
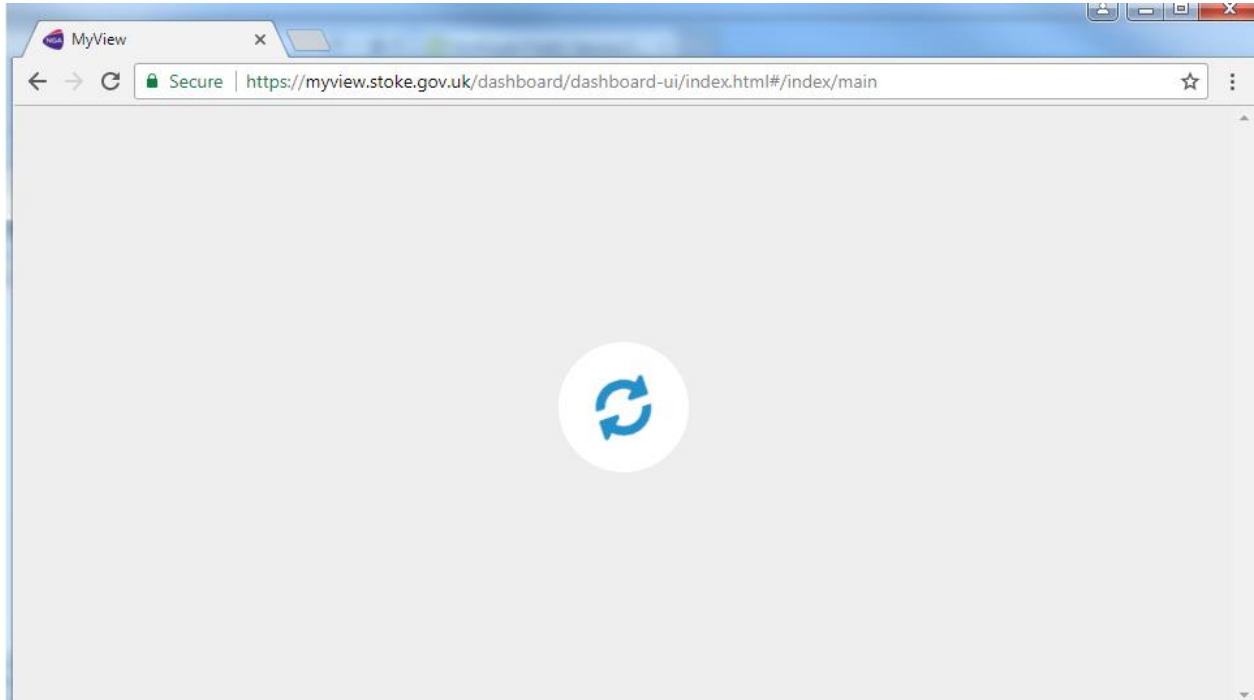


Stoke on Trent City Council – Myview Troubleshooting Guide

The Myview service for payslips and expenses is available publicly over the internet, it can be accessed from desktop PC's and mobile devices.

Known Issue

The login page may not load on the first attempt, then try refreshing the page (F5) or 



If you experience issues logging in please check the following items before contacting the payroll team for assistance.

If you are using a computer, please verify you have the same issue by trying to log in from a mobile device using a data (3G/4G) connection.

The system sometimes shows an error when in fact it is incorrect login credentials being used, there is a password reset facility on the main page.

Also, please check

Browser Compatibility

Myview is no longer supported with Internet Explorer 9 or Internet Explorer 10. Also support for TLS 1.0/1.1 encryption in browsers is no longer available, therefore users should use a browser with TLS 1.2 enabled on their devices.

Alternative web browsers that are compatible with Myview are..

