

Guide to Installing the MyView Mobile App

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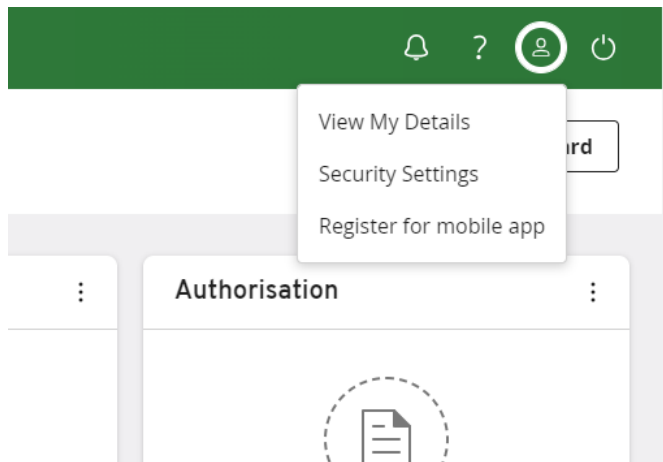
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Important:

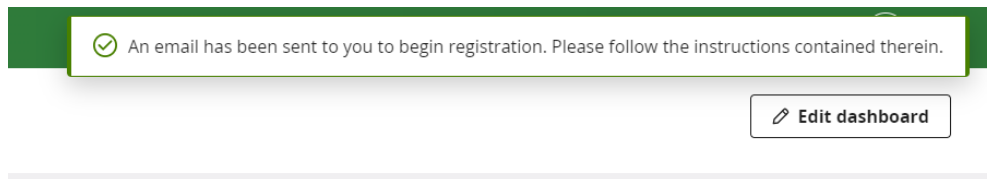
1. If you are a manager, you need to download and register MyView on the Microsoft authenticator app. When registering on the MyView app, you will be required to provide the verification code as per the authenticator app. ([Microsoft Authenticator Installation Guide](#))
2. Ensure that you know your MyView Password as your password will be required during initial login on the app.
[Reset Password – Microsoft Authenticator is NOT set-up](#)
[Reset Password – Microsoft Authenticator already set-up](#)
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)
5. If you have any issues with MFA please contact the ICT service desk on 01463383810 or via the [ICT Portal](#) to request the resetting of your “MyView MFA configuration”. Please include your payroll ID in this request.

MyView Application Installation Guide:

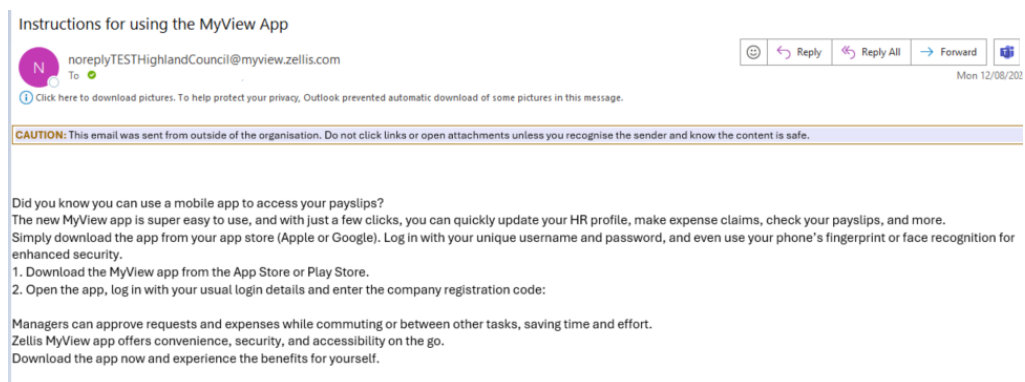
1. Log in as usual on the MyView **WEB PAGE** - [Welcome - MyView \(zellis.com\)](https://www.zellis.com)
2. Click on the account icon in the top right corner.
3. Click on Register for mobile app.



