SECTION 1: LOGGING INTO YOUR MY VIEW ACCOUNT

Q   **What is the MyView web address?**

A   You can access MyView at https://sthelens.hcm.zellis.com/myview/dashboard-ui/index.html#/landing

Q   **Can I access MyView from an app on my mobile phone?**

A   Yes! MyView is compatible with mobile phones.

You will need go into your app store and search for MyView (see below image. You can also use your phone to take photos of your documents which can be uploaded onto My View for your onboarding tasks.
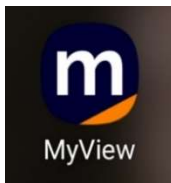
Q   **If downloading the app, what is the registration code?**

A   The registration code is **sthelens**

Q   **What is my User ID?**

A   Your User ID is your MyView Username provided to you in your appointment email.

Q   **What is my password?**

A   When accessing MyView for the first time you need to select 'Forgotten your password' this will email a temporary password to the email address you provided to People Management.

Q   **I have forgotten my password.**

A   There is an option for you to re-set your password in the login area of My View. If you are not receiving an email to reset your password please contact the appropriate email below;

For council appointees recruitment@sthelens.gov.uk

For school-based appointees schoolpayroll@sthelens.gov.uk

Q **My login details are correct, but it still won't allow me to login.**

A Occasionally when too many attempts are made to login or details are entered incorrectly your account can be suspended. If this happens or your details won't work, please contact the appropriate email below and a member of the People Management team will be able to re-set this for you;

For council appointees recruitment@sthelens.gov.uk

For school-based appointees schoolpayroll@sthelens.gov.uk

If you are a new employee your date of birth has been set to 01/01/1900.

SECTION 2: HOW TO COMPLETE YOUR ON-BOARDING TASK LIST

Q **Is there a video guide I can watch?**

A Yes! In the My Onboarding Tasks section you will see 'Task Filter' you can select the tab called "Video". This is a helpful guide, and we recommend that you watch this before completing your on-boarding
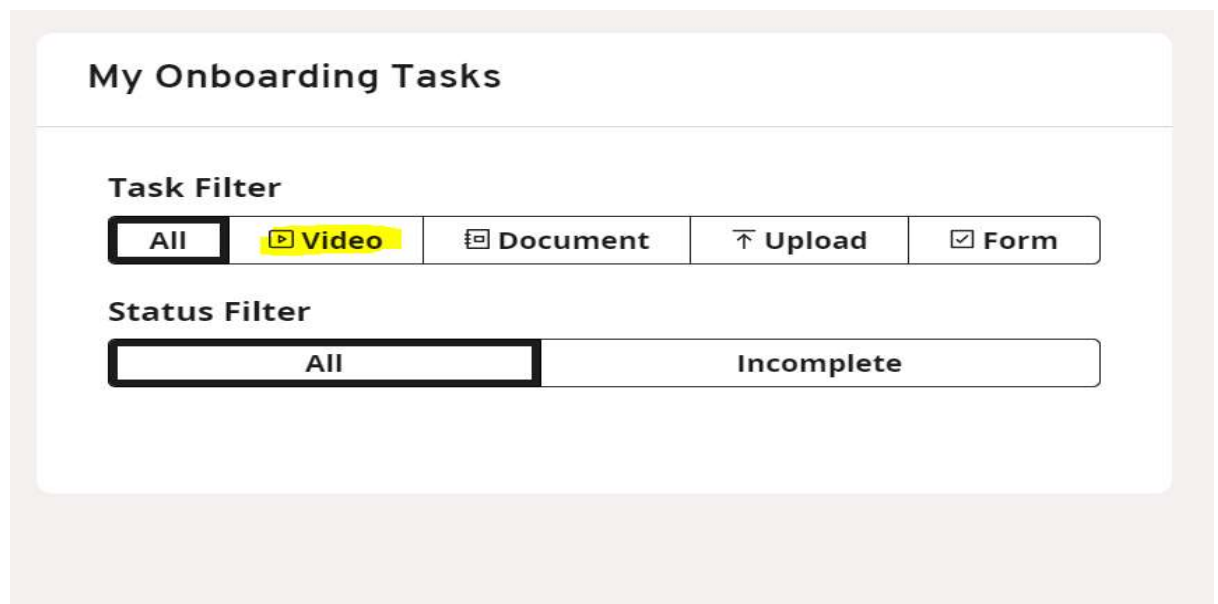
Q **How long do I have to complete my Onboarding Tasks?**

A We ask all new starters to have completed all tasks within 2 weeks of the date of offer. Please note delays in completion will affect your start date.

Q   **What does the Task List look like and how do I complete it?**

A   On the next page you will see a screenshot of what to expect on your Dashboard.

You will need to click on each individual task within the My Onboarding Tasks section on your Onboarding Hub Dashboard. Please click on the title of each task to open. Once you have completed each task you will need to select 'Mark as Complete'.

Please only press 'Mark as Complete' if a task is fully completed.

Q   **What kind of On-Boarding Tasks will I need to complete?**

A   Your Task List will include a combination of pre-employment checks relevant to the role you have been offered which will include:

- o   Documents you should read for example our Right to Work information.
- o   Documents you will need to read and accept, for example your Offer Letter.
- o   MyForms for completion, for example medical forms, DBS forms, ID badge forms.
- o   Documents to upload for including your Right to Work in the UK, National Insurance number, Qualification Certificates (where applicable).
- o   You will also need to complete your MyDetails section on the left-hand menu bar.