- Google Chrome
- Microsoft Edge (Windows 10 only)

- Mozilla Firefox 27 or above
- Apple Safari 30 or above (OSX / mac OS only)

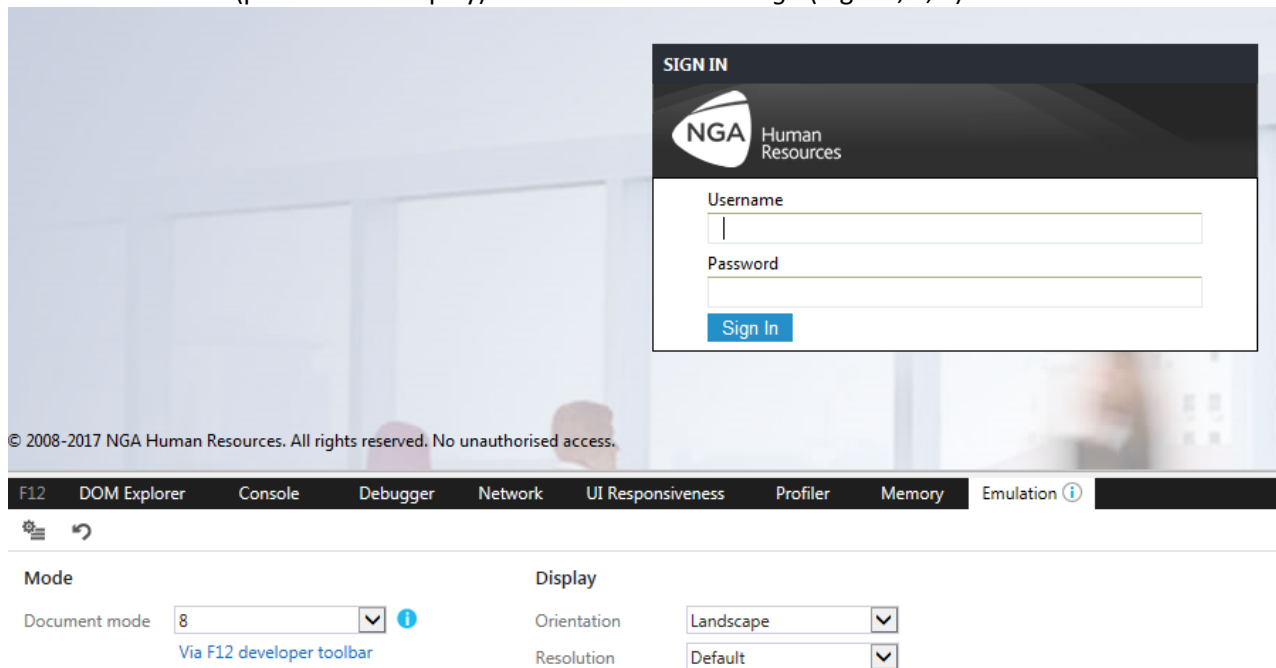
Important information for Internet Explorer users

Internet Explorer Compatibility View is NOT supported and may not load if Compatibility View is enabled on your browser.

How to check whether Compatibility View is enabled?

Compatibility View enabled – NOT SUPPORTED

- Corners of the login box are square
- *Document Mode* (press F12 to display) is a value other than *Edge* (e.g. 10, 9, 8)



Internet Service Provider with load balanced service.

It has been noticed that some school internet providers use a load-balanced web service. Symptoms of this are...

The system allows you to log in but during the session, the system logs you out when clicking on another link. This is caused by authentication, since there is a mismatch between session information and IP addresses mid connection. Please contact your local IT department to verify you are not using a load balanced ISP. This can be resolved by masking the sending IP address (or hide NAT) so that all traffic from that site appears to come from a singular IP address and not from the proxy farm so it does not move IPs. Again, your own IT provider will be able to help with this matter.

If none of the above helps in resolving your issue please contact the payroll team via email. Please send a screenshot of the error, a description of how the error happened, i.e. what you were doing at the time. Along with date and time the error occurred. Stoke I.T can then check errors logs for this time to see if an error was recorded.

