Manual
Xpert Suite
For users

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To handle the tasks, open an internet browser such as e.g. Google Chrome and via the link: https://login.xpertsuite.nl/Account/LogOn you can then log into Xpert Suite. Once logged in, you will be taken to your Home Page. This screen shows an overview of your appointments, tasks to be completed, etc. With 1 click you can do your appointment registration or initiate the task. From this page you can also immediately search for records.
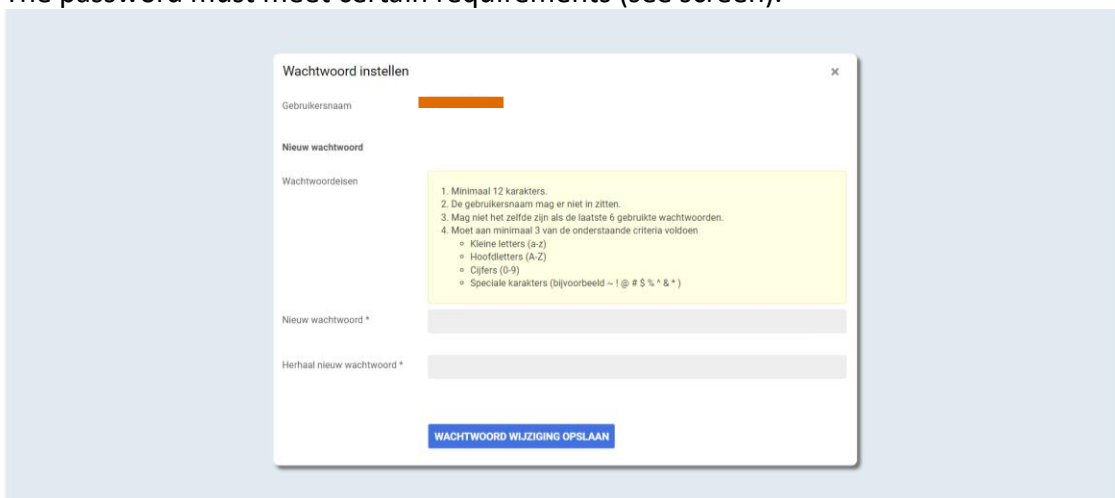
Activate account (first time login)

You will receive an email to activate your XpertSuite account. In the email, click on "log in."

You come out on the screen below
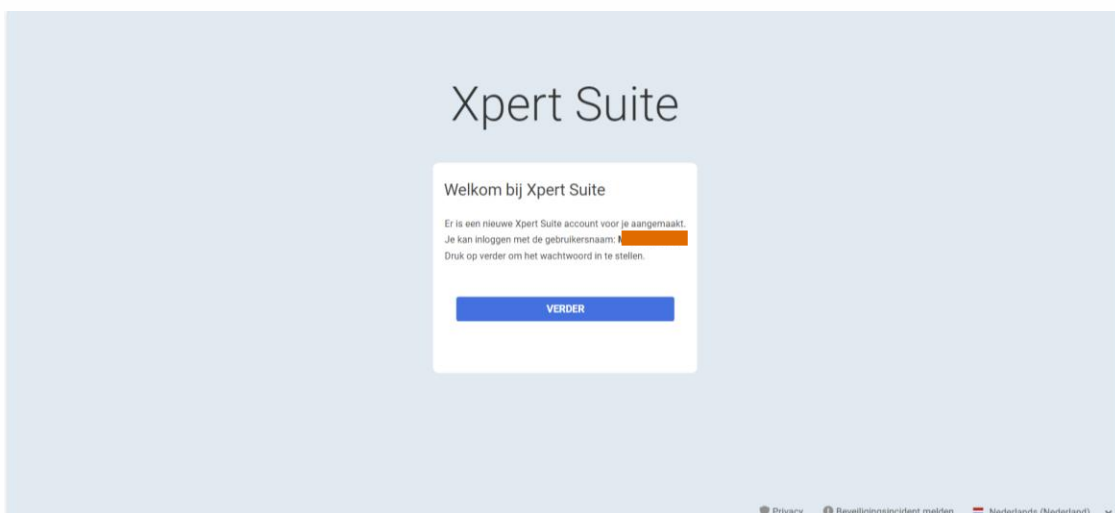
Click continue. You will come out on the screen below. Here you may set a password. The password must meet certain requirements (see screen).

Once you have done this you may click on "save password change." You will be taken to the following screen. To prevent others from accessing your data, an additional security step is required. You can choose which security step you prefer. In this manual we choose SMS.

Then you will come to the screen where you may enter your cell phone number and then click on "send confirmation SMS"

You will then be taken to the screen below where you can enter the code you just received on your phone.

