MANUAL
MY HLB WITLOX
VAN DEN BOOMEN

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1. LOG IN

1.1 You will receive an email with your login details
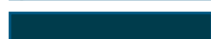
You will receive an email from us containing your username and an automatically generated password. Click on 'log in now' to go to the log in page.
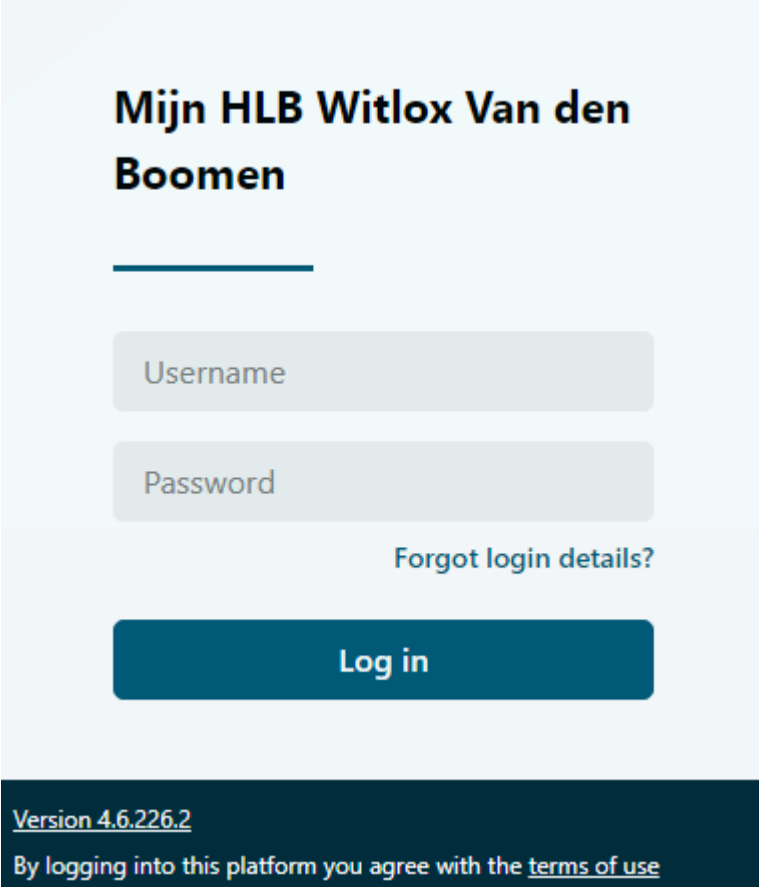
You can save the page my.hlb-wvdb.nl in your browser's favorites, so you can easily find it again in the future.

1.2 Log in with your personal log-in data

Enter the username and password which was sent to you by email. Click "log in". The system will send a SMS code to your cell phone.
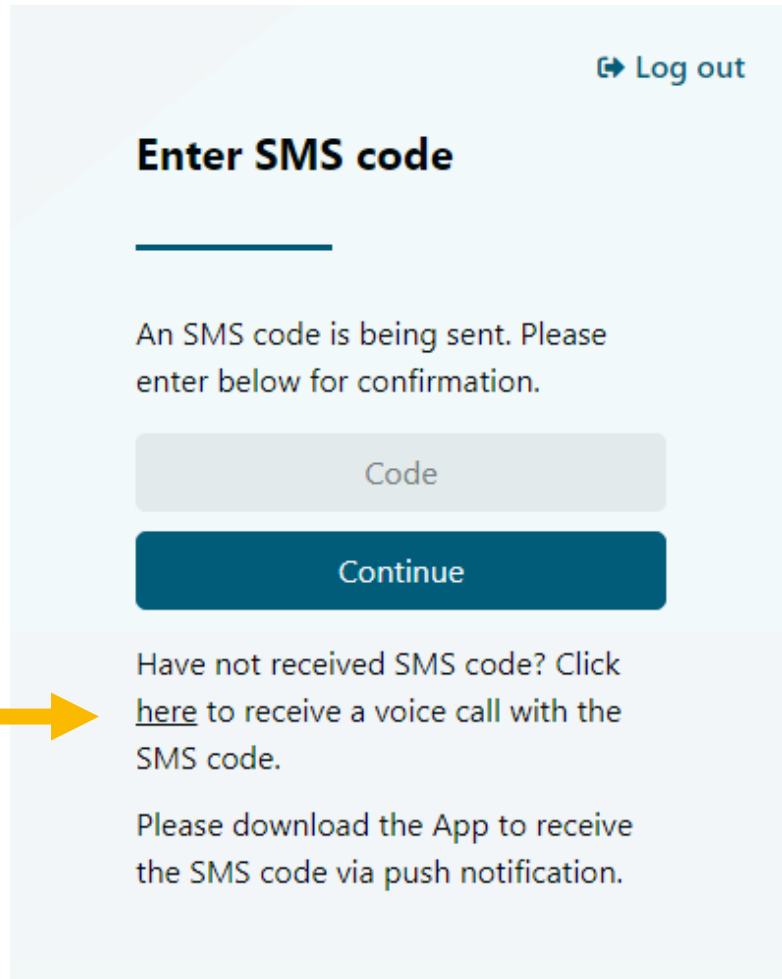
Not received the login information?
In that case, please send an email to supportwaalre@hlb-wvdb.nl or call us on 088 - 194 88 07. We will help you further.

