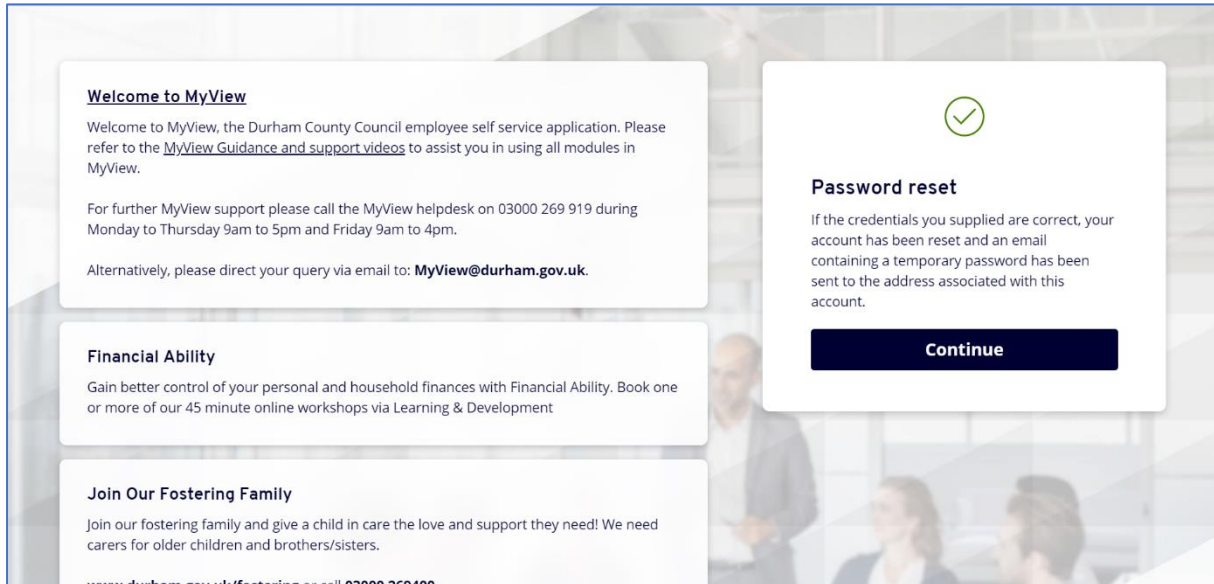
The following page will then appear where you will be prompted to enter your six-digit payroll/employee number and date of birth to verify your identity. **Your six-digit employee number can be found in your Conditional Offer of Appointment email.** Once this is complete, select **[Reset my account]**.





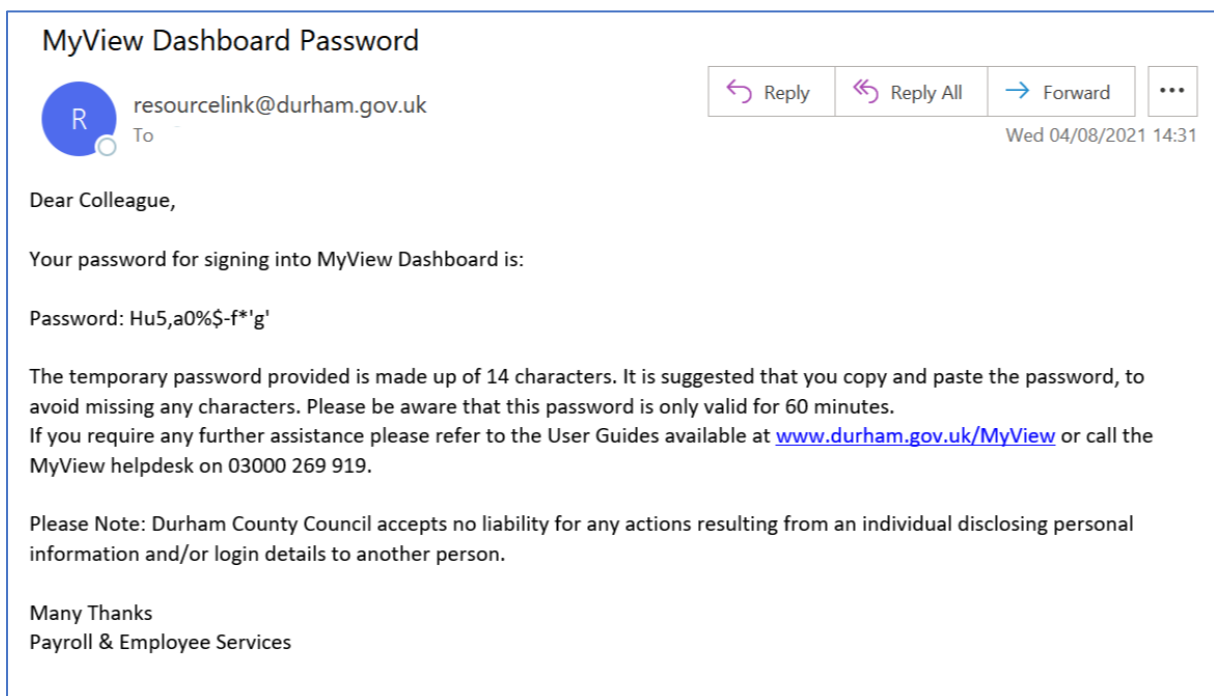
You should see an on-screen notification confirming that, if the credentials you supplied are correct, an email containing a temporary password has been sent to the email address associated with your employee record.

Click **[Continue]**.



The screenshot shows the MyView dashboard interface. On the right, a white notification box with a green checkmark icon contains the text: "Password reset. If the credentials you supplied are correct, your account has been reset and an email containing a temporary password has been sent to the address associated with this account." Below this is a dark blue button labeled "Continue". On the left, there are three white tiles: "Welcome to MyView" with contact information, "Financial Ability" with a description of workshops, and "Join Our Fostering Family" with a recruitment message. The background is a blurred office scene.

You should receive an email from [resourcelink@durham.gov.uk](mailto:resourcelink@durham.gov.uk) containing a temporary password. The email will provide instructions for the next steps of setting up your log in details for MyView.



The screenshot shows an email interface. The subject is "MyView Dashboard Password". The sender is "resourcelink@durham.gov.uk" with a profile picture of a blue circle containing a white 'R'. The email body contains: "Dear Colleague, Your password for signing into MyView Dashboard is: Password: Hu5,a0%\$-f\*'g'". It also includes instructions on password validity and a "Please Note" about liability. The email is dated "Wed 04/08/2021 14:31". Action buttons for "Reply", "Reply All", "Forward", and a menu icon are visible at the top right.

**Please note:** Please be aware that this temporary password is only valid for 60 minutes. Passwords are case sensitive. It is suggested that you copy and paste the password to avoid missing any characters.

Please return to MyView landing page and click **[Continue]**. You should now log into MyView using your 6-digit employee number and the temporary password you have received.

Enter your employee number and the temporary password, then click **[Log In]**.

You will then be asked to complete a set of security questions, which will be randomly used during subsequent logons. Please complete the following questions and click **[Set Answers]**.

**Welcome to MyView**  
Welcome to MyView, the Durham County Council employee self service application. Please refer to the [MyView Guidance and support videos](#) to assist you in using all modules in MyView.  
For further MyView support please call the MyView helpdesk on 03000 269 919 during Monday to Thursday 9am to 5pm and Friday 9am to 4pm.  
Alternatively, please direct your query via email to: [MyView@durham.gov.uk](mailto:MyView@durham.gov.uk).

