MyBusiness Customer User Manual

TOPICS:

1) Log in
2) Tickets and communication
3) Tags
4) Documents
5) User administration
6) Support and customer service for MyBusiness

Log in to MyBusiness

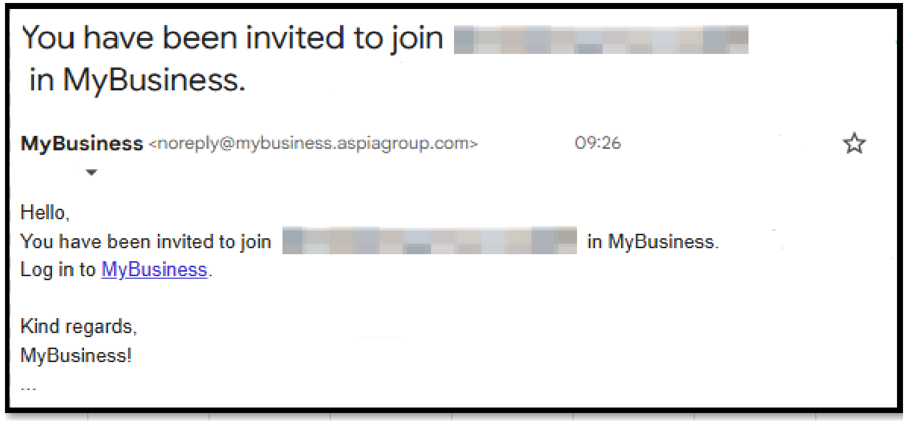
When you are created as a user in MyBusiness, the system will send you an invitation link by email. Click the link and follow the steps to activate your user account and log in.

When logging in for the first time, you will need to verify your identity using multi-factor authentication (MFA). You may also choose SMS verification.

For security reasons, you may be asked to verify your identity again during subsequent logins if the system detects unusual activity or if required by your organization.

Log in to MyBusiness

1. This is what the email containing the invitation link looks like. It is sent from the following email address: noreply@MyBusiness.aspiagroup.com


You have been invited to join [redacted] in MyBusiness.

MyBusiness <noreply@mybusiness.aspiagroup.com> 09:26

Hello,
You have been invited to join [redacted] in MyBusiness.
Log in to MyBusiness.

Kind regards,
MyBusiness!
...

2. The text "MyBusiness" contains the invitation link. Click on it.

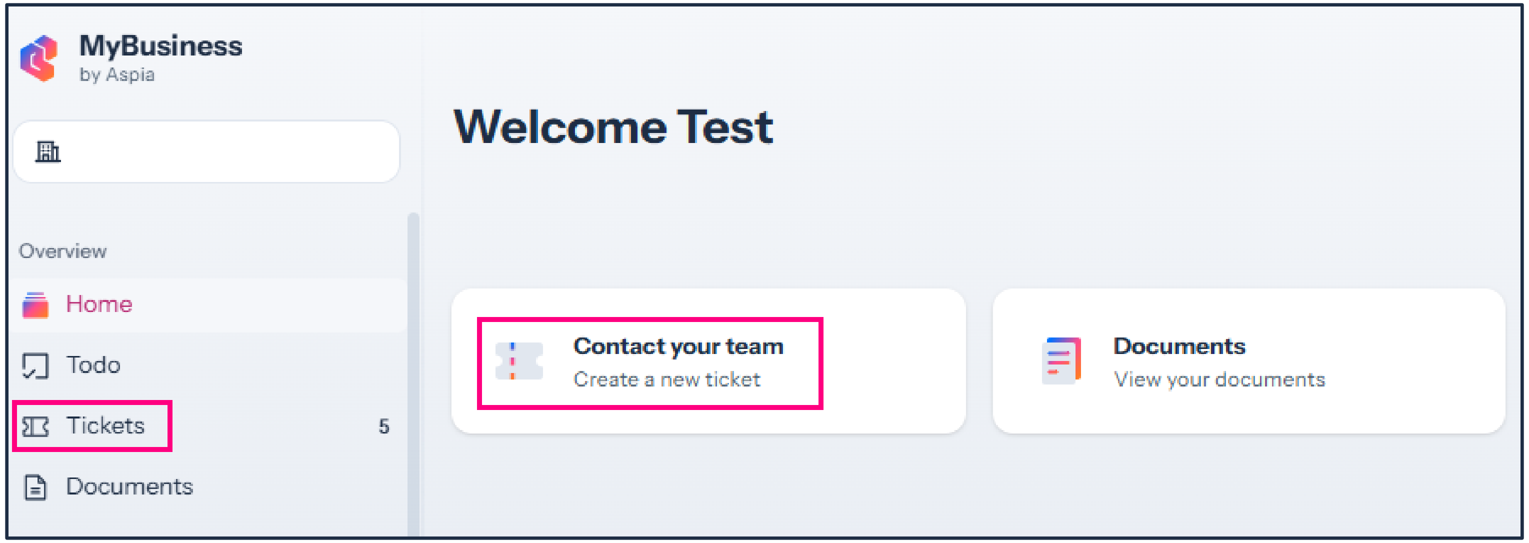
3. Verify your email address and follow the instructions to activate your account. Enter your first name, last name, and mobile number. Read the Terms of Use and confirm that you have read and accepted them.
If you are using an authenticator app, open the app and retrieve your MFA code. If you have selected SMS, you will receive a text message containing a one-time code. To use a password, you must enable multi-factor authentication (MFA). You will receive an email with further information when you create your password.

