



**Guide to using the  
whistleblower system**

**CASE MANAGER**



**WHISTLEBLOWER  
PARTNERS**

# Case Manager tasks

## Support

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

## 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.

# 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](#)

Message powered by Whistlesoft.dk

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

**Confirm your account**  
Select your password below to get started

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.


THEN ENTER THE 6-DIGIT CODE YOU RECEIVE VIA SMS


[Cancel](#) [Verify](#)


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




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### Overview of filed whistle reports

Whistle Reports

List of Reports

Show 10 entries

Search:

ID	TITLE	DATE OF CREATION	ACTIONS
J00BCFH5AQ	Test 2 for demo	06-09-2021 14:10:11	

Showing 1 to 1 of 1 entries

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## The next time you log in

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

The screenshot displays the login interface for the Nordic Whistle portal. It is divided into two main sections: 'Sign In Here' and '2-factor login'.

**Sign In Here:** This section prompts the user to 'Enter your details to login to your account :'. It features two input fields: 'Email' and 'Password'. A green-bordered box highlights these fields with the text 'ENTER YOUR EMAIL AND THE PASSWORD YOU CREATED'. Below the password field is a link for 'Forgot Password?'. A teal 'Sign In' button is positioned below the inputs, with a link 'Click here to enter a conversation code' underneath it.

**2-factor login:** This section informs the user 'We have sent you an SMS with your one-time passcode'. A message states 'The code will expire in 15 minutes. After that the code will no longer be valid.' Below this, a large grey input field is provided for the passcode. A green-bordered box highlights this field with the text 'THEN ENTER THE 6-DIGIT CODE YOU RECEIVE VIA SMS'. At the bottom of this section are 'Cancel' and 'Verify' buttons, with 'Verify' being a teal button.


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.

## Overview of filed whistle reports

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List of Reports

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J00BCFH5AQ	Test 2 for demo	06-09-2021 14:10:11	

Showing 1 to 1 of 1 entries

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Next

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'.

## Conversation

[illegible]

Low

Can't say

Comment

IsFinalized

☒

Save Changes

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

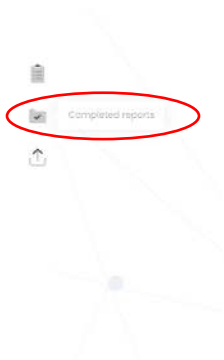
The case can now be found under 'Closed reports' in the menu on the left of the main page.

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

Submit Reply



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## Overview of completed Reports

List of completed Reports

Show  entries

Search:

ID	TITLE	DATE OF CREATION	ACTIONS
JLYQVQ5S08	Test for UK user guide	06-09-2021 12:01:59	

Showing 1 to 1 of 1 entries

Previous **1** Next

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



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## Overview of completed Reports

List of completed Reports

Show  entries

Search:

ID	TITLE	DATE OF CREATION	ACTIONS
LXAE2FAESZ		09-12-2020 10:00:52	

Showing 1 to 1 of 1 entries

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



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Are you sure?

You are about to delete this permanently.  
None of the data can ever be restored.

Yes I am sure

No, do not delete this

## 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

ENTER YOUR EMAIL AND  
THE PASSWORD YOU  
CREATED

[Forgot Password?](#)

Sign In

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