

**Guide to using the**

**whistleblower system**

**ADMINISTRATOR**

Administrator tasks

**Support**

Any questions about using the whistleblower scheme can be directed to Screening email, screening@compliancepartners.com

**Administrator creation of users**

To use the whistleblower system from Whistleblower Partners as an end customer's administrator you have an administrator access created for you.

You use this to log in to the system, where your task is to create user profiles for 1) the case manager and 2) the reporter/whistleblower. Where required, you may need to create a user profile for an additional administrator, who will have access to the system on equal terms with you. The system is then ready for use.

Use of the system by case managers and reporters/whistleblowers is described in separate guides. Below is a description of how to connect to the system as well as a description of your task as an ‘end user administrator’.

The procedure is as follows:

**The first time you log in**

You need to start by creating your unique password for the system. You do this by clicking on the link you received in an email from Whistleblower Partners.

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Automatisk genereret beskrivelse

Next, create your own personal password for the system and finish by pressing 'Submit’.

Graphical user interface

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The screen will change and you will be asked to enter the code you received by SMS:

Graphical user interface, application, Teams

Description automatically generated

THEN ENTER THE 6-DIGIT CODE YOU RECEIVE VIA SMS

You are now inside the system on your company’s page. We will come back to this on page 4.

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Graphical user interface, application

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**The next time you log in**

Enter <https://nordicwhistle.whistleportal.eu> in your browser:

Graphical user interface, application

Description automatically generated

ENTER YOUR EMAIL AND THE PASSWORD YOU CREATED

Graphical user interface, application, Teams

Description automatically generated

THEN ENTER THE 6-DIGIT CODE YOU RECEIVE VIA SMS

Now you come to a page with the master data that Whistleblower Partners has created for you. Here you create a profile for the case manager and the reporter/whistleblower – and, where required, for an additional administrator.

**Creating a profile for the case manager**

You are on a page titled 'Company details'. In the menu on the left, click on 'User logins'

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Description automatically generated with low confidenceThen click on 'New user' in the upper right corner:

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Automatisk genereret beskrivelse

Next, select 'Case manager' in the third line and enter the case manager’s email address and telephone number. Finish with 'Create'. The case manager will now receive an email with a link to create their own password in the same way as you did and as described in the introduction to this guide.

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Automatisk genereret beskrivelse

**Creating a profile for the reporter/whistleblower**

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Automatisk genereret beskrivelse

Then select 'Whistleblower' in the third line and create a fictitious email address and a password. The profile 'Whistleblower' must be usable by all those you as a company have decided should be able to access the system. It is therefore recommended that you create a generic email address such as "WB@company.co.uk".

**Remember** – the 'Password' must consist of a minimum of 10 characters: uppercase + lowercase letters + a symbol + a number. E.g. "ABBA2@London".

The reporter/whistleblower then accesses the system by visiting <https://nordicwhistle.whistleportal.eu>. This is described in the guide for whistleblowers.

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Automatisk genereret beskrivelse

If your company wants to have more than one administrator on the system, this is done in a similar way to when you created the case manager – simply select 'Customer administrator’ in the third line and enter the correct email and telephone number.

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Automatisk genereret beskrivelse

IT IS VERY IMPORTANT TO ENTER THE CORRECT EMAIL ADDRESS AND TELEPHONE NUMBER OF THE CASE MANAGER AND ADMINISTRATOR, OTHERWISE THEY WILL NOT RECEIVE A LINK TO LOG IN TO THE SYSTEM AND SET THEMSELVES UP AS USERS (the same procedure as you went through under ‘The first time you log in’).

If you make a mistake and enter an incorrect telephone number or email, the case officer and additional administrator will not receive an email to activate the link or an SMS message for the 2-factor login. These people are likely to contact you to tell you that something has gone wrong.

**To correct an incorrectly entered email, do the following**

A logo for a company

Description automatically generated with low confidenceIf you have entered an incorrect email address, delete the profile and create a new one. Click on 'Delete login', then create a new user with the correct email address.

Et billede, der indeholder tekst

Automatisk genereret beskrivelse

**To correct an incorrectly entered telephone number, do the following:**

If you have entered an incorrect telephone number, simply press 'Change telephone number'

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Then enter the correct telephone number and end with 'Save':

Graphical user interface, application

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Your work as an administrator of your company's whistleblower scheme has now been done in respect of the system. Now you and your management must make sure you have drawn up a whistleblower policy, which must be visible and communicated to everyone – both by email and in your staff handbook.

**Procedure for a forgotten password**

If you have forgotten your password, do the following:

Click on 'Forgot password' on the login screen

Graphical user interface, application

Description automatically generated

Enter your email:

Et billede, der indeholder tekst, skærmbillede, visitkort

Automatisk genereret beskrivelse

You will now receive an email containing a link. Click on the link:

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Automatisk genereret beskrivelse

You will be taken to a page where you need to create a new password. Enter your email and your new password – finish with 'Reset'

Background pattern

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Now you can log in as before by entering <https://nordicwhistle.whistleportal.eu> in your browser:

Graphical user interface, application

Description automatically generated

ENTER YOUR EMAIL AND THE PASSWORD YOU CREATED