

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.

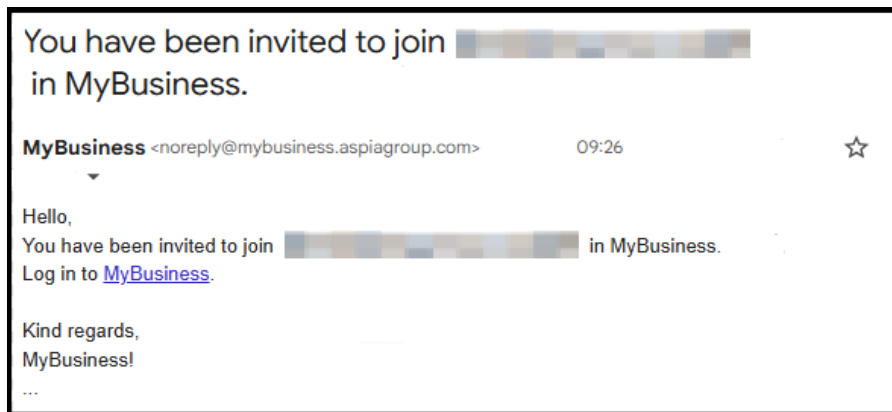
When logging in for the first time, you will need to verify your identity using multi-factor authentication (MFA). You may also choose SMS verification.

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



The text “[MyBusiness](#)” contains the invitation link. Click on it.

2

- 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.

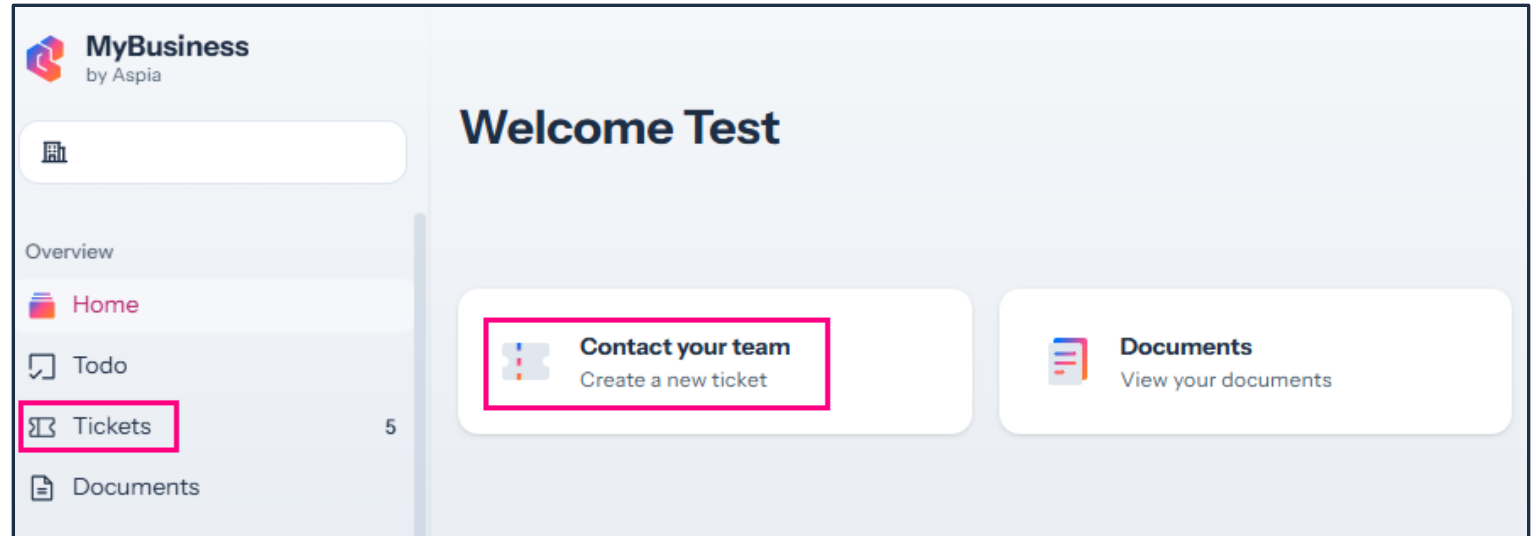
For more detailed instructions on activating your account, please see here:

[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.

