

Client portal Vandaag manual for clients of ArboNed

**HEALTHY ENTRE-
PRENEURSHIP.
THAT'S WHAT
WE STAND FOR.**



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1. Introduction

Welcome to 'Vandaag', the online client portal for clients of ArboNed and ArboDuo.

From now on you will have 24-hour access to an overview of your employees' illness-related absence and all actions being undertaken to help your incapacitated employees to return to work. The portal provides a quick view report as well as the possibility of creating tailored reports.

The portal also provides news items, insight into invoices and a direct link to your contact at ArboNed.

Our user-friendly client portal can be accessed via the Internet. You determine whom within your management teams are given access and what authorisations they are granted. Naturally, all data is protected and the privacy of your employees is guaranteed.

This manual gives you step by step instructions on how to get started. Should you have any questions, please see our website for more information <https://www.arboned.nl/veelgestelde-vragen-vandaag-inloggen-en-beveiliging>



[Is your question not listed?](#)

For technical questions, please contact IT&Care via inloggen@itandcare.nl or via telephone number 030 299 67 77. For substantive questions, please contact your regular contact.

2. Software administrator IT&Care

As a client of ArboNed (or ArboDuo, part of ArboNed) you provide the data of your employees for absence management. Both employer and ArboNed use the software from the ICT company IT&Care (sister company of ArboNed) for this. The data is submitted to IT&Care via a connection with the reporting system of your absence insurer or via our employer portal "Vandaag".

Because IT&Care as "processor" processes personal data on your behalf as "data controller", agreements have to be made according to the applicable legislation (including the GDPR) about that processing. You therefore conclude a "data processing agreement" with IT&Care.

[Requirements of the Data Protection Authority \(Autoriteit Persoonsgegevens or AP in Dutch\)](#)

As the "data controller", you determine which data will be stored and which data will be processed by IT&Care for you. Therefore you agree in the data processing agreement with IT&Care that they will only forward data to your occupational health and safety service if there is an employee's sickness notice or care request. This is in accordance with the policy rules "the sick employee" of the Dutch Data Protection Authority (AP, April 2016).

[User licence agreement](#)

ArboNed has obtained a licence from IT&Care to make the employer portal Vandaag available to its customers. For this you have concluded a user license agreement with ArboNed. It describes the rights and obligations of you as a user of the employer portal.

[Privacy regulations](#)

The [IT&Care privacy regulations](#) describe the independent role and working method of IT&Care.

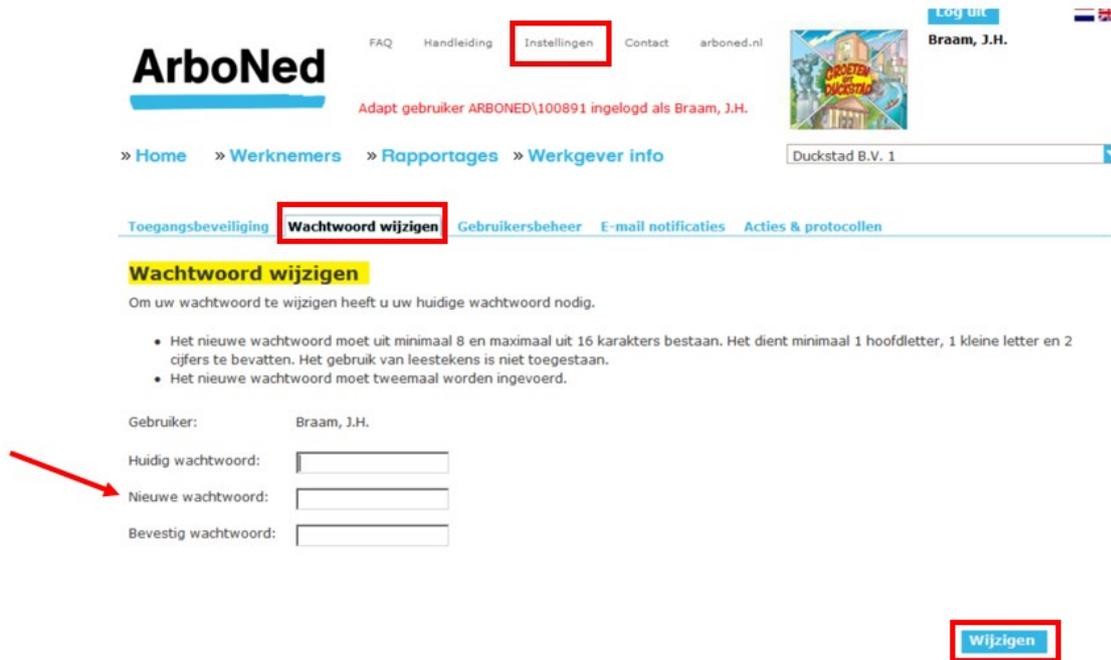
You can find more information about privacy and ArboNed on our [website](#).

3. Useraccount

3.1 Change password

We recommend you change your password regularly.

- Click Settings at the top of the client portal screen.
- Under the Change Password tab you can change your password.
- Specifications for a secure password are provided.
- Enter and confirm your new password
- Click "Change" to save the password



3.2 Request a new password

It could be that you have forgotten your password, in which case you can request a new password via the portal.

- Go to the log on screen.
- Click Request new password.
- Enter your user name and e-mail address*.
- Click Request.
- You will receive notification of your request for a new password.
- Shortly thereafter you will receive a message in your mail inbox.
- Follow the instructions in the message.

* Please make sure that there is no space before or after your email address. If you have saved your email address with a space before or after it, you will have to delete your account or have it deleted and have it re-entered by the administrator within your organisation. If no new account is created, the space will be saved and you will receive no email.

The screenshot shows the login page with the following fields: 'Gebruikersnaam' and 'Wachtwoord'. Below these fields is a button labeled 'Inloggen account'. At the bottom left, there is a button labeled '» Nieuw wachtwoord aanvragen' which is highlighted with a red border.

The screenshot shows the 'Nieuw wachtwoord aanvragen' page. It contains the following text: 'Om een nieuw wachtwoord aan te vragen, heeft u een geldige gebruikersnaam nodig. Deze is doorgaans gelijk aan uw e-mailadres. Uw e-mailadres vragen wij ter verificatie. Uw gebruikersnaam vergeten? Bel naar 030 - 299 67 77.' Below this text is a form with two input fields: 'Gebruikersnaam' and 'E-mailadres'. At the bottom of the form are two buttons: 'Annuleren' and 'Aanvragen'.

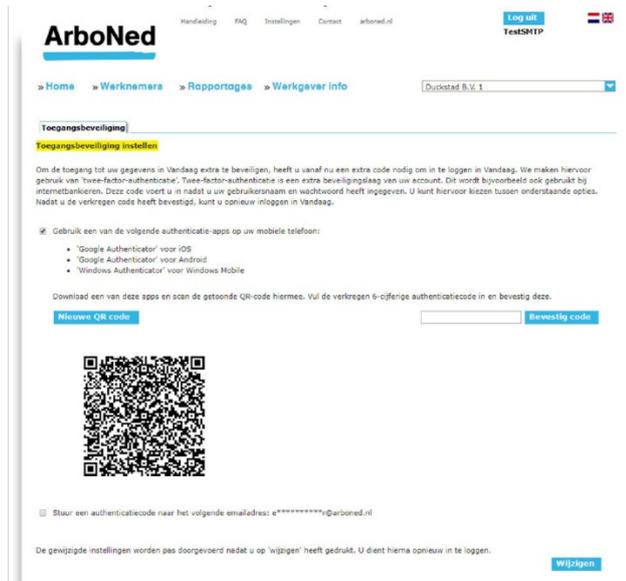
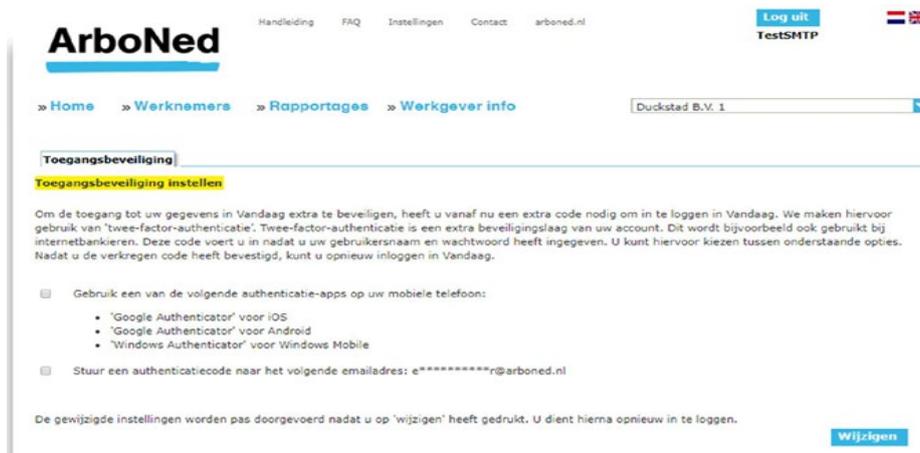
3.3 Two-factor authentication

3.3.1 Introduction

Our portal Vandaag contains privacy-sensitive personal data of your employees. This data must be sufficiently protected against unauthorized use. As a user of the portal Vandaag, ArboNed allows you to control security by making use of the so-called "two-factor authentication" (2FA). This means that when logging in, in addition to entering your usual username and password, you will receive an authentication code from IT & Care on your mobile phone or at the e-mail address that must be provided. Then you get access to Vandaag. In this instruction you can read how to set this 2FA on your Vandaag account.

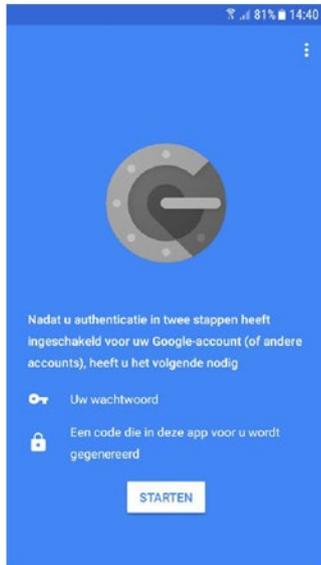
3.3.2 Setting 2FA user

When you log in for the first time, the screen for setting the 2FA will automatically appear after you have entered the user name and password.



