

August 2021

Getting started in our customer portal mijn.bakertilly.nl

User manual – log in

Now, for tomorrow

bakertilly

In the customer portal of Baker Tilly you can interact easily with your account manager. It optimises our communication and lets us work together online.

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Welcome

In the online environment, our personnel can smoothly and easily manage administrative matters with you. This yields efficiency, for you and for us. Here are some facilities of the customer portal:

- Approving and forwarding publications and declarations to the requesting agencies online.
- Managing documents and publications in a central location for all your organisations/BVs.
- Direct access to your other online tools such as Exact Online, DizzyData, Nmbrs, Qlik Sense and VisionPlanner (depending on the agreements we have made with you).
- Easily and safely uploading documents to Baker Tilly.
- Keeping up-to-date on news about Baker Tilly.

This manual describes the most important steps regarding logging into our customer portal.

Other manuals made available by Baker Tilly on how to use the customer portal can be found within the customer portal on the Main screen under ‘Announcements’. There is a link to a separate manual per module.

The customer portal also includes a ‘Help’ button at the bottom right of each page. This help function is provided by the customer portal supplier. This includes both descriptions and videos. The layout and some descriptions within this help functionality may differ from our customer portal. Baker Tilly has its own layout, its own background and a number of functionalities may differ.

Please don’t hesitate to contact your contact person within Baker Tilly if you have any questions about how the customer portal works.

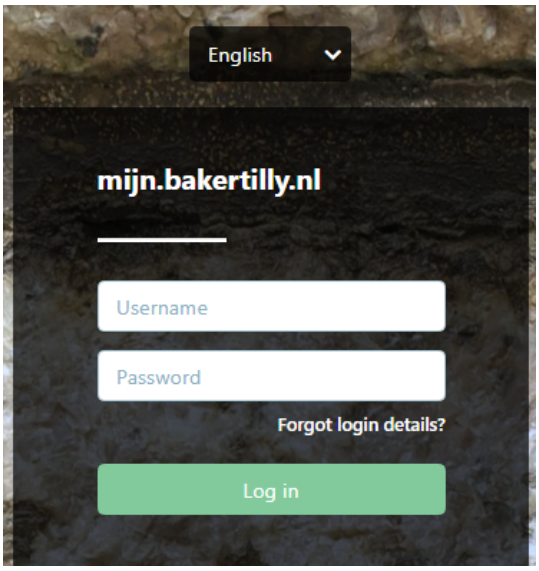
Log in

You have received an email from us with a login name. This will allow you to log into our customer portal in the following different ways:

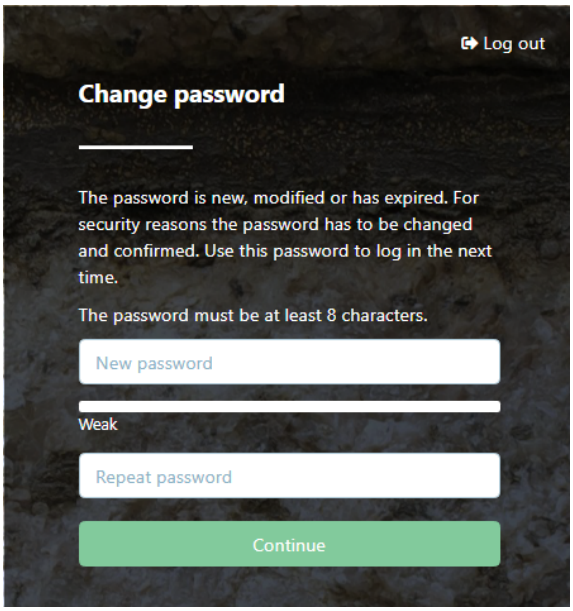
1. Via de log-in page on the website of bakertilly.nl. Choose the ‘people’-icon in the menu;



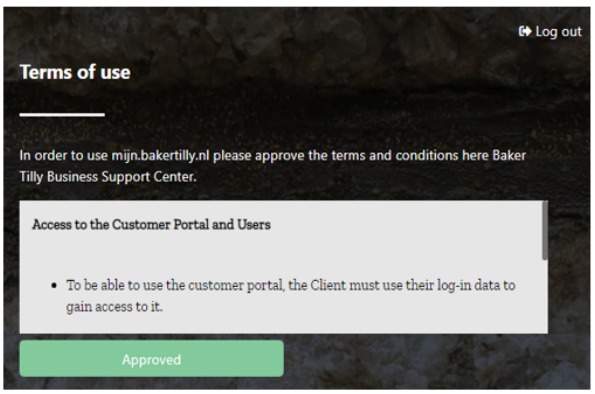
2. Directly via mijn.bakertilly.nl and
3. Through the free Mijn Baker Tilly app (available in iOS and Android).



