



## Error Messages

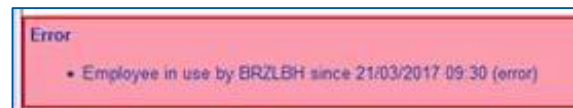
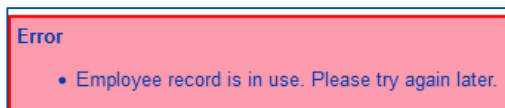
From time to time you may receive error messages when interacting with MyView. For example:

- if there is a general internet issue,
- if the Human Resources System is being upgraded,
- if there is a genuine technical fault.

If you do receive an error message, please follow these steps:

1. If you see one of the messages below, this means your record is either being viewed or updated by authorised colleagues in the University (for example, Human Resources and Payroll Services). In this instance, please log out of MyView and try again later.

If after an hour, you still receive one of the messages below, please contact [HR@nottingham.ac.uk](mailto:HR@nottingham.ac.uk)



2. If you are receiving some other error message, go to <http://status.nottingham.ac.uk/> to see if there are any 'known issues' with the internet or MyView.
3. If there are no known issues, please contact the IT Service Desk on 0115 95 16677 or via the IT Self Service Portal at <https://selfservice.nottingham.ac.uk/sw/selfservice/>