MyView - Frequently Asked Questions

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What's changed from the current MyView portal?

There is a new 'MyView dashboard' including widgets that you are able to customise. New functions are 'my pay', 'my history' and 'RRS reporting'.

How do I log into MyView?

MyView can be accessed using the following URL: https://myview.rhul.zellis.com/dashboard/dashboard-ui/index.html#/landing

The browser I use does not work, what browser do I need?

MyView can be accessed using an internet browser, no other software is required. The latest version of the following browsers is recommended Chrome, Firefox, IE11 or above and Safari.

Can I access MyView from home/external location?

Yes, you are able to access MyView from an external location. You do not have to be logged into the VPN. Ensure that you be aware and compliant with your GDPR and cybersecurity responsibilities if you choose to do this.

Can I access MyView from my phone or tablet?

Yes, MyView is compatible with mobile devices and can be accessed via your phone or tablet. If you are experience any issues please email IT Service Desk.

I know my username but I have been locked out of MyView, what should do I do?

If you enter your password incorrectly more than 3 times your MyView account will be locked. Please email Selfservice-HR@rhul.ac.uk and ask for your MyView account to be re-set.

What is a widget?

This is an application/component that enables staff and managers to perform a function or access a service directly via the MyView dashboard. Some of the new widgets within MyView dashboard are 'payslips/P60s', 'my pay', and 'authorisations'.

How do I add a widget?

Click on the spanner alongside 'my dashboard' then click the + symbol alongside the widget to add it to the dashboard screen.

How do I delete a widget?

Click the cross in the top right corner of the widget.

Some functions are not working properly in MyView, why is this?

For MyView to work correctly, pop-ups need to be enabled (not blocked) within the browser you are using. To find out how to enable pop-ups in the browse use the browsers help facility (top right) and search for 'pop-ups'. Pop-up details are usually be found within the browser 'settings'. If you are still having issues, please email Selfservice-HR@rhul.ac.uk.

How secure is my personal information within MyView?

MyView can only be accessed by staff with a college username and password. Users of MyView must comply with the College's IT policies which are available on the Staff Intranet. These should be read to ensure that you are fully aware of your responsibilities to protect the security of your information.

What details can I view and what can I change?

You can see the personal details that are held on your HR record. You can update your 'address and telephone numbers details', 'emergency contact details', 'next of kin details' and 'HESA information details'.

How do I change my name or title?

To change your name or title (e.g. marriage certificate, qualification certificate) original documentation should be provided to the HR contact, who will take a copy and update your HR record where appropriate.

I would like to be known by a different name to my official name, is this possible?

You are unable to change your official name through this process. If you would like to be known by a different name during your time at the College please update your `known as name' via 'my details'. Please do also inform IT Service Desk should you like your any system details updated.

How can I change my bank details?

You are the only person that has access to change your bank details via MyView dashboard. If your bank details are changed, an email will be sent to your Royal Holloway email account advising you of this.

How do I change my address?

You can update your address by editing the 'address and telephone numbers' section within 'my details'.

How do I access my payslip?

You can access payslips by clicking on 'my pay'. The College does not issue paper payslips so if you wish to keep a paper record for your file you should arrange to print these.

When in the month can I view my payslip?

Payslips are available a few days before payday each month i.e. 27th of the month or last working day before this.

Can I access my payslip at home?

Yes, you can access your payslip from any device, although as with any confidential information, it is recommended that caution be exercised when using shared computers.

Can I download and print my payslip?

Yes, online payslips can be downloaded as a pdf and printed. You are able to do this by clicking 'my pay'. Your payslip will print to your default printer so take care when doing this.

Can I access my payslips if I leave the College?

Access to MyView will end on your last day of employment with the College. You should therefore print off all payslips and P60's before your final day if you wish to retain these for your records. Your final payslip and P45 will then be sent to the home address you have listed on MyView so please ensure your home address is correct before you leave as it is not possible to reissue your P45.

I have a query about the details on my online payslip, who should I contact?

If you have a query on your payslip, please contact a member of the Payroll team at PayrollQueries@rhul.ac.uk.

How do I submit a timesheet on MyView?

Login to MyView and select my timesheets from the left hand side menu. Please click here for guidance.

How do I submit a timesheet claim on behalf of someone else?

Timesheets should be submitted by the individual making the claim. In rare instances where there is a business need to make a claim on behalf of someone else please contact HRSystems@rhul.ac.uk providing full details of the request.

What is delegation rules in MyView?

Delegation rules are a way within MyView of ensuring that any tasks which would normally be assigned to you can be carried out by another staff member. (E.g. If you are absent from work).

Do I need to set up delegation rules?

No, but we recommend that you do set up delegations for authorisations to cover your absences from the office. This will ensure that when you are absent (and this is recorded in MyView) your waiting authorisations are being actioned by someone in your absence, ensuring that your team members do not miss out on any time sensitive requests.

Please note if you have been delegated authorisations, you will need to action any requests within 10 days or the request will escalate up to the delegated manager's line manager. If the request is then not authorised within 5 days, the request will timeout and reject back to the staff member who submitted the request (via email notification). The staff member will then need to reopen and resubmit the claim for authorisation. Managers should exercise care in assigning substitutes as they retain responsibility for tasks performed in their name.

Do I need to be a manager to be able set up delegation rules?

Yes, only managers have the functionality to be able to delegate. Please note, assigning delegation for your staff can only work if the person assigning to is also a manager (has manager profile in MyView). If you require this to be modified please email Selfservice-HR@rhul.ac.uk with your request.

How long can I delegate for?

You are able to delegate indefinitely, however managers typically assign a delegate when they are away on annual leave for a period. Whilst delegations are assigned, a manager can still undertake the duties themselves.

What is the difference between 'authorisation' and 'responsibility'?

Authorisation will provide the delegated manager the ability to approve requests only. Responsibilities will provide the delegated manager the ability have overall responsibility for the task.

Will further options be added to MyView?

Yes, there will be additional functionality for managers and employees in the future.

Are there any guidance documents on how to use MyView?

Yes, please click on the following link to access the document please click here.

If I have a query on MyView who should I contact?

If you are unable to find the answer you are looking for in this document please contact Selfservice-HR@rhul.ac.uk who will be happy to help you.

Where can I send any comments that I have about MyView?

Please email all comments to the HR Project team HRProject@rhul.ac.uk