- In the log-in screen, we ask you to enter your username and password. You will subsequently be asked to create a new password and confirm this.



- You will be asked to agree to the ‘Terms of use’ ‘Access to the Customer portal and Users’, which will subsequently allow you to use the customer portal. These terms and conditions have also been attached to this manual.



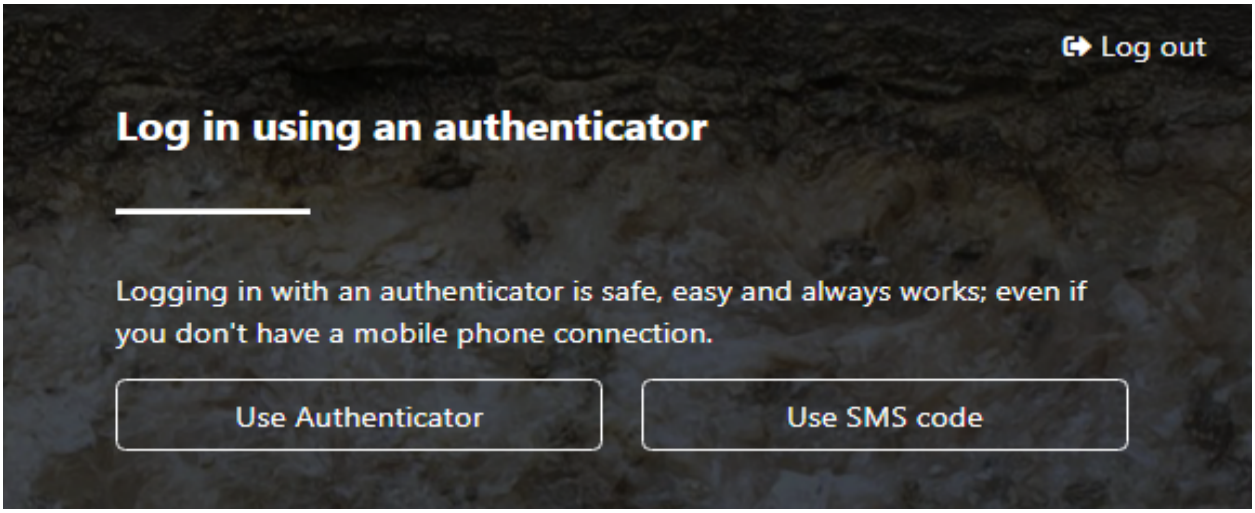
Log in

- Then you will receive an SMS code on the mobile number you have provided. Entering the SMS code completes the second step of log-in and you enter the customer portal. A ‘Log in using an authenticator’ screen will follow once you have entered the SMS code.

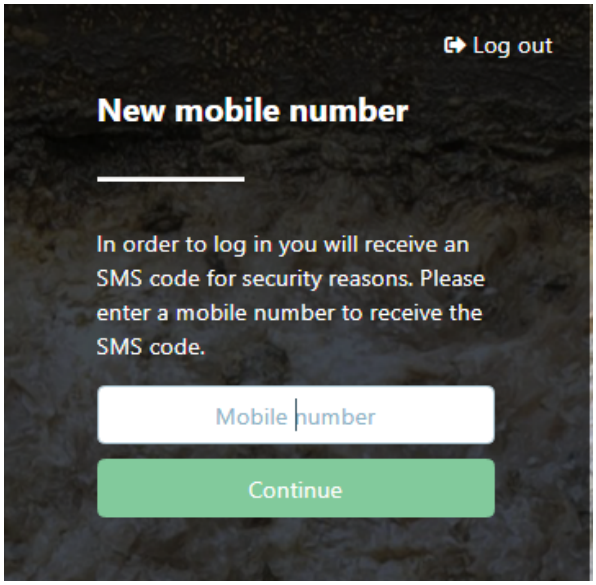
- It is possible to choose between logging in and approving via SMS or via an Authenticator. Detailed instructions have been added in the section ‘Authenticator functionality’.

