



# MyBusiness Customer User Manual

English version 2026-02-26



# In this guide, you will learn:

- How to sign in to MyBusiness
- How to sign in to MyBusiness if you are a previous Accountor Portal User
- How to communicate with your Aspia team
- How to categorize documents
- How to access documents
- User management
- Send us feedback



# How to sign in to MyBusiness

When you sign in to MyBusiness, you are sometimes asked to verify your identity using Multi-Factor Authentication (MFA). You will need to complete MFA the first time you log in. After that, you will only be asked to use MFA on certain occasions.

This extra step helps keep your account secure.

Read more about how to set up your account:

<https://www.aspia.se/en/mybusiness/login-method/>



# How to sign in to MyBusiness if you are a previous Accountor Portal User

When you receive the MyBusiness welcome email, you can click on the link and use the same email and password that you used to log on to Accountor Portal.

If you have issues, you can contact us by email or phone:

Email: [kundesupport@aspia.dk](mailto:kundesupport@aspia.dk)

Phone: +45 32 35 55 00



# Sign in when you have an account

1. Enter your username and password (image 1).
2. If MFA is required, image 2 or image 3 will be shown depending on whether you have selected MFA with an app or SMS:
  1. If you use an Authenticator app, open it and retrieve your MFA code.
  2. If you have selected SMS, you will receive an SMS with a one-time code.
3. Enter the code and click Continue.
4. You are now signed in.

**Welcome**  
Sign-in to Aspia's services

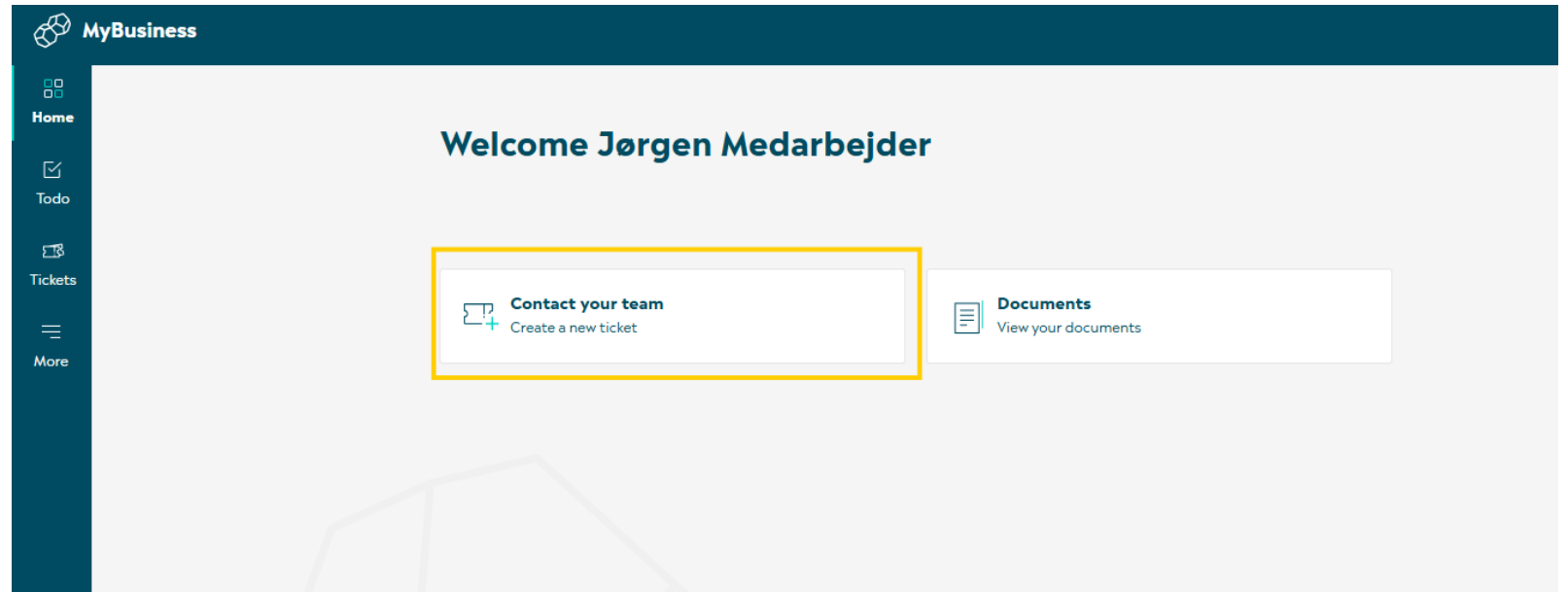
[Forgot password](#)