For more detailed instructions on activating your account, please see here:
How to set up your login in MyBusiness | Aspia

Once you are logged in, you can start communicating with your Aspia team.

4. *Please note: For a period of time, you may see emails and certain pages containing information about Swedish support as well. This information will be phased out. Norwegian users have a dedicated support team for technical questions regarding MyBusiness. You will find the contact information on the last page.*

How to communicate with your Aspia team



In MyBusiness, you communicate with your Aspia team by creating a ticket. You can do this either by clicking “Contact your team” or by selecting “Tickets” and creating a new ticket.

(This means you don’t need to write an email. You contact your team directly through the portal by creating a ticket, and you can view the status and progress of your ticket at any time.)

How to create and submit a ticket

After selecting "Contact your team" or clicking "Tickets", you will be taken to the page for creating a new ticket. Select "New ticket" and then fill in the required fields.

1. **Select one option under "Send to".** The options represent the services you have with Aspia, such as Payroll, Accounting or HR.

2. **Add colleagues:** You can add colleagues from your company who should view and/or participate in the ticket. Only colleagues who have access to MyBusiness can be selected. Please double-check that you have selected the correct colleague. This is especially important in tickets containing personal or sensitive information.

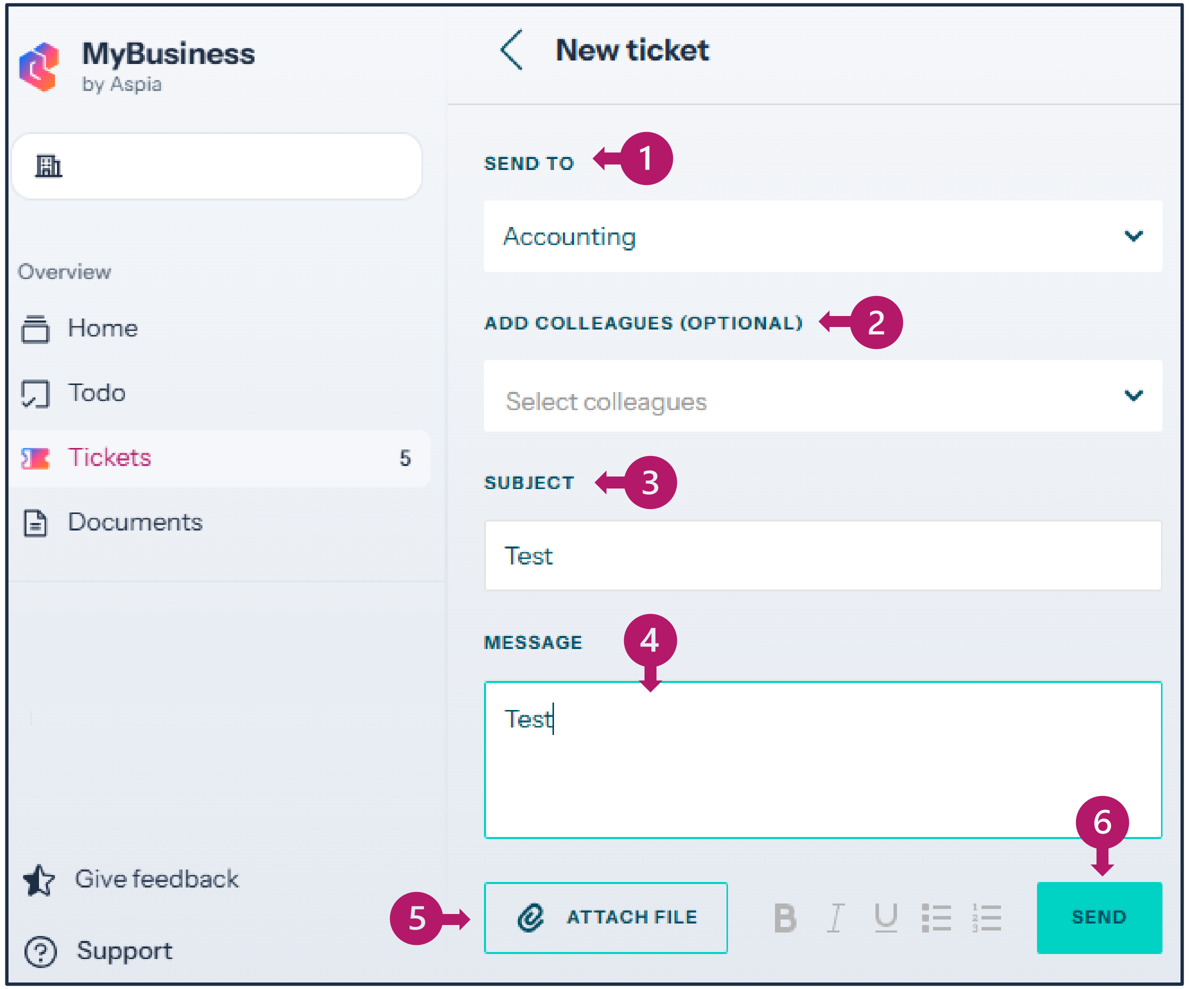
3. **Subject:** What is your inquiry?

4. **Message:** Describe how we can help you. The more details you provide, the better.

5. ***Attach file:** You may choose to attach a file. The file will be stored in the document archive.