1.3 Enter your SMS code

Now enter the SMS code you just received, then click 'Continue' to confirm the login.

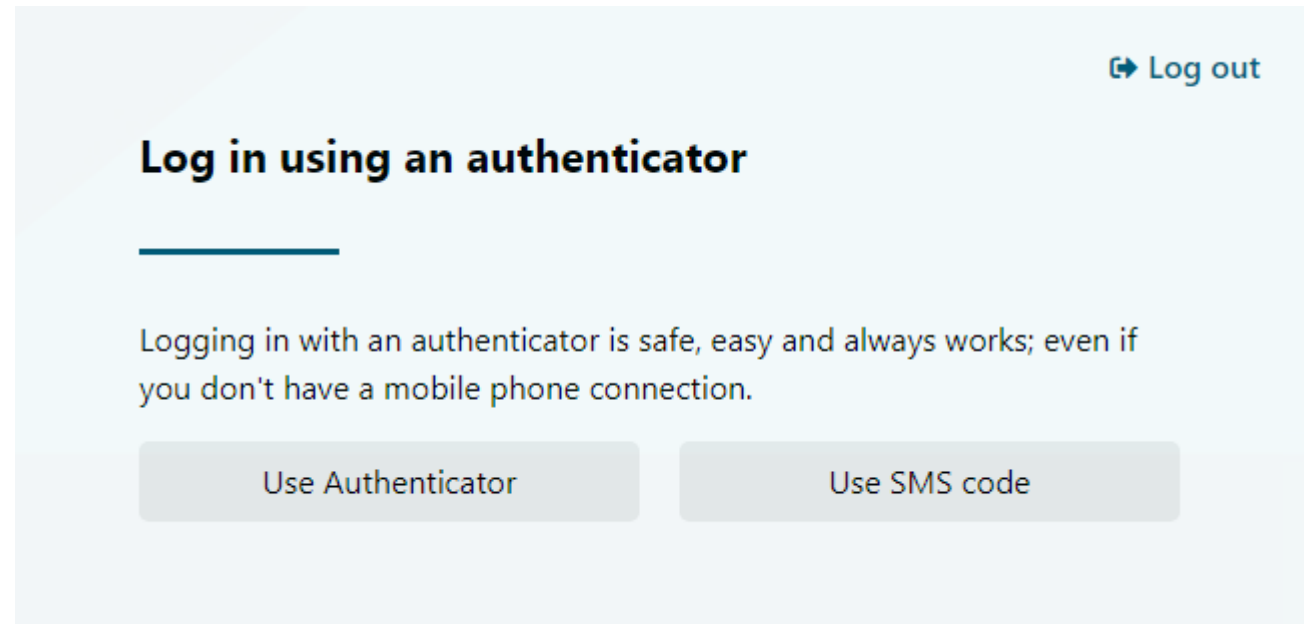**Not receiving an SMS code?**
Then click "here" to be called.
You will then receive a call from an anonymous number.