+ NEW TICKET

- 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.*

The screenshot shows the 'MyBusiness by Aspia' interface for creating a new ticket. The left sidebar contains navigation links: Overview, Home, Todo, Tickets (highlighted with a red circle 5), and Documents. The main content area is titled 'New ticket' and contains the following fields:

- SEND TO** (Callout 1): A dropdown menu with 'Accounting' selected.
- ADD COLLEAGUES (OPTIONAL)** (Callout 2): A dropdown menu with 'Select colleagues' selected.
- SUBJECT** (Callout 3): A text input field containing 'Test'.
- MESSAGE** (Callout 4): A large text area containing 'Test'.
- ATTACH FILE** (Callout 5): A button with a paperclip icon.
- SEND** (Callout 6): A red button to submit the ticket.

At the bottom of the sidebar, there are links for 'Give feedback' and 'Support'.

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.

New ticket

SEND TO

Accounting

ADD COLLEAGUES (OPTIONAL)

Select colleagues

SUBJECT

Test

MESSAGE

Test

ATTACH FILE **SEND**

- 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.

Upload

Selected document Testdokument.docx

Categorise Your accounting team gets access.

Permissions Set permissions through tags

Select tag

Users with access will be able to view the document once your Aspia team categorizes it.

Category

- 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”.

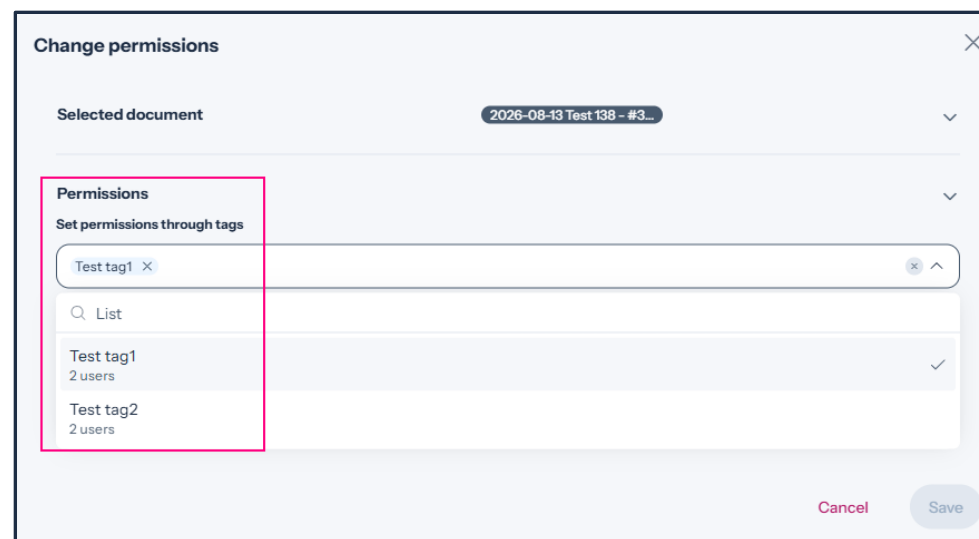
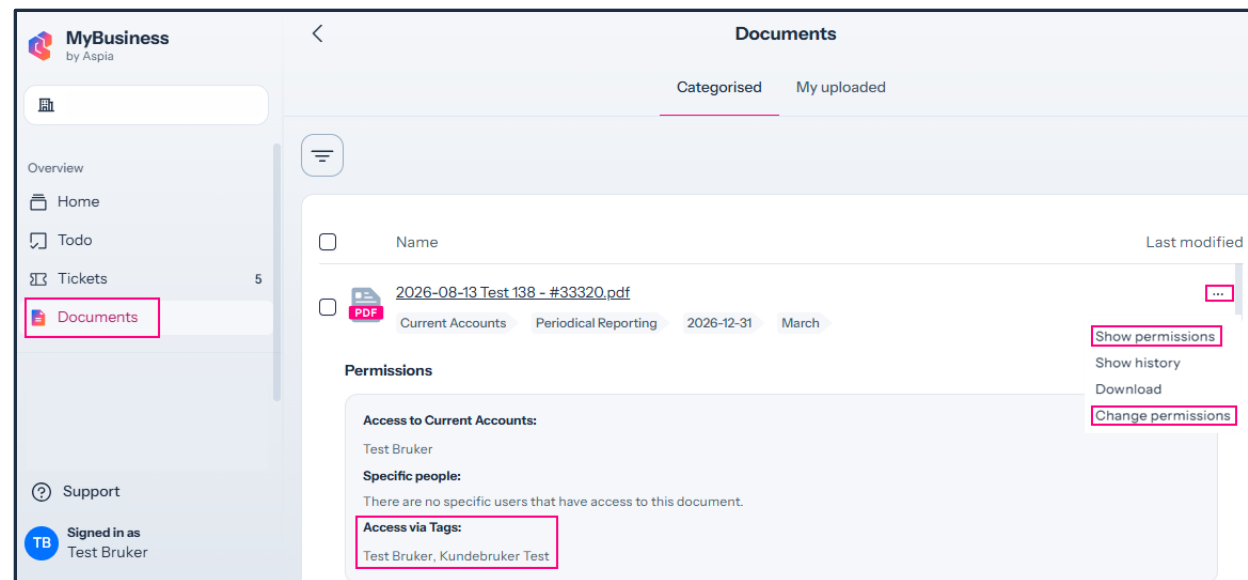
Tags are assigned to relevant users, ensuring that each user only has access to the files they need to see. A user may have multiple tags if access to several types of files is required.

