



# User Manual My Bol

For users of My Bol

[Instruction →](#)

# Contents:

1. What are the benefits of My Bol?.....	2
1.1 Smarter approval .....	2
1.2 Easy access to the online applications of B-OnLine .....	3
1.3 More effective communication.....	3
2. What you need to know before starting My Bol .....	4
2.1 Security of your login details.....	4
2.2 Security of the document approval process .....	4
2.3 Help for questions about My Bol .....	5
3. Explanation on how to use My Bol .....	6
3.1 Logging in to My Bol.....	6
3.1.1 Changing your password .....	7
3.1.2 Enter the SMS code.....	7
3.1.3 Authenticator app.....	9
3.2 The layout and structure of My Bol .....	10
3.2.1 The navigation menu .....	11
3.2.2 The My Bol dashboard .....	11
3.2.3 Widgets: the applications within My Bol .....	11
Widget 1: My account.....	12
Widget 2: Client .....	13
Widget 3: Contact Person .....	13
Widget 4: Notifications .....	14
Widget 5: Applications.....	14
3.3 Het accorderen van documenten .....	15
3.4 Your digital file .....	17
3.4.1 Uploading documents .....	18
4. Frequently Asked Questions .....	19

**B-OnLine Helpdesk: +31 88 1211 300**

The helpdesk is available from  
08.30 to 17.00

[b-online@boladviseurs.nl](mailto:b-online@boladviseurs.nl)



# 1. What are the benefits of My Bol?

My Bol gives you have a secure digital environment. Within My Bol you will find general information (such as relevant industry data and news), as well as information about your own company and / or personal administration. You can securely exchange data with Bol Adviseurs and you do not have to search for important documents in folders or in the inbox of your e-mail, because they can easily be found in My Bol.

In My Bol you have the digital archive that Bol Adviseurs keeps for you. This secure online archive is available 24 hours a day. You are therefore much less dependent on the opening hours of the Bol Adviseurs offices. Bol Adviseurs regularly places documents in your file. You can also place documents in the file yourself, via a handy upload function. You no longer have to send documents that you want to share with Bol Adviseurs by e-mail. You can place files directly from your computer in to the secure environment of My Bol.

## 1.1 Smarter approval

You are required to share certain business information that Bol Adviseurs provides for you (such as your tax return) with the relevant government authorities. My Bol makes this process a lot easier.



Bol Adviseurs offers you the documents digitally for approval. After your approval, the relevant document is then forwarded directly to the agency and also stored in your digital archive within My Bol. Therefore you can always consult the approved documents later.

## 1.2 Easy access to the online applications of B-OnLine

Do you use one or more B-OnLine applications (such as B-OnLine HRM, B-OnLine Accountant or B-OnLine Dashboard)? If so, you can access these online applications via My Bol and the so-called Single Sign-On. You log in to My Bol once, if you then click through to the other B-OnLine applications, you no longer need to enter a username and password for the relevant application.

## 1.3 More effective communication

Via My Bol you can directly ask questions to your contact persons at Bol Adviseurs even if they are not online at that time. They will then come back to your question as soon as possible. You will be informed via My Bol about important matters or documents that are ready for you to action.



## 2. What you need to know before starting My Bol

### 2.1 Security of your login details

The security of your data is paramount. In addition to using well-secured data storage, My Bol contains a number of other important security functions.

To access My Bol, there is a two-step verification process. This is a combination of a username, a password and a security code that you receive via an authentication app or SMS on your mobile phone. This prevents someone other than yourself from logging in with your login details. Your mobile phone therefore provides additional security. To be able to log in to My Bol for the first time, Bol Adviseurs requires the following information from you:

- **Your email address**  
This email address is linked to your username.
- **Your mobile telephone number**  
This is the number you will receive the SMS with the security code and the SMS with the approval code.

If Bol Adviseurs does not yet have this information, you will be contacted about this. Once your My Bol account has been created, you will receive an email containing your username and password. After receiving the security code by SMS, you can start using My Bol.