1.4 Optional: Login with an Authenticator

Instead of using an SMS code, you can also log in with an Authenticator Application, the choice is yours.

Use SMS verification?
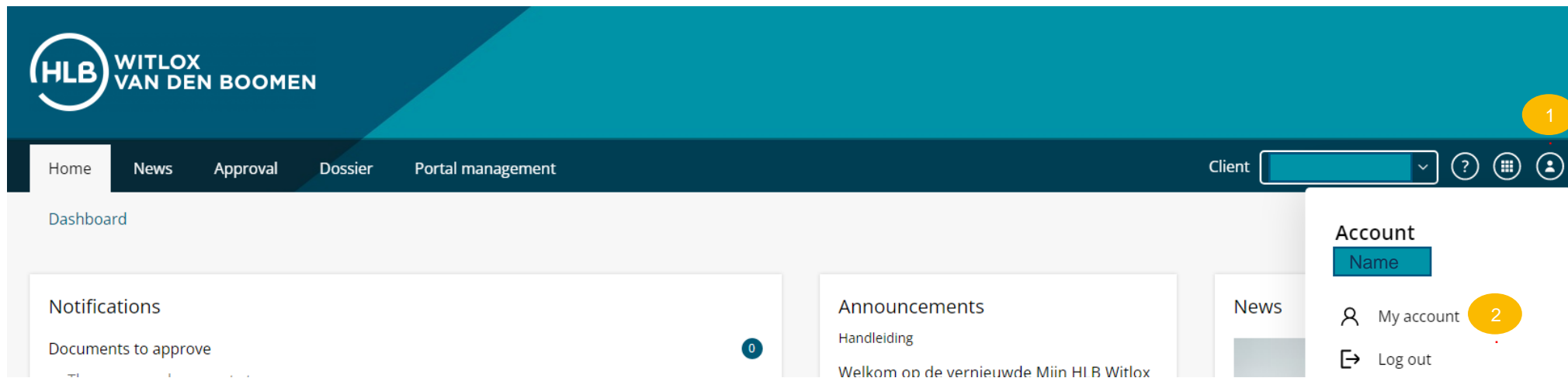If you don't want to use this (at the moment), choose 'Use SMS code'.

1.5 Change your password

You can choose to change your automatically generated password, as follows:

1. Click on your name at the top right (1) and then click on ''My account'' (2).

2 Click on 'Yes' behind 'password Change'' and create your new password.

3. Then click on 'Save changes' at the bottom of the page.

1.6 Frequently asked questions about logging in

I do not receive an sms code immediately

SMS codes are sent instantly. Usually the code arrives on your phone almost immediately. Sometimes it may take a little longer for the code to arrive.

Usually the delay is in the connection between the transmission tower and the phone. If you still don't have a code after 1 minute, ask for a new SMS code. You can also switch your phone off and on. It is also possible that there is a malfunction with your mobile provider. You can check this at https://allestoringen.nl.

I am not receiving my new password

If you use the 'forgot password' function on the login page of the Online Environment to request a new password, it is possible that this email will end up in the Spam folder of your email account. You can prevent this by marking the e-mail from Client Online in the Spam folder as 'no Spam email'. All emails sent after this from Client Online will then end up in your inbox.

How do I mark an email as wanted?

The way you can mark an email as wanted varies by email client.

Microsoft Outlook and Hotmail

In Microsoft Outlook and Hotmail, you will find the emails marked as spam in the Junk folder. Check out the tutorial on this page to learn how to turn them into a wanted email in this case.

