

Activating the account (login for the first time)

PLEASE NOTE: it is important that you first log in using your desktop or laptop. Experience shows that first logging in via a smartphone or tablet can cause problems. The smartphone is only used for two-way authentication via the "Authenticator app". You download this app on your smartphone. Preferably on a private telephone, so you can still login for the annual fiscal statement in the following calendar year (after leaving service).

Follow the two steps below (A and B) to activate the account.

Step A: First perform the following on your desktop or laptop:

- ① Go to your e-mail box (from the e-mail address you provided) and open the e-mail from HR & Salarisgemak with the title "Account created." This may also have ended up in the Spam box.
- ② Click on the button "Activate account."
- ③ The next page is the login page for the portal. Your username is already filled in (e-mail address), otherwise fill it in here. Tick the box "I'm not a robot" and answer the question (this question does not always appear).
- ④ Click on the button "Activate account." If necessary, you can switch to Dutch at the bottom of the page.
- ⑤ On the next page you will see that a new e-mail has been sent to you. This may take a while. Close this screen and open your e-mail box.
- ⑥ Open the new e-mail with the title "Activate account" and click on the button "Activate account."
- ⑦ You will be directed to the site of "HR & Salarisgemak." Click on the green button "Start".
- ⑧ Step 1. Make a new password that meets the requirements: at least 8 characters, upper- and lower-case letters, two numbers and a non-alphabetical punctuation mark such as !, @, #, \$ or %. Do not use any other signs! The password has to be different from the previous ones. Change a number or non-alphabetical punctuation mark for instance. Make sure the Caps Lock is not switched on. Enter the password and confirm it again below. Click on "Safe password."
- ⑨ Keep the password in a safe place.
- ⑩ Step 2. Recovery option. Preferably, choose for SMS-code (is easier and less fault sensitive than the security questions). Click on "Proceed."
- ⑪ Step 3. Check here whether the private mobile telephone number is entered correctly (foreign number starts with "00" and no "+") or fill it in yourself. Click on "Request SMS Code".
(If you chose for the security questions, then answer these questions and save the answers somewhere. These are capital and punctuation sensitive!)
- ⑫ Fill in the received SMS-code (validation code) and click on "Proceed".
- ⑬ A QR-code appears on the screen. The QR-code has three corners as follows: a black core (square) with a white outline and a black outline around it. These must be completely visible. If not, copy the QR code by standing on it with the mouse, press the right mouse button and copy the QR-code. Then paste the code into a Word page. Now continue on your smartphone with Step B.

Step B: Perform the following on your smartphone:

- ⑭ Download the Authenticator App on your private mobile phone (smartphone). This can be the Google Authenticator app or the Microsoft Authenticator app (preferred). These can be downloaded from the Google Play Store (Android) or the Apple App Store (iPhone). Do not use any other QR code app! iPhones function better with the Microsoft Authenticator App!
- ⑮ Click on "Start configuration". Skip the options for a paid account, messages or connections with other systems until you can add a new account.
- ⑯ Add an account by selecting "Work or school account". Not a Personal account! Allow the camera to be used and a barcode to be scanned.
- ⑰ Use the app's camera (on smartphone) to scan the QR code on the computer screen (or enter code manually - not recommended!).
- ⑱ Now the app on your smartphone shows a 6-digit code. If necessary, wait until a new code has been created (see the clock next to the number). The number is refreshed automatically every 30 seconds, as a result of which the previous number is no longer valid. Enter the 6-digit code on the computer at "Validation code".
- ⑲ Step 4. Your privacy is our concern. Click on the "Accept" button.
- ⑳ Step 5. The configuration of your account has been completed. Click on the button "Take me to my online HR-environment." You are now correctly logged in to the portal!

IMPORTANT:

If from now on you want to log in to the portal via the computer, you always need the smartphone on which you have downloaded the Authenticator app. After you have entered your username (email address) and password, an authentication code will then be requested. You can read this from the app on your smartphone and enter it on the computer within the remaining time. Otherwise, wait for a new code and enter it (refreshed automatically every 30 seconds). So you do not have to wait for an SMS or scan a QR code again!

How to find documents quickly?

You can easily find the required documents as follows.

Are you an employer? Then click in the grey column on the left on "Archive" and then on "Documents".

Are you an employee? Click in the Gray column on the left on "Documents" (no "Archive" option available).

You are now on the most used screen for retrieving documents. In the white area in the middle of the page you will see the word "Documents" twice (in bold and in blue). Once at the top and once in the middle of the page. If you look at the top word "Documents" and look down two lines, you will see the options that you can choose. As an employee you can choose from "Salarisspecificatie(s)" (salary specification(s)) or "Jaaropgave(n)" (annual statement(s)). Employers also have the option of choosing "Salarisbescheiden" (salary documents), "Loonaangifte" (wage tax declaration) or "Alle" (all). Employers want to view the "Salarisbescheiden" monthly. Click on the document type you want to see. Under the second word "Documents" you can optionally select further by choosing the correct year in the line with "Year". The documents appear below. If the documents do not appear in chronological order, click (a few times) on the text "Upload date". The chronology will then change.