- If you don’t want to make use of logging in and approving via the Authenticator, you can opt for the ‘Use SMS code’ link on this page. You will be redirected to the portal.

- **Please note:** this extra screen will be displayed with every new login attempt.



- If you were created as an extra client user by the administrator and your mobile number wasn’t saved during the initial setup, you will be presented with an extra screen where you can enter a mobile number. You will receive an SMS code once you have entered your mobile number and the standard login process will follow. The mobile number will subsequently be added to your account.



Authenticator functionality

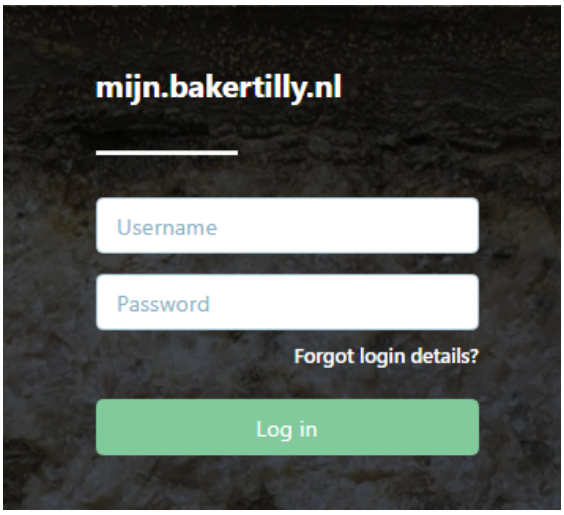
It is be possible to log in and approve via an Authenticator. An authenticator is an app which is linked to your customer user's account. This is another way of logging in in two steps. As soon as the app has been linked, it will generate a changing and unique 6-digit code which will provide access to your account, in the same way that the SMS codes do. Both forms of two-factor-authentication serve as extra security for personal data. The big advantage of an Authenticator app is that the login codes are always available, even if there is no, or a poor, telephone connection.

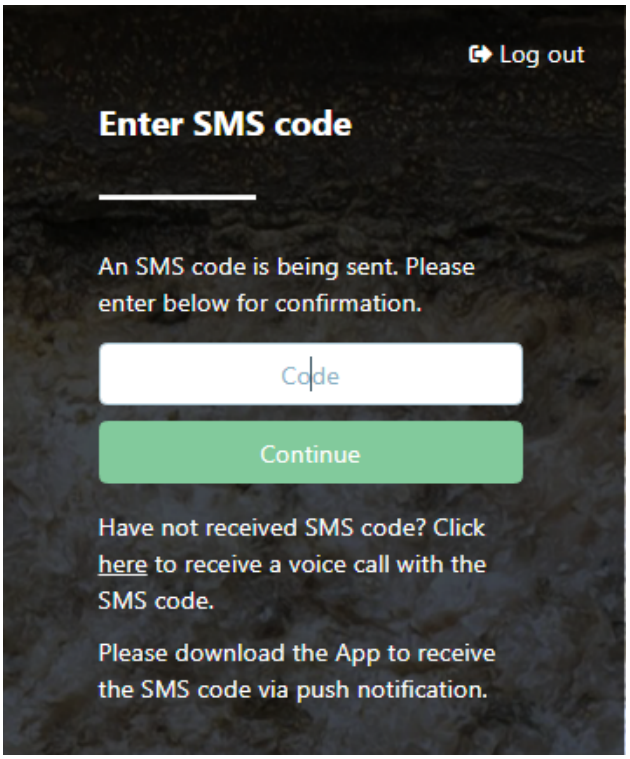
The following subjects are further elaborated on in this manual.

- Activating two-factor-authentication with an authenticator.
- Installing and linking an authenticator app.
- Logging in with an authenticator.
- Disconnecting from an authenticator.

Activating two-factor-authentication with an authenticator.