Google Gmail

In Google's Gmail, you will find the emails that are marked as spam in the Spam folder. Check out the tutorial on this page to learn how to turn them into a desired email in this case.
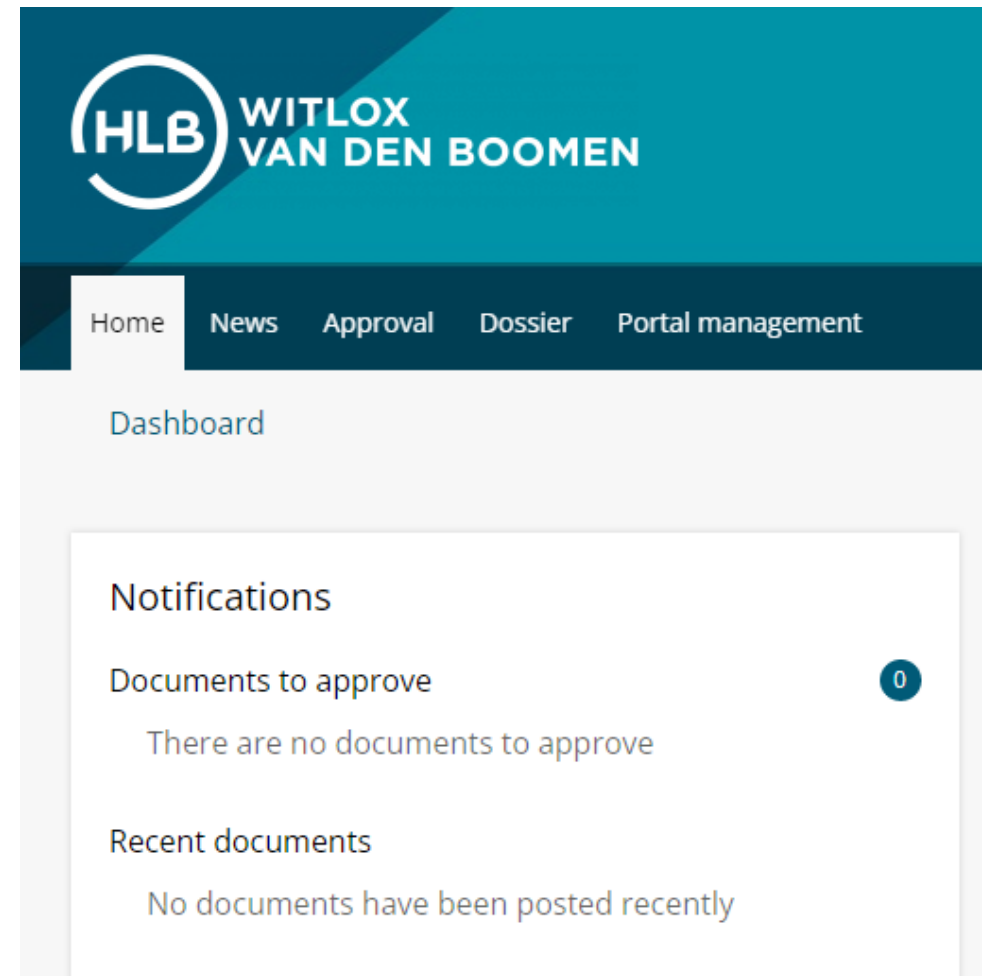
If the above actions do not work, please contact our Support Department at: 088-1948807

MAIN MENU

2.1 The main menu

When you are logged in, you will automatically be taken to the Home page, where you will see your notifications.

Although this main menu bar does have a 'News' tab, we do not actively use it. We are happy to explain the operation of the other tabs in the remainder of this manual.

APPROVE

3.1 Approvel- Approving documents


Approval works as follows:

1. Click on the 'Approval' tab (1)

2. Click on the name of the document. View the file and close the document again.

3. Click agree/disagree.

4. Before confirming the approval, fill in the 'date that the auditor recommends' in.

5. Then click on 'Send SMS code'**.**

6. Enter the SMS code you receive on your phone and click on 'Send documents'.

Not receiving an SMS code?
Then click on the line to be called, and you will be called by an anonymous number.