**Verify your identity**  
Open your authentication app and enter the code shown there.

**Verify your identity**  
We have sent a text message to: +46 \*\* \* \* \* \*



# How to communicate with your Aspia team



In MyBusiness, you communicate with your Aspia team by creating a ticket.



# Fill out the form

1. **Send to** – Choose which Aspia service team you want to communicate with.
2. **Add colleagues** – You can add colleagues from your company who should also see the ticket.
3. **Subject** – What is your ticket about?
4. **Message** – Start your conversation by writing a message.
5. **Attach file** – Add a file if needed. The file will be stored in your Document area and accessed by anyone involved in the ticket.

The screenshot shows the 'MyBusiness' interface for creating a new ticket. The header is dark teal with the 'MyBusiness' logo and name. A dark teal sidebar on the left contains navigation icons for Home, Todo (with a notification badge), Tickets, and More. The main content area is white and titled 'New ticket'. It features four sections: 'SEND TO' with a dropdown menu for 'Select service'; 'ADD COLLEAGUES (OPTIONAL)' with a dropdown menu for 'Select colleagues'; 'SUBJECT' with a text input field 'Add subject'; and 'MESSAGE' with a large text area 'Write a message'. At the bottom, there is an 'ATTACH FILE' button, a rich text toolbar with icons for Bold (B), Italic (I), Underline (U), Bulleted List, and Numbered List, and a 'SEND' button.



# Attaching a document and choosing categorization

When you attach a file in the ticket, you need to choose which Aspia service this document belongs to.

For Payroll documents, always choose *Salary Details, Year* etc.

For Accounting documents, always choose *Accounting*

**Upload** [X]

**Selected document** 20260331-796-10... [v]

**Categorise** [^]

Select the team that should get access.

**PAYROLL** **ACCOUNTING**

**Area**

**SALARY DETAILS** **UPLOAD WITHOUT CATEGORY**

**Calendar year** (Select other year)

2025 **2026** 2027

**Month**

JANUARY FEBRUARY MARCH APRIL **MAY** JUNE JULY AUGUST SEPTEMBER

OCTOBER NOVEMBER DECEMBER NO MONTH

**Upload** [X]

**Selected document** 20260331-796-10... [v]

**Categorise** [^]

Select the team that should get access.

**PAYROLL** **ACCOUNTING**

\*Only you and your Aspia team can see the document until it has been categorized.



# Tickets dashboard

You find your tickets on the Ticket dashboard. Both the ones you created and the ones sent to you.

You can see which ones are expecting your action by the status "Waiting for you".

"In progress" means someone in your Aspia team is handling your ticket.

The screenshot shows the MyBusiness interface for ANNA'S FLOWERS. The top navigation bar includes the MyBusiness logo, the user name ANNA'S FLOWERS, and a dropdown arrow. A '+ NEW TICKET' button is located in the top right corner. The main content area is titled 'Open All' and displays a list of tickets:

Ticket Title	Ticket ID	Status
Approve employer declaration	#4027	Waiting for you
Bookkeep salaries	#3841	Waiting for you
Handle supplier invoices	#5235	In progress
Submit payroll documentation	#5234	In progress