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.



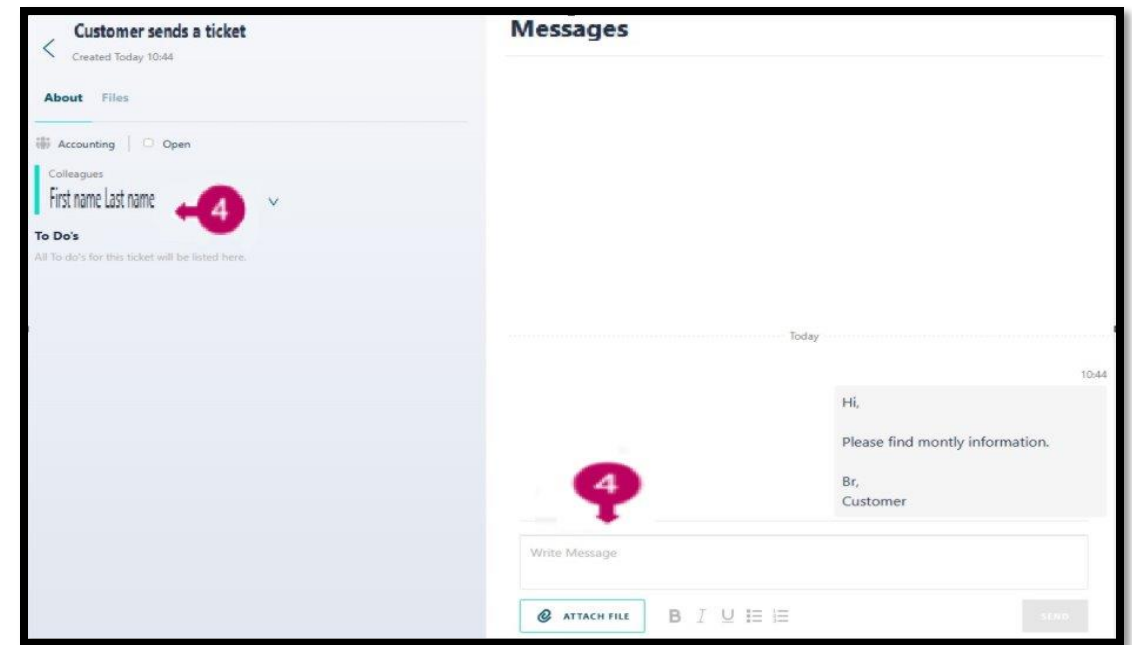
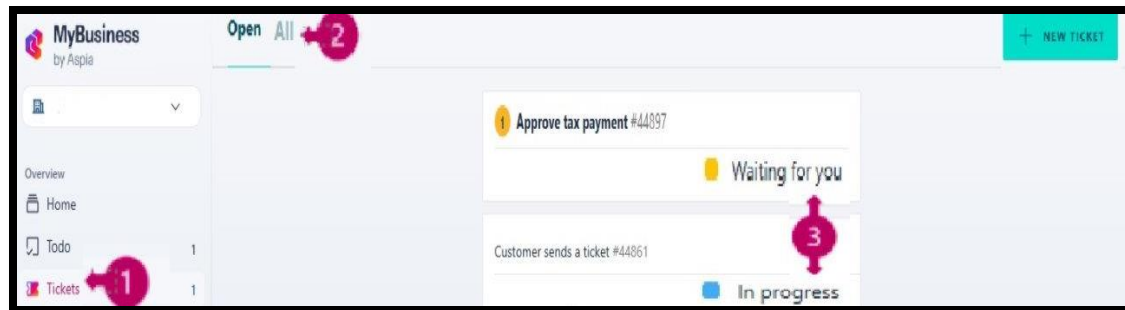


Ticket overview

- 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.