In this example we use the Google Authenticator app. The other apps mentioned work in the same way.

After the Google Authenticator (Android) app has been downloaded and installed, you will see the following on your screen of your mobile device (1).

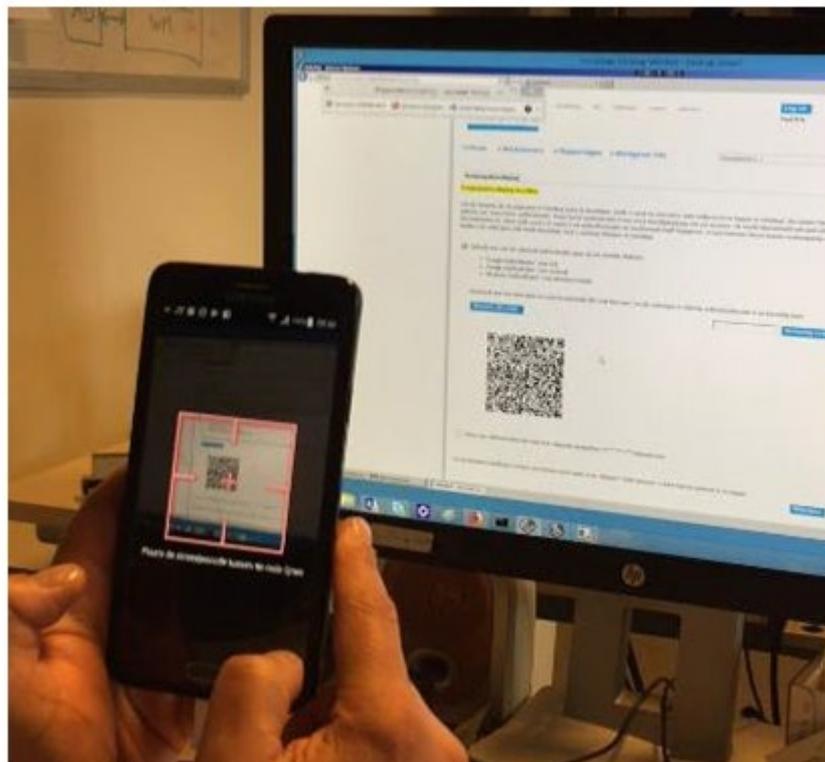


1.



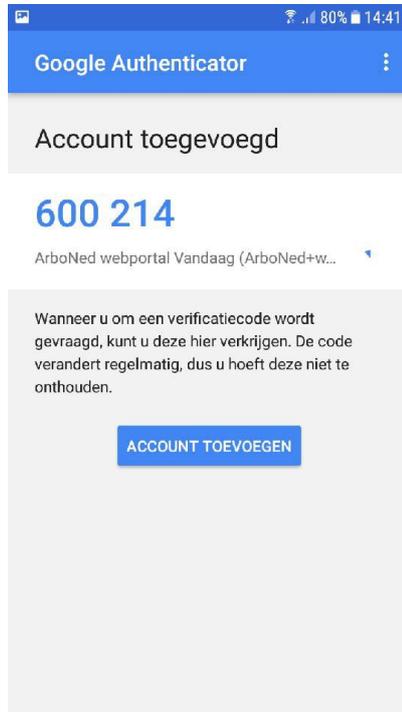
2.

After you press Start, the above screen (2) appears. Hereby select the option "Scan a bar code" with which the QR code can be scanned which is displayed on the web portal (3).

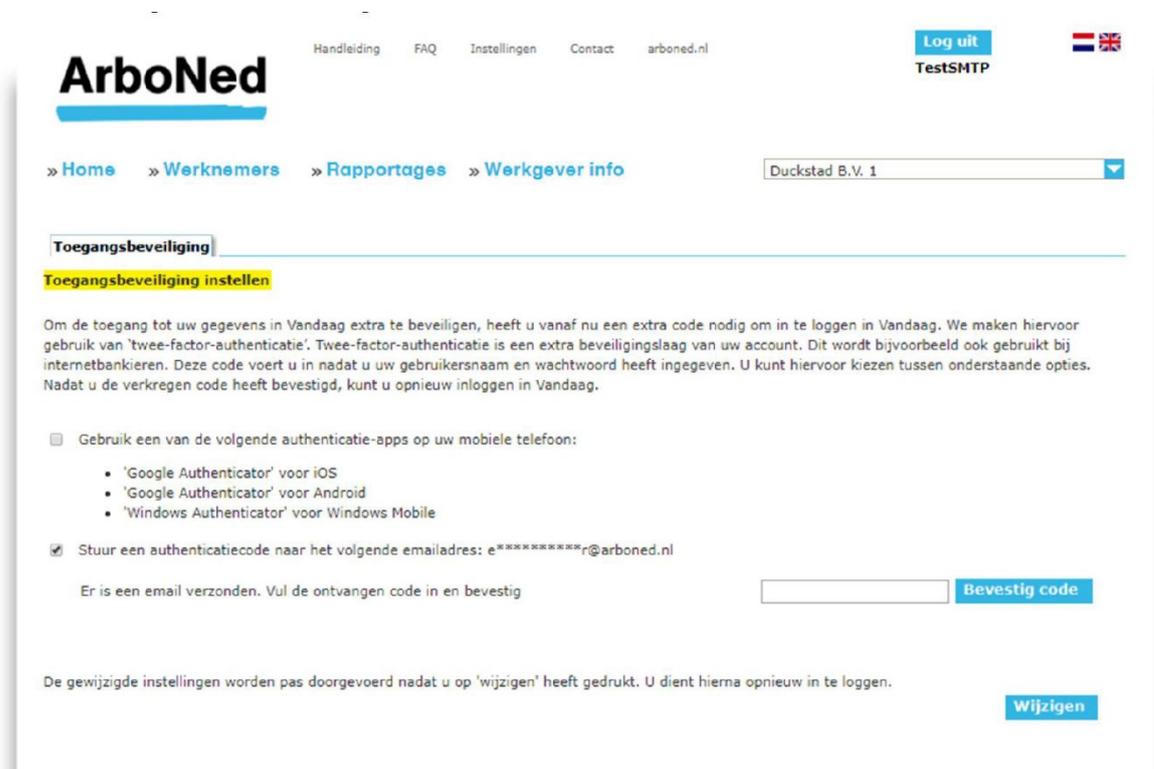


3.

An account is then created for the portal on the app. The number shown must be entered on the web portal for confirmation.



If you choose authentication with e-mail, you will receive a code by e-mail. This code must be entered and confirmed.



 di 15-5-2018 13:38
vandaag@arbonded.nl
Inlogcode Vandaag webportaal Arbonded

Aan  

Aanvraag inlogcode Vandaag

Uw inlogcode is 318953, deze is geldig tot 13:52:56

When you click Change, the security settings are applied and you are logged out automatically.



The screenshot shows the ArboNed web portal. At the top, there is a navigation bar with links for 'Handleiding', 'FAQ', 'Instellingen', 'Contact', and 'arbonded.nl'. On the right, there is a 'Log uit' button and a 'BrouwerMFAApp' button with a flag icon. Below the navigation bar, there is a breadcrumb trail: '» Home » Werknemers » Rapportages » Werkgever info'. A dropdown menu is open, showing 'Duckstad B.V. 1'. Below the breadcrumb trail, there is a horizontal menu with links for 'Toegangsbeveiliging', 'Wachtwoord wijzigen', 'Gebruikersbeheer', 'E-mail notificaties', and 'Acties & protocollen'. The 'Toegangsbeveiliging instellen' link is highlighted in yellow. Below this link, there is a message: 'De beveiligingsinstellingen zijn gewijzigd. U wordt uitgelogd.'

3.3.3 Logging in with 2FA user

When logging in again, the completed authentication method must be used in addition to the user name and password. First you will be asked for the username and the password. After confirmation, a screen will appear in which the extra code can be entered.

If you have chosen the app, the screen below will be displayed. The text "Send a code by e-mail" is only shown if the e-mail option is also set in addition to the app.



The screenshot shows a blue dialog box with the following text: 'Extra beveiliging: twee-factor-authenticatie'. Below this, it says: 'Voor dit account is twee-factor-authenticatie ingesteld. U dient een authenticatiecode in te geven. Deze code kunt u genereren met de authenticatie app op uw telefoon.' There is a text input field labeled 'Authenticatiecode'. At the bottom, there is a link '» Stuur een code per e-mail' and a 'Bevestigen' button.

If you have only opted for e-mail, the screen below is displayed.



3.3.4 Reset password

If you enter a wrong password more than three times, the user account will be blocked. The person within your organization with the [administrator](#) role can then open the account again or have a new password created. You will then receive a temporary password by e-mail with instructions on how to change it to a new permanent password.

3.3.5 Reset 2FA settings

If you no longer have access to your e-mail or authentication app, the person within your organization with the [administrator](#) role can reset the 2FA settings from user management. The next time you log in again, you must reset the 2FA settings after entering your username and password.

3.3.6 Start portal Vandaag after setting 2FA

Once you have set 2FA to log in to Vandaag, the authentication codes are always automatically generated for you. You can retrieve it in the way that you have set, via app or email.

Your login procedure will then look as described below. Go to <https://vandaag.arboned.nl/>
Log in:



2FA:



Of



You can then use the portal Vandaag:

Look for answers to frequently asked questions about the security of the portal Vandaag on our [website](#).

3.3.7 Change 2FA from code by e-mail van code per e-mail to Google Authenticator and vice versa

- Click on "Settings" at the top of the portal Vandaag.
- Select the 'Toegangsbeveiliging' tab.
- Choose the 2FA of your choice.
- Click 'wijzigen' to save the settings.