⌂ / Dashboard / Onboarding Hub

Onboarding Hub

I start in...	Current Progress	My Details	
FEB **1** **15** DAYS	**0%**	**Employee Number** 3860249	**Onboarding Started** 16/01/2023

	Meet the Team	**My Manager** KIT KAT AVON Human Resources Manager	**My Buddy**

My Onboarding Tasks

Task Filter: [All] [▶ Video] [▣ Document] [⬆ Upload] [☑ Form]   Status Filter: [All] [Incomplete]

☑ <mark>Personal Details</mark>   [Mark as Complete] ⌄

☑ <mark>Acceptance of Conditional Offer</mark>   [Mark as Complete] ⌄

▣ Code of Conduct - 7 Principles of Public Life   [Mark as Complete] ⌄

My First Day

Address   Atlas House 2 Corporation Street St Helens WA9 1LD

Ask For   KIT KAT AVON Human Resources Manager

Q   **How long will it take to complete My Onboarding Tasks?**

A   We would encourage you to find a suitable time to complete your on-boarding in one session and **ALL** tasks to be completed within 2 weeks of receiving your My View link to avoid delays to your start date.

Q   **How will I know which tasks I have completed and what is outstanding?**

A   Once you have selected 'Mark as Complete' you will see the icon change to 'Completed' and your current progress % increase.


Q   **How do I upload documents to My View?**

A   Some tasks will require you to upload documents as evidence for example Your Right to Work in the UK, a qualification or driving licence. Once you have selected a task you will be prompted to Choose your File location to upload the document. Please note If you are using photographs of documents taken on your mobile phone, please ensure that the photograph is of good quality and all information is included.
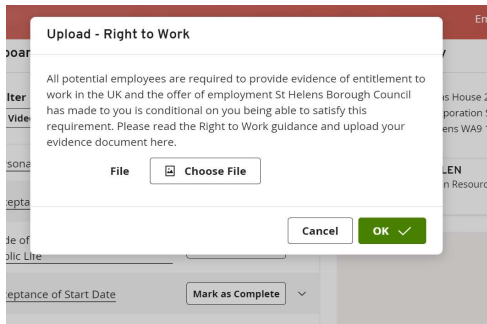
Q My current progress shows 100% but I have not been contacted to set a start date?

A The current progress % is in relation to tasks assigned to you and does not incorporate tasks to be completed by the People Management team, such as references or medical clearance. Once all clearances have been received your line manager / headteacher will contact you to arrange a start date.

SECTION 3: HOW TO PROVIDE INFORMATION ON RIGHT TO WORK IN THE UK

Q What documents do you accept as evidence of Right to Work in the UK?

A You will see two Right to Work tasks in your tasks list. The 1st task is a guidance document that provides information on what documents to submit and the 2nd Task on your list is for you to upload your applicable document.

SECTION 4: PROVIDING ADDITIONAL DOCUMENTS FOR DISCLOSURE (DBS)

Q What additional documents do I need to provide for my DBS check?

A If you have been appointed to a position that requires Disclosure (DBS Check) we may require additional documents from you for example additional identification documents or proof of address in addition to your Right to Work. We need this to request your DBS check.

If you have a task on your list called **"DBS Supporting Document'** it is important that you upload the additional document (s). We will be unable to request your DBS check until we have this.

 A list of valid identity documents is included with your on-boarding information. Please read this carefully as some documents have date limitations of between 3-12 months. We will be unable to accept documents that do not meet the criteria outlined.

If you have been appointed to a non – disclosure position that does not require a DBS, check you will not have this action included with your task list.

SECTION 5: HOW TO COMPLETE YOUR MEDICAL STATEMENT

Q   **Do I have to complete Medical Statement B?**

A   You should **only** complete Medical Statement B if you have a health condition you need to tell us about.

Please ensure that you read the information provided and follow the guidance specified.

SECTION 6: ADDING YOUR BANK DETAILS FOR PAYROLL

Q   **My View won't accept my bank details?**

A   It is very important that the bank information you input is accurate, so your pay details are correct.

If you have a joint account and the system won't accept the details, please email the appropriate email below;

For council appointees recruitment@sthelens.gov.uk

For school-based appointees schoolpayroll@sthelens.gov.uk

SECTION 7: ADDITIONAL SUPPORT

Q   **Do I have to use My View to complete my onboarding tasks?**

A   Yes. You will need to complete each and all tasks on your list before the team can complete your pre-employment checks and organise a suitable start date. Please do this within 2 weeks of receiving your link to MyView to avoid delays.

Reasonable Adjustments: If you have told us about a disability and require any reasonable adjustments at any stage of the on-boarding process please let us know so that any support, aids, or adaptations can be put in place to assist you. Please contact the appropriate email below;

For council appointees recruitment@Sthelens.gov.uk

For school-based appointees schoolpayroll@sthelens.gov.uk

Q   **I still need more support to help me complete my Tasks.**

A   If you are still having difficulties after reading through this document and watching the video guide, we would always encourage you to let us know sooner rather than later to avoid delays with your start date. The team are always on hand to help, so please let us know so we can organise the relevant support for you. Please contact the appropriate email below;

For council appointees recruitment@sthelens.gov.uk

For school-based appointees schoolpayroll@sthelens.gov.uk

Q   **I have been contacted for additional or missing information.**

A   Once you have completed your onboarding tasks, we may need to contact you to obtain additional or missing information. If you are contacted by a member of the People Management team for this reason, please respond at your earliest opportunity as delays will affect your start date.