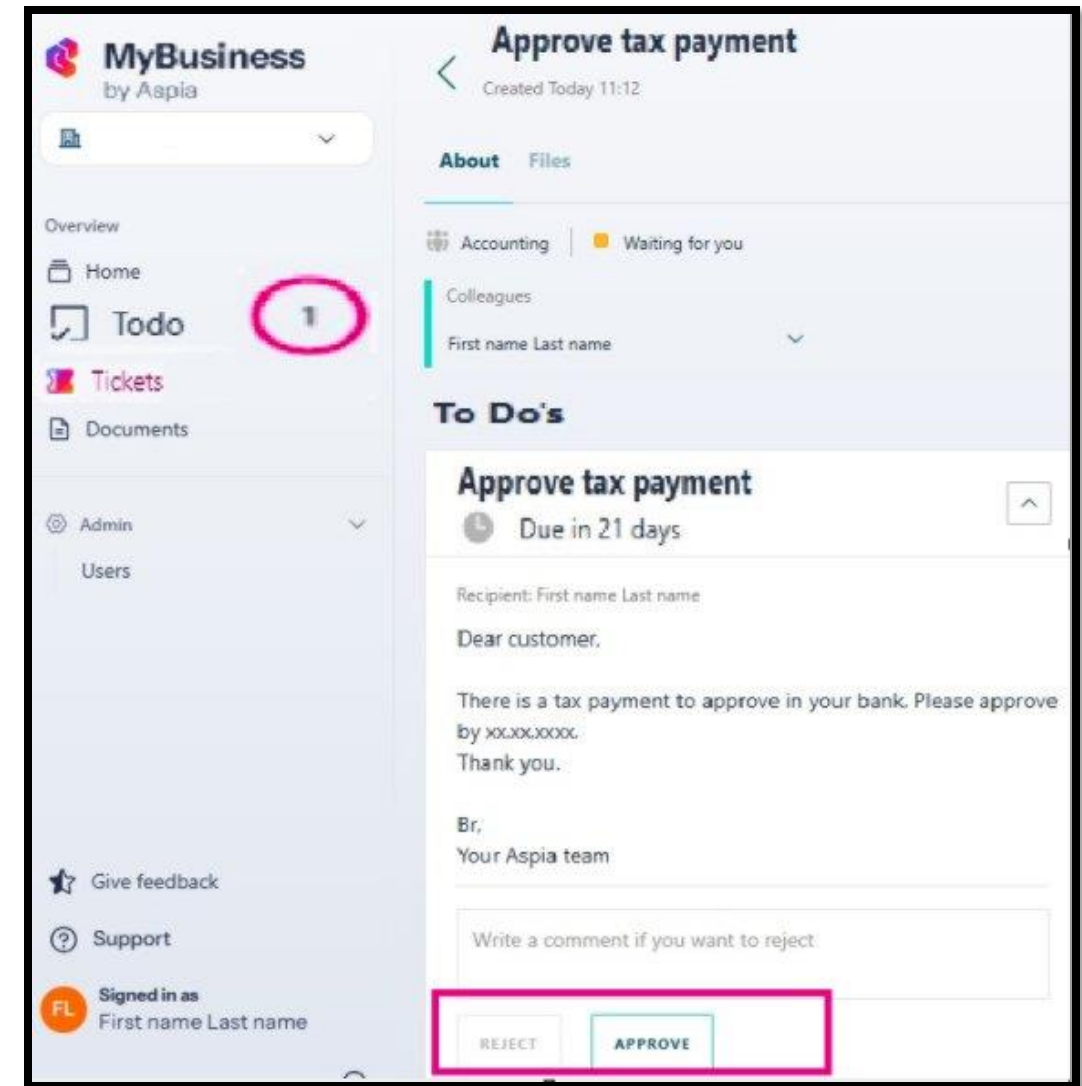
Types of tickets: A ticket can be a simple message or a question, but it may also require action from you before a specific deadline.

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.

The screenshot shows the 'MyBusiness by Aspia' interface. The left sidebar contains navigation links: Overview, Home, Todo, Tickets (5), and Documents (1). The main content area is titled 'Documents' and has two tabs: 'Categorised' and 'My uploaded' (2). Below the tabs is a search bar and a 'Settings' section with a toggle for 'Include older documents'. There are three filter sections: 'Area' (Current Accounts: 10, Payroll: 2), 'Year' (Fiscal Year: 2026-12-31: 10, Calendar Year: 2026: 2), and 'Month' (March: 2, July: 2, September: 1, June: 1, August: 6). A 'Tags' section shows 'Test tag1' (6) and 'Test tag2' (1). A 'Clear Filter' button is at the bottom. The document list on the right shows two items: '2026-08-13 Test 138 - #33320.pdf' (last modified Today 11:28) and 'Eks Dok Myb 1.pdf'. A context menu (4) is open for the second document, showing options: Show permissions, Show history, Download, and Change permissions.