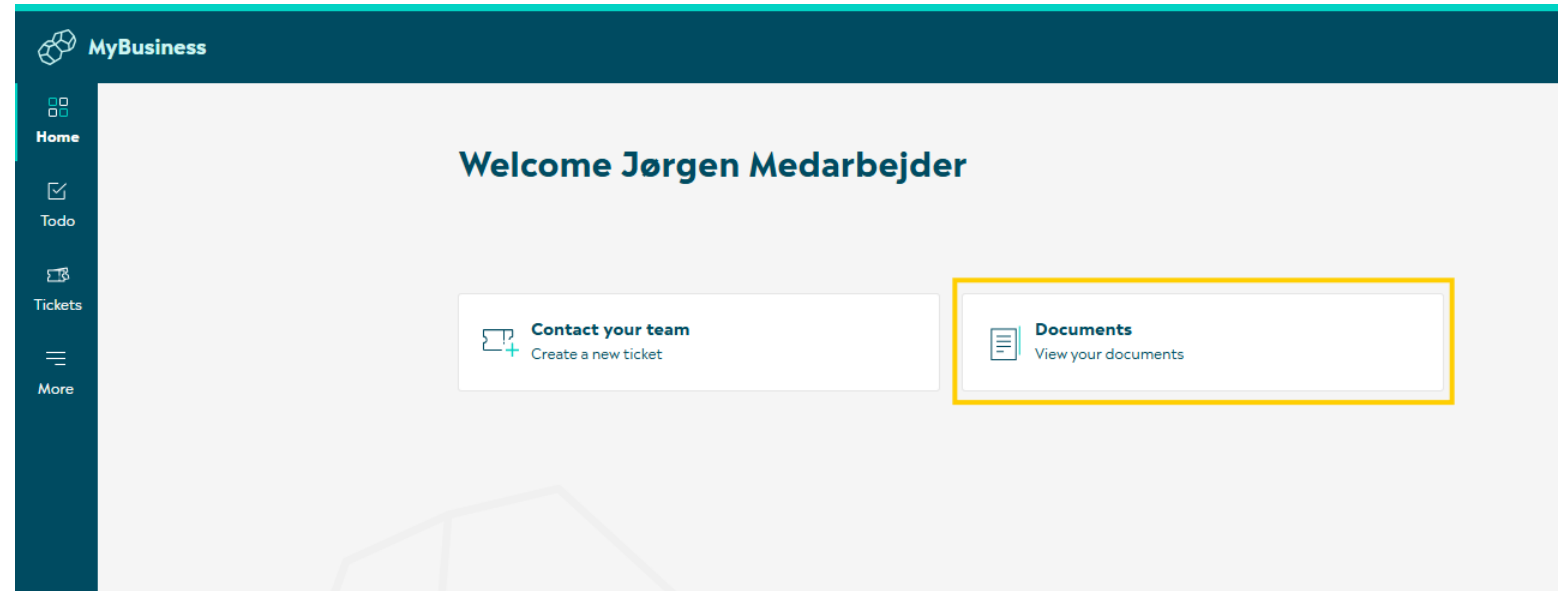
# Messages in a ticket

- The ticket includes a message thread where you can communicate with your Aspia team.
- You can also send and receive files in the message thread.

The screenshot displays the MyBusiness interface. On the left is a dark teal sidebar with navigation icons for Home, Todo, Tickets, and More. The main content area is split into two panels. The left panel shows a ticket titled "Please look at this document" created today at 11:49. It has tabs for "About" and "Files". Under "About", there are sections for "Accounting" (with an "Open" checkbox) and "Colleagues" (listing "Jørgen Medarbejder Kombikunde og A..."). A "To Do's" section at the bottom states "All To do's for this ticket will be listed here." The right panel, titled "Messages", shows a message from "Jørgen Medarbejder Kombikunde og Accounting" at 11:49. The message content is "Hi team" followed by "Please look at this document" and a file attachment "DB statement 31.03.2026.pdf". Below the message is a "Write Message" input field, an "ATTACH FILE" button, and a rich text editor with icons for Bold (B), Italic (I), Underline (U), Bulleted List, and Numbered List. A "SEND" button is located at the bottom right of the message area.



# How to access documents



All documents shared between you and your Aspia team are stored in Documents. You can see all documents you have access to, whether they are shared by a colleague or an Aspia consultant.



# How to find a document

All documents are categorized by area and period.

Use the filters on the left or the search bar to find the files you need.