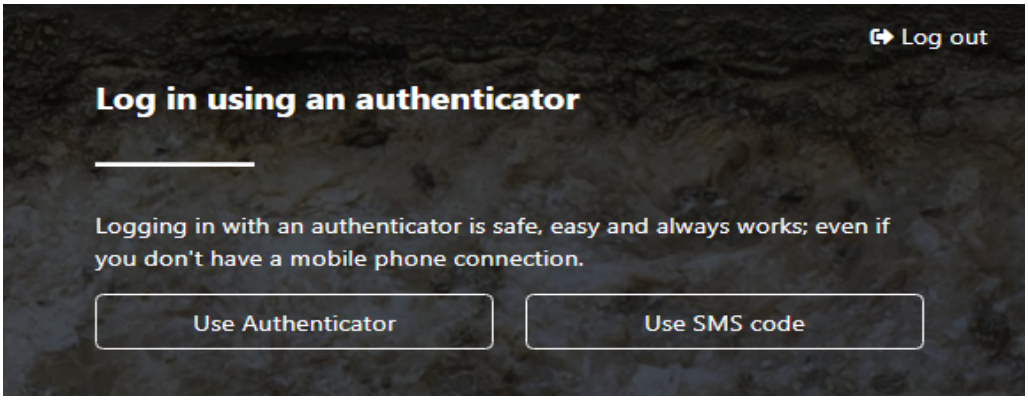
- Go to the mijn.bakertilly.nl login page.
- Enter your username and password.
- Enter the received SMS-code.



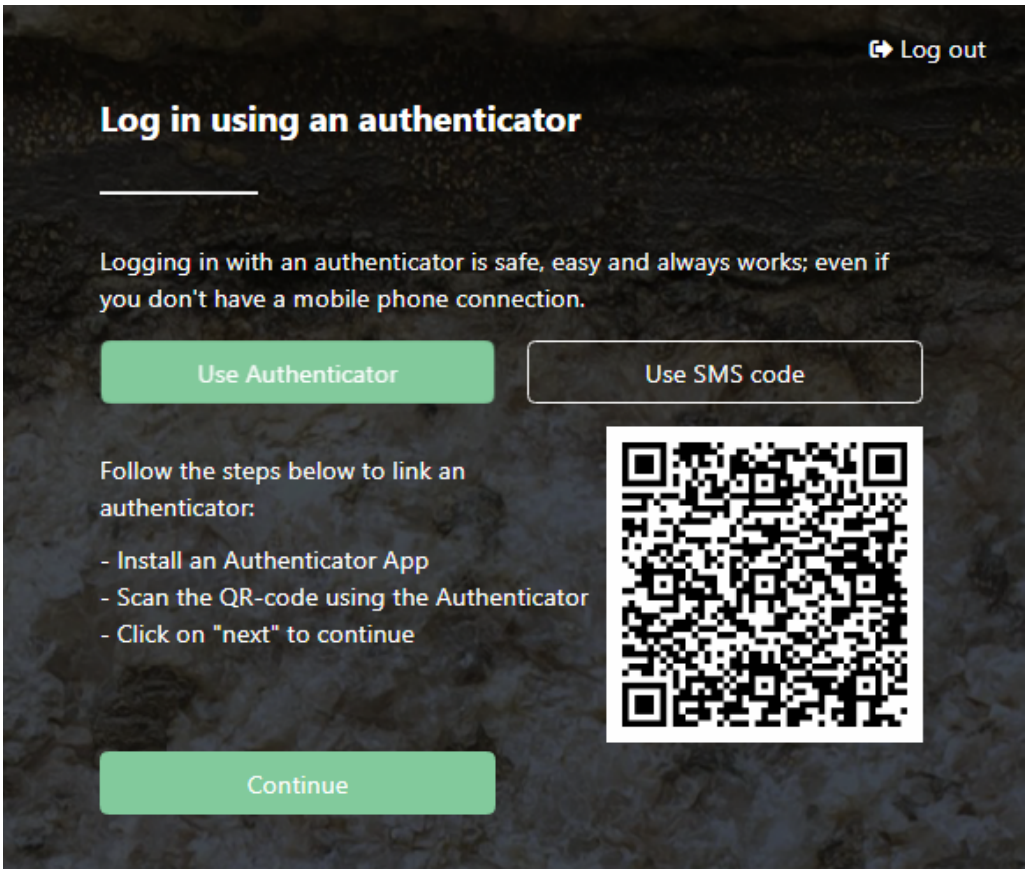


Authenticator functionality

- The following screen will subsequently appear for activating the two-factor-authentication ‘Log in using an authenticator’. Click on the button ‘Use Authenticator’ to activate the two-factor-authentication.



- Follow the instructions on the next screen ‘Log in using an authenticator’.