4. Homepage

4.1 Menustructure

At the top of the homepage you will see two menu bars.



4.2 Settings

Under 'Settings' you will find the following topics. These are discussed in greater detail elsewhere in this manual:

- Acces security (see Chapter 3)
- Change password (see Chapter 3)
- User management (see Chapter 10)
- E-mail notification (see Chapter 10)
- Actions & protocols (see Chapter 6)

4.3 Employees

Under Employees you can report sick, progress and recovery notifications. Here you have access to employee files. You can read more on this topic in [Chapter 7](#).

4.4 Reports

Here you will find two reports; the quick view report and the dynamic tailored report. In addition, you can also compile three reports at individual employee level. You can read more on this topic in [Chapter 8](#).

4.5 Employerinfo

Employer information includes the following topics:

- Master data
- Contract
- Invoicing
- Contractstructure

You can read more on this topic in [Chapter 9](#).

4.6 My actions

On the homepage you will find your (most recent) outstanding actions in descending order of action dates (most current date at the top). [Chapter 6](#) discusses actions in more detail.

4.7 Messages

The homepage contains your messages. These messages provide feedback on the services carried out by ArboNed. By clicking on the message you will see more information or you will find a link to the relevant employee file.

Berichten				
di	24-01-2012	08:32	F...	Afspraak Spoedspreekuur op 23-01-2012 voor P...
za	21-01-2012	07:34	A...	Afspraak Spoedspreekuur op 23-01-2012 voor P... om 13:30:00
do	19-01-2012	02:28	A...	Huisbezoek op dezelfde dag d.d. 19-01-2012 af...
do	19-01-2012	02:28	A...	Eerstejaarsevaluatie d.d. 19-01-2012 afgerond...
do	19-01-2012	02:28	P...	Spreekuur verzuimbegeleiding d.d. 19-01-2012 ...
do	19-01-2012	02:28	K...	Spoedspreekuur d.d. 18-01-2012 afgerond t.b.v...

[Alle berichten](#)

Each message shows whether it has been read/opened. Unread messages are displayed in bold. Messages are not distinguished by user. Messages are considered to have been read once a user has opened the message detail. Messages can be deleted from the inbox. Deleted messages can no longer be viewed by any user.

4.8 Dashboard

The dashboard is linked to the quick view report. This is discussed in [Chapter 8](#).

4.9 Contact

There are various ways to contact ArboNed.

For technical questions, please contact IT&Care via inloggen@itandcare.nl or via telephone number 030 299 67 77.

For substantive questions, please contact your regular contact.

For questions about the data processing agreement or the user licence agreement please contact privacy@arbonded.nl.

4.10 News

Here you will find news items relating to permanent availability of employees.

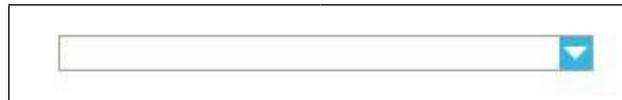
5. Standard functionality

5.1 Close session

Your session expires automatically after the client portal has stood idle for fifteen minutes. This means that you are automatically logged out and that all unsaved information is lost.

5.2 Select client, organisation or organisational units

Various parts of the client portal enable you to select a client, an organisation or an organisational unit. This selection acts as a filter for further selections (for example, the employees of these units). This option need only be explained once as it is the same throughout the client portal.



- Open, via the drop-down menu at the top right of the screen, containing all clients and units for which you are authorised.
- Click the name you wish to select.
- If necessary, you can select multiple clients or units by ticking off the clients/units within the structure.
- You can also click on all organizational units.

5.3 Own risk bearer

If you are a ZW and/or WGA (ERD-ZW and/or ERD-WGA) own risk bearer (this is a separate part of your organization) you can open the specific part as described in [Chapter 5.2](#).

5.4 Adressess

To make it easier to enter addresses, we use the postcode database for addresses in the Netherlands. To enter an address all you need to do is fill in the postcode & house number. Then click Search to display the matching address. If an address is not in the database, you can enter it yourself by clicking Manually.

The postcode database does not work for foreign addresses. These must always be entered manually. It is important that you first select the relevant country. Otherwise, an error message will arise because the address is compared with the Dutch postcode table.

Adresgegevens

Straat en nummer	<input type="text"/>	<input type="text"/>	<input type="text"/>
Postcode en plaats	<input type="text"/>	<input type="text"/>	<input type="button" value="Opzoeken"/>
Land	<input type="text" value="Nederland"/>		

6. Actions & Protocols

6.1 Protocols

Protocols can be defined at client level (or client unit level). By means of a protocol, actions are created based on the number of days that have gone by since the first illness-related absence day or since the notification date.

How do protocols work within an organisation? A protocol defined at a higher level also applies to the underlying units, except when a separate protocol has been defined for the underlying unit.

6.2 Add a Protocol

Under **Settings** you will find the **Actions & Protocols** tab. Here you can create actions and protocols for your own organisation or organisational unit.

How does it work?

Under the Actions & Protocols tab you must first create actions that can be included in a protocol. You will see three possibilities:

- Copy statutory action
- Copy all statutory action
- Add company-specificaction



6.2.1 Copy statutory action

A legal action is an action that you as an employer must undertake according to the Eligibility for Permanent Incapacity Benefit (Restrictions) Act. By including a legal action in a protocol, you will always be reminded in good time that the action must be undertaken.

Here you can copy actions that are predefined by ArboNed and choose which user should execute the action. These actions can serve as a basis for your own protocol.

Kopieer wettelijke actie

Wettelijke actie	<input type="text"/>
Standaard uitvoerende	<input type="text"/>
Plannen t.o.v.	Eerste ziekte dag
Actief	<input checked="" type="checkbox"/>

6.2.2 Copy all statutory action

Here you can copy all statutory actions that are predefined by ArboNed and choose which user should execute the action. These actions can serve as a basis for your own protocol.

6.2.3 Add company-specific actions.

You are entirely free to determine company-specific actions. An example is sending a fruit basket or flowers if someone is absent for more than two weeks.

Nieuwe bedrijfsspecifieke actie

Standaard uitvoerende	<input type="text"/>	Actiedatum na	<input type="text"/> dag(en)
Omschrijving	<input type="text"/>	Aanmaken	<input type="text"/> dag(en) voor actie
Toelichting	<input type="text"/>	Reminder	<input checked="" type="radio"/> Geen reminder
Plannen t.o.v. Actief	<input type="radio"/> Eerste ziekte dag <input checked="" type="radio"/> Melddatum		<input type="text"/> dag(en) voor actie
	<input checked="" type="checkbox"/>	E-mail notificatie	<input checked="" type="radio"/> Geen E-mail notificatie
			<input type="text"/> dag(en) voor actie
		E-mail adres(sen) (scheiden met ;)	<input type="text"/>

- Via **Standard executor** select the person who is to execute the action. You may choose from all authorised users.
- In the **Description** field, enter the name of the action.
- In the **Explanation** field, describe what the action involves.
- The action can be scheduled in relation to the first sick day or the notification date. Simply click the appropriate field.
- The tasks associated with the action can only be created if the action is active. Click **Active**.
- In the **Action date after** field, enter the number of days after which the action is to be executed.
- In the **Create** field, enter how many days prior to executing the action; the action should be included on the homepage under **My actions**.
- In the **Reminder** field, specify whether and how many days prior to the action a reminder should be sent out. This is reflected as a change in the status of an outstanding action.
- In the **Email notification** field, specify whether and how many days prior to the action an e-mail notification should be sent out to which address(es).
- Once all fields are completed, click **Save**.
- The action is displayed at the bottom of the overview.
- Click the **Delete** button to remove an action from the overview. Actions can only be deleted if they have not yet been included in a protocol.
- You can modify an existing action. Double-click on the action. Under the action details you can execute the changes. Then click **Save**.

6.2.4 Add a Protocol

Protocol toevoegen

Nieuw Protocol

Omschrijving

Toelichting

Plannen t.o.v.
Toepassen op
bedrijfsonderdelen
Actief Eerste ziektedag Melddatum

Protocol Acties

Actie	Standaard uitvoerende	Actie op dag
<input type="checkbox"/> Bloemen sturen		2
<input type="checkbox"/> Even bellen		4

Annuleren **Opslaan**

- In the Description field, enter the name of the protocol.
- In the Explanation field, describe what the protocol involves.
- The protocol can be scheduled in relation to the first sick day or the notification date. Simply click the appropriate field.
- For Apply to underlying business units, indicate whether the protocol also applies to the business units.
- The protocol is only performed if it is set to Active. Select the Active field to enable the protocol.
- Next, in the right hand column, select which actions you want to include in the protocol. □
- Then click Save to create the protocol.
- The new protocol is displayed at the bottom of the overview.
- You can modify an existing protocol. Double-click the protocol. Make your changes under Protocol Details and Protocol Actions. Then click Save.
- You can also delete a protocol completely (as well as the inactive actions)

If an organisation's protocol has been passed down from a higher level, the options 'Create new action' and 'Change' are missing. However, you can create your own protocol by clicking **Add protocol** in the **Protocols** tab.

6.3 Find your actions

» [Home](#) » [Werknemers](#) » [Rapportages](#) » [Werkgever info](#)

Actie wijzigen

Actie gegevens

Omschrijving Bloemetje sturen

Werknemer

Bedrijf

Toelichting

Behandelaar

Actiedatum

Oorspronkelijke actiedatum

Status

Openingsdatum

Datum reminder

Datum afgehandeld

Afgehandeld door

Opmerking

Opslaan **Annuleren**

The (most recent) outstanding actions are listed by action date in descending order on the homepage (most recent at the top).

Select an action by clicking the line.

The details of the action are displayed. The selected action is highlighted in grey in the list. You can change a selected action. Click the Change button.

A screen is displayed in which you can change the status:

- Open
- Reminder
- In hand
- Done
- Defunct

You can also assign the action to someone else or change the action date.

