



Guide to using the whistleblower system

ADMINISTRATOR



**WHISTLEBLOWER
PARTNERS**

Administrator tasks

Support

Any questions about using the whistleblower scheme can be directed to Whistleblower Partners support at +44 2039962344.

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.

Confirm your account

Your account is ready for use

You need to confirm your account and choose a password first

[Confirm your account by clicking this link](#)

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

Confirm your account

Select your password below to get started

Submit

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

2-factor login

We have sent you an SMS with your one-time passcode

The code will expire in 15 minutes. After that the code will no longer be valid.

Cancel

Verify

THEN ENTER THE 6-DIGIT CODE YOU

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



Dansk English Norsk svenska Deutsch

Company Details

Back

Company Information

Logo



Allowed file types: png, jpg, jpeg

Company Name

Dania Customer UK

Address

Oxford Street

Country

United Kingdom

City

Leicester

The next time you log in

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

The screenshot shows the login interface of the Whistleblower Partners portal. At the top, it says 'Sign In Here' with a subtext 'Enter your details to login to your account :'. Below this are two input fields: 'Email' and 'Password'. A link 'Forgot Password?' is positioned below the password field. A teal 'Sign In' button is centered below the fields. Below the button is a link 'Click here to enter a conversation code'. A green-bordered box highlights the text 'ENTER YOUR EMAIL AND THE PASSWORD YOU'. Below this is the '2-factor login' section, which states 'We have sent you an SMS with your one-time passcode'. A note indicates 'The code will expire in 15 minutes. After that the code will no longer be valid.' Below this is a large input field for the 6-digit code, with a green-bordered box highlighting the text 'THEN ENTER THE 6-DIGIT CODE YOU'. At the bottom of the input field are 'Cancel' and 'Verify' buttons. The background features a faint geometric pattern.

Sign In Here

Enter your details to login to your account :

Email

Password

[Forgot Password?](#)

Sign In

[Click here to enter a conversation code](#)

ENTER YOUR EMAIL AND THE PASSWORD YOU

2-factor login

We have sent you an SMS with your one-time passcode

The code will expire in 15 minutes. After that the code will no longer be valid.

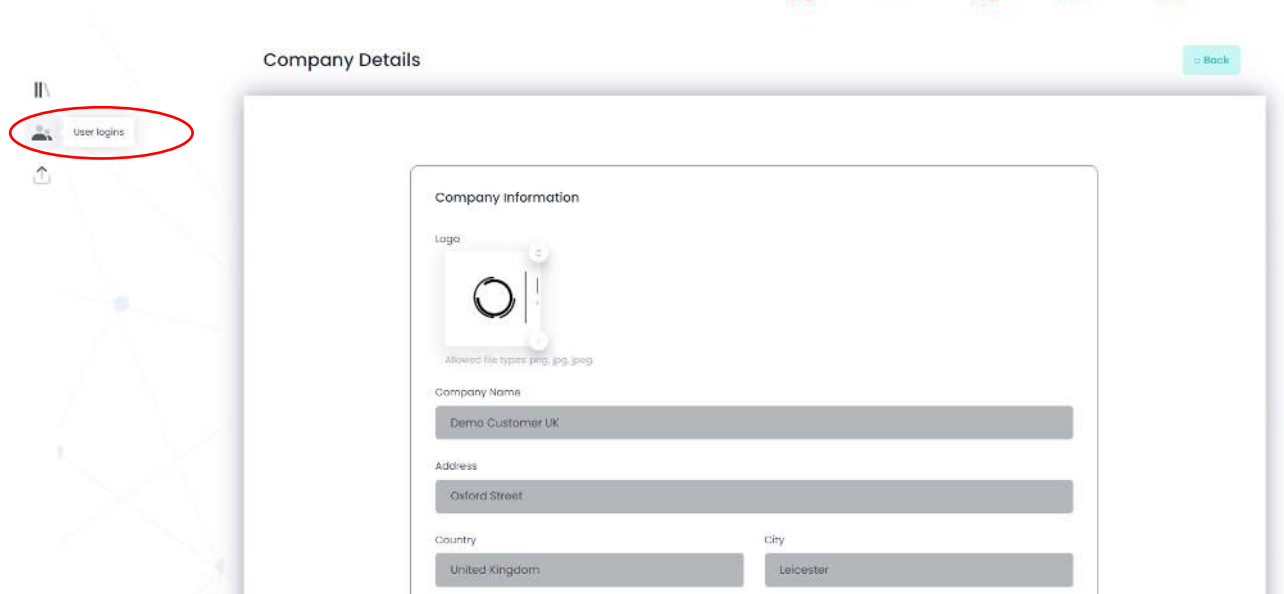
THEN ENTER THE 6-DIGIT CODE YOU

Cancel Verify

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'