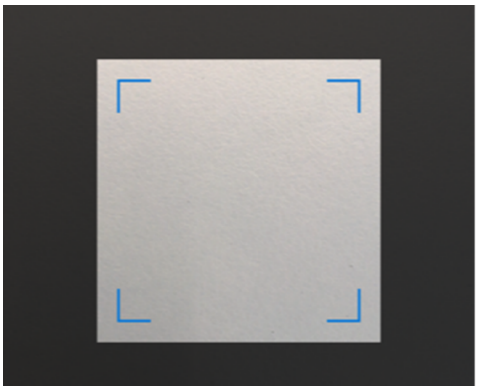
Authenticator functionality

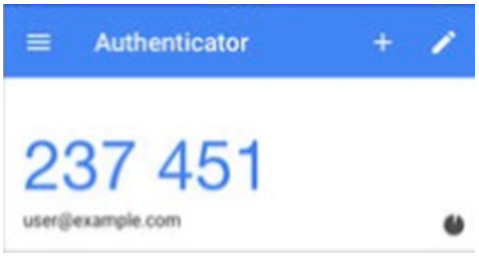
Installing an authenticator app

- Go to the App Store or the Google Play Store on your mobile.
- Search for an authenticator app.
  Frequently used apps are Google Authenticator and Microsoft Authenticator.



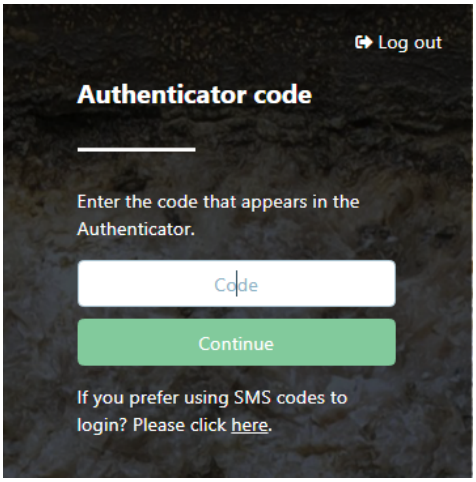
- Install the authenticator app on your mobile.
- Open the authenticator app.
- Press the plus sign in the app.
- You will instantly be given the choice to scan the QR code in the Google Authenticator.
- You can choose between a ‘work or school account’ or adding an 'other’ in the Microsoft Authenticator. You will subsequently be presented with the ‘scan the QR code’ option.
- Scan the QR code on the mijn.bakertilly.nl login screen with the scanner in the authenticator app.





Linking an authenticator app

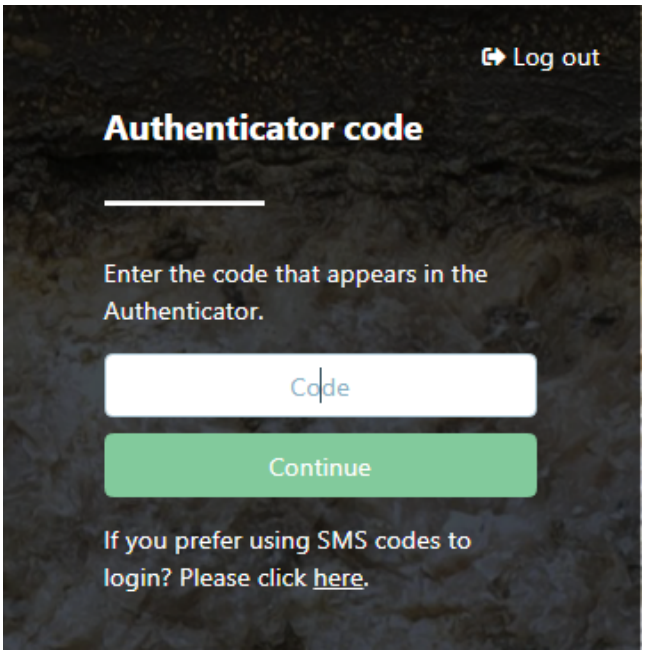
- Go back to the mijn.bakertilly.nl login page on the other device.
- Click on the button ‘Continue’.
- Het ‘Authenticator-code’ screen appears.
- Enter the code shown in the authenticator app.
- Click on the button ‘Continue’ to log in.

