

MyView Mobile App User Guide

Welcome to the HR Self-Service User Guide for the MyView mobile app.

This guide will provide information on downloading and using the MyView app to access HR Self-Service on your mobile device, should you wish to do so.

The use of this app is purely optional and does not replace the current method of accessing HR Self Service through your desktop device.

Note that the functionality within the app is very similar to the desktop version. Should you have any questions, or require further details on how to use the features, please refer to the existing user guides on the HR Self Service webpage <https://www.st-andrews.ac.uk/staff/self-service/>

Please note that all images are taken from a TEST environment and therefore may differ slightly to your view

The app can be downloaded from the Apple store (for iOS devices), or the Android store (for Android devices). The app itself is called **MyView (for Zellis HCM Cloud)**. Note that screenshots below have been taken from iPhone, and some Android screens may look slightly different.

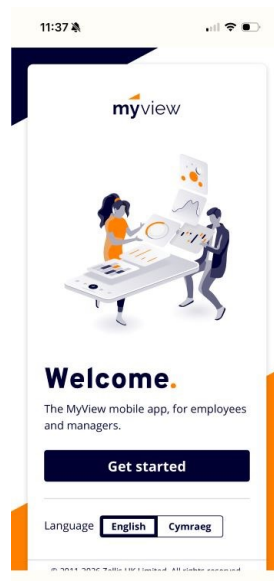


MyView (for Zellis HCM Cloud)

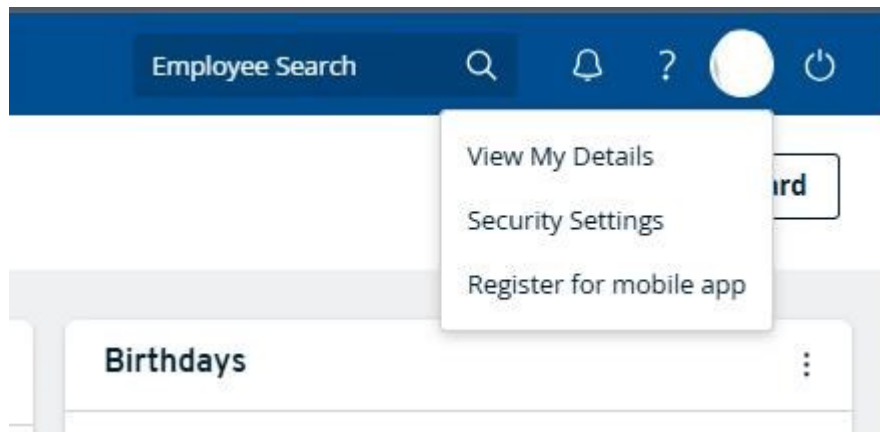
MyView brings the secure, responsive and hugely extensive self-service functionality of the Zellis HCM Cloud to your iOS device. Note: Available...

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Once the app has been downloaded, open it and click 'Get started'.

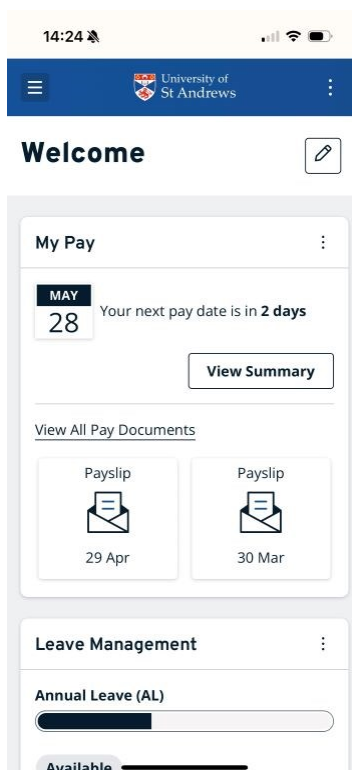


You will be prompted to log into HR Self Service on your desktop device, and register for the mobile app. This can be found here



This will send you an e-mail with the registration code. Alternatively, you can bypass this step, and under the 'Got a registration code?' box, you can enter the code **standrewsuniversity** and press 'Verify'.

You will then be asked to enter your university login details (this is only for the first login to the app, and is not required every time). The app will then ask for your authentication through Duo Mobile. After these steps are complete and you go back to the app, your device may ask if you wish to enable biometric login (e.g. FaceID, fingerprint). Once a selection has been made, you have access to the mobile app.



You will find that the user experience is very similar to HR Self Service desktop version.

Frequently asked questions (FAQs)

Do I have to use the mobile app?

- No, this is optional only, and you can still access HR Self Service as before through your PC or Mac device. The app provides access to HR Self Service functionality on your mobile device, should you wish to access this while on the move / working remotely.

What do I do if I have problems with using the app?

- In the first instance, you can refer to the existing HR Self Service guides which can be found here <https://www.st-andrews.ac.uk/staff/self-service/>. If you are still having issues, please refer to the HR resources detailed below. Please note however that this is a third-party app, and so some issues may be beyond our control. If any issues result in the app not working for you, please revert to accessing HR Self Service through your desktop device as you do currently.

Need further assistance?

For any additional questions or support, you can use the HR webpages or try the new HR AI Assistant which are available here [Human resources - Staff - University of St Andrews](#)

If you still require further assistance, please contact our HR or payroll department directly.

- Pay and Pension queries – monthly-ns@st-andrews.ac.uk
- Self-service queries – hrrsystems@st-andrews.ac.uk

We are also always interested to hear your comments. Use the [HR Services feedback form](#) to tell us about your experience with HR Self Service or any of the HR systems.