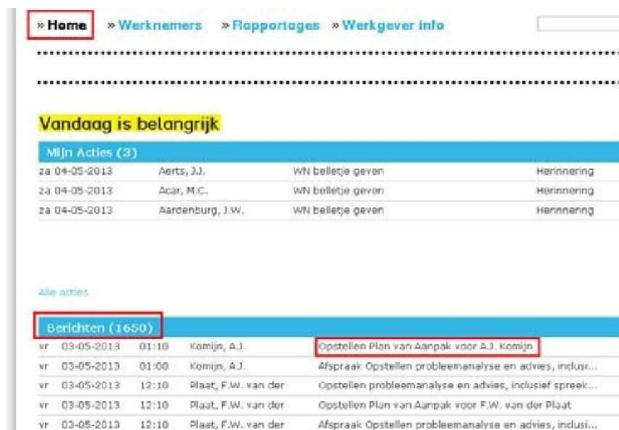
Here you can also change the date on which a reminder is to be sent and add additional information. This information is for personal use only and is not read by ArboNed.

6.4 Compile Plan van aanpak

When your employee is sick, you and your employee, together with the professionals of ArboNed, start with the reintegration. You make agreements about the goal of the reintegration and with which activities this goal can best be achieved. You record this in a "Plan of action". You can fill in this plan directly in the portal Vandaag, possibly together with your employee, and then add the plan to his file.

For the UWV employee insurance agency, you need a signed version. You can add this by uploading a document signed by the employer and the employee in the Vandaag sickness absence management portal.

You will receive a notification on the homepage when this plan is ready for you. Double-click on the message "Prepare an action plan for" to open it.



Opstellen plan van aanpak

Then click on the following button:

A screen will then open with questions that must be answered in the Plan of action. We have already filled in the information that is already known to us.

You can save the plan interim with the button "Save temporarily".

- If you have temporarily saved the form and want to complete it further at a later time, you can find your draft under the tab "Absence actions".
- When you have completed all (mandatory) sections, click on "Save finally". The plan is now automatically sent to ArboNed, and is saved in the absenteeism portal Vandaag as a PDF document (see the Absence actions tab).
- If you want to adjust the plan, you can use the 'Adjustment Action Plan', which you can also find in the absenteeism portal Today. This online format works the same way.

6.5 Upload Plan van aanpak

To upload an action plan (Plan van Aanpak), an action is required that is created from the Action & protocols.

Go to the file of the employee concerned and click on the appropriate action (eg Maak Plan van Aanpak).

Datum Ziek/herstel	Aanmaakdatum	Omschrijving	Behandelaar	Status	Laatste wijziging
Lopend					
Bericht	18-11-2020	Werknemer heeft GEEN verzoek ... Online Triage		Gelezen	
17-11-2020					
29-1-2020					
Actie	29-1-2020	Maak Plan van Aanpak	(mark.tolsma@365.nl)	Open	22-1-2020
Actie	15-1-2020	Maak ProceSANALYSE	(mark.tolsma@365.nl)	Open	8-1-2020

If you click on the action, the details of the action to which you can add the document will open at the bottom of the screen.

Actie gegevens

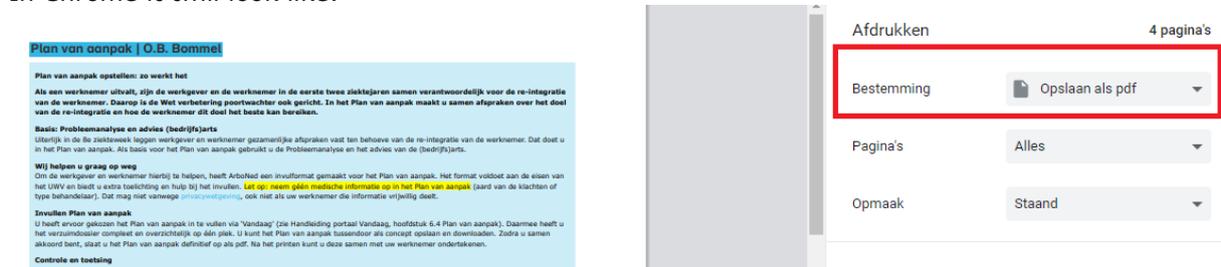
Omschrijving	Maak Plan van Aanpak
Werknemer	B.B. de Beer
Bedrijf	Duckstad B.V. 1
Toelichting	1. De bedrijfsarts en/of assistente beoordeelt of het zinvol is telefonisch contact op te nemen met de werkgever.
Behandelaar	()
Actiedatum	29-1-2020
Oorspronkelijke actiedatum	29-1-2020
Status	Open
Openingsdatum	22-1-2020
Datum reminder	
Datum afgehandeld	
Afgehandeld door	
Opmerking	

Document toevoegen Wijzigen

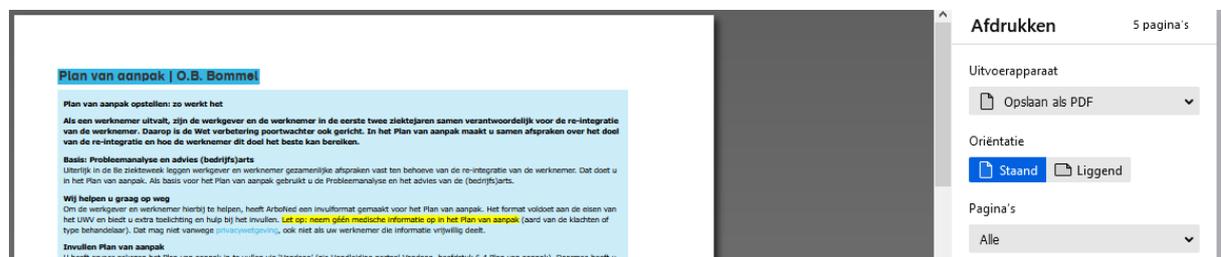
As soon as you have finalized the action plan in the portal, an action "Werkgever retour plan van Aanpak" is created. You will see this new action back in the actions.

With this action you can print the "plan van aanpak". You can also use the print function to generate a PDF for your own records. This can be done by using the destination (Chrome), output device (Firefox) or printer (Edge) 'Save as PDF' (instead of your printer). For Internet Explorer, the printer 'Microsoft Print to PDF' can be used.

In Chrome it will look like:



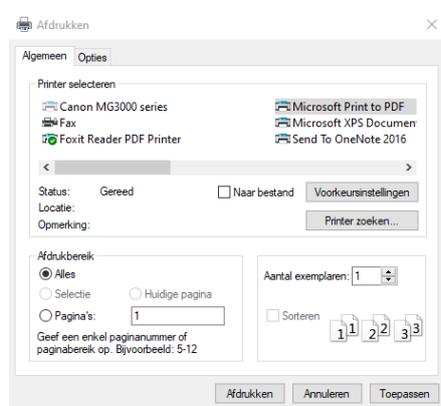
In Firefox it will look like:



In Edge it will look like:



In Internet it will look like:



This action also contains the button "Aanmaak bijstelling Plan van Aanpak". An Adjustment can be printed identically to the action plan or saved as PDF.

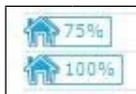
7. Sickness-, progress- and recovery notifications

7.1 Employee overview

The **Employees** tab contains the **Employee overview** with their career paths. A maximum of 20 employees is displayed per page. If there are more employees/pages you can go to the next page at the bottom of the page.

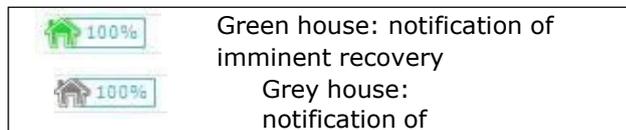


In the employee overview, the "sick" column shows whether an employee is on sick leave and the employee's incapacity percentage. This is indicated by the house pictogram next to the employee.



The employee overview also shows whether an employee's imminent illness or recovery has been reported*.

* this can be up to 24 hours in the future



Various functions can be executed from the Employee Overview.



- You can filter by organisation or organisational unit by means of the middle drop-down menu.
- You can filter by a number of parameters in the far right drop-down menu.

7.1.1 Add Employees

A possibility for adding new employees is provided at the bottom left of the page. This possibility applies when an employee, who is not yet included in the overview, must be reported sick.

7.1.2 Export a file

A facility for **exporting** the Employee overview to Excel is provided at the bottom of the **Employee overview**.

7.1.3 Report

You can select one or more employees and then go via the **Report** screen to the **Report sick/recovered** screen. To select multiple lines, press the **CTRL key** on your keyboard while clicking the relevant employees. More information is provided in [Chapter 7.3](#).



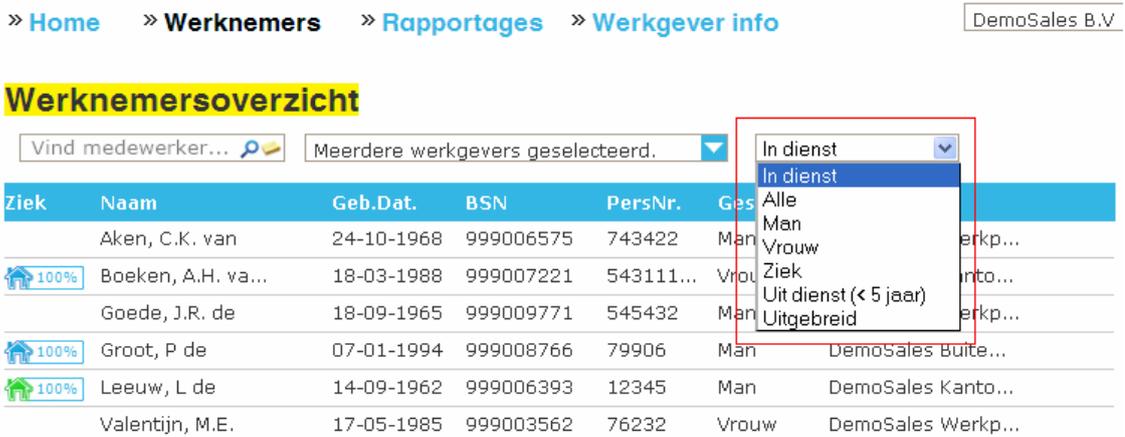
You can enter a sickness notification with up to 14 days' retroactive effect. If the first unfit-for-work day is more than 14 days back, you must email this notification to verzuim@itandcare.nl.