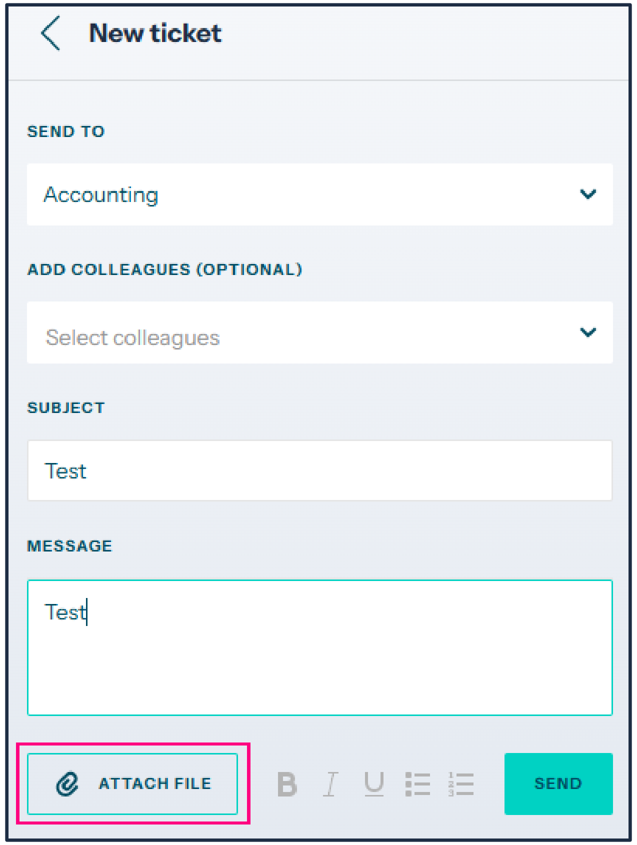
6. **Send:** Finally, click "Send" to submit the ticket to your Aspia team.

**Read about how to upload files on the next page.*

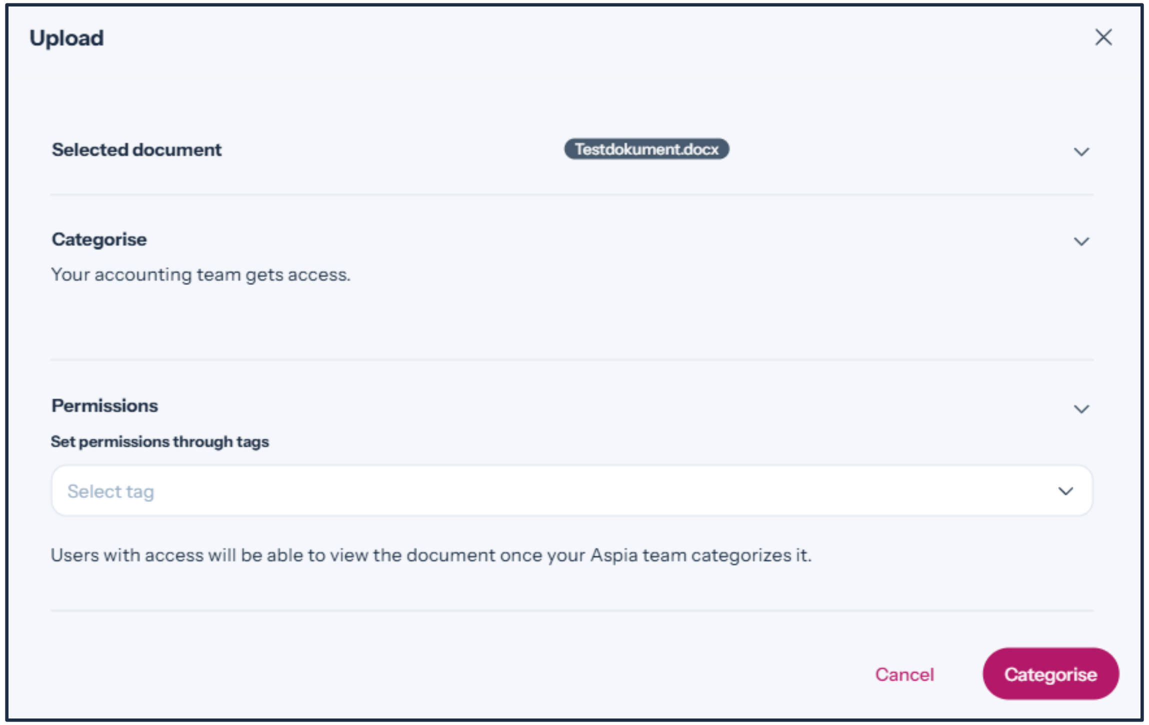


Upload a file

1 **Ticket:** Attach a file when creating a ticket. You can upload the file from your computer or from the document archive in MyBusiness. Supported file formats include PDF, Word and Excel.



2 **Categorization:** Payroll documentation is categorized during upload. Files related to other services will be categorized by your Aspia team.
Permissions: Select the tag that is appropriate for the file. Read more about tags on the next page.



3 **Document archive:** Files attached to a ticket are automatically stored in the document archive called “Documents”. You can also upload files directly to the archive. However, we recommend always creating a ticket so you can communicate the purpose of the file and its content. More information about documents can be found on page 10.

File access management using tags

Tags – security: In MyBusiness, the Aspia team can create tags to control who has access to different files. Only users associated with the specific tag can view files marked with the same tag.

