

**Guide to using the**

**whistleblower system**

**CASE MANAGER**

**Case Manager tasks**

**Support**

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

**Using the system – case managers**

As a 'case manager', you will handle any reports that come in via the whistleblower system. You will be notified of new 'reports' by the whistleblower system, which will send a notification to the email address you have provided to your 'administrator'. You then have 7 days to respond to the contact. As a minimum, you must 'acknowledge receipt'.

You log in to the system 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.

Et billede, der indeholder tekst

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 in the system on your client's page. We will come back to this on page 4.

A logo for a company

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Et billede, der indeholder tekst

Automatisk genereret beskrivelse

**The next time you log in**

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

Graphical user interface, application

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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

You will now be taken to a page with the reports that have been made in the system.

The page shows an overview of 'Ongoing cases' and 'Closed cases', shown here by the **green circle**. You can access the cases by clicking on the 'pencil' icon, shown here by the **red** circle.

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Automatisk genereret beskrivelse

You now enter the 'case' itself and can continue the dialogue with the whistleblower – or close the case. The dialogue is conducted in the dialogue box at the bottom. The case can be closed by checking 'Closed'.

Graphical user interface

Description automatically generatedA logo for a company

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Description of Case Progress

Graphical user interface

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When the case is closed, check the box, then press 'Save changes'.

The case can now be found under 'Closed reports' in the menu on the left of the main page.

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While the case is active, enter dialogue here, then press Submit reply'

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Et billede, der indeholder tekst

Automatisk genereret beskrivelse

Should you wish to delete a completed report, simply do this by clicking the ‘delete’ icon.

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Automatisk genereret beskrivelse

An extra precautionary measure is build into the system and you are asked to confirm:

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Graphical user interface, application

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**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:

Et billede, der indeholder tekst

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'

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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