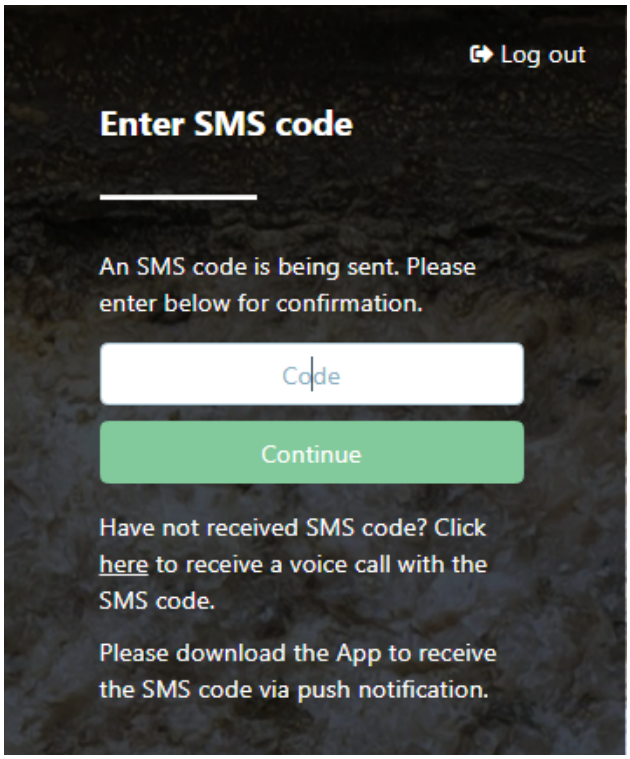


Authenticator functionality

Logging in with an authenticator
You can log in once you have activated the authenticator and you will be asked for an Authenticator code.

- Open the mijn.bakertilly.nl login page.
- Enter your username and password and click on “Continue’.
- Open the authenticator app on your mobile.
- Go to the mijn.bakertilly.nl. login screen.
- Enter the code shown in the authenticator app.
- Click on the button ‘Continue’ to log in.
- You will still have the option of logging in via an SMS code. An SMS will be sent by clicking on the link after ‘SMS codes’ and the screen will change to ‘Enter SMS code’.





Authenticator functionality

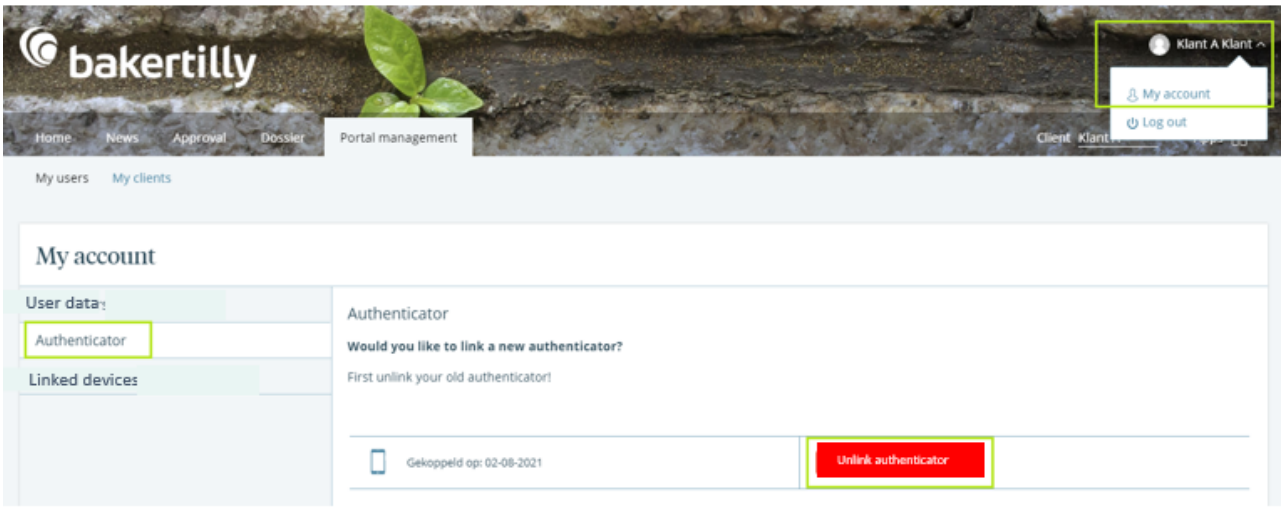
Disconnecting from an authenticator

An authenticator can be disconnected if:

- A new mobile is being used;
- A customer wants to use a different authenticator;
- The SMS functionality is preferred over the authenticator functionality.

Go through the following steps to disconnect an authenticator.