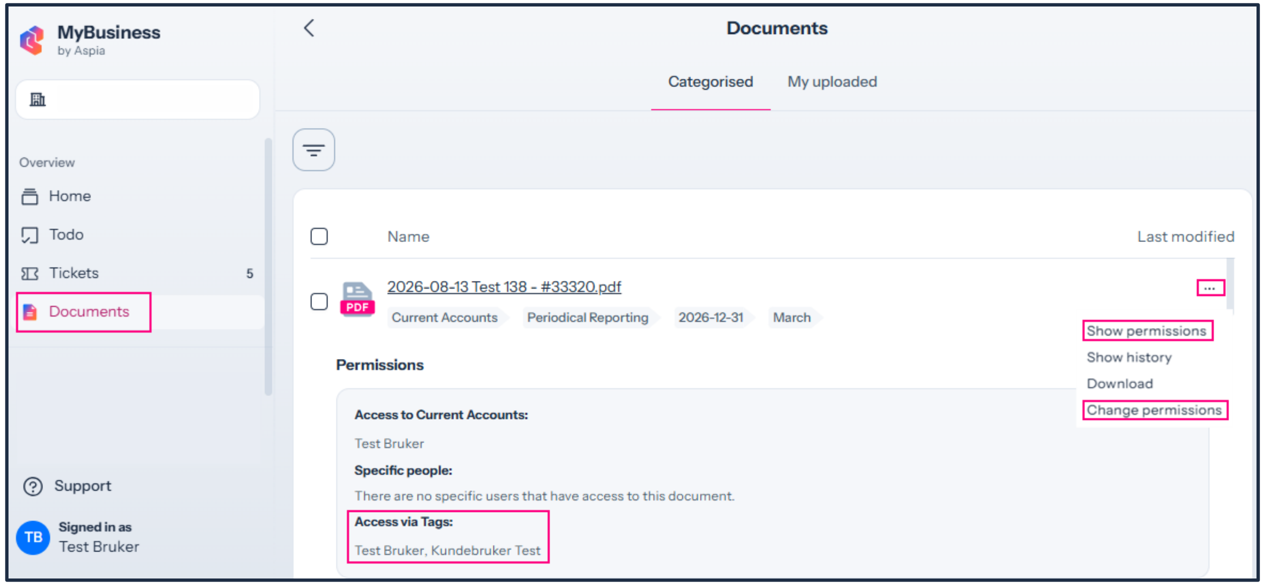
Examples of tags include "Payroll for approval", "Payroll Report for Accounting", "Team Oslo" or "Team Trondheim".

Tags are assigned to relevant users, ensuring that each user only has access to the files they need to see. A user may have multiple tags if access to several types of files is required.

Discuss with your Aspia team which tags are relevant for your company and which users should be connected to the various tags.

Permissions:
Under "Documents", you can view who has access to different files and modify access rights.

- Click "View permissions" to see which users have access to a file through the selected tags.
- Click "Change permissions" to modify access through tags. Add or remove tags and save the changes. The "View permissions" section will then update with the users connected to the selected tags.



Ticket overview

1 Click on “Tickets” to view the message threads.

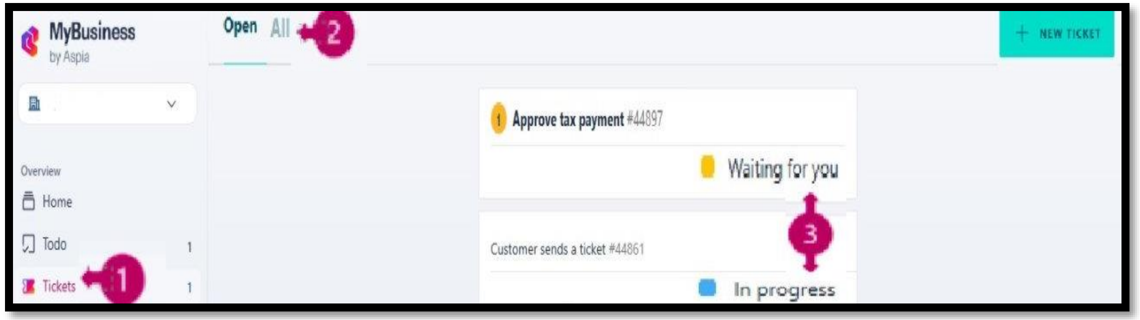
2 This includes both the tickets you have created and those shared with you.

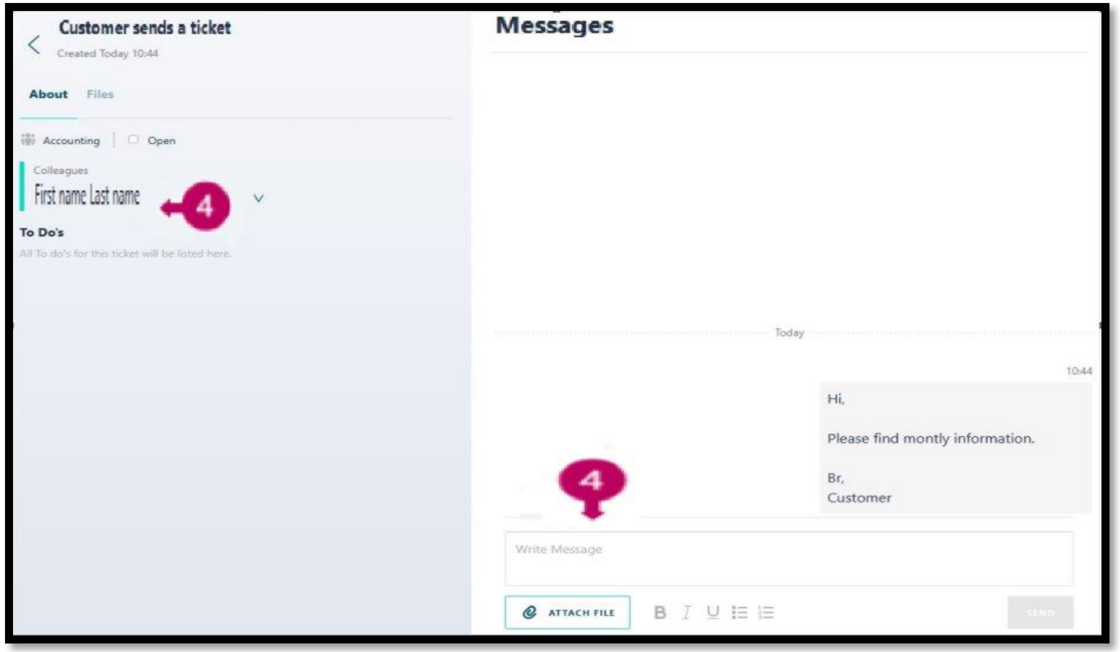
3 Ticket status:

- **Waiting for you:** Action is required from you.
- **In progress:** The Aspia team is working on the ticket.

Select a ticket to view the full message thread.

4 Here you can reply, attach additional files, and add more colleagues to the case if needed.





Whenever the Aspia team updates your ticket, you will receive notifications in MyBusiness and by email.

Communication from Aspia

The Aspia team may contact you through “Tickets”, either by creating a new ticket or by responding to an existing one. Whenever you receive a new message or update, you will receive an email notification containing a link directly to the ticket in MyBusiness.

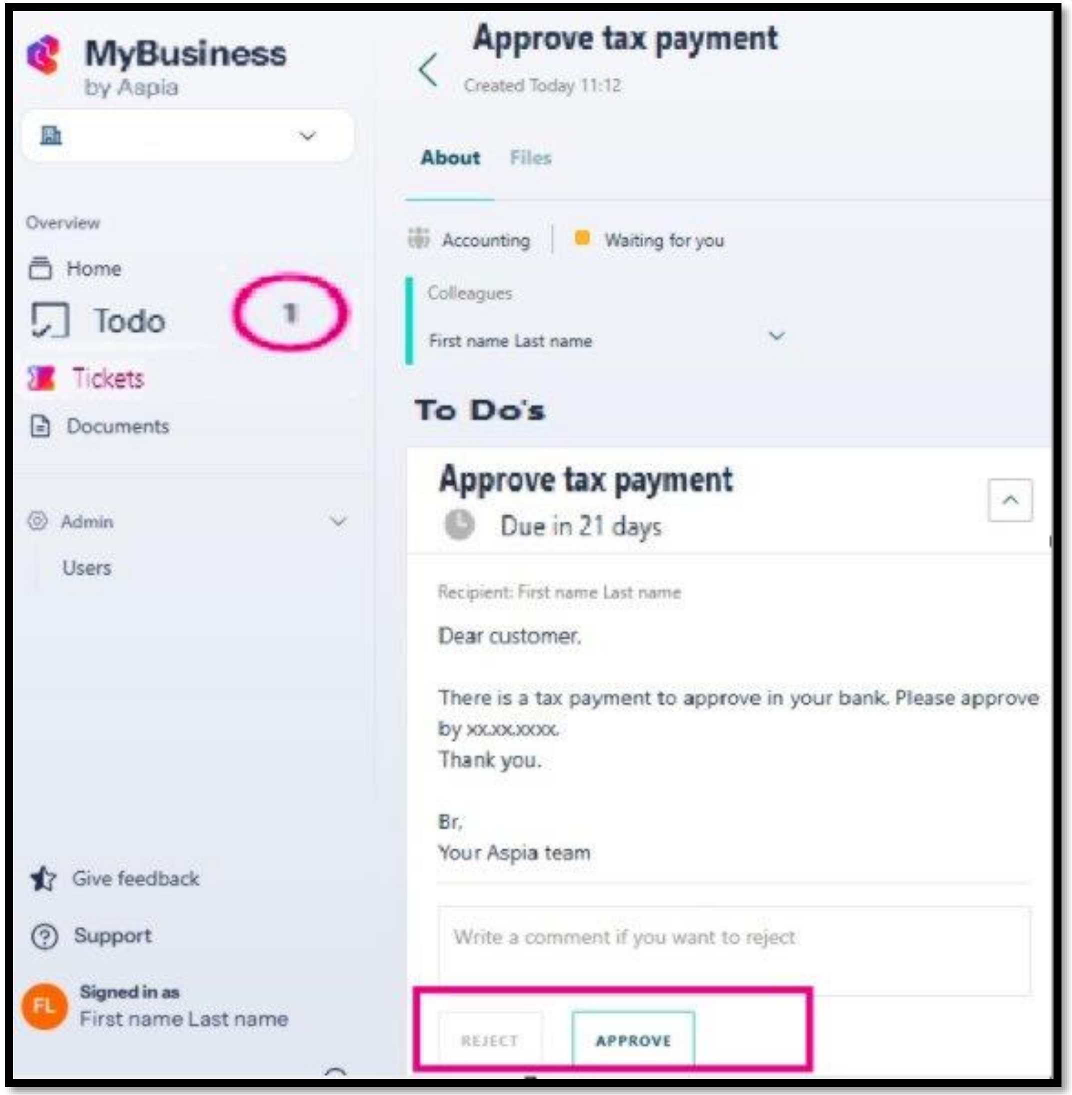
Types of tickets: A ticket can be a simple message or a question, but it may also require action from you before a specific deadline.