Please note that the statutory period for reporting sickness absence to your occupational health and safety service is 7 days. It is advisable to inform your regular contact about the retroactive sickness notification.

7.2 Employee file

You can open an employee file in the Employee Overview. First select an employee; then click on **File** at the bottom right of the screen.

A drop-down menu allows you to select the correct group of employees. Please see the image below for an example. By default, the option is set to 'Employed'. So every time you log in, you will see this group of employees. The drop-down menu allows you to display a different group.



Ziek	Naam	Geb.Dat.	BSN	PersNr.	Ges	DemoSales B.V.
	Aken, C.K. van	24-10-1968	999006575	743422	Man	Werkp...
	Boeken, A.H. va...	18-03-1988	999007221	543111...	Vrou	Werkp...
	Goede, J.R. de	18-09-1965	999009771	545432	Man	Werkp...
	Groot, P de	07-01-1994	999008766	79906	Man	DemoSales Buite...
	Leeuw, L de	14-09-1962	999006393	12345	Man	DemoSales Kanto...
	Valentijn, M.E.	17-05-1985	999003562	76232	Vrouw	DemoSales Werkp...

7.2.1 Werknemersgegevens

The first tab contains the employee data. This tab is displayed as soon as the file opens; it contains the employee's name and address plus career path. Several options are displayed:

- **Update employee:** Here you can update the name and address of an employee (and his or her partner) and include a photograph.
- **Close file.**
- **Reporting an employee's departure**
- To report an employee's departure, double-click on the employee in question. Then choose tab 'employment information' and click the blue button 'Employment enddate'. Enter the "Employment enddate" and click on save.

7.2.2 Employment details – Move employee to another department

The "Employment Details" tab makes it easy to "move" employees from one department to another.

In the main overview "Employees", you can select the relevant employee who you wish to move to another department. Then select the "Employment Details" tab as indicated below. Click on "Relocation department". Also if you want to add or change the personnel number, you can choose "Relocation department".

» Home » Werknemers » Rapportages » Werkgever info

Dossier | T. Testnaam10

Werknemersgegevens | **Aanstellingsgegevens** | Detail verzuimhistorie | Verzuimacties

In dienst	Uit dienst	Werkgever/afdeling
01-02-2012		Toviate bedrijfszonderdeel 3
01-01-2012	01-02-2012	Toviate B.V.
01-04-2011		Toviate B.V.

Werkgever/afdeling: Toviate bedrijfszonderdeel 3
Personeelsnummer: 810456
In dienst: 01-02-2012
Uit dienst:
Reden uit dienst/verhuizing:

Verhuizing afdeling | Uit dienst

Nieuwe aanstelling

Details aanstelling

Ingangsdatum/binddatum	Functie	Soort dienstverband	CAO	Aantal uren
01-02-2012	Werknemer	Onbepaald		32,00

The screen below will then open. Adjust the data and then choose "Save".

After this, the relevant employee has moved to the new department, and the main employee overview will also be adjusted.

Details aanstelling

Ingangsdatum	Einddatum	Functie	Soort dienstverband	CAO	Aantal uren
01-09-2010		Sous chef	Dienstverband (on)bepaalde tijd		0,00

Ingangsdatum: 01-09-2010
Einddatum:
Functie: Sous chef
Soort dienstverband: Dienstverband (on)bepaalde tijd
Aantal uren: 0,00

Nieuwe details aanstelling

Wijzigen details
Dossier sluiten

If you have created users that are authorized for certain departments, they will only see those employees in the Employee Overview where they are authorized to do. Do not forget to enter the correct start date of the move.

Dossier | T. Testnaam10

[Werknemergegevens](#)
[Aanstellingsgegevens](#)
[Detail verzuimhistorie](#)
[Verzuimacties](#)

In dienst	Uit dienst	Werkgever/afdeling
01-02-2012		Towiate bedrijfs onderdeel 3
01-01-2012	01-02-2012	Towiate B.V.
01-04-2011		Towiate B.V.

Verhuizing afdeling

Afdeling

Werkgever/afdeling:

Personzeelsnr:

Ingangsdatum:

Soort dienstverband:

Functie:

CAO:

Uren per week:

The option "New employment" is intended to recreate employees with an "old employment contract", where the data is still known in our system. This is only possible if the old employee number has remained the same as the new one. Is this not the case? Or is it a new employee? Then choose "Add" in the main menu under "Employees", where you can create a new employee. Under "employment details" you can add and change information such as number of hours, position and type of employment.

Details aanstelling

Ingangsdatum	Einddatum	Functie	Soort dienstverband	CAO	Aantal uren
01-09-2010		Sous chef	Dienstverband (on)be...		0,00

Ingangsdatum 01-09-2010

Einddatum

Functie Sous chef

Soort dienstverband Dienstverband (on)bepaalde tijd

Aantal uren 0,00

7.2.3 Absence history details

The **Absence history details** tab contains an individual employee's illness-related absence history. Depending on what line has been selected in the history overview, it displays corresponding details, support activities and your own comments.

- In specific cases previous illness-related absence notifications can be deleted using the Delete button. Illness-related absence notifications can only be deleted if the notification was placed on the same day and the corresponding protocol actions or tasks have not yet been attended to.

Medewerkergegevens		Detail Verzuimhistorie	
Datum verzuim	Verlooptmelding	Hersteld	
	Lopend		
Verwijderen			
16-08-2011			

- In specific cases you can change previously registered absence. This is not possible if the absence has been closed for more than three working days, nor may changes cause the absence to overlap another absence.
- By clicking **Report** you can go to the **Report sick/recovered** screen. Read more about this in [Chapter 7.3](#).

7.2.4 Absence actions

This tab displays actions related to the selected employee. It shows absence-related activities executed by ArboNed and actions ensuing from your own protocol.

You will see an overview of activities and actions, grouped by absence case, with each case sorted in chronological order. A more specific search for absence cases and related actions can be carried out by means of a selection period. The **Change** button is displayed when you open an action. After clicking **Change**, a **Change action** screen appears. Here you can make changes.

You can add an action plan for the relevant employee by clicking an action. Then click **Action plan**. An upload menu opens.

7.3 Sickness, progress and recovery notification

- You can display the Report sick/recovered screen from the Employee overview or via Employee file> Absence history details. Use the Report button to report.
- You can select one or more employees. Hold the CTRL key down on your keyboard to select more than one employee. You can simultaneously select employees you wish to report sick, as well as employees who are (partially) recovered. Employees who are selected in the employee overview are copied to the list of employees in the Report sick/recovered screen.
- You can go through the list from top to bottom or select an employee from the list. The employee is automatically removed from the list when notification is complete. The greatest focus is then automatically on the employee at the top of the list. The employee is removed from the overview by clicking the x before the employee's name.
- You can report absence as well as recovery in the Report sick/recovered screen. Progress reports are considered a means for reporting recovery.
- If an employee is listed in the administration as "not sick", the Notification of illness screen is displayed.
- If an employee is listed in the administration as "sick", the Change absence screen is displayed.

7.3.1 Report sick

You can register a sickness notification via the Notification of illness scr.

You can enter a sickness notification with up to 14 days' retroactive effect. If the first unfit-for-work day is more than 14 days back, you can send an email to your regular contact. Please note that the statutory period for reporting sickness absence to your occupational health and safety service is 7 calendar days. It is advisable to inform your regular contact about the retroactive sickness notification.

For 'sickness percentage' you need to enter the wage value of the incapacity for work.

Ziekmelding: Konijn, B.

Aantal meldingen laatste 12 maanden: **1**

Totaal aantal dagen ziek: **184**

Aanvangsdatum	<input type="text" value="29-07-2020"/>
Oorzaak verzuim	<input type="text"/>
Percentage ziek	<input type="text" value="100"/>
Gewenste actie	<input type="text" value="Conform Contract (Digitale vragenlijst werkneme"/>
Vergoeding loon- doorbetaling en regres	<input type="text" value="Niet van toepassing"/>
Afwijkend verblijfadres	<input type="checkbox"/>

Verzuim bevestigen

- Here you can register (partially via drop-down menus) the sickness notification. The data that you can enter under "cause", "absence" and "compensation and regres" are in accordance with current laws and regulations and set by the Dutch Data Protection Authority (AP).
- If you request an absence action that is not covered by your contract, you will see a box in which you give approval for additional costs.
- You can also enter a temporary residence address during the sickness. This is also possible after the sick report has already been made and therefore in the case of an existing absenteeism situation. This can be done on the tab "Detail absence history" in the employee file (see the following image).

Datum verzuim	Verlopmelding	Hersteld	% Verzuim	Verzuimdagen	Samengesteld	Reden verzuim
Lopend			60	194		
20-06-2012			60	89		Geen gegevens b...
23-04-2012		26-03-2012	100	0	Ja	Geen gegevens b...
29-02-2012			100	0	Ja	Rugklachten (LL...
08-02-2012		13-02-2012	0	5		
			50	0	Nee	Letseis van bot...

- After clicking **Confirm absence** your entry is checked.
- After registering the sickness notification you return to the **Report sick/recovered** screen, unless you have finalised your entire list of employees, in which case you will return to the employee overview.
- You can enter a sickness notification with up to 14 days' retroactive effect. If the first unfit-for-work day is more than 14 days back, you must email this notification to verzuim@itandcare.nl.
- Please note that the statutory period for reporting sickness absence to your occupational health and safety service is 7 calendar days. It is advisable to inform your regular contact about the retroactive sickness notification.

When reporting sick you can also choose "No first action desired".

Gewenste actie

- No first action is taken by ArboNed, with the exception of the digital absence predictor in accordance with the agreements in your contract.
- If you choose no first action, you are required to provide a reason.
- In accordance with the contractual agreements, we will contact you by telephone number after a x number of days after to determine possible next steps.