The screenshot shows the 'MyBusiness' interface for 'ANNA'S FLOWERS'. The main section is titled 'Documents' and has two tabs: 'Categorised' (selected) and 'My uploaded'. A search bar is located at the top left of the document list. On the left side, there is a sidebar with navigation options: Home, Todo (with a notification badge), Tickets, and More. Below these are filter sections: 'SETTINGS' with a toggle for 'Include older documents', 'AREA' with checkboxes for 'Business Documents' (8), 'Annual Reports' (1), and 'Payroll' (5), 'YEAR' with 'Fiscal Year' (2026-12-31, 1) and 'Calendar Year'.

<input type="checkbox"/>	Name	Last modified
<input type="checkbox"/>	<b>Salary details.pdf</b> Payroll Salary Details 2025 December	25 Feb 10:54
<input type="checkbox"/>	<b>Salaries May.pdf</b> Payroll Preliminary Salaries 2024 January	24 Feb 14:25
<input type="checkbox"/>	<b>Tax declaration</b> Business documents Company documents	2025-11-14 10:45
<input type="checkbox"/>	<b>Employer declaration.pdf</b> Business documents Company documents	2025-11-06 16:37
<input type="checkbox"/>	<b>Employees.pdf</b> Business documents Company documents	2025-11-06 16:37



# Granting a colleague access to a specific document using tags

If you need to grant access to a specific document, you must use the **Tag** feature. When you upload a document, you can choose a tag under permissions in the drop-down menu.

Tags act as access markers that determine which employees can view a document. Multiple colleagues can share the same tag.

Without a tag, other colleagues will not be able to access the document.

You can create new tags and apply existing ones when assigning document access.

**Upload**

Calendar year (Select other year)

2025 2026 2027

Month

JANUARY FEBRUARY MARCH APRIL MAY JUNE JULY AUGUST SEPTEMBER

OCTOBER NOVEMBER DECEMBER NO MONTH

**Permissions**

SET PERMISSIONS THROUGH TAGS

Select tag

Cancel CATEGORISE



# How to manage and create Tags

In the left sidebar:

- Click **More**
- Select **Users**
- Click the **Tag** icon
- Click **+ Tag** to create a new Tag
- Go to the colleague overview
- Click the small **Tag** icon next to the colleague's name and assign the **Tag**

MyBusiness NEXOS TEST DK PAY 1

Users

+ INVITE USER

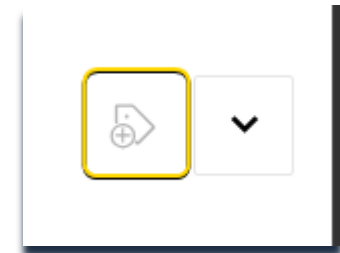
SERVICES

Filter on users without permission

MyBusiness (5)

Contacts (3)

<input type="checkbox"/>	<b>Jørgen Medarbejder Kombikunde og Accounting</b> denacc@ext-tst-my.baspia.se	EMPLOYEE 4 services	<b>Payroll</b> ▼
<input type="checkbox"/>	<b>Karsten Accounting</b> denpay1@ext-tst-my.baspia.se	COMPANY SIGNATORY 5 services	▼