**Financial Ability**  
Gain better control of your personal and household finances with Financial Ability. Book one or more of our 45 minute online workshops via Learning & Development

**Join Our Fostering Family**  
Join our fostering family and give a child in care the love and support they need! We need carers for older children and brothers/sisters.  
[www.durham.gov.uk/fostering](http://www.durham.gov.uk/fostering) or call 03000 269400

**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.

What is your memorable place?

What is your memorable name?

**Set Answers**

On the next page, your employee number will be pre-populated, and you will be asked to input your temporary password again in the **Current password** field. You will then be asked to enter a new password in the **New Password** field and then confirm this password in the **Confirm Password** field. You should then click **[Submit]**.

**Welcome to MyView**  
Welcome to MyView, the Durham County Council employee self service application. Please refer to the [MyView Guidance and support videos](#) to assist you in using all modules in MyView.  
For further MyView support please call the MyView helpdesk on 03000 269 919 during Monday to Thursday 9am to 5pm and Friday 9am to 4pm.  
Alternatively, please direct your query via email to: [MyView@durham.gov.uk](mailto:MyView@durham.gov.uk).

**Financial Ability**  
Gain better control of your personal and household finances with Financial Ability. Book one or more of our 45 minute online workshops via Learning & Development

**Join Our Fostering Family**  
Join our fostering family and give a child in care the love and support they need! We need carers for older children and brothers/sisters.  
[www.durham.gov.uk/fostering](http://www.durham.gov.uk/fostering) or call 03000 269400

**Change your password**  
your employee number

Current password

New password


Confirm password

**Submit**

**Please note:** Your new password will need to be a minimum of 14 characters long, include both uppercase/lowercase letters, a number, and a special symbol (e.g. ! £ \$ / &).

You will then receive another email from [resourcelink@durham.gov.uk](mailto:resourcelink@durham.gov.uk) confirming that you have successfully been able to access MyView.

### Welcome to MyView Dashboard

 [resourcelink@durham.gov.uk](mailto:resourcelink@durham.gov.uk)  
To

Reply Reply All Forward ...

Wed 04/08/2021 14:49

Dear Colleague,

Welcome to 'MyView Dashboard', the Durham County Council self-service application, which allows you to access and amend your personal details online.

If you require any further assistance please refer to the User Guides available at [www.durham.gov.uk/MyView](http://www.durham.gov.uk/MyView).

Please Note: Durham County Council accepts no liability for any actions resulting from an individual disclosing personal information and/or login details to another person.

Many Thanks  
Payroll and Employee Services

**Please note:** Be aware that ten consecutive invalid login attempts will lock your account. To 'unlock' your account you will need to e-mail [MyView@durham.gov.uk](mailto:MyView@durham.gov.uk). You will need to confirm your First Name, Last Name, Employee Number, NI Number and Date of Birth to verify your identity.

Once your account has been unlocked, you will need to follow the **Forgotten your password?** route again.

For subsequent logons, you will need to enter your employee number and new password. You will then be asked one of your security questions chosen at random.

**Please Note:** If you log into MyView Dashboard but are inactive, your session will be terminated after ten minutes. You will be alerted to a timeout warning after five minutes.

#### Session Expiry Warning

Your session has been inactive for a long time. Do you want to continue your session or sign out?  
Time until automatic sign out: 1:48

[Sign Out](#) [Continue Session](#)

### 3 – MyView Onboarding Hub

When you have logged onto MyView, you will be able to see the Onboarding Hub.

Dashboard / Onboarding Hub

## Onboarding Hub

I start in... **DEC 31** 27904 DAYS

Current Progress **36%**

My Details **Employee Number** 786755 **Onboarding Started** 25/07/2023

Meet the Team **My Manager** LEANNE SMITH PES Team Leader karen.hall@durha... **My Buddy**

My Onboarding Tasks

Task Filter: All Video Document Upload Form Status Filter: All Incomplete

- Employee Data Collection and Bank Details **Incomplete**
- Employee Photo Upload **Completed**
- HMRC Checklist **Completed**
- Sickness Absence Information **Completed**
- Recruitment Allowance Agreement Form **Mark as Complete**

My First Day

Arrival Time: 9:00 am  
Address: Durham County Council Green, Lane Spennymoor DL16 6JQ  
Dress Code: TBC  
Ask For: LEANNE SMITH PES Team Leader  
What to bring: TBC  
Additional Info: TBC

The Onboarding hub contains the following details:

- Countdown of days until your first day

**Please note:** Until all pre-employment checks are completed and an official start date has been subsequently agreed with your new line manager, the 'I start in...' field should be disregarded. Payroll and Employee Services will update the employee record once a start date has been agreed with the lead officer at the appropriate time.

- Current Progress – completion rate (%) of your onboarding tasks. On your first log on, you'll see that this shows 0% progress, as none of the pre-employment tasks have been completed. However, as you work your way through the onboarding tasks, you'll see this progress bar change.



- My Details – Your employee number and **Onboarding Start Date** (the date from which you have had access to complete the required onboarding tasks).
- Meet the Team – details of your manager and an assigned Buddy from within your new team - this is a member of the team who you will be able to contact with any queries you may have.

- My Onboarding Tasks - A summary of the onboarding tasks you are expected to complete along with the current completion status of each task.

**Please Note:** As you complete each of the tasks, as well as completing the task (such as uploading a document or filling in a form) you **must** also mark the task as complete by clicking on the 'Mark as Complete' option.

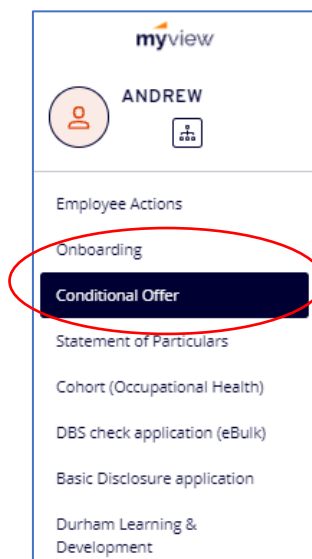
Payroll and Employee Services will be notified each time an onboarding task is completed. If the task has not been completed correctly, you will be notified that the task has been re-assigned to you to complete again.

- 'My First Day' information including:
  - Arrival Time
  - Location Address
  - Dress Code information (if/when applicable)
  - First Day Contact
  - What to Bring
  - Additional information

As the manager of the onboarder you will be alerted when the onboarding campaign has been initiated so that you can review the information in the 'My First Day' section before the onboarder takes up employment.

### 3.1 - Conditional Offer of Appointment and Statement of Particulars

On the left-hand navigation panel of MyView, you will be able to view and download your conditional offer of appointment letter at the point of commencing onboarding, and statement of particulars at the point of pre-employment checks completing. To access both documents click **[Conditional Offer]**, **[Statement of Particulars]**.



Once you have clicked on the relevant option, the following screen will become available:

## Employee Conditional Offer

Your Conditional Offer of Appointment letter (COL) is available for you to view, this includes details of the information required from you as part of the pre-employment process.

The Employee Onboarding Hub contains all the forms/tasks you are required to complete as part of the pre-employment process. Here you will also find details relating to the position applied for i.e. place of work, line manager name, etc. Once you have completed the pre-employment process and a start date confirmed, you will also access your contract document (Statement of Particulars) from the Onboarding Hub.

To help ensure the pre-employment process progresses please complete the relevant forms/tasks as quickly as possible.