You will then be taken to the screen below. To avoid being unable to log in again, you can add an additional 2 step authentication. This is not required.
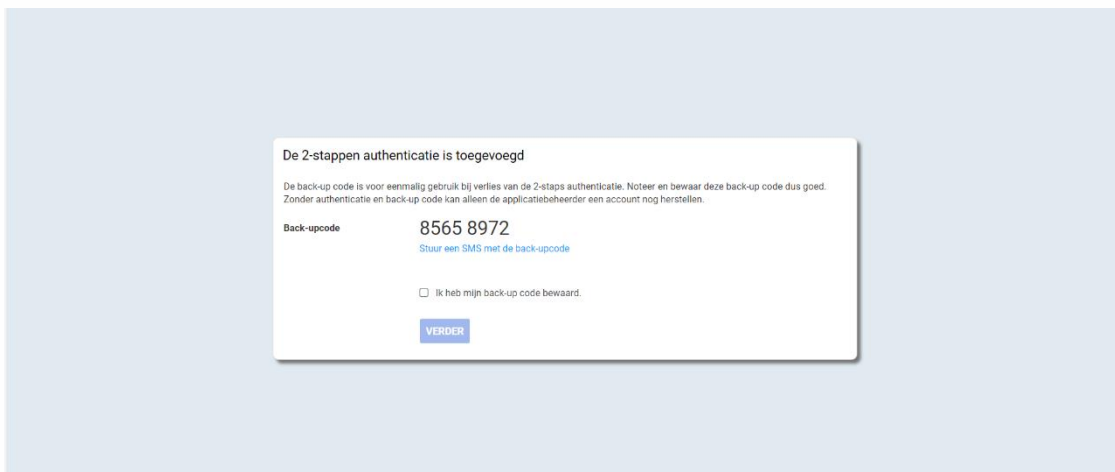
You now come to a screen that shows a backup code. Save this code properly.
Click the "I saved my backup code" box and then click continue.

Now you are logged into XpertSuite.

Registering Absence Log in

- Search for the employee via (there are several ways to do this)
  - file search
  - recent files
  - advanced search
  - Go directly to the button indicating absence/sick leave
- Through actions, go to the report sick/absence button and perform the requested steps.
- Select the absence classification
- Enter a note, if necessary. Note: Do not enter medical terms or privacy-sensitive information here!
- Enter the sick leave percentage. If no sick leave percentage is entered, the system assumes 100% sick leave.
- Enter the date of the first day of illness (not the last day of work).
- Click sick/save. Xpert Suite automatically goes to the tasks overview. In the tasks overview you can find 2 filter options: o top right: task filter (show tasks based on urgency is selected by default). o top left: trajectory filter (all current trajectories are selected by default). Set the task filter to all tasks and the trajectory filter to the last added trajectory (without end date), to see all tasks of the trajectory just registered.
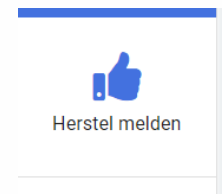
6
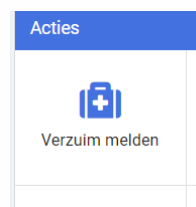
Partially / fully recovered/ reporting sick after illness is granted

If an employee is on sick leave and the disability percentage changes, it must be adjusted as follows:
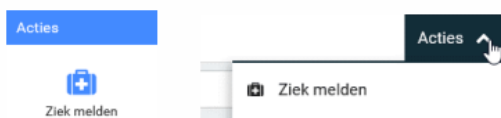- Log in
- Find the employee via file search or go directly to the button
- Perform the requested steps

Changing absence data

If you entered an incorrect percentage or reason, you can change the absence data as follows:
- Go to the report sick/absence button from the home page
- Within the employee's file, go to actions and choose report sick/absence

Logout

To log out of Xpert Suite, click the button: log out, bottom right.

Screens

1.1 Employee file

Part Trajectories If an employee becomes sick again within 28 days of a previous sick event, the two sick events will be linked (compounded absence) and the waiting time and the period in which legal duties must be performed will be recalculated. In the tab overview, a partial trajectory is displayed as follows:

If the overview is hampered by the amount of subsections, the view can be easily adjusted by the button on the left (near the arrow).

Problems logging in
- The combination login name and password do not match or are not recognized.
  - Click Forgot login name if you are not sure if your login name is correct and follow the steps. After completing the steps, you will be emailed the new login name.
  - Click on forgot password if you do not remember the password or are not sure if it is the correct one. After completing the steps, you will be emailed the new login name.
- You did not receive an SMS code.
  - restart your phone and click on login failed in the window where the SMS code must be entered.
  - you can use this option even if you do not have your phone with you.
  - you will be given a number of options in the next screen including: resend SMS code and use backup code. Choose the option that is applicable.

Find employee, department or employer
You cannot find a particular employee or department in the structure or through the search function.
- If it is an employee who has left service, you can check the 'out of service employee' box in the advanced search.
- It may also be due to the lack of proper authorizations. In this case, contact the secretariat of The Verzuimmakelaar.

Tasks
You expect to perform a particular task but do not see it reflected in the task list.
- Check your filter settings (left and right filters)
- It may also be due to the lack of proper authorizations. In this case, contact the secretariat of The Verzuimmakelaar.

Pathways
You see no trajectories in the tab overview for a particular employee, where a task should appear.
- This is usually the case with the lack of proper authorizations. In this case, contact the secretariat of The Verzuimmakelaar.