7.3.2 Change absence

- Via the **Chance absence** screen you can register full or partial recovery.
- Here you can report (partially via a drop-down menu) your absence change.
- When an employee is fully recovered, keep the **Fully recovered** box checked. Then specify the reason for the recovery notification.

The screenshot shows a form with the following fields:

- Wijzigingsdatum:** 29-07-2020
- Volledig hersteld:**
- Reden hersteld:** A dropdown menu is open, showing the following options: "Einde contract ArboNed – werkgever", "Einde WGA", "Hersteld", "IVA 80% -100%", "Onbekend", "Overgang naar WAZO", "Overleden", "Uit dienst", "WIA <35%", "WIA 35-80%", and "WIA 80% - 100%".

A red arrow points to the date field, and a blue box labeled "Wijziging bevestig" is positioned over the dropdown menu.

- When an employee is partially recovered, uncheck the **Fully recovered** box. Then indicate the employee's incapacity percentage (say **40% ill** & 60% recovered).

Please note: in case of a change of absence, you must adjust the% before clicking on confirm. If you do not do this, your employee will be reported fully recovered and all follow-up appointments (which do not take place within 24 hours) will almost immediately disappear.

- Then click **Confirm absence**. Your entry will be checked.d.

The screenshot shows the "Verzuim wijzigen: Kwik, K." form with the following fields:

- Aantal meldingen laatste 12 maanden:** 2
- Totaal aantal dagen ziek:** 333
- Wijzigingsdatum:** 29-07-2020
- Volledig hersteld:**
- Percentage ziek:**

A blue button labeled "Wijziging bevestigen" is located at the bottom of the form.

- After registering the sickness notification you return to the Report sick/recovered screen, unless you have finalised your entire list of employees, in which case you will return to the employee overview.
- In case of full recovery ("Full recovery"), the absence case is closed and any appointments that do not take place within 24 hours after the recovery report are automatically canceled
- In case of partial recovery, a new absenteeism mutation is created, starting on the start date of the partial recovery notification.

8. Reports

8.1 General information

All sickness absence reports can be compiled from 1 January 2009 on a maximum reporting period of one year.

Depending on your authorisation, you may or may not see certain reports.

Sickness absence rate

The sickness absence rate indicates which proportion of the work capacity for your organisation has been lost due to sickness absence in a certain period of time. The sickness absence rate is the most commonly used measure to characterise sickness absence within a company.

The sickness absence rate can be calculated in two different ways. In the report you can see whether the calculation is made on the basis of FTEs or on the basis of gross staff average (head count).

The sickness absence rate based on FTE is calculated as follows:

$$\frac{\text{total number of absence days within period} \times \text{full-time equivalent}}{\text{days available in period in calendar days} \times \text{full-time equivalent}} \times 100\%$$

The sickness absence rate on a head count basis is calculated as follows:

$$\frac{\text{net sum total of days of absence in specified period}}{\text{gross staff average (head count) * number of calendar days in specified period}} \times 100\%$$

Notification frequency

The (sickness) notification frequency indicates for your organisation the average number of new cases of illness per employee in a certain period of time, converted into the annual number. The notification frequency is calculated as follows:

$$\frac{\text{number of new sickness absence cases in period}}{\text{staff average in period average}} \times \frac{\text{number of calendar days in year}}{\text{number of calendar days in reporting period}}$$

Average sickness absence duration

The average sickness absence duration indicates the average duration of the cases of illness in the organisation (365 days maximum). The average sickness absence duration is only calculated for the closed cases.

The formula for the average sickness absence duration:

$$\frac{\text{Sum total of the duration of ended cases in period}}{\text{Number of ended cases in period}}$$

Calendar days versus working days

Calendar days and **not** the working days are the basis for the calculation of the sickness absence figures in sickness absence portal Vandaag. The use of calendar days versus working days is sometimes a subject for debate. However, in a group of some size, the results of calculations made using both methods hardly differ.

Recalculation of sickness absence figures

In sickness absence portal Vandaag, differences may arise between the 'at a glance' report and other sickness absence reports. Those differences have to do with changes made to sickness absence cases dating back more than 3 months ago. For example, changing a first day of illness longer than 3 months ago. These retroactive changes are not directly included in the calculations of sickness absence figures. If you have made a retroactive change, please ask your regular contact for a recalculation. They will then ensure that your sickness absence figures are recalculated and that the figures in the reports are consistent.

If you have any questions about the content of the absence reports, please contact your regular contact.

8.2 Printing sickness absence figures in the event of a terminated contract

If you wish to receive sickness absence figures after termination of your contract, please send an email to info@arboNed.nl.

Within one month after the end date of the contract between you and ArboNed, we will print your sickness absence figures for you free of charge. If this month is over and you request sickness absence figures, there are costs involved. After approval of the costs, you will receive the requested figures.

8.3 Quick view report

The quick view report provides an overview of your absence data. You can select your company or a unit within your company and a time period. The portal then displays a fixed set of data. The data relates to the selected account, including any units. The absence percentage, the number of notifications, absence cases, the absence duration and the intake in the second and third years are displayed.

In 1 oogopslag

Periode

Van: 26-01-2011

t/m: 25-01-2012

Ververs **Exporteer**

Periode: 26-01-2011 t/m 25-01-2012

Aantal en percentage

Personeelsgemiddelde	134,14
----------------------	--------

Verzuimpercentage (tip)

Totaal	3,40%
Incl. gedeeltelijke reïntegratie	2,30%
Excl. gedeeltelijke reïntegratie	3,90%

Meldingen (tip)

Verzuimmeldingen	148
Meldingsfrequentie	1,10
Verzuimers 1 keer	43
Verzuimers 2 keer	23
Verzuimers 3 keer	9
Verzuimers 4 keer	4
Verzuimers > 4 keer	4

Verzuimgevallen (tip)

Verzuimgevallen alle	154
Verzuimgevallen open	11
Verzuimgevallen gesloten	149
Vangnetgevallen totaal	4

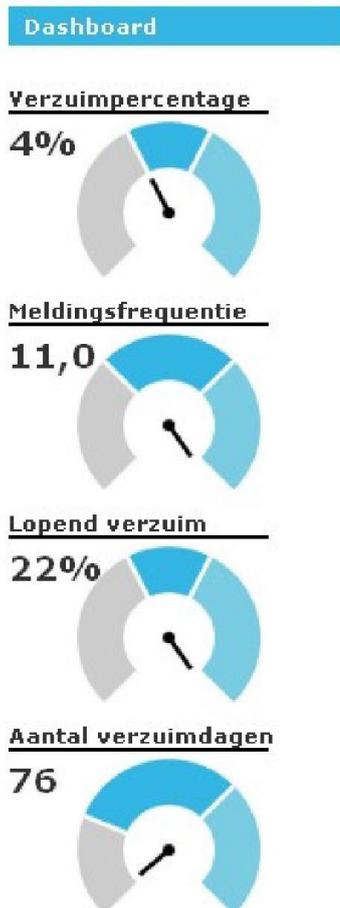
Duur (tip)

Verzuimduur gemiddelde	12,28
------------------------	-------

Exporteer

To export the file to Excel click **Export**

The parameters under the dashboard only show the average figures for the rolling year and do not change if the period is changed. However, these parameters do change when you select another department in the drop-down menu above the dashboard. This also applies to the dashboard meters at the bottom of the homepage. This will be adjusted in the future and the scale is set at the industry average as standard. The parameters can also be adjusted as desired.



8.4 Dynamic reports

In these reports you stipulate the required period. You can also tick three options, if necessary. In certain situations CAO, Gender en Age can also be selected to selecteren.

Click [Rapport genereren](#) **Generate Report** to view the result.

8.5 Individual employee reports

To compile individual employee overviews, you can choose from several tabs. Choose the desired period to compile a report.

In 1-oogopslag Dynamische rapportage Alle verzuimgevallen Lopende verzuimgevallen **Verzuim per werknemer**

Verzuim per werknemer

Towiate B.V.

Periode
van 01-04-2012 t/m 30-04-2012

Werknemer

Toon onderliggende bedrijfsonderdelen:

Zoeken Exporteer

You can enter the desired period in these tabs. You can also compile a report by name and/or select all departments.

If you do not enter a name, all employees will be displayed. A press of the 'Search' button will display the information at the bottom of the screen. You can use a scroll bar to view all data. This option makes it possible to quickly consult information by employee.

In 1-oogopslag Dynamische rapportage **Rapportage verzekeraars**

Rapportage verzekeraars

Towiate B.V.

Periode
Van 04-03-2011 t/m 03-03-2012

Werknemer

Polissen

Toon onderliggende bedrijfsonderdelen

Verwers Exporteer

Polissen	Bedrijf	Werknemer	Datum aangemeld	Datum ziek	Datum afgeal.	Totaal dagen
	Towiate B.V.	Beek, B Van	28-01-2012	01-01-2012	02-01-2012	0
	Towiate B.V.	Leeuw, L de	29-01-2012	01-01-2012	02-01-2012	0
	Towiate B.V.	SpeedEntry g...	29-01-2012	01-01-2012	02-01-2012	0
	Towiate B.V.	Testnaam1, T...	31-01-2012	21-01-2012	Open	30
	Towiate B.V.	Testnaam1, T...	29-01-2012	01-01-2012	02-01-2012	0
	Towiate Afdeling 1	Testnaam10, ...	28-01-2012	01-01-2012	02-01-2012	0
	Towiate Afdeling 1	Testnaam10, ...	15-02-2012	20-02-2012	23-02-2012	3
	Towiate Afdeling 1	Testnaam10, ...	24-02-2012	24-02-2012	27-02-2012	1
	Towiate Afdeling 1	Testnaam3, T...	28-01-2012	01-01-2012	02-01-2012	0
	Towiate Afdeling 1	Testnaam3, T...	27-02-2012	27-02-2012	01-03-2012	3
	Towiate B.V.	Testnaam4, T...	28-01-2012	01-01-2012	02-01-2012	0
	Towiate B.V.	Testnaam4, T...	13-02-2012	13-02-2012	24-02-2012	9
	Towiate B.V.	Testnaam4, T...	27-02-2012	27-02-2012	Open	5
	Towiate B.V.	Testnaam5, T...	28-01-2012	01-01-2012	02-01-2012	0
	Towiate B.V.	Testnaam6, T...	31-03-2012	31-03-2012	30-03-2012	1

Moreover, you can export the compiled report to Excel by pressing the 'Export' button. After this, all data is displayed in an Excel file.