If a ticket has a deadline, a number will appear next to the “To-do”. The ticket will still be available under “Tickets”, but the number on “To-do” indicates that something requires your attention.

Open the ticket to see what needs to be done. You can, for example:

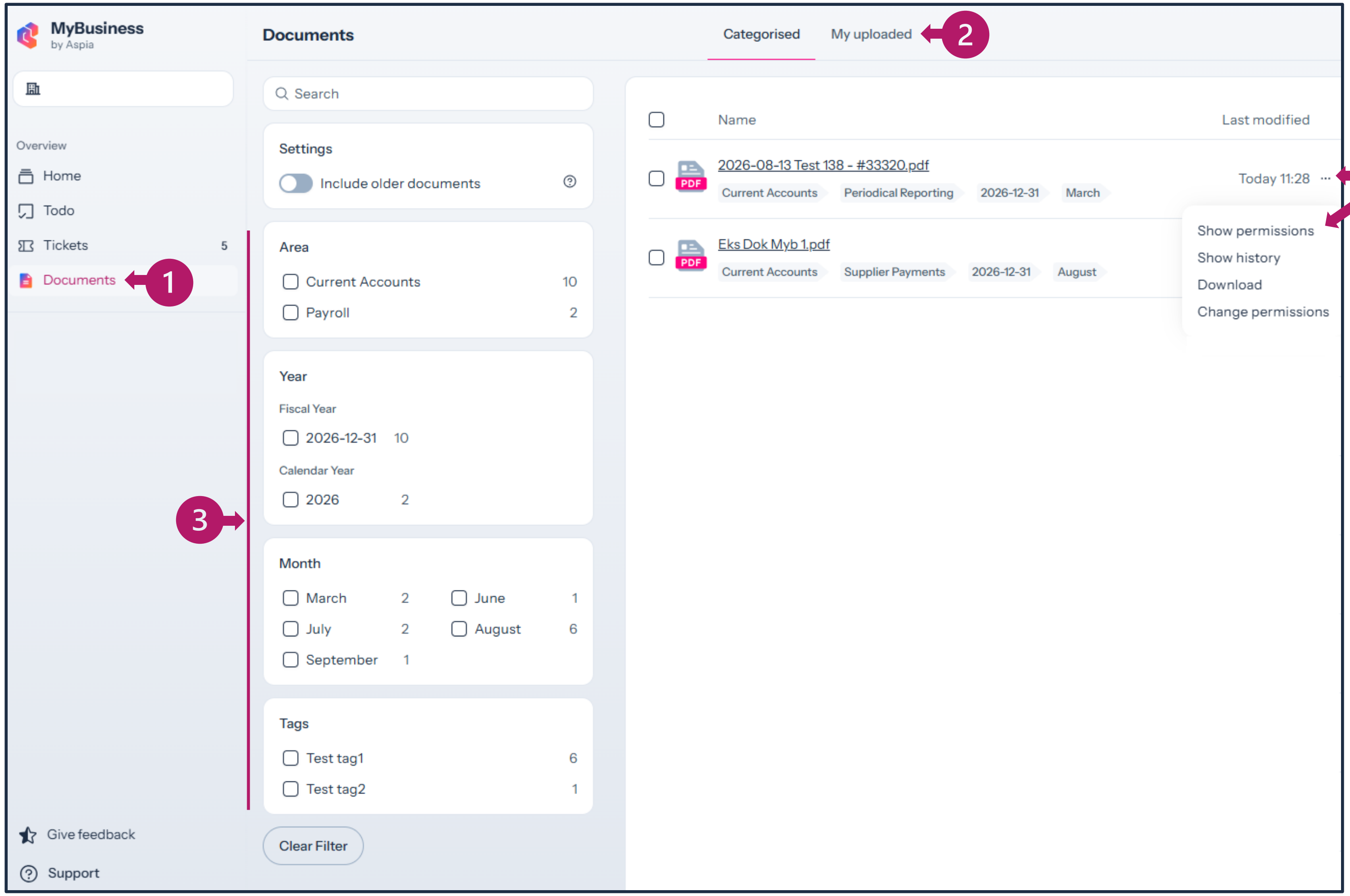
- Add a comment
- Reject the task if something is incorrect
- Approve the task

When you approve a task, the to-do count is updated automatically. If you reject a task, the Aspia team must review and follow up, and may send a new ticket for approval.



Documents

1. You can view files you have access to under "Documents".
2. My uploads provides an overview of the files you have uploaded.
3. Filtering: In the document overview, you can filter by area, year, month, tags and more.
4. *Click the three dots to view permissions, history, download the file or change permissions.



* Information about access management using tags can be found on page 7.

User administration

Users in MyBusiness are created by the Aspia team in collaboration with your company or by users with the Administrator role.