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.

The screenshot shows the 'Users' management page in the MyBusiness interface. The left sidebar contains navigation links: Overview, Home, Todo, Tickets, Documents, Admin, and Users. The main content area is titled 'Users' and includes a search bar, a list of services (MyBusiness, Documents, Tickets, User Management), a status filter (Pending invite), a roles filter (Employee, Administrator), and a user tags filter (Test tag1, Test tag2, Test tag3). The main list displays user details, including name, role, services, and tags. Callouts 1-6 highlight specific features: 1. Invite user button; 2. Overview of all users; 3. Manage permissions link; 4. Remove button; 5. Test tag1 dropdown; 6. Filter users based on different criteria.

User	Role	Services	Tags
Aspia Test	Employee	2 services	Test tag1
Kundebruker Kunde	Employee	2 services	Test tag2
Kundebruker Test	Employee	2 services	Test tag1 +1
Test Bruker	Administrator	3 services	Test tag1 +1

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”.

The screenshot illustrates the 'Invite user' process in the MyBusiness system. It shows a sequence of steps: 1. Clicking the 'Invite user' button in the 'Users' section. 2. Entering personal information (Email, First name, Last name) in the 'Invite user' form. 3. Selecting a role from the 'Role and services' dropdown menu. 4. Selecting permissions (Documents, Tickets, User Management) in the 'Services' section. 5. Setting the 'Access from' date in the 'Invitation' section. The interface includes a sidebar with navigation options (Overview, Home, Todo, Tickets, Documents, Admin, Users) and a main content area with various input fields and buttons. The 'Send invite' button is highlighted in red.

MyBusiness by Aspia

Users

1 + Invite user

Invite user

2 Personal information

Enter the email and name of the user you want to invite. They will receive an email with instructions.

Email

test@test.no

First name

Kunde

Last name

Test

Role and services

Here you can assign the user's role and choose which services they have access to.

3 Select role

Company Signatory

Employee

Administrator

Auditor

Services

2 MyBusiness

☒ Documents

☒ Tickets

☐ User Management

Can upload documents to Accounting

Can send tickets to Accounting

Invitation

Select when the user should receive an email invitation to join the company. This allows you to prepare before they gain access.

Access from

2026-09-08

If you want the user to have the access to the company, select an end date here. The user will lose access at 23:59 on the selected date.

Access until (optional)

yyyy-mm-dd

5

Cancel

Send invite

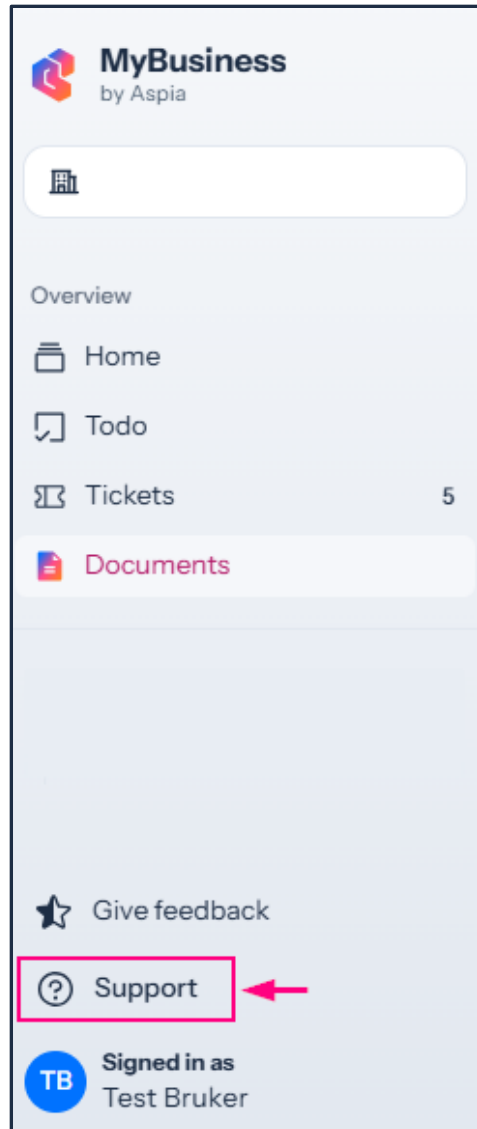
MyBusiness

Documents [Manage permissions](#)

Tickets [Manage permissions](#)



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](#)