3.2 Approval - view overview

Click on 'overview' at the top left to view
all documents that are open for approval
or have already been approved.
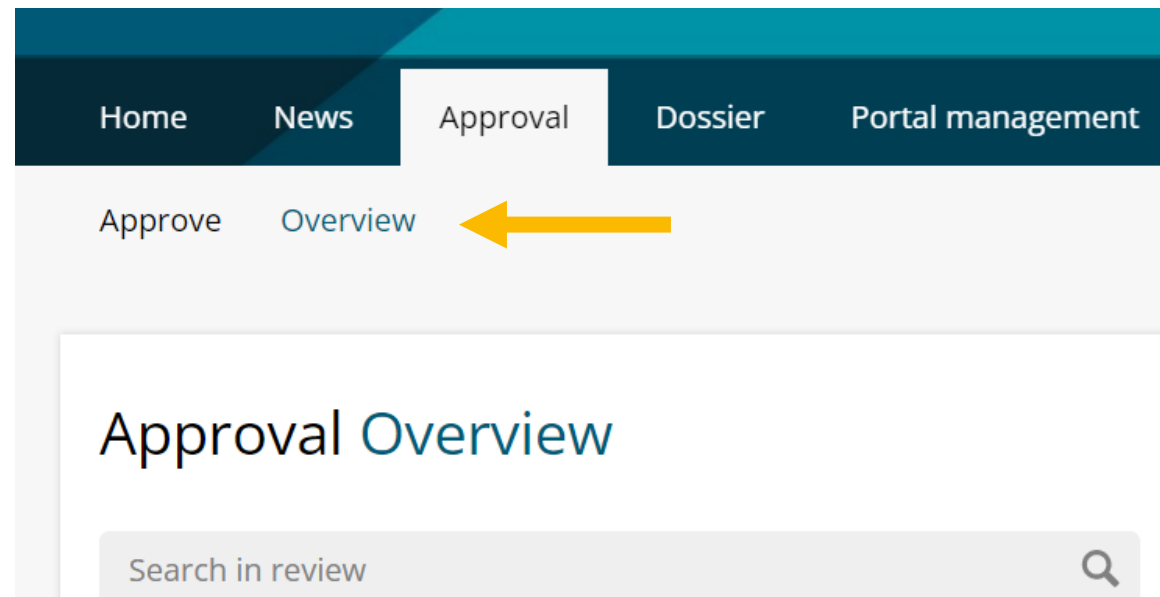
4. FILE

4.1 File - viewing files

Under the tab 'Dossier' you will also find all files. From here you can upload your files.
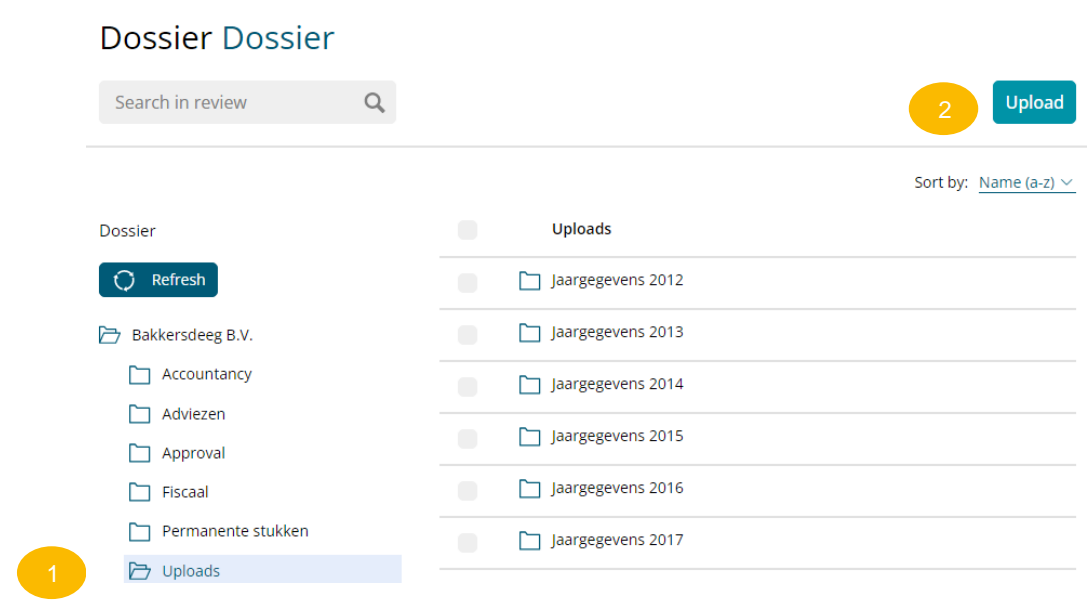
Viewing documents
Click on the desired folder to see the files.