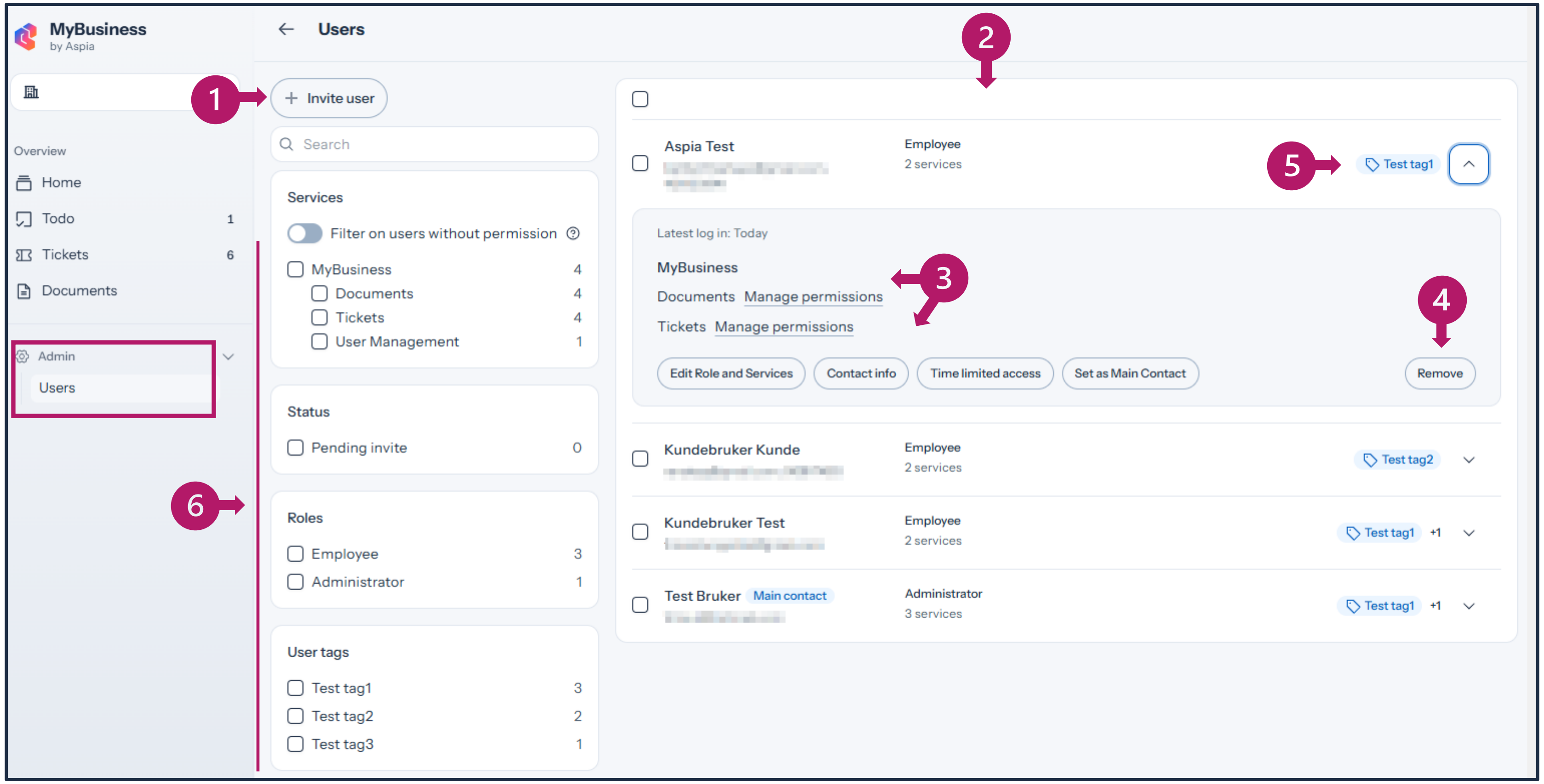
In the "Users" menu, Administrators can for example:

1. Invite new users
2. View an overview of all users
3. Change roles and permissions
4. Remove users
5. See which tags the user has
6. Filter users based on different criteria

Permissions:
Administrators can view all users with access and invite new users. We recommend doing this in consultation with your Aspia team so that new users receive access only to the areas and documents they need.

The tags assigned to different users are configured together with your Aspia team.

Regardless of the role, all users will always have access to tickets and documents that are shared with them.