This applies to all three tabs. The 'Sickness absence by employee' report can also be generated as a PDF.

9. Employer information

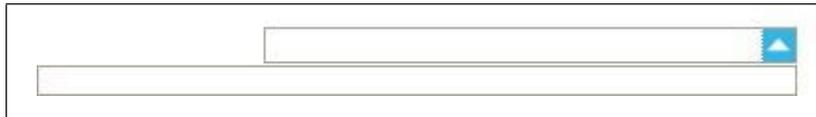
9.1 Introduction

All known data on your organisation recorded at ArboNed can be found in **Employer info**.

9.2 Master data

The first **Employer information** tab contains **Master data**. This information is displayed as soon as you open **Employer info**. Here you will find information on your own organisation: name and address, contacts and other information.

If you are authorised on behalf of an organisation, the organisation's data is displayed by default. If you are authorised by different organisations, the portal displays the default data of the employer or unit you select. You can make a selection via a filter on the page.



9.3 Changing basic data

On the first tab under 'Employer info' you can change your address details.



» Home » Werknemers » Rapportages » **Werkgever info** Duc

Basisgegevens Contract Facturatie Contractstructuur Contactpersonen

Duckstad B.V. 1

Algemeen

Polisnummer: 112244
Debiteurennummer: 5000006
Loonheffingnummer: 0085.23.267.L01

Organisatiegegevens

Naam organisatie: Duckstad B.V. 1
KvK: 30120994
Bedrijfsactiviteit: 0161 - Dienstverlening voor de akker- en/of tuinbouw

Telefoonnummer: (0031) 030-2996444
Telefoonnummer 2: 030-2996999 (1)
Faxnummer: 01011122211
E-mailadres:
Website: www.duckstad.nl/arboned

Bezoekadres

Zwarte Woud 10 3524 SJ UTRECHT

Postadres

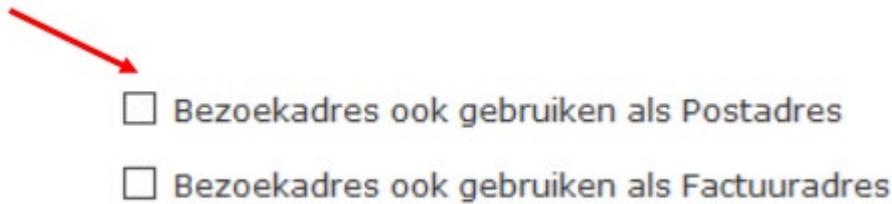
Zwarte Woud 10 3524 SJ UTRECHT

Factuuradres

Zwarte Woud 10 3524 SJ UTRECHT

[Werkgever wijzigen](#)

You can also choose to automatically copy the data from the Visiting Address to the Postal Address and Invoice Address by ticking the relevant boxes.



Bezoekadres ook gebruiken als Postadres

Bezoekadres ook gebruiken als Factuuradres

9.4 Contract

The **Contract** tab displays the contract data that applies to the selected employer. This tab is displayed as soon as **Employer info** is opened. If you are authorised on behalf of an organisation, the data for this organisation is displayed by default. If you are authorised by different organisations, the portal displays the default data of the employer or unit you select. You can make a selection via a filter on the page. ken ([zie Chapter 9.2](#)).

You can opt to display non-active contracts as well. Delete the check mark for **Display active contracts only**.



Overzicht Dienstverlening

Toon alleen actieve contracten:

The Contract tab consists of two parts: **Overview** and **Services**.

If your contract overview is not in the Vandaag sickness absence management portal, you can request it using the method below:

- Direct customers of ArboNed/ArboDuo can send an email to bedrijfsbureauzm@arboNed.nl.
- If you are registered through an insurer, you can request this through your insurer.

9.4.1 Overview

Under **Overview** you will find contract information on your organisation. Here you will see three tabs containing the subscriptions and service bundles linked to the contract.

- **Subscriptions:** Here you will find the type of absence subscriptions that you have taken out with ArboNed.
- **Service Bundle:** Here you will find the established standard for a service that is covered by the subscription. For example, the first 10 hours of a service are covered by the subscription. You will receive an invoice as from hour 11.

9.4.2 Services

Under **Services** you will see an overview of all services you can purchase from ArboNed, including the conditions that apply. You can also see the services included in your contract.

9.5 Invoicing

This tab displays your invoices. They can be downloaded as PDF documents.

9.6 Contract structure

This tab contains information about how your organisation is recorded in our system. When you are authorised for multiple organisations, the tab will present the structure of the selected organisation. When you select a unit of your organisation the structure of the selected item and, if applicable, the underlying units are displayed. The structure also shows the hierarchy within the organisation.

Here you will also find historical data on the **number of employees**. Here you can also change this data. Click the **Add** button.

NOTE: You can change the number of employees once a month.

Historie werknemeraantal	
Peildatum	Aantal werknemers
31-12-1995	125
01-04-1997	125
01-01-2003	130
01-03-2004	128
01-09-2007	129
01-02-2008	136
01-03-2009	144
01-01-2012	120

[Toevoegen](#)

- Finally, this overview contains supplementary details and displays the contacts (similar to the master data tab).

9.7 Adding and/or modifying contacts

Here you can add new contacts and/or the names, phone numbers and change the email addresses of the various contacts. You can also upload a photo of the contact in question. To change the contact person per business unit (if applicable), select [the correct business](#) unit and then perform the above.

NB We recommend that you never include a general email address, such as info@companyname, with your contacts with a view to the confidentiality of the information sent by ArboNed.

» [Home](#) » [Werknemers](#) » [Rapportages](#) » [Werkgever info](#)

[Basisgegevens](#) [Contract](#) [Facturatie](#) [Contractstructuur](#) [Contactpersonen](#)

[Contactpersoon toevoegen](#) [Contactpersoon wijzigen](#)

10. Settings

10.1 Change password

See [Chapter 3.1](#).

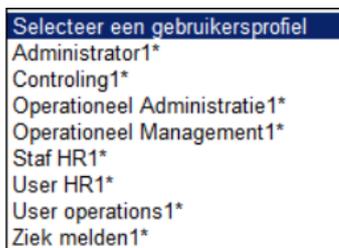
10.2 User management

Below is a list of roles you can choose from when creating another user or several users. Each role requires authorisation. You as the 'super user' can determine who is authorised for what.

ArboNed is not allowed to create users. It is up to you to add a new user.

You do this as follows: Click on 'settings' (at the top of the screen in small grey letters), then go to 'user management' and at the bottom there is a blue button 'add user'. The user who wants to create this account must have the privileges to do so.

If you choose the role of 'Operational management' for instance, then that user will automatically be authorised to create protocols and actions, and order, notify and compile and view reports.



User delegatie reguliere klant							
	Suggestie rol	Superusers aanmaken	Users aanmaken	Werknemers-gegevens wijzigingen	Protocollen	Melden*	Kijken & rapportage
SU	Administrator	x	x	x	x	x	x
1	User HR		x	x	x	x	x
2	Staf HR			x	x	x	x
3	User operations		x	x	x	x	x
4	Operationeel Management				x	x	x
5	Operationeel Administratie					x	x
6	Controlling						x
7	Ziekmelden					x	

* Does your organisation use EDI(Electronic Data Interchange)? Or are your sickness, progress and recovery notifications reported to ArboNed via your insurer or a branch office? If so, the Report' function does not apply and will be automatically disabled for all profiles (this therefore also applies to the super user).

You then choose for which or all departments you want to authorise the new user. Do NOT forget to save the data.

Gebruiker toevoegen

E-mailadres

Gebruikersnaam

Geldig vanaf

Geldig tot

Gebruikersprofiel

Taal

Achternaam

Tussenvoegsel

Initialen

Voornaam

Privé rol 1

Privé rol 2

Toegevoegd tot bedrijfsonderdelen

- Duckstad B.V. 1
 - Duckstad AOA

Opslaan **Annuleren**

10.2.1 Change language to English

On this page you can also change the language from Dutch to English by clicking on the English flag icon at the top right of each page.



10.3 E-mail notificatie

In the menu below you can indicate whether certain cases require e-mail notification. You can also specify to whom this e-mail notification is to be sent.

If you use the sickness absence loader for reporting or report via your insurer or EDI, the first three options will not work, regardless of your settings. If set, the notification for messages works in all cases.

E-mail notificatie

Duckstad B.V. 1

Verstuur een bevestigings e-mail bij de volgende meldingen:

Ziekmelding

Stuur geen notificatie Stuur een notificatie naar:

De volgende e-mailadressen (scheiden met ;)

De gebruiker die de ziekmelding doet

Toepassen op onderliggende bedrijfsonderdelen

Verlopmelding

Stuur geen notificatie Stuur een notificatie naar:

De volgende e-mailadressen (scheiden met ;)

De gebruiker die de verlopmelding doet

Toepassen op onderliggende bedrijfsonderdelen

Herstelmelding

Stuur geen notificatie Stuur een notificatie naar:

De volgende e-mailadressen (scheiden met ;)

De gebruiker die de herstelmelding doet

Toepassen op onderliggende bedrijfsonderdelen

Berichten

Stuur geen notificatie Stuur een notificatie naar:

De volgende e-mailadressen (scheiden met ;)

Toepassen op onderliggende bedrijfsonderdelen

10.4 Actions & Protocols

See [Chapter 6](#).

11. Administrator

The administrator has the most privileges in the Vandaag sickness absence management portal.

