

MyView Login, Forgotten Password process and First Time User process

1. You can access MyView via eShrop, the Shropshire Council intranet page or via the internet using www.shropshire.gov.uk/myviewlogon
2. Enter your 7 digit employee number. **REMEMBER** - Your employee number does **not** contain CC or UC or any other letter
3. Enter **Your Password** and click the **Log in** button
4. Enter your **date of birth** in the format stated and click on "Verify my details"
5. The Security Validation page appears. Answer the security validation questions, remembering that this is case sensitive. Click on "Set my user questions"
6. The "Change your password" screen is then displayed.
7. In the **Old Password** field, enter in the password you used to log into this session
8. Enter a **new password** (must contain at least 6 letters, 2 numbers and 1 capital letter)
9. Enter the new password again and click on **Submit**
10. A confirmation message will be displayed, click on **continue** to access your MyView page.

Forgotten Password

11. If you have forgotten your password, click on the **forgotten password?** link
12. Enter your employee number and click on reset my account. A confirmation message will be displayed telling you that an email containing a temporary password has been sent to your inbox. This password will last for 2 hours. If it is not used in that time you will need to complete the procedure again. Click on **continue**
13. Open the forgotten password email. Highlight the new password. Click on the right hand side of your mouse and select **Copy**.
14. Go to the login screen and enter your Employee Number
15. Tab down to the **Password** field. Right hand click your mouse and click on **paste** to paste the copied password.
16. If you require any further help accessing MyView please contact the MyView helpdesk via:

Email: Myview.helpdesk@shropshire.gov.uk

Telephone: 01743 252190