- Go to the authenticator app on your mobile and delete the user account which the authenticator is linked to.
- Login on mijn.bakertilly.nl via Sms-code.
- Go to My account->Authenticator.
- Click on Disconnect authenticator.
- Log out of mijn.bakertilly.nl.
- With a new login attempt, you can either log in via an SMS code or, if preferred, link the new Authenticator by completing the ‘Log in using an Authenticator’ process again.



Main screen

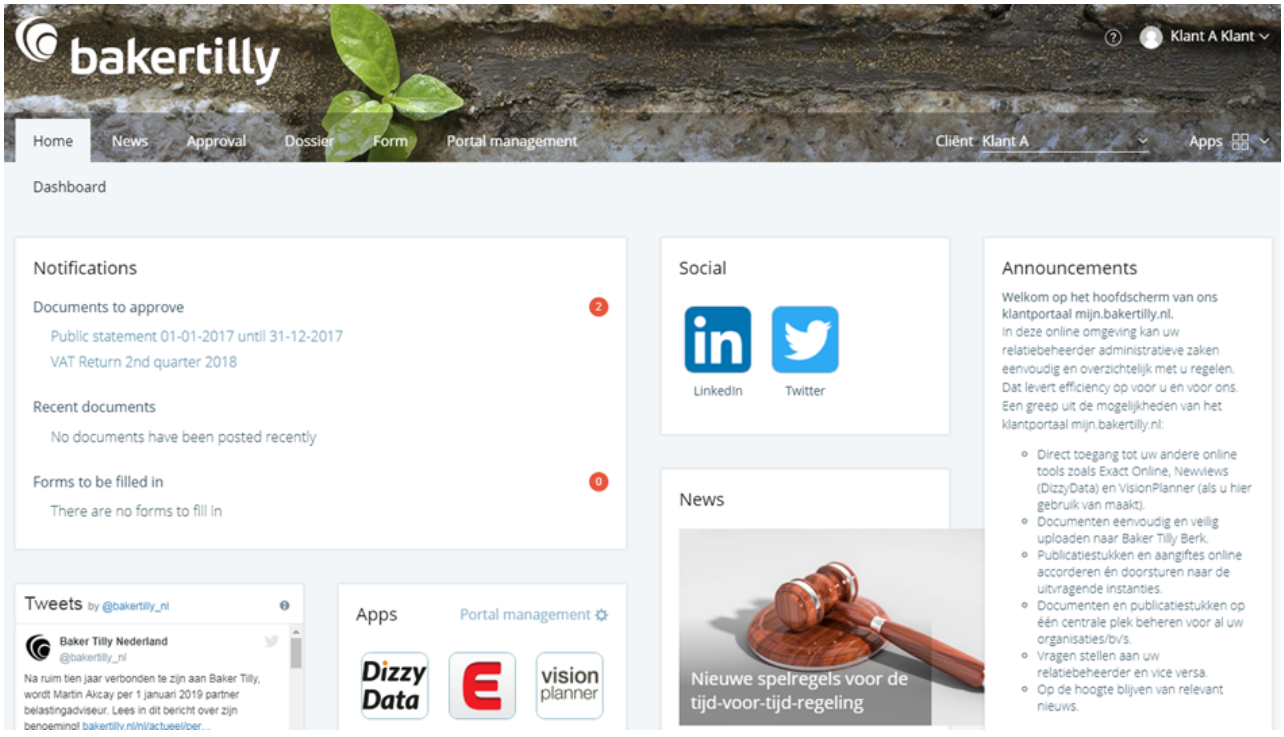
Home - Dashboard

This is the dashboard of our customer portal.

- **Menu bar** (top left). Click on the name of the subject for more options in the menu.
- **My account** (top right above your log in name). This is the name under which you are logged in. Here, you can also change the language of the portal and your settings, such as your password.
- **Client** (top right). If you are registered as a user at multiple organisations, you can switch between organisations here.
- **Notifications** (top left under menu bar). This is a list of outstanding tasks, information concerning documents to be approved, new documents for review and forms to be filled in.
- **Apps** (bottom centre). Here, you have direct access to the various online tools such as Exact Online, DizzyData (NewViews), Visionplanner, Qlik Sense and Nmbrs.