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



5. The email you receive will look like this.



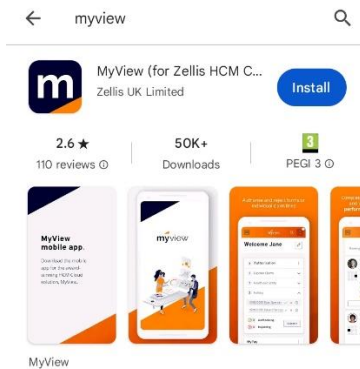
- Scan the relevant QR code for either Google or Apple to download the app. You can also search for “MyView (for Zellis HCM Cloud)” on the app store.



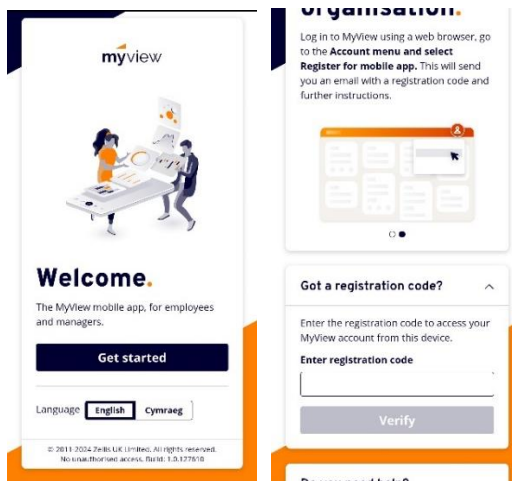
Apple App Store Users



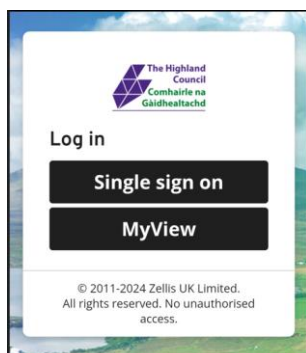
Google Play Store Users



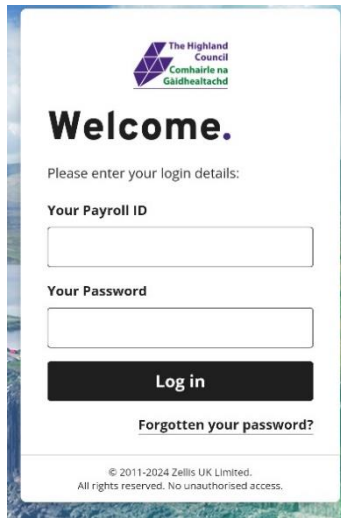
- Once you have downloaded and opened the MyView app click Get Started, then scroll down to “Got a registration Code?” and enter the Registration Code you received in the email.



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

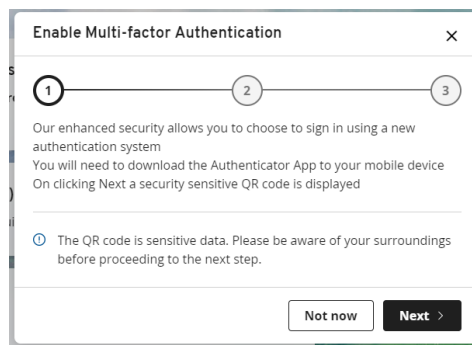


9. Enter your MyView Username and Password and Login.



The image shows the MyView login page. At the top left is the Highland Council logo with the text 'The Highland Council' and 'Comhairle na Gàidhealtachd'. Below the logo is the word 'Welcome.' in a large, bold font. Underneath, it says 'Please enter your login details:'. There are two input fields: 'Your Payroll ID' and 'Your Password'. Below these fields is a black 'Log in' button. Under the button is a link that says 'Forgotten your password?'. At the bottom, there is a small copyright notice: '© 2011-2024 Zellis UK Limited. All rights reserved. No unauthorised access.'