The screenshot shows the 'Employee Conditional Offer' page. On the left, there is a 'Store Tasks' section with a '+ Refresh document list' button. On the right, there is a search bar labeled 'Search documents'. Below the search bar, a document titled 'Jones, Andrew - conditional offer of appointment 2021.docx' is listed with a creation date of '27/09/2021'. The document is highlighted with a blue border.

Click on the available document, which will then display an additional menu called **Document Tasks**.

Click [**Download this document**] to view, save or print your conditional offer letter / statement of particulars.

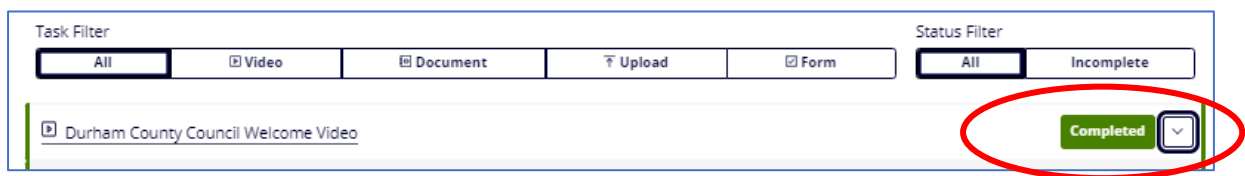
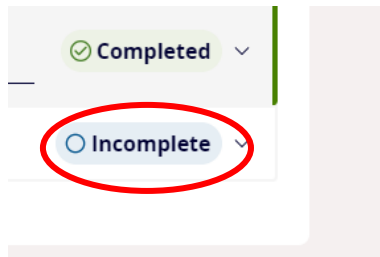
The screenshot shows the 'Document Tasks' menu on the left and the 'Conditional Offer Letter' document details on the right. The 'Document Tasks' menu includes a 'Download this document' button, a '+ Refresh document list' button, and a 'Details' section. The 'Details' section shows the document name 'Jones, Andrew - conditional offer of appointment 2021.docx', its type 'Word Document', category 'Conditional Offer Letter', size '8 KB', and creation date '27/09/2021'. The 'Conditional Offer Letter' document details on the right show the same document name and creation date, with a blue border around the document entry.

#### 4 - Viewing your onboarding tasks

The Payroll and Employee Services team will allocate you onboarding tasks to complete; some of these will be mandatory for all posts in the Council (such as providing your personal details and bank details) whilst others may be specific to your particular job role.

Your list of onboarding tasks is located under the section called My Onboarding Tasks, this sections the tasks you need to action to complete the Onboarding process.

Please note all tasks will automatically mark as 'completed' once the form has been submitted.



You will also note that your Current Progress bar will have moved on....



Each onboarding task needs to be undertaken by selecting the link displayed which will take you to the relevant form/video/screen you need to access to complete the underlying task.

#### 4.1 - Employee Data Collection and Bank Details

Click **[Employee Data Collection and Bank Details]** from the My Onboarding Tasks list. This form allows you to provide a range of important personal details including bank account details and emergency contact information.

**Please Note:** If at any point you would prefer to save your progress and come back to the task at a later time, please click **[Save]**. This will save your form **but will not** submit it, and so the task will remain incomplete.

The first field to complete is the 'Personal Details' field.

Personal Detail	
Title	MR
First Forename	ANDREW
Other Forenames	
Surname	JONES
Known_As_Forename	
Known_As_Surname	
Legal Sex	Male
Date of Birth	25/12/1980
Gender Identity	
Self Describe Gender Identity	
Nat. Ins. No.	
Marital Status	
Ethnic Origin	
Country of birth	
Religion	
Sexual orientation	
Self Describe Sexual Orientation	
Sex Assigned at Birth	
Self Describe Sex Assigned at Birth	
Disability	Unavailable



Some of the details on this screen will be pre-populated with the basic details required to set up your employee record (such as name and date of birth). These fields will be greyed out and cannot be updated.

You are encouraged to complete the remaining fields.

The screenshot shows a 'Personal Detail' form with the following fields and values:

- Title: MR
- First Forename: ANDREW
- Other Forenames: (empty)
- Surname: JONES
- Known\_As\_Forename: Andy
- Known\_As\_Surname: (empty)
- Legal Sex: Male
- Date of Birth: 25/12/1980
- Gender Identity: Male
- Self Describe Gender Identity: (empty)
- Nat. Ins. No.: (empty)
- Marital Status: Living with someone
- Ethnic Origin: Asian British
- Country of birth: British
- Religion: Agnostic
- Sexual orientation: Heterosexual/Straight
- Self Describe Sexual Orientation: (empty)
- Sex Assigned at Birth: Male
- Self Describe Sex Assigned at Birth: (empty)
- Disability: (empty)

At the bottom right, there are three buttons: 'Previous', 'Next', and 'Submit'. The 'Next' button is circled in red.

Please click **[Next]**. This will take you to the Contact Details screen.

Any details that have been used to set up your employment record by Payroll and Employee Services will again be pre-populated (such as your primary email address) and will be greyed out to prevent amendment; the fields remaining should now be updated.

---

**Contact Detail**

---

**Contact Details - Home**

**Address**

**Post Code**

**Home Phone Number**

**Work Phone Number**

**Personal Mobile Phone Number**

**Email Address**

**Contact Detail**

Contact Details - Home

Address: 24 Anyplace  
Newtown  
New City

Post Code: NE1 8JU

Home Phone Number: 01234 567834

Work Phone Number:

Personal Mobile Phone Number: 07812345687

Email Address: angela.nicholson@durham.gov.uk

Previous Cancel **Next** Save Submit

Please click **[Next]**. This will take you to the Emergency Contact Details screen.

Should you wish to provide details of an emergency contact, click **[Add Contact]**.

**Emergency Contact**

Relation	Title	Forename	Surname

Previous Cancel **Add Contact** Next Save Submit

Please complete the details of your emergency contact. Once complete, click **[Save Contact]**.

**Add Contact**

Relation: Emergency Contact

Title: MISS

Forename: Abigail

Surname: Jones

Relationship to Employee: Sister

Home Telephone Number: 01233 445566

Mobile Telephone Number: 0722334455

Work Telephone Number:

Emergency Contact Address

Address: 123 New Place  
Any Town  
County Durham

Post Code: DL6 8A4

Cancel Add Contact **Save Contact**

When you have added all the contacts you wish to add, please click **[Next]**.

This will take you to the Pay Details screen which asks you to provide the details of the bank or building society account into which you want your salary to be paid.

Select the relevant Bank Type. Click **[Change Account Details]** and complete the fields as requested.

The screenshot shows a form titled "Bank Details" with a "Help" button in the top right corner. The "Bank Type" section has two radio buttons: "Building Society Account" and "Bank Account". The "Bank Account" option is selected and circled in red. Below this is a "Change Account Details" button, also circled in red. There are input fields for "Account Number", "Bank Name", and "Branch".

Once **[Change Account Details]** have been selected, please now enter the bank details information. Enter the account number into **[New Account Number]** only.

The screenshot shows the "Bank Details" form with the "Pay Details" tab selected. The "Country" field is a dropdown menu. The "Bank Type" section has "Building Society Account" and "Bank Account" radio buttons, with "Bank Account" selected. The "Account Number" field is partially filled. The "New Account Number" field is highlighted with a red border. There are also fields for "Confirm Old Account Number", "New Sort Code", "New Bank Name", and "New Branch". At the bottom, there are "Previous", "Next", "Save", and "Submit" buttons.

**Please note** you will **not** be required to enter information into [**Confirm Old Account Number**], by selecting the information button a reminder will display ‘You do not need to have to confirm your old account number if this is the first time you are submitting your bank details’.