The 'User HR' role corresponds almost completely with the administrator role, apart from the right to create a new/other administrator. This is reserved for the administrator only.

11.1 Creating a new user

ArboNed is not allowed to create users. It is up to you to add new users.

To create a new user, click on 'settings' (at the top of the screen in small grey letters), then on 'user management' and at the bottom there is a blue 'add user' button'.

Would you like to grant an employee outside your organisation (for example, from an administration office or intermediary) access to the absence portal? Please read paragraph: 11.2.

FAQ Handleiding **Instellingen** Contact arboned.nl Log uit

ArboNed

» Home » Werknemers » Rapportages » Werkgever info Duckstad B.V. 1

Toegangsbeveiliging Wachtwoord wijzigen **Gebruikersbeheer** E-mail notificaties Acties & protocollen

Gebruikers

Duckstad B.V. 1 Twee-factor-authenticatie is verplicht voor dit account

Toon alleen actieve gebruikers:

Beheerder	Gebruikersnaam	Naam	E-mail	Profiel
				Operationeel Management
				Administrator
				Administrator
				Accountmanager
				Administrator

Gebruiker wijzigen **Wachtwoord vernieuwen** **2FA verwijderen** **Deblokkeren**

Gebruiker toevoegen

Enter the user's data.

Gebruiker toevoegen

E-mailadres

Gebruikersnaam

Geldig vanaf 30-07-2020

Geldig tot

Gebruikersprofiel **Selecteer een gebruikersprofiel** ▼

Taal Nederlands ▼

Achternaam

Tussenvoegsel

Initialen

Voornaam

Privé rol 1

Privé rol 2

Toegang tot bedrijfsonderdelen

- Duckstad B.V. 1
 - Duckstad AOA

Opslaan **Annuleren**

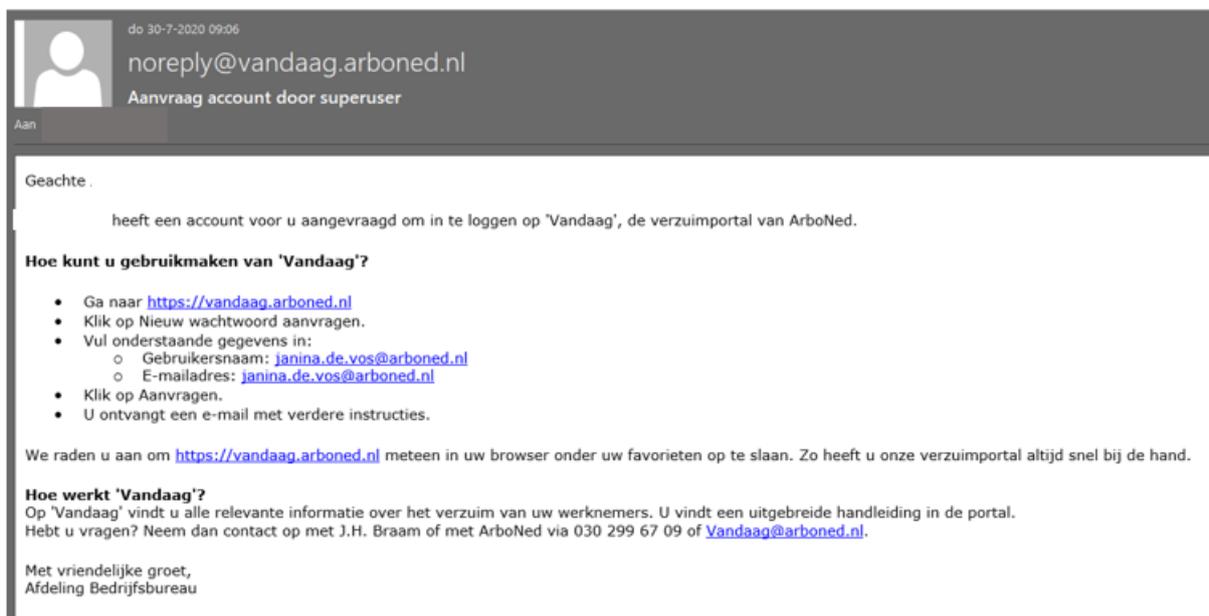
Select the appropriate role for the user. Below you can see which roles there are and which privileges are associated with them. Then click save to save the user.

- Selecteer een gebruikersprofiel**
- Administrator1*
 - Controlling1*
 - Operationeel Administratie1*
 - Operationeel Management1*
 - Staf HR1*
 - User HR1*
 - User operations1*
 - Ziek melden1*

User delegatie reguliere klant							
	Suggestie rol	Superusers aanmaken	Users aanmaken	Werknemers- gegevens wijzigingen	Protocollen	Melden*	Kijken & rapportage
SU	Administrator	x	x	x	x	x	x
1	User HR		x	x	x	x	x
2	Staf HR			x	x	x	x
3	User operations		x	x	x	x	x
4	Operationeel Management				x	x	x
5	Operationeel Administratie					x	x
6	Controlling						x
7	Ziekmelden					x	

* Does your organisation use EDI(Electronic Data Interchange)? Or are your sickness, progress and recovery notifications reported to ArboNed via your insurer or a branch office? If so, the Report' function does not apply and will be automatically disabled for all profiles (this therefore also applies to the super user).

The user will receive an e-mail. With this e-mail the user can ask a password to log on.



11.2 Grant employees outside your organisation access to the portal

Would you like to grant an employee outside your organisation (for example, from an administration office or intermediary) access to the absence portal? Based on the GDPR (General Data Protection Regulation), ArboNed requires authorisation from you in which you indicate which data your administration office should have access to. This way, we ensure only authorised persons have access to the absence portal. Authorisation for access to the absence portal can be granted at www.arboned.nl/machtiging.

After receiving the authorisation, the relevant employee will receive an e-mail from us containing the username for our online Vandaag absence portal.

11.3 Change the users e-mail address

In order to transfer/change an email address, the relevant user's existing account will have to be deleted first, because an email address can only be linked once.

After the email address has been deleted, the user can be re-created (see [11.1 creating a new user](#))

11.4 Unlock user

If a user enters the wrong password more than three times, the user account is locked. As an administrator, you can unlock the account.

To unlock a user, click on 'settings' (at the top of the screen in small grey letters), then on 'user management', click on the account in question and at the bottom you will see 'unlock'.



Gebruikers

Duckstad B.V. 1

Twee-factor-authenticatie is verplicht voor dit account

Toon alleen actieve gebruikers:

Beheerder	Gebruikersnaam	Naam	E-mail	Profiel
	d.ducky123@365mailtest.nl	Ducky123, D	d.ducky123@365mailtest.nl	Administrator

[Gebruiker wijzigen](#)
[Gebruiker toevoegen](#)

[Wachtwoord vernieuwen](#)

[2FA verwijderen](#)

[Deblokkeren](#)

11.5 Resetting user password

If a user has forgotten their password, the administrator can reset it.

To reset a user's password, click on 'settings' (at the top of the screen in small grey letters), then on 'user management', click on the relevant account and at the bottom you will see 'reset password'.

The screenshot shows the ArboNed user management interface. At the top, there is a navigation bar with 'Instellingen' highlighted by a red arrow. Below this, there are tabs for 'Gebruikersbeheer', 'E-mail notificaties', and 'Acties & protocollen'. The 'Gebruikersbeheer' tab is active, showing a list of users for 'Duckstad B.V. 1'. A red arrow points to the 'Wachtwoord vernieuwen' button in the actions column for the user 'd.ucky123@365mailtest.nl'.

Beheerder	Gebruikersnaam	Naam	E-mail	Profiel
	d.ucky123@365mailtest.nl	Ducky123, D	d.ucky123@365mailtest.nl	Administrator

The user will then receive an email with a new (temporary) password.

Wachtwoord vernieuwen

Het wachtwoord is vernieuwd. Een e-mail met een nieuw wachtwoord is verstuurd naar de betreffende gebruiker.

A user can also request a new password via the login screen:

The screenshot shows the login screen with a form for logging in and a button for requesting a new password. The 'Nieuw wachtwoord aanvragen' button is highlighted with a red box.

Vul hieronder uw inloggegevens in:

Gebruikersnaam

Wachtwoord

Inloggen account

» Nieuw wachtwoord aanvragen

Nieuw wachtwoord aanvragen

Om een nieuw wachtwoord aan te vragen, heeft u een geldige gebruikersnaam nodig. Deze is doorgaans gelijk aan uw e-mailadres. Uw e-mailadres vragen wij ter verificatie. Uw gebruikersnaam vergeten? Bel naar 030 - 299 67 77.

Voer beide gegevens in en druk vervolgens op 'Aanvragen'.

Gebruikersnaam

E-mailadres

Aanvragen **Annuleren**

11.6 Resetting user's Two-factor Authenticatie (2FA)

When a user no longer has access to their chosen 2FA method, for example due to a new telephone on which the authenticator app has not yet been set up or an email address that is no longer available, the administrator can reset 2FA so that the user can reconfigure it.

To reset a user's 2FA, click on 'settings' (at the top of the screen in small grey letters), then on 'user management', click on the relevant account and at the bottom you will see 'remove 2FA'.

The screenshot shows the ArboNed user management interface. At the top, there is a navigation bar with 'Instellingen' highlighted by a red arrow. Below this, the 'Gebruikersbeheer' tab is selected and highlighted with a red box. The main content area shows the user 'Duckstad B.V. 1' with a note that two-factor authentication is required. A table lists active users, with the first user 'd.ducky123@365mailtest.nl' highlighted by a red arrow. Below the table, the '2FA verwijderen' button is highlighted with a red box.

Beheerder	Gebruikersnaam	Naam	E-mail	Profiel
	d.ducky123@365mailtest.nl	Ducky123, D	d.ducky123@365mailtest.nl	Administrator

The 2FA is unlocked and the user can reset it.

Twee-factor-authenticatie deblokkeren

Twee-factor-authenticatie is gedeblokkeerd voor deze gebruiker.