Company Details

[Back](#)


User logins

Company Information

Logo



Allowed file types: png, jpg, jpeg

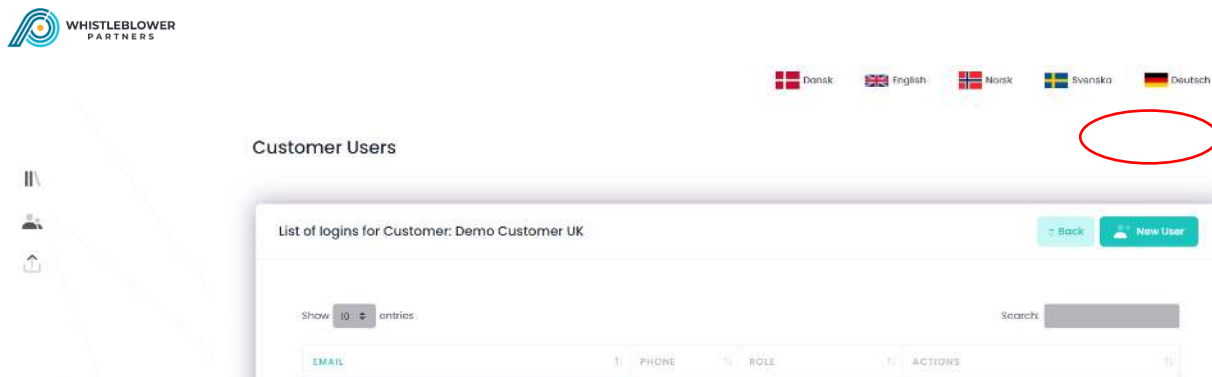
Company Name

Address

Country

City

Then click on 'New user' in the upper right corner:



Customer Users

[Back](#) [New User](#)

List of logins for Customer: Demo Customer UK

Show 10 entries

Search

EMAIL	PHONE	ROLE	ACTIONS

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.

Create new customer login

[Back](#)

New Login for Demo Customer UK

Email

Phone

Not required for whistleblowers

UserRole

Case Manager

Create

Creating a profile for the reporter/whistleblower

Press 'New user' in the same way as when you created the case manager.



Customer Users

List of logins for Customer: Demo Customer UK

[Back](#) [New User](#)

Show 10 entries

Search

EMAIL	PHONE	ROLE	ACTIONS

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.

Create new customer login

[Back](#)

New Login for Demo Customer UK

Email

Password

UserRole

Whistleblower

Create

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.

Create new customer login

[Back](#)

New Login for Demo Customer UK

Email

Phone

Not required for whistleblowers

UserRole

CustomerAdmin

Create

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

If 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.

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Customer Users

List of logins for Customer: Demo Customer UK

Show 10 entries Search

EMAIL	PHONE	ROLE	ACTIONS
customer@democustomer.dk		CustomerAdmin	Change Phone Number
custowdqxmmer@democustomer.dk		Whistleblower	Delete login

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

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

Customer Users

List of logins for Customer: Demo Customer UK

Back New User

Show 10 entries Search:

EMAIL	PHONE	ROLE	ACTIONS
customer@democustomer.dk		CustomerAdmin	Change Phone number

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

Customer Users

List of logins for Customer: Demo Customer UK

Back New User

Show 10 entries Search:

EMAIL	PHONE	ROLE	ACTIONS
customer@democustomer.dk		CustomerAdmin	Change Phone number
customer@democustomer.dk		CustomerAdmin	Change Phone number
jeshan.dk@gmail.dk		CustomerAdmin	Change Phone number

Update phone for customer@democustomer.dk

New Phone

Cancel Save

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

Sign In Here

Enter your details to login to your account :

Email

Password

[Forgot Password?](#)

Sign In

[Click here to enter a conversation code](#)

Enter your email:

Forgotten Password ?

Enter your email to reset your password

Request

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

Reset password

Please reset your password by clicking [here](#)

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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'

Reset password.

Reset your password.

Email

Password

Confirm password

Reset

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

Sign In Here
Enter your details to login to your account:

Email

Password

[Forgot Password?](#)

Sign In

[Click here to enter a conversation code](#)

ENTER YOUR EMAIL AND
THE PASSWORD YOU