Personal Contact Emergency **Pay Details** Complete

Bank Details Help

Country

Bank Type  Building Society Account  Bank Account

Account Number

New Account Number

Confirm Old Account Number

New Bank Name

New Branch

You do not have to confirm your old Account Number if this is the first time you are submitting your bank details.

Please ensure that the New Sort Code is inputted as numbers, with no symbols between the numbers (e.g., 000000). If the details are valid, the New Bank Name and New Branch will pull through automatically. Select **[Next]**.

If your new bank details are not being recognised, it may mean that we need to add the new bank details into the system. Please email [resourcelink@durham.gov.uk](mailto:resourcelink@durham.gov.uk) with the sort code, bank name and branch address. These details will need to be validated prior to allowing you to submit your bank details.

**Please Note:** If you have forgot to select the bank type, mistyped details within account number and sort code or forgot to enter the sort code details, you will be notified this is mandatory field, at this stage of the alert the form will not allow the user to edit:

Personal Contact Emergency **Pay Details** Complete

✖ Error  
Sort Code is mandatory

Bank Details

Bank Type  Building Society Account  Bank Account

Account Number  Change Account Details

Sort Code

Bank Name

Branch

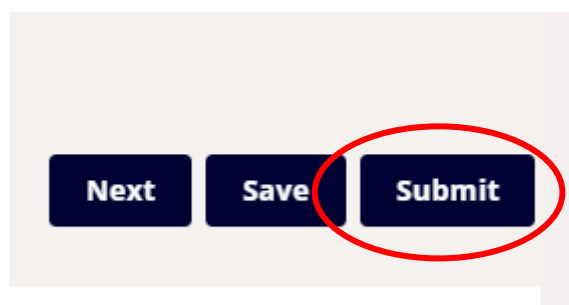
Previous

To re-enter please select [**Change Account Details**] button to edit the form as required and proceed:

The screenshot shows a multi-step form with five tabs: Personal, Contact, Emergency, Pay Details, and Complete. The 'Pay Details' tab is selected and highlighted with a dark border. Below the tabs, a red-bordered box contains an error message: a red 'x' icon, the word 'Error', and the text 'Sort Code is mandatory'. Below this is a section titled 'Bank Details' with the following fields:

- Bank Type: Radio buttons for 'Building Society Account' (unselected) and 'Bank Account' (selected).
- Account Number: Text input field containing '\*\*\*\*5678'.
- New Account Number: Text input field, currently empty, highlighted with a dark border.
- Confirm Old Account Number: Text input field, currently empty, with an information icon (i) to its right.
- \* New Sort Code: Text input field, currently empty, highlighted with a dark border.
- New Bank Name: Text input field, currently empty.
- New Branch: Text input field, currently empty.

Once you are satisfied that you have provided all the relevant details, click [**Submit**].



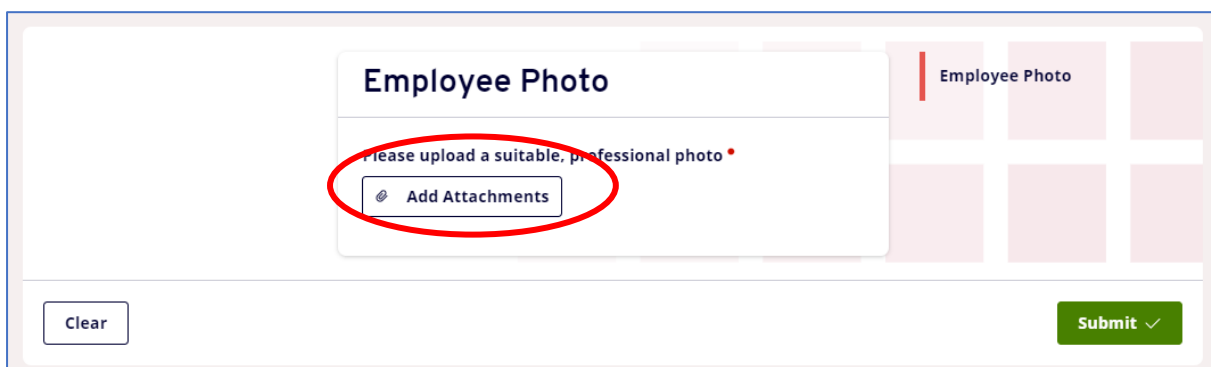
## 4.2 – Employee Photo Upload

It is a requirement of the onboarding process for you to supply a photo, which will be used by our facilities Management team to create an ID/security badge. This process will ensure that you have your ID/security badge prior to starting with the Council. **The collection of this employee photo is mandatory.**

Click **[Employee Photo Upload]** from the My Onboarding Tasks list.

The Employee Photo page will now appear outlining the requirements for your photo. Please read this information carefully and ensure your photo meets the requirements. Further guidance is available via the paper clip option in the top right-hand corner of the page.

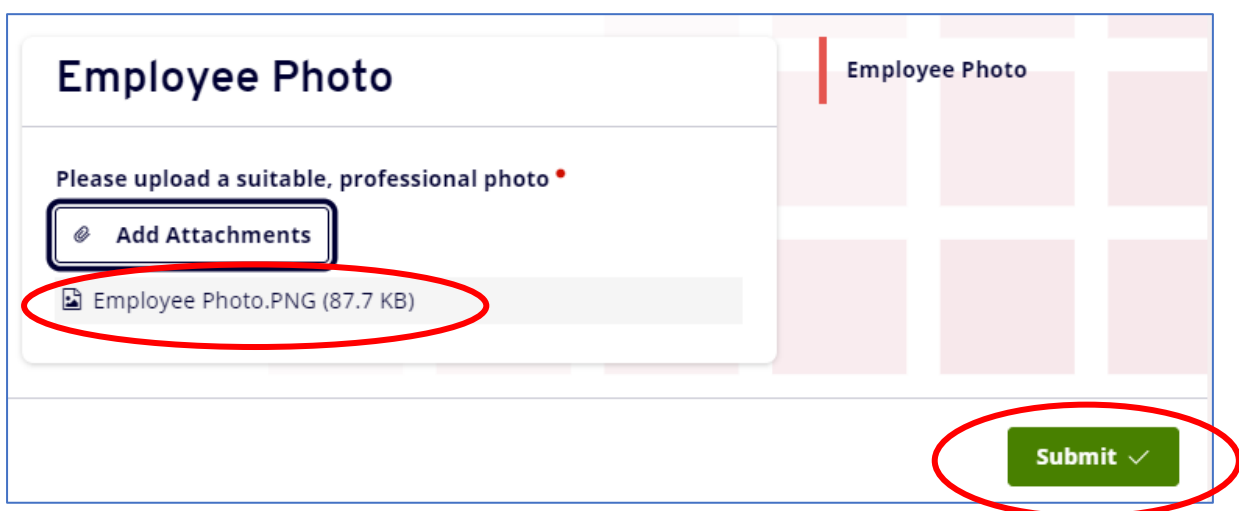
When you are ready to upload your photo, please scroll towards the bottom of this page. Click **[Add Attachments]**.



The screenshot shows the 'Employee Photo' upload interface. At the top, the title 'Employee Photo' is displayed. Below it, a message reads 'Please upload a suitable, professional photo'. A red circle highlights the 'Add Attachments' button, which features a paperclip icon. At the bottom left, there is a 'Clear' button, and at the bottom right, there is a green 'Submit' button with a checkmark icon.

Locate your saved photo from the device you are using to access MyView. **Please note:** MyView can be accessed from most smart devices including mobile phones and tablets.