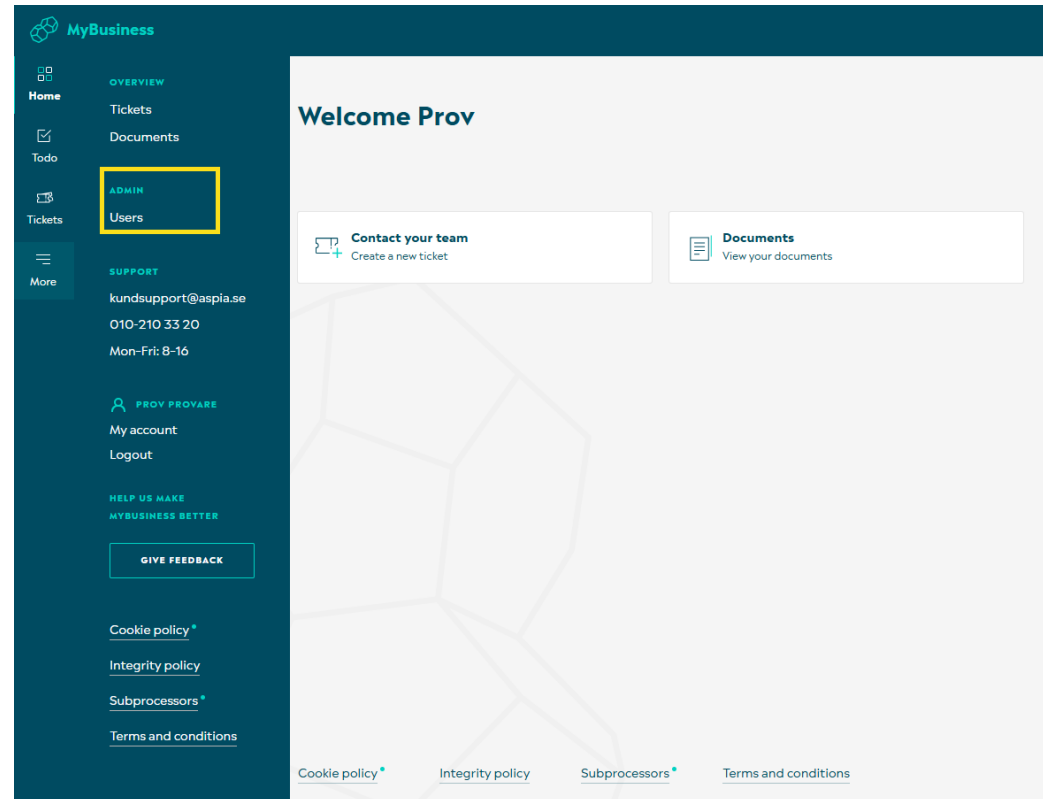
# How to assign a Tag to a document

- In the left sidebar, click **Home**
- Select **Documents**
- Click the three **dots** on the right
- Click **Change permissions**
- Click **Permissions**
- Select **Tag**

The screenshot shows the MyBusiness interface. The top navigation bar includes 'MyBusiness' and 'NEXOS TEST DK PAY 1'. The left sidebar has 'Home', 'Todo', 'Tickets', and 'More' options. The main content area is titled 'Documents' and shows a list of documents. The 'penge.jpg' document is selected, and its context menu is open, showing options: 'Show permissions', 'Show history', 'Download', and 'Change permissions'. The 'Change permissions' option is highlighted with a yellow box.

Name	Last modified
<input type="checkbox"/> AZ ApS Lønafstemning 2025.xlsx Payroll Monthly Reports 2026 April	Today 14:47
<input type="checkbox"/> Skærbillede 2026-04-08 110436.png Payroll Employment Change 2026 April	
<input type="checkbox"/> penge.jpg Payroll Additional payment 2026 April	

# User management



As a Company Signatory, you can manage users within your company. You can access this module of MyBusiness from the menu on the left-hand side.





# Overview of users

In the overview, you can see all active users in your company. If you have many users, you can also filter them on their role or which services they have.

For each user you can view their contact details and update their access.

The screenshot shows the 'Users' overview page in the MyBusiness application. The page is divided into a left sidebar and a main content area. The sidebar contains navigation links for Home, Todo, Tickets, and More. The main content area has a header with a back arrow and the title 'Users'. Below the header, there is a '+ INVITE USER' button and a search icon. The main content area is divided into two sections: a filter section on the left and a list of users on the right. The filter section includes a toggle for 'Filter on users without permission', a list of services (MyBusiness, Documents, Tickets, User Management), a status filter (Pending invite), a role filter (Employee), and a sort order filter (Alphabetically, Last modified). The list of users shows two entries: 'Prov Provare' and 'Test Testsson', both with the role 'EMPLOYEE' and their respective service counts.