  Here, you have immediate access to the online products and services you use without needing to remember several passwords. You must enter your log-in data once via the button ‘Portal Management’ at the top in the app dashboard. Then, you will be ‘known’ and can click directly on the icon on your next visit to log-in to the online tool of your choice. Which online services are available to you depends on the agreements we have made with you.
- **Widgets** (the other blocks), namely Social, Messages, News, Contacts and the Twitter feed are supportive in nature. You can place widgets at a desired position on the dashboard by clicking and dragging.

- **Please note**: the dashboard is set up per client. If you have access to multiple clients, you can switch from client to a dashboard per client.



Appendices

User terms and conditions customer portal



User terms and conditions customer portal

Access to the Customer Portal and Users

- To be able to use the customer portal, the client must use their log-in data to gain access to it.
- The client accepts and agrees that log-in data (email address and mobile phone number) is stored in order to allow access to the customer portal.
- The client themselves are responsible for keeping the log-in data for their account confidential. If the client knows or suspects that their log-in data have gotten into the hands of unauthorised persons, they must immediately inform Baker Tilly (Netherlands) B.V. (further mentioned as BTN) of this, while remaining obligated to take effective measures themselves such as, for example, changing the log-in data. The client therefore accepts and agrees that they are responsible and liable at all times for the use of the customer portal by third parties using the former's log-in data. The client indemnifies BTN for all loss and costs resulting from and/or related to third-party use of the customer portal using the former's log-in data.
- With the log-in data, the client has access to an administrative account with which they can manage their personal environment and create accounts for individual users. For example, the client can set the options and limitations of the users, all of this within limit set by BTN.
- The client ensures that the users act always in accordance with that stipulated in these Terms of Use. The client is therefore personally liable for the approval of the individual users and all use by the users of the customer portal. The client will take appropriate measures to detect and, if possible, prevent abuse. The client indemnifies BTN for all loss due to unauthorised action by or on behalf of the client or by individual users.
- The customer indemnifies BTN for all third-party claims based on the claim that the client's or the users' use of the customer portal is in any way unlawful and all claims of third parties because of the non-fulfilment of the terms of use by the client or users.
- Without prejudice to the other provisions of these terms, the activities in the context of the customer portal, including the use of the customer portal by the client and users, is not:
  a. Based on untruths and/or misleading;
  b. Hurtful, defamatory, offensive, racist, discriminatory or hateful;
  c. Erotic or pornographic;
  d. Does not contain hyperlinks, torrents or similar information that the client knows or ought to know refers to material that infringes third-party rights;
  e. Does not consist of the dissemination of personal data of third parties without their permission or through necessity or the transmission of unwanted commercial, charitable or idealistic communication;

User terms and conditions customer portal

f. Does not contain viruses, Trojan horses, worms, bots or other software that may damage or disable or inaccessible computer works or make them inaccessible, could delete them or are meant to circumvent technical protective measures for the service and/or software;
g. Does not consist of the use of any tools and/or solutions (proprietary or from third parties) to the extent that these are intended to take over any content or in any way spider, scrape, scan or otherwise unlawfully use and/or view this;
h. Does not consist of the use of the customer portal for purposes other than those described in the agreement;
i. Does not unreasonably or disproportionately make use of the customer portal or hinder the functionality of the customer portal;
j. Is, in the opinion of BTN, in violation of public decency or good taste;
k. Is in violation of these terms of use, the agreement or any applicable law and/or regulation;
l. Infringes upon rights of BTN and/or third parties, including but not limited to intellectual property rights and privacy rights;
m. Is in any way, otherwise unlawful; or
n. In any way harms the interests and good name of BTN.

- BTN reserves the right to abridge, modify, refuse or delete content from the customer portal if this is necessary in the opinion of BTN, without this in any way leading to any rights to damages and/or liability on the part of BTN.
- If BTN is informed by a third party of unlawful content or if there is potentially criminal content, BTN is also authorised to pass on the personal data of the client or user to the third party or the competent authorities. In such an instance, BTN will inform the client of this fact, unless BTN is prohibited by law from doing so.
- Every use of the service is fully for the account and risk of the client.

Baker Tilly (Netherlands) B.V., trading as Baker Tilly, is a member of the global network of Baker Tilly International Ltd., the members of which are separate and independent legal entities.

Baker Tilly (Netherlands) B.V. is a public limited company and is the exclusive contracting party in respect of all commissioned work. The company's general terms and conditions, filed with the registry of the Dutch chamber of commerce under no. 24425560, which include a limitation of liability, are applicable to all work performed and to all legal relationships with third parties.

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