## 2.2 Security of the document approval process

A separate approval code is required to approve documents and thus automatically forward them to authorities. As soon as you agree with, for example, your income tax return, you can request an approval code by clicking the "SMS code" button. You need this code to actually approve the document. The approval code is for use only once. You have to request a code for each document to be approved via the "SMS code" button.

## 2.3 Help for questions about using My Bol

If you have questions about using My Bol, or are unable to find a solution somewhere? You can always get in touch with your regular contacts at Bol Adviseurs. You can always see who these are and what their contact details are on the My Bol homepage. They are happy to help you with any questions that you may have.

Alternatively, you can also contact the B-Online Helpdesk.

**B-Online Helpdesk: +31 88 1211 300**

The helpdesk is available from 08.30 to 17.00 or you can email  
[b-online@boladviseurs.nl](mailto:b-online@boladviseurs.nl)



## 3. Explanation on how to use My Bol

Your My Bol account has been set up with the aim of making it as easy as possible for you to use. Functions that you are not (yet) using are not visible to you. It is therefore possible that you will read in this user manual information about functionalities that you do not see in your account. You can skip these parts of the manual if you wish.

### 3.1 Logging in to My Bol

To log in (for the first time) to My Bol, follow the steps below: Firstly go to the Bol International website at [www.bolinternational.com](http://www.bolinternational.com)

- 1) Click login on the top right of your screen
- 2) Click on the link: Online Portal (My Bol)

A screenshot of the Bol International website. The top navigation bar includes a search bar, a 'Contact' button, and links for 'Service and Support', 'Global Presence', and 'Log-in'. A red arrow points to the 'Log-in' link. Below the navigation bar is a main menu with 'Home', 'Our expertise', 'Business Operations', 'News', 'Our international Desks', and 'About us'. The main content area features three blue boxes: 'B-Online HRM' with contact information, 'Any other Online Tool' with contact information, and 'Start online support session' with a form for 'Naam:' and 'Support Key:'. At the bottom, there is a grey box for 'Ask our support team' and a link to the 'My Bol user manual'.



After this the login page opens, where you can login with your username and password.

### 3.1.1 Changing your password

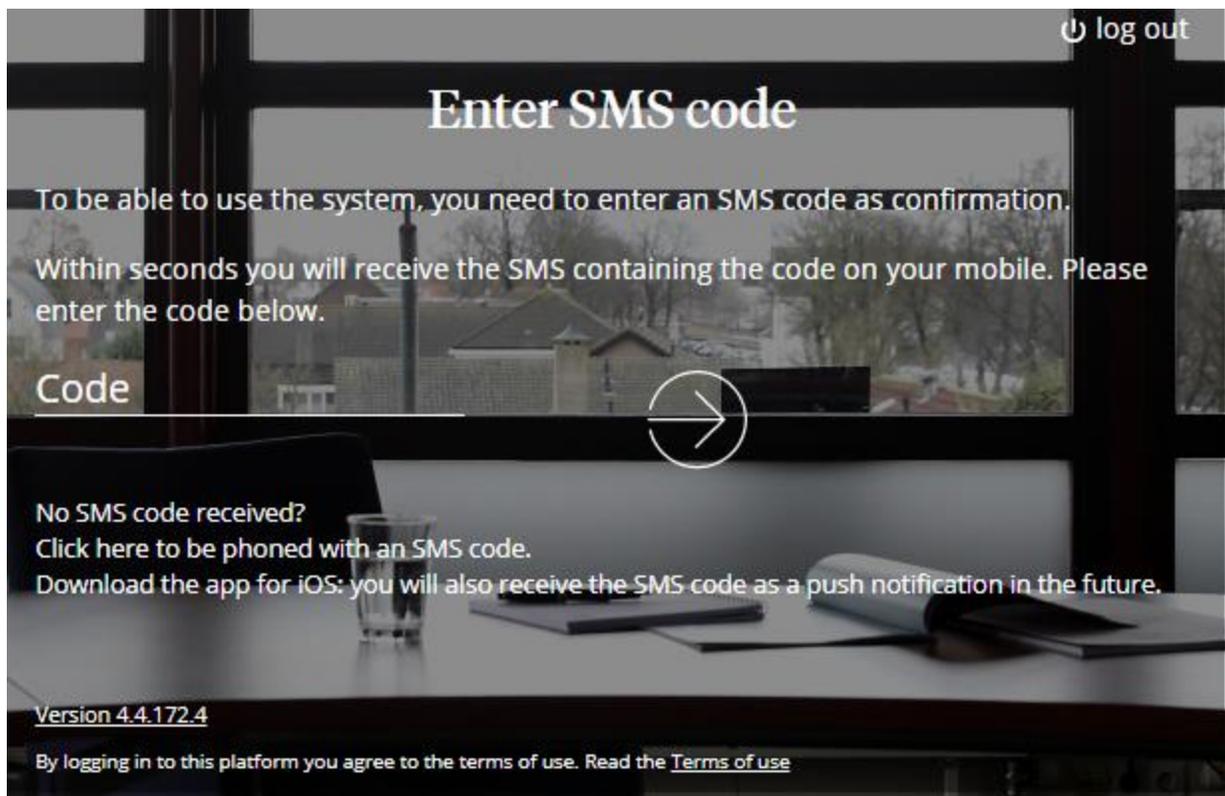
The password you are sent by e-mail is a temporary password, which can only be used once. After logging in for the first time, you must immediately change your password. For security reasons, your password expires every three months so you have to change your password every three months.