4.2 Uploading files- File

1. Select the file folder 'Uploads'.
(1) You can save you files here
Upload using the 'Upload' button (2).
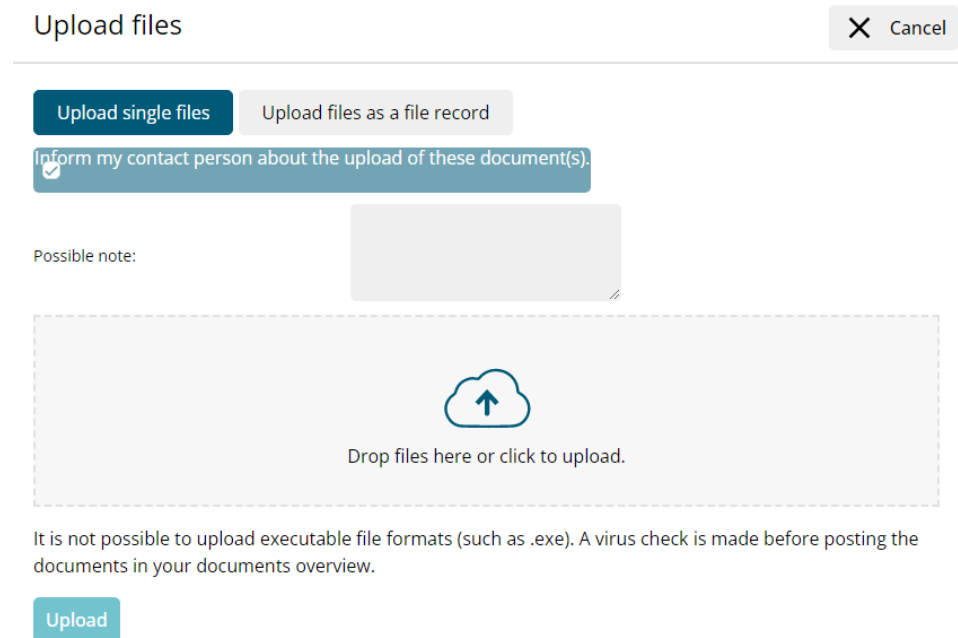
2. A pop-up appears. Drag files from your Windows Explorer to the window to quickly and easily upload files.
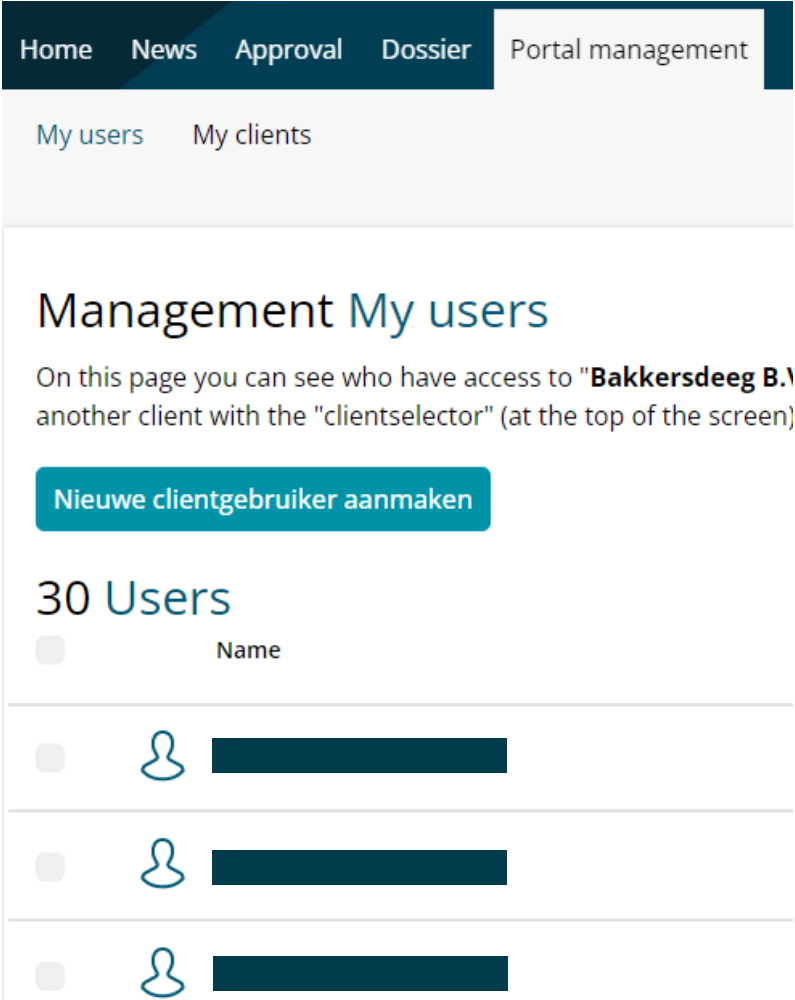
5. USERS MANAGE