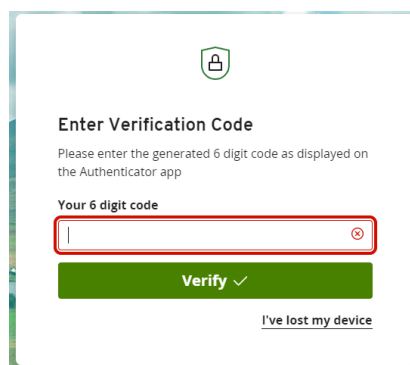
10. Once you login you will receive one of two screens, depending on if you have MFA (Multi-factor Authentication) set up. N.B. Managers should always have MFA set up.
- a. If you **have not** set up MFA, the screen below will appear. Click Not now if you wish to bypass the MFA (**non-managers only**)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



The image shows a dialog box titled 'Enable Multi-factor Authentication'. It has a progress indicator at the top with three steps, where step 1 is currently active. The text inside the dialog says: 'Our enhanced security allows you to choose to sign in using a new authentication system. You will need to download the Authenticator App to your mobile device. On clicking Next a security sensitive QR code is displayed.' Below this is a warning icon and text: 'The QR code is sensitive data. Please be aware of your surroundings before proceeding to the next step.' At the bottom right, there are two buttons: 'Not now' and 'Next >'. The 'Next >' button is highlighted in black.

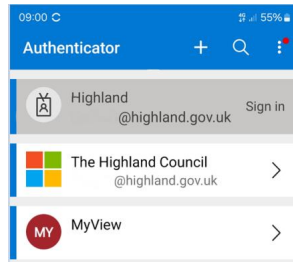
If you wish to set up MFA, click next and follow the [Microsoft Authenticator Installation Guide](#) from step 3. Ensure you have the Microsoft Authenticator app downloaded.

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

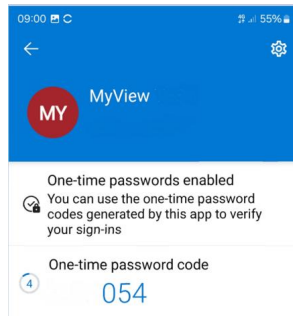


The image shows a screen titled 'Enter Verification Code'. At the top is a lock icon. Below it, the text says: 'Please enter the generated 6 digit code as displayed on the Authenticator app'. There is a text input field labeled 'Your 6 digit code' with a red border and a clear button (X) on the right. Below the input field is a green 'Verify ✓' button. At the bottom right, there is a link that says 'I've lost my device'.

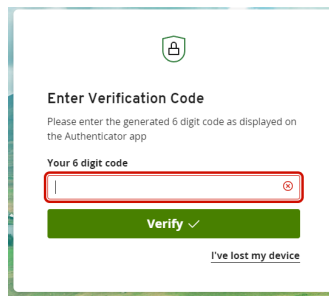
- i. Login to the Microsoft Authenticator App.



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.



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 [ICT Portal](#) 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 [Step 8](#).

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.

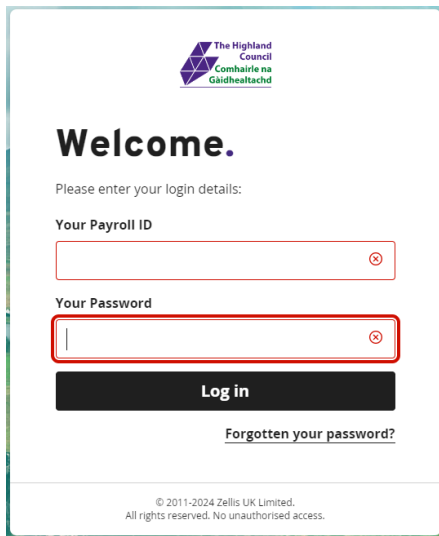
12. Congratulations, your MyView mobile app is now ready to use.

If you have any questions or require help with following this guide, please contact the ICT service desk on 01463383810 or via the [ICT Portal](#)

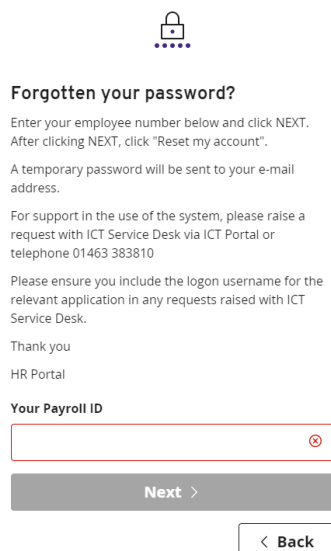
Reset Password – Microsoft Authenticator is NOT set-up:

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

1. Navigate to the MyView **WEB PAGE** ([Welcome - MyView \(zellis.com\)](http://zellis.com))
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.”