### 3.1.2 Enter the SMS code

If your mobile phone number is not yet known to Bol Adviseurs, this will be requested after entering your username and password. Enter your mobile phone number here, on which you want to receive My Bol security codes by SMS.



Then the below screen will appear: Enter the SMS code. You will immediately receive a five-digit code \* by SMS to the mobile number you provided to us. Enter this code and press Enter or click on the circled forward arrow.



\* Not receiving an SMS code? Please contact the B-OnLine Helpdesk via +31 88 1211 300.



### 3.1.3 Authenticator app

After logging in for the first time it will then, if required, for all future logins be possible to do with an authenticator app. This is the most secure login method and is therefore recommended by Bol Adviseurs to use. Logging in with an SMS code also remains available if you do not want to use the app.

To use this authenticator login method, you must first download an authenticator app. Commonly used apps for this are Google Authenticator or Microsoft Authenticator, which can be downloaded from the Apple App Store or the Google Play Store. After installation, you must scan the QR code with this app that appears on the login screen on your desktop. This will link your My Bol account with your mobile phone. A code will then appear on your mobile phone, which you must then enter on the login page on the desktop.

After logging in for the first time using the authenticator app, the next time you log in, you can directly enter the code from the app to log in.

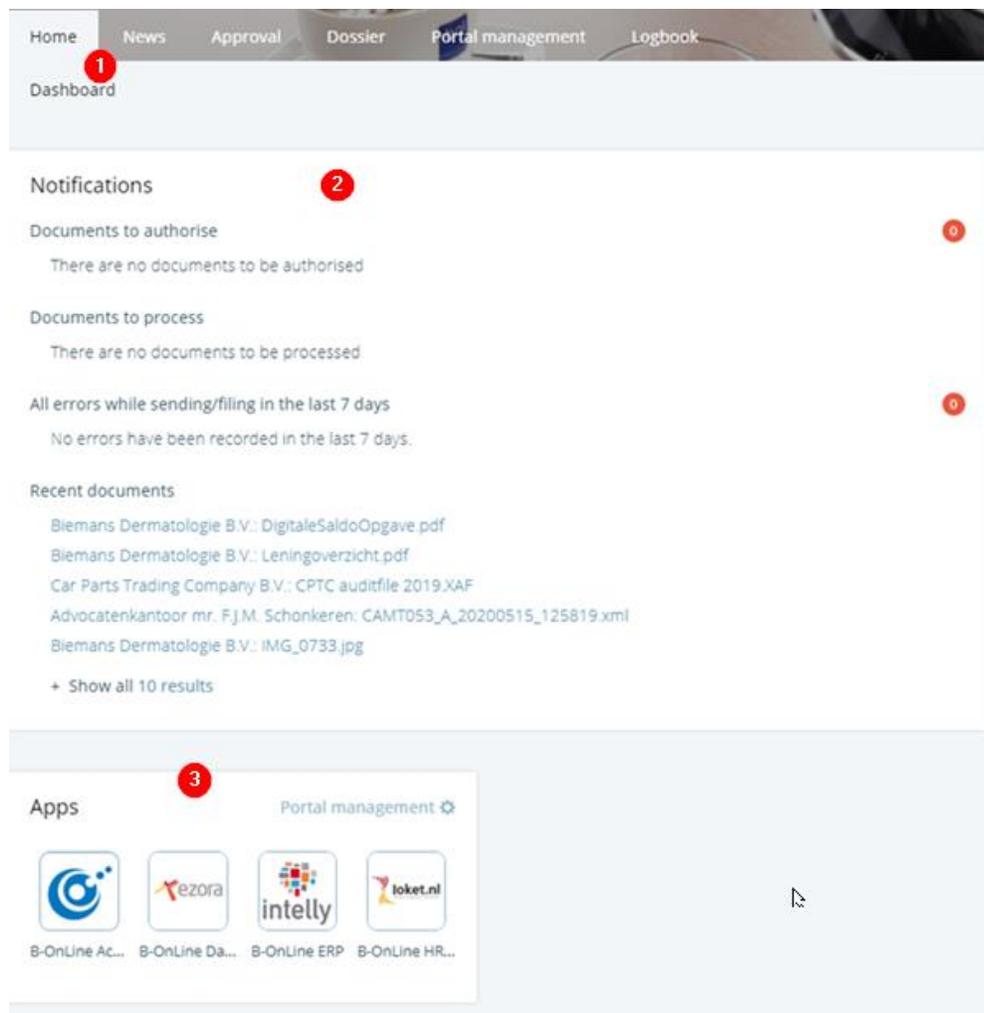
If you have any questions about using an authenticator app please contact the B-OnLine Helpdesk on +31 88 1211 300



### 3.2 The layout and structure of My Bol

The My Bol homepage consists of three main parts:

- 1) The navigation menu
- 2) The My Bol dashboard
- 3) Software apps/Widgets





### 3.2.1 The navigation menu

The navigation menu (1) consists of the Home, News, Approval, Dossier, Portal Management and Application tabs. When you click on these tabs menu items appear, from which you can select.

### 3.2.2 The My Bol dashboard

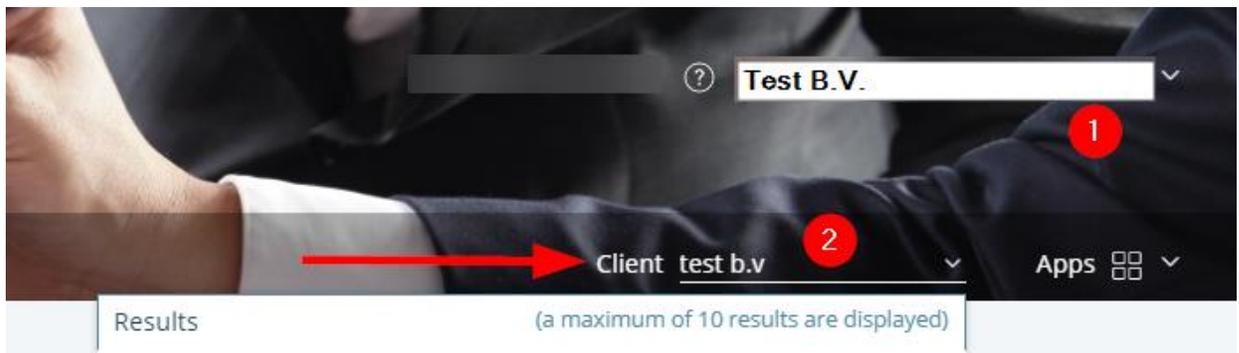
You can organize the My Bol dashboard (2) on the homepage according to your own wishes by adding, clicking or moving specific elements.