Your chosen photo attachment will now be listed as per below. Click **[Submit]**.



The screenshot shows the 'Employee Photo' upload interface after a photo has been uploaded. The title 'Employee Photo' is at the top. The message 'Please upload a suitable, professional photo' is still present. A red circle highlights the 'Add Attachments' button. Below it, the uploaded file is listed as 'Employee Photo.PNG (87.7 KB)'. At the bottom right, the green 'Submit' button with a checkmark icon is circled in red.

#### 4.3 - DBS Consent Form (Update Service)

If your new role requires a Disclosure and Barring Service (DBS) check, the check must be completed before your start date can be confirmed.

However, you may already be subscribed to the DBS Update Service, where you pay an annual fee to the DBS to allow your check to be 'portable' across organisations, provided the level of check, the workforce (children and/or adults), and required barred lists checks are the same for the new role.

If your existing DBS certificate is of the same check level (e.g., enhanced), same workforce and same barred list check of your new role, **and** you are subscribed to the DBS Update Service, you may be able to use your existing disclosure for your new role.

By completing the DBS consent form you are also giving approval for Business Services to check the update service portal. Please note you will also be required to display the original certificate in person to your manager, at this stage they will retain a copy for the managers verification of the original DBS certificate.



Click **[DBS Consent Form]** from the My Onboarding Tasks list.

The first question on the form asks if you are subscribed to the DBS update service and have a current DBS certificate that is at the correct level for this post.

A screenshot of a web form titled 'DBS Update Service - Consent Form'. The main heading is 'DBS Update Service - Consent Form'. Below the heading is a question: 'Are you subscribed to the DBS update service and have a current DBS certificate that is at the correct level for this post? \*'. Below the question is a drop-down menu with a downward arrow on the right. The menu is open, showing options: '- Select One -', 'Yes', 'No', and 'Not Applicable'. To the right of the question is a 'Declaration' section with a grid of pink circles. At the bottom left is a 'Clear' button, and at the bottom right is a green 'Submit' button with a checkmark.

If you believe that you meet the criteria, please select **[Yes]** from the drop-down list available.

You will then be asked to complete applicant details with the relevant information taken from your original DBS certificate.



**Applicant Details**

DBS Update Service - Consent Form

Applicant Details

Declaration

**Level of check (as shown on Certificate)**

Enhanced

**Workforce (as shown on Certificate)**

Children Workforce

**Certificate Number**

0012233455556

**Date of Birth**

01/01/2000

Scroll further down the form to see and complete the address fields:

**Address Line 1**

123 Anyplace

**Address Line 2**

Anytown

**Address Line 3**

Durham

**Address Line 4**

County Durham

**Address Postcode**

DH1 111

DBS Update Service - Consent Form

Applicant Details

Declaration

Now select the checkbox to complete your declaration:

**Declaration**

In submitting this form, I declare that the information that I have given is true in all respects. I understand that false information may render me liable for dismissal if I am appointed.

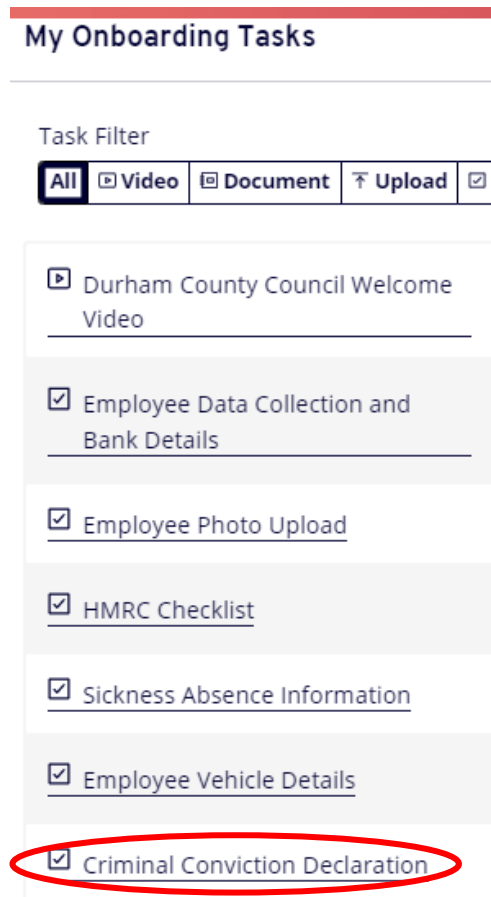
**Submit** ✓

Click **[Submit]**.

#### 4.4 – Criminal Conviction Declaration (dependent upon nature of post)

If your new role requires you to complete a Criminal Conviction Declaration, this task must be completed before your start date can be confirmed.

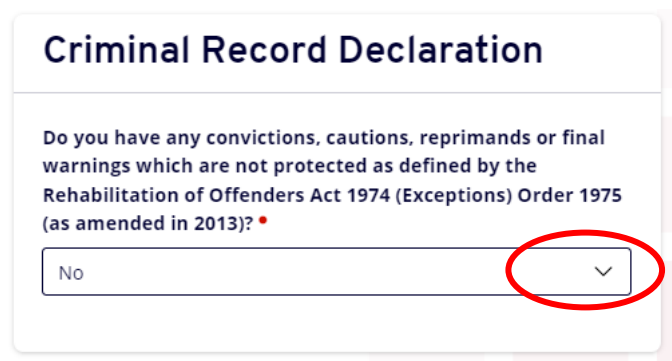
Click **[Criminal Conviction Declaration]** from the My Onboarding Tasks list. This form allows you to make your declaration and submit this to the Payroll and Employee Services team.



The screenshot shows a web interface titled "My Onboarding Tasks". Below the title is a "Task Filter" section with buttons for "All", "Video", "Document", "Upload", and a search icon. A list of tasks follows, each with a checkbox and a link. The tasks are: "Durham County Council Welcome Video", "Employee Data Collection and Bank Details", "Employee Photo Upload", "HMRC Checklist", "Sickness Absence Information", "Employee Vehicle Details", and "Criminal Conviction Declaration". The "Criminal Conviction Declaration" task is circled in red.

The form will now appear and asks, “Do you have any convictions, cautions, reprimands, or final warnings which are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).”

Click on the drop-down button highlighted to reveal the available responses.



The screenshot shows a form titled "Criminal Record Declaration". The question is: "Do you have any convictions, cautions, reprimands or final warnings which are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)?". Below the question is a text input field containing the word "No" and a drop-down arrow button. The drop-down arrow button is circled in red.

Please select either **[Yes]** or **[No]** from the drop-down list available.



**Criminal Record Declaration**

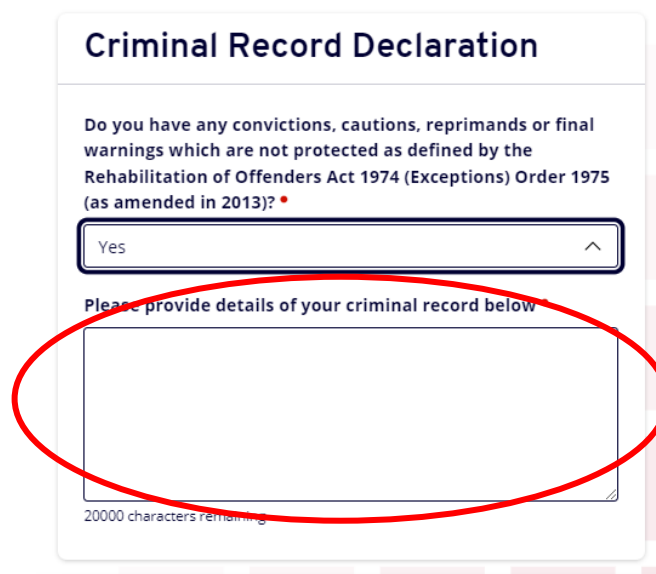
Do you have any convictions, cautions, reprimands or final warnings which are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)? \*

No

No

Yes

If you select **[Yes]**, a text box will appear where you should declare the details.