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

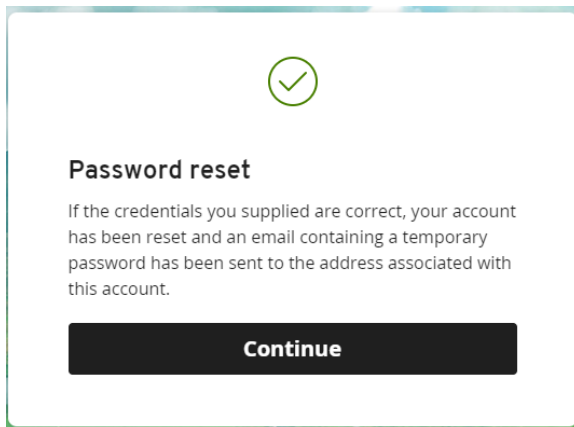
HR Portal

Your Payroll ID

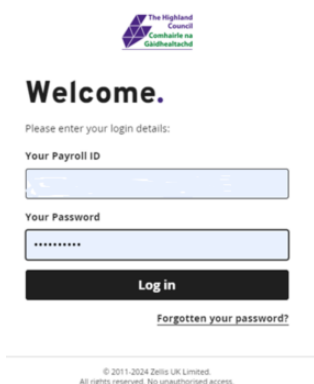
Reset my account

< **Back**

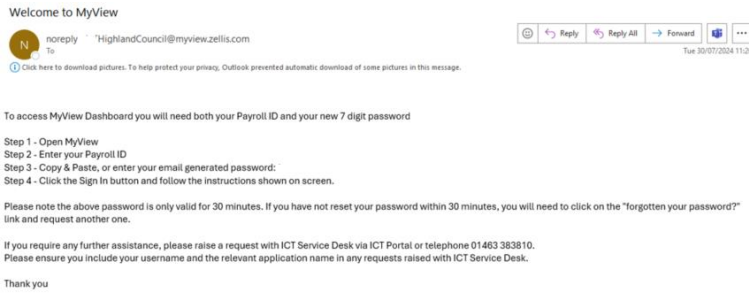
5. You will receive the following confirmation message. Click on the "Continue" button.



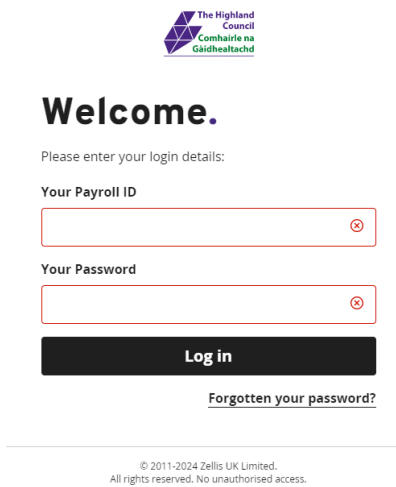
6. The Login screen is displayed.



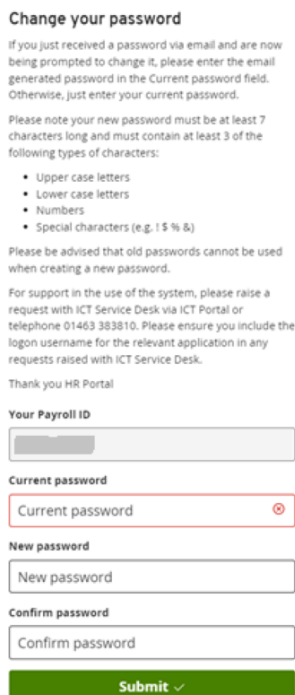
7. Leave this screen open and open the e-mail received from:
noreplyHighlandCouncil@myview.zellis.com



8. Copy the 7-digit password provided in the e-mail.
9. On the MyView **WEB PAGE** [Welcome - MyView \(zellis.com\)](https://www.zellis.com), enter your Payroll number and the provided password and click on the “Log In” button.