Service	Count
MyBusiness	(2)
Documents	(2)
Tickets	(2)
User Management	(1)

Status	Count
Pending invite	(0)

Role	Count
Employee	(2)

Sort	Selected
Alphabetically	Selected
Last modified	Not Selected

User Name	Role	Services
Prov Provare prov.provare@ext-tst-my.baspia.se 0701111111	EMPLOYEE	3 services
Test Testsson test.testsson@ext-tst-my.baspia.se 01066554431	EMPLOYEE	2 services



# Overview of user roles and rights

## Company Signatory

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### MYBUSINESS

- Contacts
- Documents
- Aspia Marketplace
- Performance Overview
- Tickets
- User Management

## Employee

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### MYBUSINESS

- Contacts
- Documents
- Aspia Marketplace
- Performance Overview
- Tickets
- User Management

## Administrator

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### MYBUSINESS

- Contacts
- Documents
- Aspia Marketplace
- Performance Overview
- Tickets
- User Management

## Auditor

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### MYBUSINESS

- Contacts
- Documents
- Aspia Marketplace
- Performance Overview
- Tickets
- User Management



# Invite a new user

In MyBusiness, the email address is the unique identifier for each user, so the first step to invite a user is to add the email address and the user's name, to check whether the user already exists in MyBusiness.

In the next step, you must select which role the user has in the company and which services the user needs access to.

“User management” means that the user you are adding will also be able to manage users and their access rights.



# Modifying a user

**Ben Smith** EMPLOYEE  
ben.smith@domain.com 07011111111 3 services

Latest log in: Today

**MYBUSINESS**

Documents  
[Manage permissions](#)

Tickets  
[Manage permissions](#)

User Management

[EDIT ROLE AND SERVICES](#) [CONTACT INFO](#) [TIME LIMITED ACCESS](#) [SET AS MAIN CONTACT](#) [REMOVE](#)

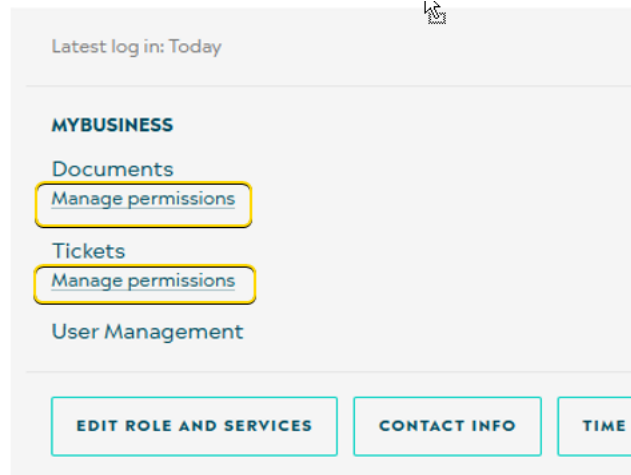
You can of course modify information and access for all existing users. For Documents and Tickets, you can set detailed access rights. You can also modify which services the user can access, users' contact information, and you can also set a time-limited access so that the user is removed at a certain time.



# Permissions for documents and tickets

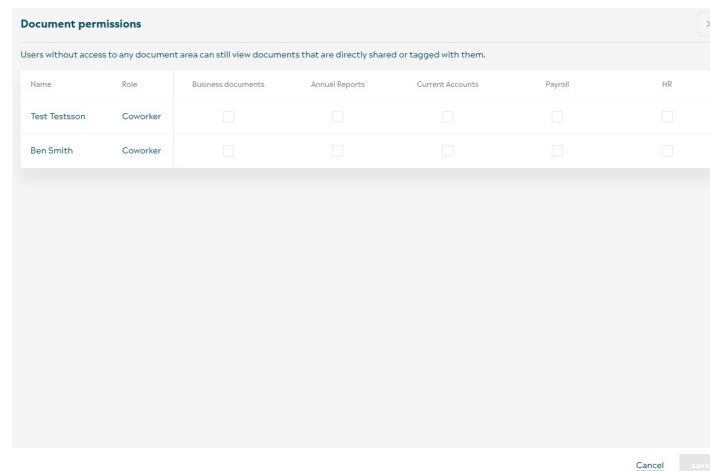
Note that checking one of the boxes below gives full access to all documents categorized in that document area.