**Criminal Record Declaration**

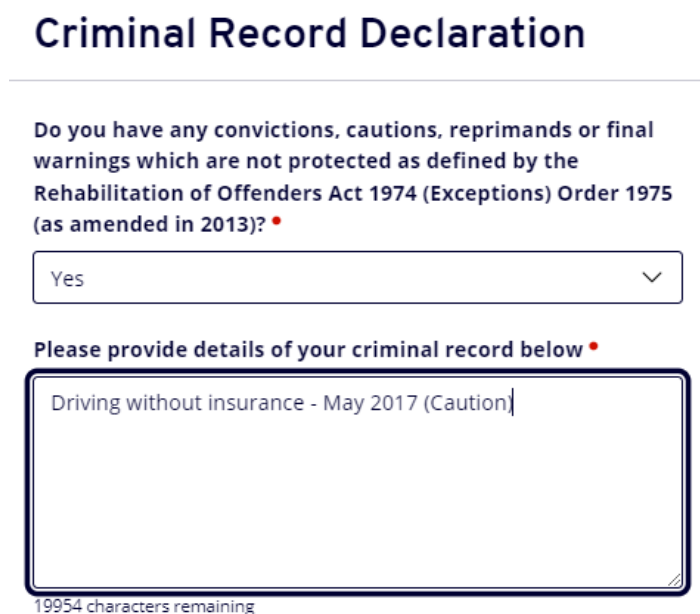
Do you have any convictions, cautions, reprimands or final warnings which are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)? \*

Yes

Please provide details of your criminal record below

20000 characters remaining

Please now enter the details into the text box:



**Criminal Record Declaration**

Do you have any convictions, cautions, reprimands or final warnings which are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)? \*

Yes

Please provide details of your criminal record below \*

Driving without insurance - May 2017 (Caution)

19954 characters remaining

Once you have provided details of your criminal record, or if you have selected [No] to the earlier Criminal Record Declaration question, please now select the checkbox to complete your declaration and then click **[submit]**:

### Declaration

I declare that the information provided on this form is correct. I understand that the declaration of a criminal record will not necessarily prevent me from being offered the aforementioned post with Durham County Council. •

Criminal Record Declaration

Declaration

\*All cases will be examined on an individual basis, taking the following into consideration:

- Whether the conviction is relevant to the position applied for.
- The seriousness of any offence revealed.
- The age of the applicant at the time of the offence(s).
- The length of time since the offence(s) occurred.
- Whether the applicant has a pattern of offending behaviour.
- The circumstances surrounding the offence(s), and the explanation(s) offered by the person concerned.
- Whether the applicant's circumstances have changed since the offending behaviour.

Clear

Submit ✓

Click **[Submit]**.

#### 4.5 – Recruitment Allowance (dependent upon nature of post)

The Recruitment Allowance is payable to employees newly recruited to a post designated as hard to fill. These have been identified as Social Worker (excluding those undertaking the Assessed and Supported Year in Employment), Senior Social Worker, Consultant Social Worker, Social Work Consultant Frontline and Team Manager in Families First Teams (including the Pre-Birth Team) within the Children and Young Peoples Service.

If your new role includes the payment of a recruitment allowance, you will see the ‘Recruitment Allowance Agreement’ task within your Onboarding Tasks list.

Click **[Recruitment Allowance Agreement]** from the My Onboarding Tasks list. This form allows you to make your declaration and submit this to the Payroll and Employee Services team.



The agreement form will then appear and outline the terms and conditions of the Recruitment and Retention allowance.

Please read through these carefully and scroll to the bottom of the form. You will then see a declaration to complete.

A screenshot of the Recruitment Allowance Agreement form. At the top, there is a checkbox that is currently unselected, with the text 'I agree to the above conditions in order to receive a Recruitment Allowance Payment of £2,500.' Below the checkbox are two buttons: 'Clear' on the left and 'Submit ✓' on the right. The checkbox area is circled in red.

Please now click on the check box to confirm that you agree to the above conditions in order to receive a Recruitment Allowance payment.

Now click **[Submit]** to complete this form.

A screenshot of the Recruitment Allowance Agreement form, showing the next step. The checkbox is now selected (checked), and the text 'I agree to the above conditions in order to receive a Recruitment Allowance Payment of £2,500.' is visible. The 'Submit ✓' button at the bottom right is circled in red, indicating it should be clicked to complete the form.

#### 4.6 – Durham County Council Welcome Video

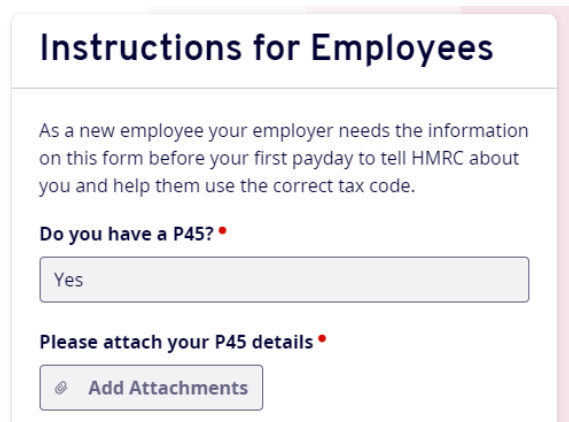
John Hewitt (Chief Executive Officer for Durham County Council) has recorded a short video to welcome you to the Council.

To watch this video, Click [**Durham County Council Welcome Video**] from the My Onboarding Tasks list.

## 4.7 – HMRC Checklist

As a new employee to the Council, it is important that our Payroll and Employee Services team has details of your earnings in your previous role. This is to ensure that you pay the correct amount of tax and national insurance in your new role.

Click **[HMRC Checklist]** from the My Onboarding Tasks list. You be initially asked if you obtain a P45 from your previous employer, if so please select yes and attached a copy version for payroll to action.




**Instructions for Employees**

As a new employee your employer needs the information on this form before your first payday to tell HMRC about you and help them use the correct tax code.

**Do you have a P45?** •

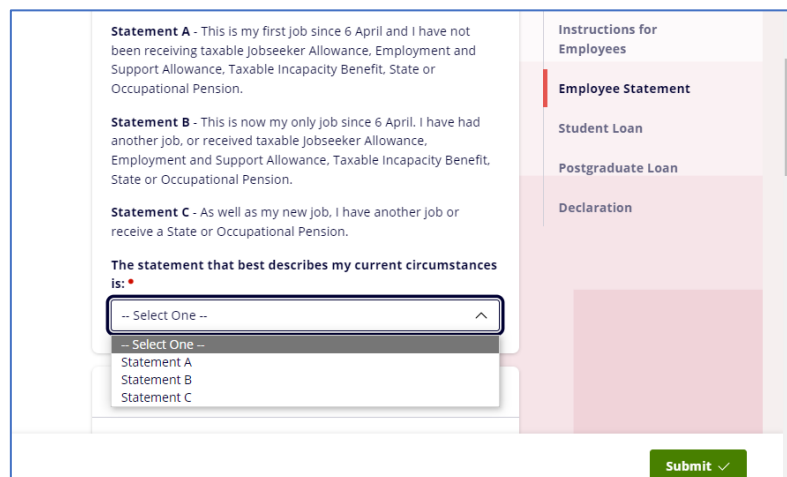
Yes

**Please attach your P45 details** •

 **Add Attachments**

If you do not have a copy of a P45 from a previous employer, the form will present a series of question for a new starter checklist.