5.1 Managing users

On the 'Portal management' tab you will see all the users who have access to your personal HLB Witlox Van den Boomen environment.

6. SWITCH BETWEEN ENTITIES AND PERSONS

6.1 Switching between entities and persons

At the top right of 'Client', switch between entities or persons.

Click on the 'drop down menu' (1) and select your client of choice (2).
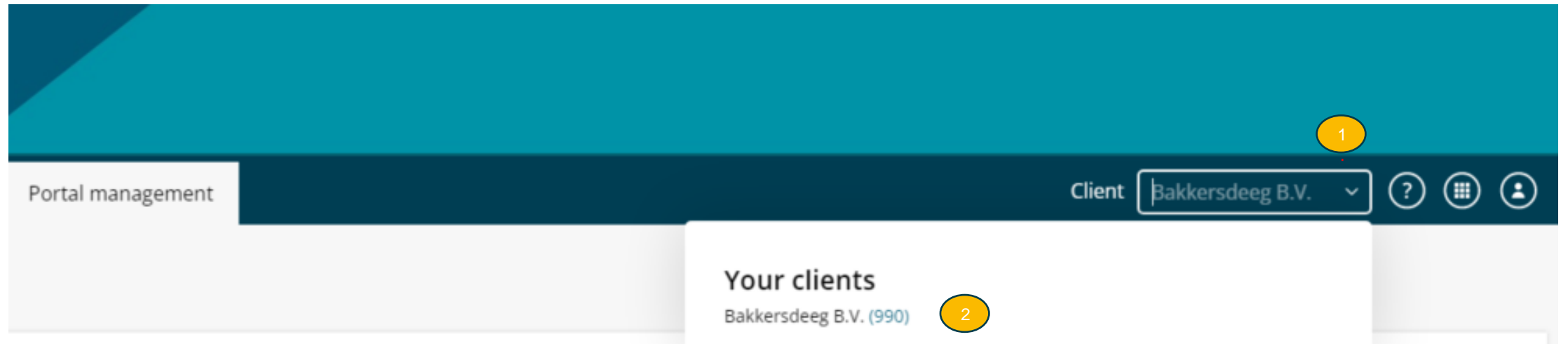
7. CONTACT INFORMATION

8.1 CONTACT INFORMATION

Questions, or would you like more information?
We are there for you!

Charlotte Bos

Project Manager

088 - 194 88 07
Supportwaalre@hlb-wvdb.nl

TOGETHER
WE MAKE
IT HAPPEN

HLB WITLOX
VAN DEN BOOMEN
ADVISEURS & ACCOUNTANTS