Invite a new user

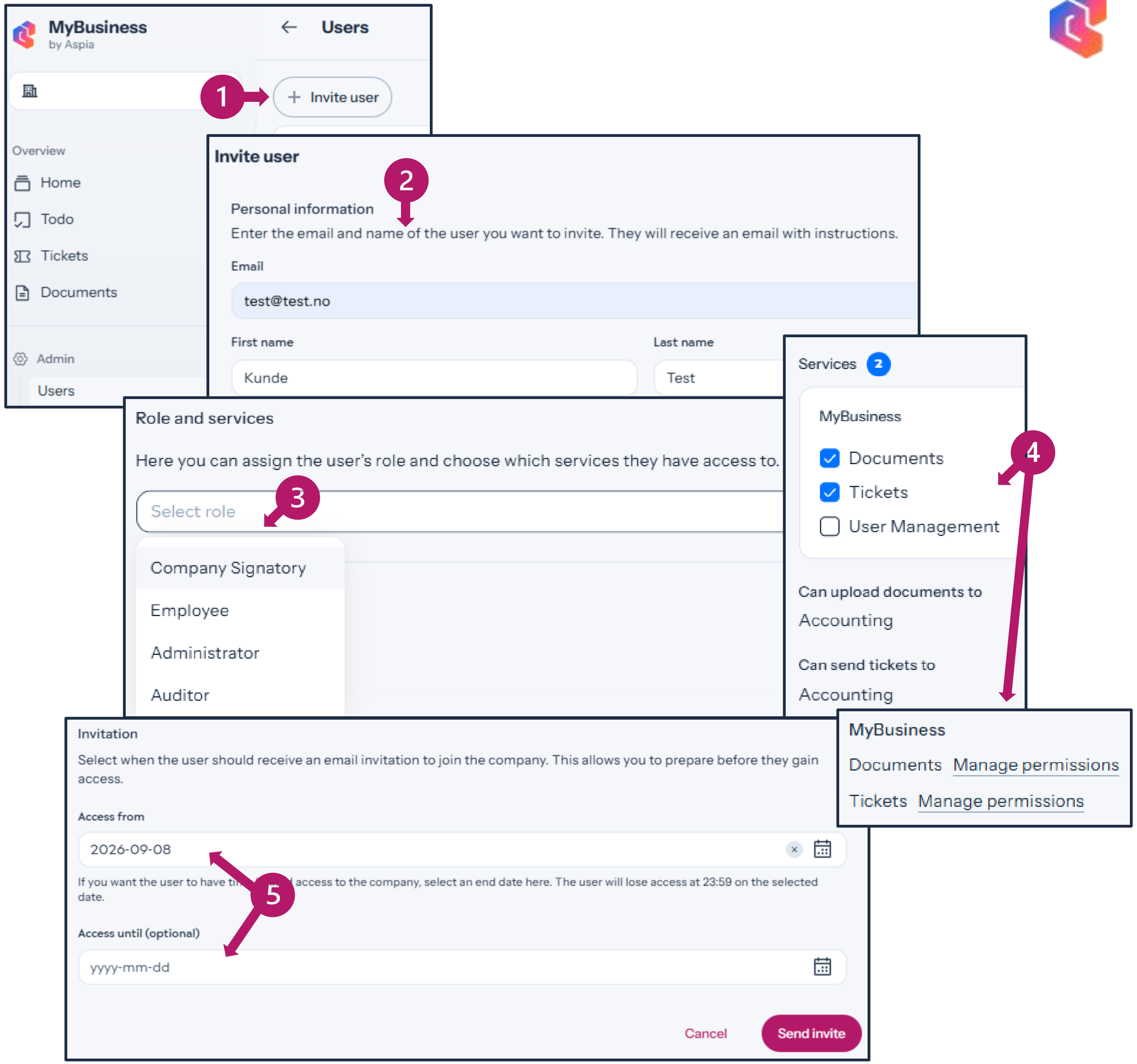
1. Click "Users" and then "Invite user".

2. **Personal information:** Enter Email, First Name, Last Name and then click "Continue".

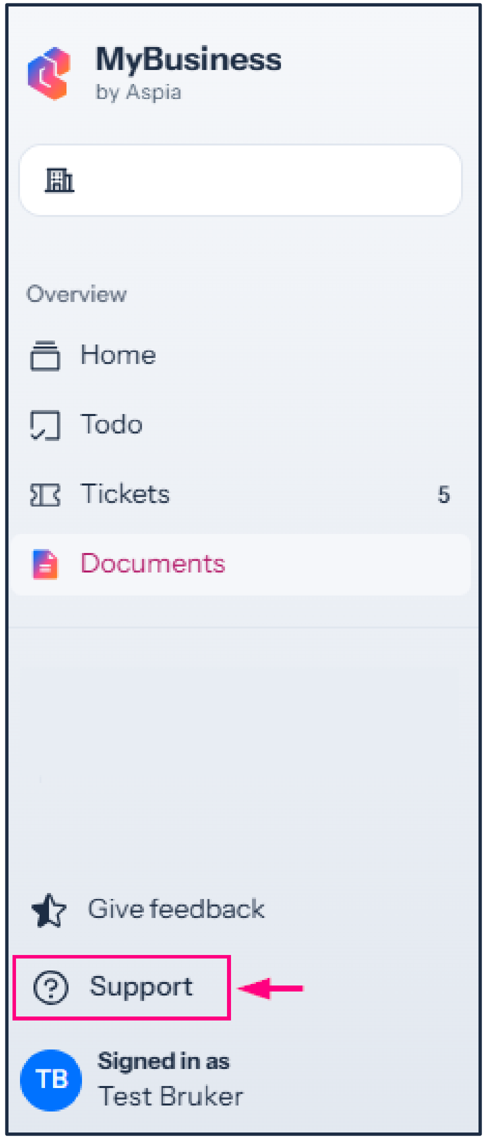
3. **Select the correct role:**
   Administrator: Can create and maintain users. For increased security and better control, we recommend limiting the number of Administrators.
   Employee: For employees who should not have the Administrator role and are not authorized signatories.
   Auditor: Auditors can be created as users to securely view and share files in cases. We recommend limiting access to a specific period.
   Company Signatory: Users who are legally authorized to sign on behalf of the company according to the Norwegian Register of Business Enterprises (Brønnøysund Register Centre).

4. **Permissions:** Select access to "Tickets" and/or "Documents". In most cases, access to both is appropriate. User administration should only be granted to Administrators. After the invitation has been sent, you can adjust which areas the user may upload files to and who they can send tickets to from the user overview.

5. **Date:** Enter the date from which the user should have access. If the start date is left blank, the invitation is sent immediately when you click "Send invitation".



Support and customer service for MyBusiness



MyBusiness customer support can be reached by email or phone:

Email: kundesupport@aspia.no

Phone: +47 33 22 10 10

Customer support can assist with technical questions such as login issues, file uploads and similar matters.

You will find the “Support” button in the lower left corner inside MyBusiness.

We are happy to help!☺

Useful links:

MyBusiness login

This manual is also available on Aspia’s website. Click the link below and then select “MyBusiness: User Manual – English”.

Aspia website