**Please Note:** You are reminded that some questions are mandatory meaning they must be completed before the form can be submitted. These mandatory questions are identified by the red dot.



**Statement A** - This is my first job since 6 April and I have not been receiving taxable Jobseeker Allowance, Employment and Support Allowance, Taxable Incapacity Benefit, State or Occupational Pension.

**Statement B** - This is now my only job since 6 April. I have had another job, or received taxable Jobseeker Allowance, Employment and Support Allowance, Taxable Incapacity Benefit, State or Occupational Pension.

**Statement C** - As well as my new job, I have another job or receive a State or Occupational Pension.

**The statement that best describes my current circumstances is:** •

-- Select One --

-- Select One --

Statement A

Statement B

Statement C

**Submit** ✓

Once you have input all the required information, please now tick the Declaration and click **[Submit]**.

## Declaration

In submitting this form, I declare that the information that I have given is true in all respects. I understand that false information may render me liable for dismissal if I am appointed. •

Clear

Submit ✓



#### 4.8 – Sickness Absence Information

The pre-employment checks process requires all appointed candidates to supply sickness/absence from work information relating to the last 2 years.

To supply this information, Click **[Sickness Absence Information]** from the My Onboarding Tasks list.

You will be asked to declare if you have had any periods of sickness/absences over the last two years. Should you answer [Yes] to this question (by selecting the relevant option from the drop down list), you will be required to provide details for each period of absence.

Please Note: the form will allow you to provide details for up to 4 periods of absence. Should you need to declare additional periods please attach the details to the form using the attachment option.

Once you have input all the required information, please now tick the Declaration and click **[Submit]**.



The screenshot shows a web form for 'Sickness Absence Information'. On the left, there is a 'Declaration' section with a checkbox and the text: 'In submitting this form, I declare that the information that I have given is true in all respects. I understand that false information may render me liable for dismissal if I am appointed.' Below this is a red error dot. On the right, there are sections for 'Period of Absence 3', 'Period of Absence 4', and 'Declaration'. At the bottom right, there is a green 'Submit' button with a checkmark.

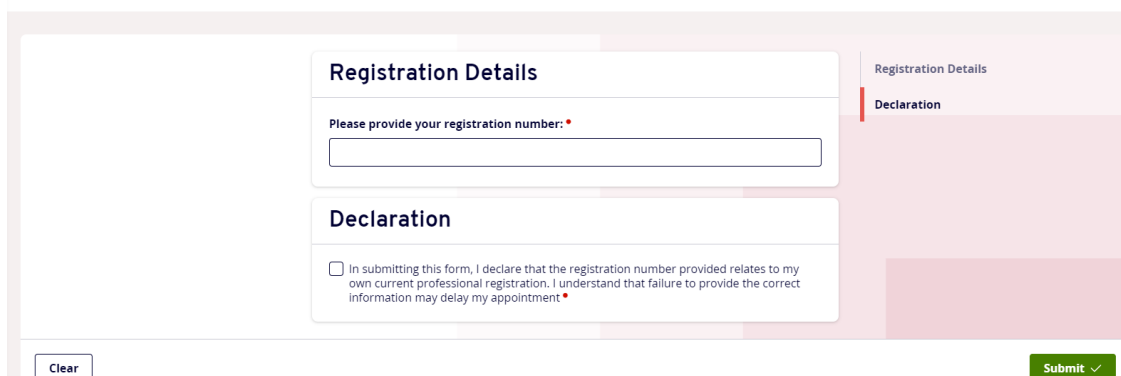
#### 4.9 Social Work Registration Details

Depending on the nature of the posting a Social Work Registration may be required for the role, in this instance we will require details of the registration number to be provided by the onboarder.

To supply this information, Click **[Social Work Registration]** available via the My Onboarding Tasks list.

### SWE Registration Details

Please provide details of your registration number.



The screenshot shows a web form for 'SWE Registration Details'. On the left, there is a 'Registration Details' section with a text input field and the text: 'Please provide your registration number:'. Below this is a 'Declaration' section with a checkbox and the text: 'In submitting this form, I declare that the registration number provided relates to my own current professional registration. I understand that failure to provide the correct information may delay my appointment'. At the bottom left, there is a 'Clear' button. At the bottom right, there is a green 'Submit' button with a checkmark. On the right side of the form, there are sections for 'Registration Details' and 'Declaration'.

You will be required to enter the registration number once you have completed, please now tick the declaration and **[Submit]**.

#### 4.10 Driving Licence Requirements

Before a driving assessment can be arranged the onboarding is required to create and submit details of a licence summary check code. The link to the website to create a check code can be location via the left-hand menu options (s.7) or via a link based within the form.

Once a code has been created (please follow instructions at the header of the form), enter the check code into the required field along with the last 8 digits of your driving licence number.

Click on attachments and upload a picture of the front and back of the driving licence as required.

Click **[Submit]**.

Before completing this form please use the link provided to create your driving licence summary. To create the licence summary you will be required to input your driving licence number, national insurance number and post code.

A code will be provided upon selecting 'share licence information' and 'create code'. Please provide details below of the check code (case sensitive). Please note: this check code will be valid for 21 days only and can only be used once.

**Driving Licence Code**

Please provide the licence check code below: \*

**Driving Licence Number**

Please provide the last 8 characters of your driving licence number: \*

Please provide a photo of the front of the driving licence \*

[Add Attachments](#)

Please provide a photo of the back of your driving licence \*

[Add Attachments](#)

[Clear](#) [Submit ✓](#)

#### 4.11 Schedule 2 of the Children's Homes Regulations

In line with Schedule 2 of the Children's Homes Regulations 2015, Durham County Council are required to obtain verification so far as reasonably practicable of the reason why the employment ended, if a person has previously worked in a position involving work with children or vulnerable adults.

All employees appointed to a position working within a Children's Home are subject to a Schedule 2 verification check process.

All applicants will be required to complete the task detailing all previous employers, if the applicant has not worked previously with children or vulnerable adults, they will be able to declare this by answering question 1 on the form 'Have you had any previous employments involving working with children and vulnerable adults?'

If the applicant does have a history of working with children and vulnerable adults, they will be asked to provide the following information:

- *Employer Name*
- *Nature of Business*
- *Employer contact details including a telephone number and email address*

- *Start and End dates of employment – please note if the employer details you are providing relate to your current employer, please enter today's date for 'End Date'.*

The applicant will be required to declare the information they have provided is accurate and true and by submitting the form will give consent for the lead officer to contact all previous employers listed for verification checks.

## 5 – Re-allocation of Onboarding Tasks

If you have completed an onboarding task, but the Payroll and Employee Services team identify that the task has not been completed correctly, the task will be re-allocated to you to complete again.

You will be notified, via an automated email notification, if a task has been re-added to your My Onboarding Tasks list.

When a task is re-added, it will be appended with **\*NEW\*** via your MyView Onboarding Hub. The status will also display as 'incomplete'.