Log in after account has been activated



To ensure that you are using the correct URL, it is important to always log in as follows:

- Go to our website: www.interfisc.com and click on "login" at the top right. You can then click on "My Interfisc Online".
- On the new page you will find the regular guide and the quick guide manuals for both the employer and the employee. In order to go to the portal, you can click on the red button "Go to the portal" ("Ga naar de portal").
- You are now on the login page of the portal (HR & Salarisgemak). Enter your username (your e-mail address) and the newly created password and click on "Log in." Overwrite the username with your e-mail address if the number is still filled in (employer of employee number).
- The same screen appears again, but now an authentication code is requested. You can find this code in the Authenticator app on your smartphone. Enter the 6-digit number of the Authenticator App in the computer within the remaining time (see the clock next to the number). The number is refreshed every 30 seconds, as a result of which the previous number is no longer valid.
- Click on "Log in". You are in the portal.

Using the Mobile HR-App from HR & Salarisgemak

The new and improved HR & Salarisgemak mobile HR app has been available since March 2020. As of this moment the mobile HR apps for both the iPhone and Android are no longer available.

The new and improved HR & Salarisgemak mobile HR app is a so-called smart website that adapts to the device on which you log in (smartphone, tablet). Getting started is simple and the same for both Android and iPhone devices. Actually, the usage is quite the same as on the computer: using username, password and authentication code. Below you can read how to install and use the app:

1. Open a new web page and go to: <https://portaal.hrsg.nl/25001056/login/>. You are on the login page of the smart website (same layout as on the computer). To make this login page an app on your device (smartphone or tablet), do the following:
 - Android:** Click the down arrow  and select that you want to add the page to the home screen. You now have the app on your device: "Portal" of HR & Salarisgemak.
 - iPhone/Apple:** Click on the  icon at the bottom of the screen and choose "Put on home screen". You now have the app on your device: "Portal" of HR & Salarisgemak.
2. The actual login is the same as on the computer: you enter your username (email address) and the password. After that, you will be asked for an authentication code that you can read from the Authenticator app on your phone. This code must be filled in every time you log in. To be on the safe side, wait for a new code that is valid for another 30 seconds, because of the switching between the screens of the apps.

All functionalities are available on this app, as behind the computer, including the annual statement.

Change of mobile phone (or back to factory settings)

The mobile phone that you use during logging in (Authenticator app) is linked at IP address level. This "address" is of the physical telephone. When you switch mobile phones, or you have reset the phone to factory settings, the link with the old mobile phone must be disconnected in order to make the app workable again on the new telephone. You can do this yourself, but that is quite complicated. It is better to call or e-mail us (payroll@interfisc.nl) with a request for a "hard reset". After the hard reset the connection at IP address level has been disconnected. You will receive a new e-mail from HR & Salarisgemak. With this e-mail and the quick guide (available at www.interfisc.com/my-interfisc-online/) you follow the activation process from making up with a new password (from step ⑥). Note: the password must be different from the old passwords. This can be done by changing a letter or a number, for example.

How can I login both as an employer and as an employee?

A nice aspect of this portal is that you don't need two different accounts in this case. You log in with one username (e-mail address) and one password to be able to access both profiles. However, it is important to decide which e-mail address you use as your username. In this case this is often the business e-mail address and not the private e-mail address. This prevents business emails from coming to the private email address. The disadvantage of this is that if you are on the Dutch payroll and you leave service with this employer, the e-mail address must be adjusted to the private e-mail address. Otherwise, you could have problems logging in next year when you want to download the annual tax overview.

When you log in, you always enter the portal from an employer's perspective. You can simply switch to the employee perspective by clicking on your name with the e-mail address in the top left of the screen (in the dark grey area). You are now in the employee perspective. You can easily go back to the employer's perspective in the same way: by clicking on the employer's name at the top left of the screen.

How can I use multiple entity files as an employer?

The following also applies here: you only need one account to be able to look into both files. When you are logged in, you will see the company name of one of the two entities in the top left corner. You always enter this file when you log in. By clicking on the company name you can select the other entity that you want to see. This name will now appear at the top left of the screen to indicate that you are now working in this file.

Other important facts

Portal accessibility: maintenance of the portal every Thursday evening from 8 p.m.

Every Thursday evening the salary software is serviced by our provider, HR & Salarisgemak. This maintenance starts at 8 p.m. As of this moment our portal is not accessible.

Signals by e-mail: there is something new in your portal. Please do not reply to e-mail

Every time a new document is available in the portal, you will receive an e-mail (signal). This e-mail is from noreply@gemak.exact.com. You cannot respond to this e-mail or send a new e-mail to this e-mail address. Also, mutations sent to this e-mail address will not be received by us. Mutations can be mailed to us in the usual way.