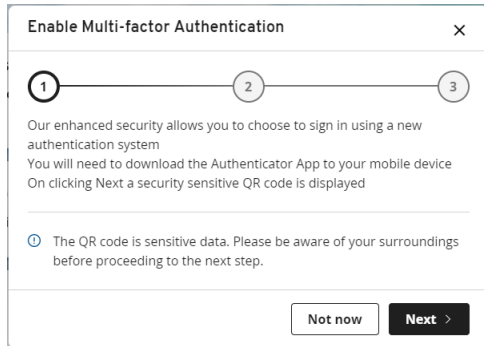
10. Change your password (Remember that the e-mailed password is the “Current Password”) and submit.



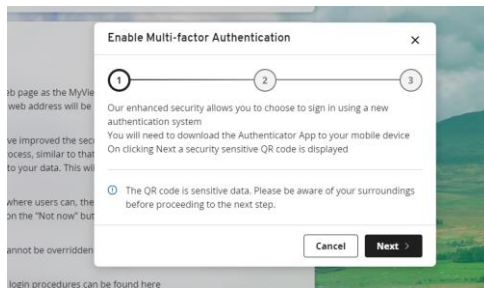
11. After selecting the Submit button, the Enable Multi Factor Authentication screen is displayed.

- 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 [Microsoft Authenticator Installation Guide](#) from step 3. Ensure you have the Microsoft Authenticator app downloaded.



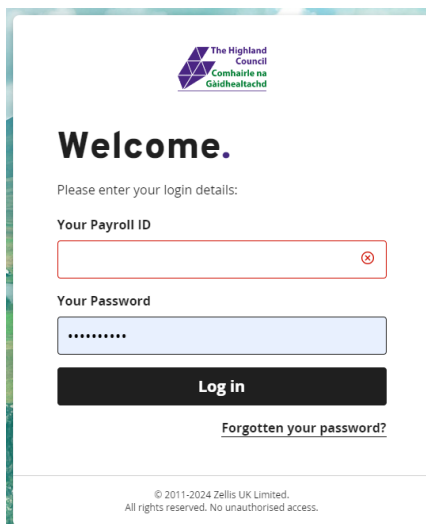
- b. **Managers** – Click Next to set MFA up and follow the [Microsoft Authenticator Installation Guide](#) from step 3. Ensure you have the Microsoft Authenticator app downloaded.



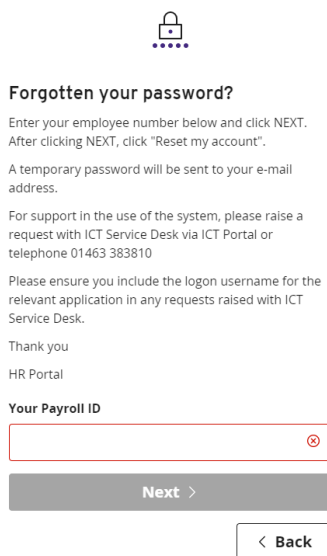
Reset Password – Microsoft Authenticator already set-up:

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

1. Navigate to the MyView WEB PAGE. ([Welcome - MyView \(zellis.com\)](http://Welcome - MyView (zellis.com)))
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”.