## Managing access



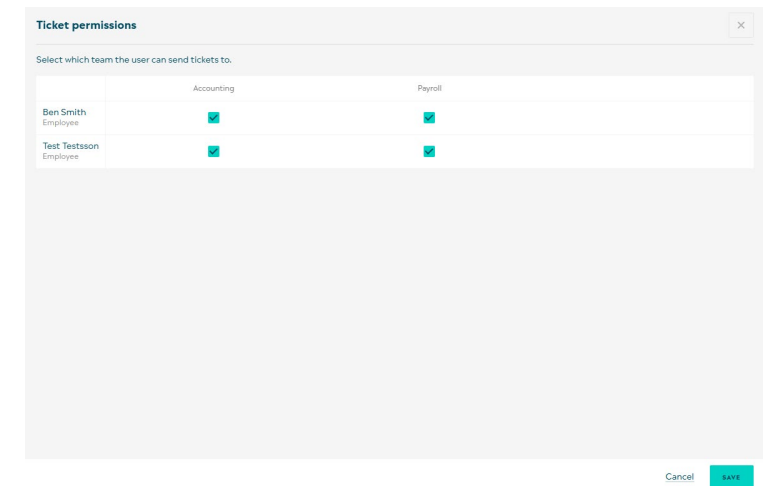
- Under users, you can manage user access for all users if you have user management permissions.

## Document permissions



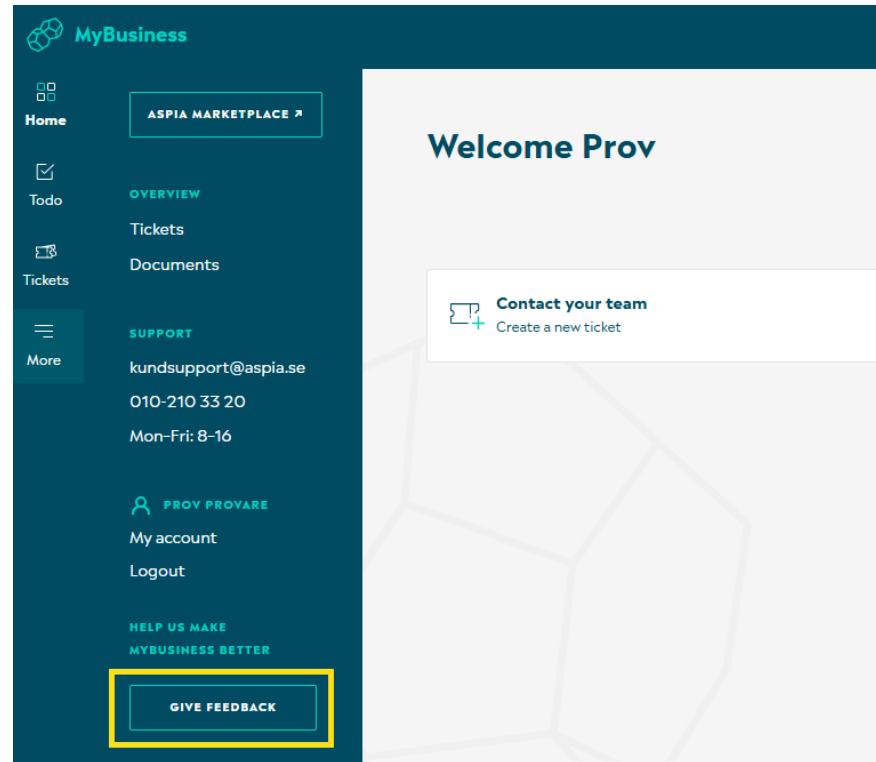
- When setting permissions for documents you can provide access to the main document areas. In most cases this access is not necessary and all checkboxes should be empty. In this case only specific documents shared with the users will be accessible.

## Ticket permissions



- If Aspia is providing more than one type of service to your company, you will have the possibility to decide for each user to which Aspia team the users should be able to send tickets.

We want your feedback



We always appreciate your feedback as it helps us improve MyBusiness. If you have something you want to let us know, you can find a feedback button in the menu. Feedback is anonymous, but you also have the possibility to provide your email if you wish to get a response about your feedback.