The screenshot displays a task management interface with two filter sections at the top: 'Task Filter' and 'Status Filter'. The 'Task Filter' section includes buttons for 'All', 'Video', 'Document', 'Upload', and 'Form'. The 'Status Filter' section includes buttons for 'All' and 'Incomplete'. Below the filters is a list of tasks, each with a checkbox on the left and a status indicator on the right. The tasks listed are: 'Employee Data Collection and Bank Details', 'Employee Photo Upload', 'HMRC Checklist', 'Sickness Absence Information', 'DBS Consent Form', 'Schedule 2 of Children's Homes Regulations 2015 Employer Information', and 'Employee Photo Upload \*NEW\*'. The status for the first six tasks is 'Completed', while the status for the last task is 'Incomplete'. The 'Incomplete' status for the last task is circled in red.

Task Filter	Status Filter
<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> All
<input type="checkbox"/> Video	<input type="checkbox"/> Incomplete
<input type="checkbox"/> Document	
<input type="checkbox"/> Upload	
<input type="checkbox"/> Form	

Task	Status
<input checked="" type="checkbox"/> <a href="#">Employee Data Collection and Bank Details</a>	Completed
<input checked="" type="checkbox"/> <a href="#">Employee Photo Upload</a>	Completed
<input checked="" type="checkbox"/> <a href="#">HMRC Checklist</a>	Completed
<input checked="" type="checkbox"/> <a href="#">Sickness Absence Information</a>	Completed
<input checked="" type="checkbox"/> <a href="#">DBS Consent Form</a>	Completed
<input checked="" type="checkbox"/> <a href="#">Schedule 2 of Children's Homes Regulations 2015 Employer Information</a>	Completed
<input checked="" type="checkbox"/> <a href="#">Employee Photo Upload *NEW*</a>	Incomplete

## 6 – Onboarder Automated Email Alerts

There are a range of alerts in place to update you on the progress of pre-employment checks and the induction process. These alerts are important as they will advise you when certain actions need to be completed.

Your manager and Payroll and Employee Services team will receive similar alerts, advising them when you have completed onboarding activities.

### 6.1 BAM 4 – Onboarding Update

Each Sunday and Thursday until the onboarding process is completed, you will receive automated alerts to advise you of the progress of all your onboarding tasks, details those that have been completed as well as those that remain outstanding. This will advise you of the progress of your onboarding campaign without the need for you to query this with Payroll and Employee Services team.

### 6.2 BAM 6 – Outstanding Campaign Tasks

Each Sunday evening, you will receive an automated alert to advise you of the onboarding tasks which remain outstanding. This will enable you to see at a glance which activities you still need to complete.

### 6.3 BAM 3 – Campaign Task Reallocated

Once you have completed an onboarding task, the Payroll and Employee Services team will quality assure the information provided to ensure it is accurate and complete.

If the Payroll and Employee Services team identify errors or omissions on the information you have supplied, they will re-allocate the task to you for recompletion.

You will receive a 'Campaign Task Reallocated' alert email to advise you of this.

### 6.4 BAM 16 – Driving Assessment Date and Time (Proposed)

If your new role requires you to have a driving assessment as part of your pre-employment checks, your new manager will arrange an assessment appointment with the Durham County Council Fleet Team. You will receive an alert via email advising you of the appointment details. You will need to confirm to Payroll and Employee Services that you can attend the driving assessment on the date and time proposed.

### 6.5 BAM 28 – Driving Assessment Date and Time Confirmation

This alert will be the details of your confirmed driving assessment date and time.

### 6.6 BAM 19 – Driving Assessment Passed

If your new role requires you to have a driving assessment as part of your pre-employment checks and you have completed the Driving Assessment, the Durham County Council Fleet Team will advise the Payroll and Employee Services team of the assessment outcome. If you have passed the assessment, you will receive an alert email advising you of this outcome.

### 6.7 BAM 23 – Statement of Particulars Uploaded by PES

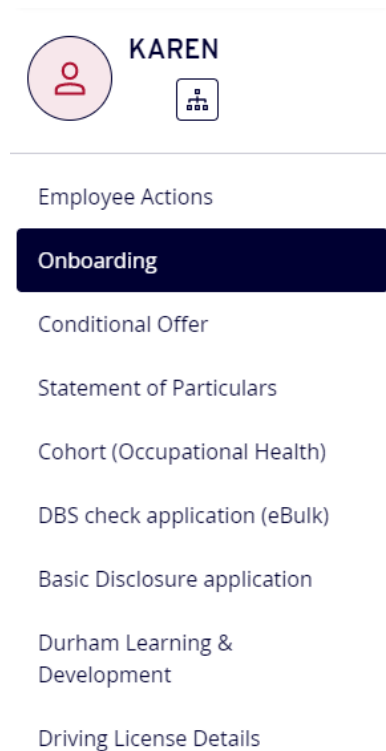
Once your pre-employment checks have been completed, the Payroll and Employee Services team will issue you with your Statement of Particulars (contract). They will upload this to your record to enable you to access and download this via MyView.

## 6.8 BAM 27 – Start Date Confirmed

Once your pre-employment checks have been completed and your manager has confirmed your start date with Payroll and Employee Services you will receive a notification to confirm the agreed start date.

## 7 - Third Party Links

As part of the pre-employment checks required certain checks may need to be completed via a third-party website to MyView. These links can be located via the left-hand menu option.



### 7.1 Cohort (Occupational Health)

Every employee going through pre-employment checks for an internal or external role are required to complete a questionnaire via the Cohort link to confirm if any reasonable adjustments are to be made. This link will also provide access to the occupational health report (if required).

### 7.2 DBS Check Application (ebulk)

Certain postings may require a DBS enhanced check if an employee is not part of the update service. This link will provide access to commence the form for a DBS check.

### 7.3 Basic Disclosure Application

If an enhanced DBS check is not required, this link will provide access to commence a basic DBS disclosure application.

### 7.4 Durham Learning & Development

The link to Durham Learning & Development will provide the onboarder access to complete any induction and mandatory training prior to commencing the role (if they wish). **Please note:** the site cannot be accessed until **14 days** prior to the start date being confirmed. Once the start date has been confirmed by the Lead Officer of the checks, and the system has subsequently been updated

with the confirmed date, please allow 24 hours before receiving the following email log in instructions:

***This is an automatic email from the Durham Learning and Development System, Durham County Council.***

*Hello,*

*A manual login account has been created for you on the Durham Learning and Development system.*

*When you follow the link, in the login process below, you will see this instruction:*

*'Select this link to access the manual login page'*

*Follow the link to enter your username and password.*

*In most mail programs, the link should appear as a blue link for you to select.*

*If that does not work, copy and paste the address into the address line at the top of your web browser window.*

*Login Process:*

*To access the Durham Learning Development system instruction page, follow this link:*

***<https://durhamcc.learningnexus.co.uk/login/?lang=en>***

*Your login details are:*

*username: 787606*

*password: SE!:n5+moQ*

*(You will have to change your password when you login for the first time)*

*If you have a DCC device and you want to access the system via 'single sign-on' directly from the intranet homepage, please contact the team email below.*

*This system is managed by:*

*Corporate E-Learning Team*

*Organisational Design and Development*

*HR and Employee Services*

*Resources*

*Durham County Council*

***[CorporateE-learning@durham.gov.uk](mailto:CorporateE-learning@durham.gov.uk)***

Should you have any difficulties accessing the Durham Learning & Development site, please contact: [corporate-learning@durham.gov.uk](mailto:corporate-learning@durham.gov.uk).

#### 7.5 Driving Licence Details

Before a driving assessment can be arranged the onboarder is required to provide a licence check code (s.4.10). The link to create the code can be accessed via the menu options along with a link within the form itself the onboarder must submit.