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

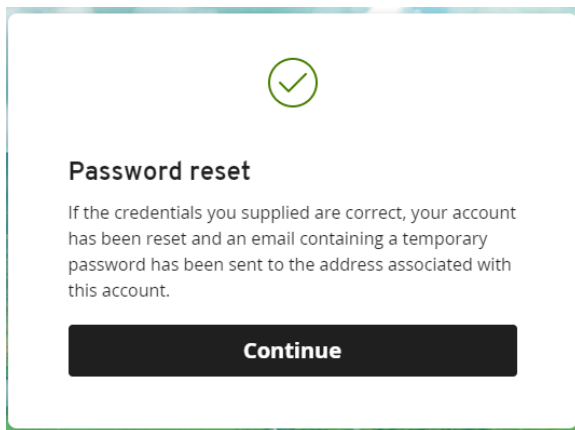
HR Portal

Your Payroll ID

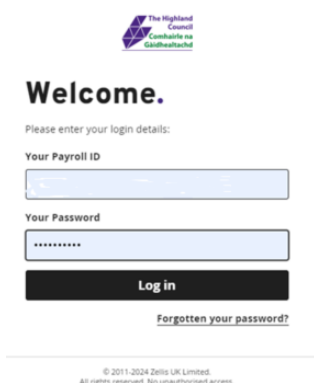
Reset my account

< **Back**

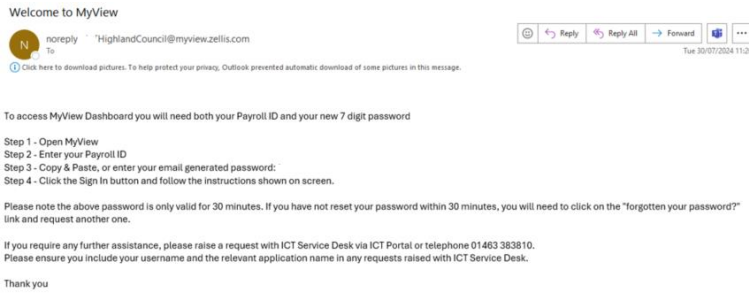
5. You will receive the following confirmation message. Click on the "Continue" button.



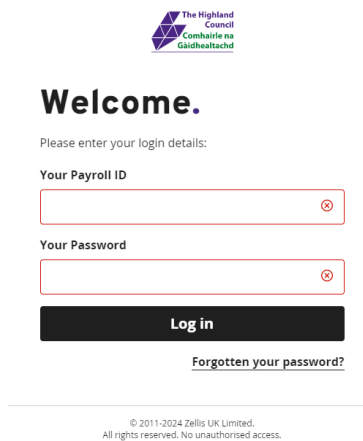
6. The Login screen is displayed.



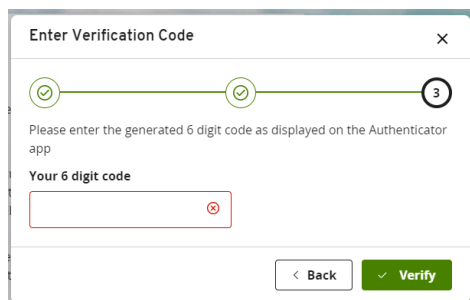
7. Leave this screen open and open the e-mail received from:
noreplyHighlandCouncil@myview.zellis.com



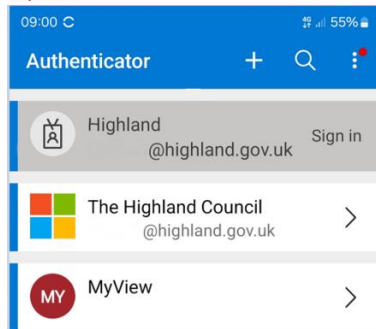
8. Copy the 7-digit password provided in the e-mail.
9. On the MyView **WEB PAGE** [Welcome - MyView \(zellis.com\)](http://Welcome - MyView (zellis.com)), enter your Payroll number and the provided password and click on the "log In" button.



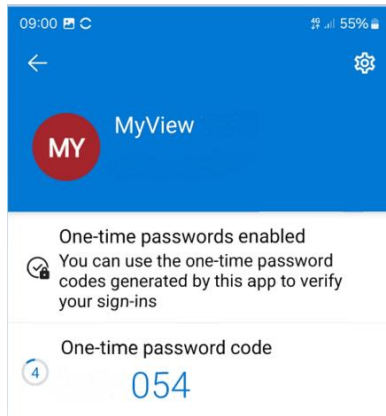
12. Enter Verification Code



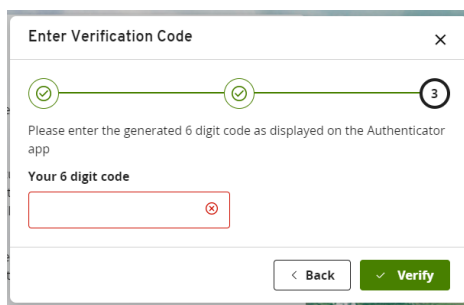
- a. Open the Microsoft Authenticator App.



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



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



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. ! \$ % &)

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

New password

Confirm 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 [ICT Portal](#) 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 [Step 8](#).

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 right-hand 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 [ICT Portal](#) 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.