### 3.2.3 Widgets: the applications within My Bol

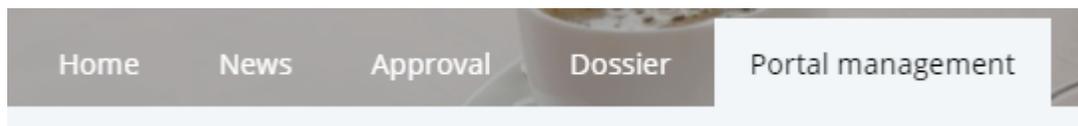
In addition to the tabs, the so-called widgets are visible on the My Bol homepage. Widgets are a kind of mini-application that provide quick access to frequently used information or programs. The possibilities of the different widgets are explained below.



### Widget 1: My account



1. By clicking on your account name, in the example "Test B.V.", you can make changes to your personal settings under "My Account". For example adding a (passport) photo or changing the language. This can also be done under the tab 'Portal Management'





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### Widget 2: Client

Do you have multiple companies or personal administrations within My Bol? You can easily switch between them via the Client widget. It does not matter which tab you have selected at that moment, or which information you are consulting this widget is always available to you.

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### Widget 3: Contact Person

In the widget "Contacts" you can see who your regular contacts at Bol Adviseurs are. You can ask them any questions you may have via My Bol. For technical questions about (the use of) My Bol you can contact the B-OnLine Helpdesk on the telephone number +31 88 1211 300.



#### **B-OnLine Support**

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### Widget 4: Notifications

In the widget “Notifications” you can see which documents are waiting for your approval. Once a document is ready for your approval you can click on it. This will take you to the page where you can approve the relevant document.

### Notifications

#### Documents to authorise

There are no documents to be authorised

#### Documents to process

There are no documents to be processed

### Widget 5: Applications

All B-OnLine applications to which you have subscribed to are displayed via the “Applications” widget. The first time you use any of the applications you have to enter your user login data. With every subsequent visit to My Bol, you then have direct access to the various applications, without having to log in per application (Single Sign-On)

### Apps

### Portal management



B-OnLine AC...



B-OnLine Da...



B-OnLine ERP



B-OnLine HR...



### 3.3 Approving documents

As soon as there is a document to approve for you in My Bol, you will automatically receive an e-mail. You can approve the prepared documents yourself with the required SMS code. Once approved, the document is automatically forwarded to the appropriate Government agency. How to approve a document is explained step by step on the next page.

The screenshot shows a web application interface for document approval. The top navigation bar includes 'Home', 'News', 'Approval', 'Dossier', and 'Portal management'. Below this, there are sub-navigation options 'Overview' and 'Authorise'. The main content area is titled 'Approval Overview' and features a green 'New document' button, a search bar labeled 'Search in review', and a 'From' filter set to '2017'. There is also an 'Update Settings' button. Below the search area, it indicates '1 Documents' and displays a table with one document entry.

<input type="checkbox"/>	Document	Client
<input type="checkbox"/>	 Corporate tax jan 1 2018 until Dec 31 2018, version 1	Test B.V. 15678901



**Step 1:** Click on the tab “Approval”. The page with documents to be approved by you appears. You can also access the approval page by clicking on the document to be approved by you on the homepage under the widget “Notifications”.

**Step 2:** On the approval page you will see two icons behind the document to be approved: agree and disagree. By clicking on agree you will get an overview with three documents. The top document is a readable document for you. The other two documents are documents with the same content, but are sent to the relevant authorities, such as tax authorities or the Chamber of Commerce. You can close this overview again by clicking on the cross at the top right (make sure you do not close the internet browser)

**Step 3:** Once you have viewed the documents, you can indicate whether you agree or disagree with the data. If you agree with the data click on the green block “Agree”. If you do not agree with the data, click on the red block “disagree”. In both cases you can ask a question or click on “Log” which will return you to the overview of the documents.

**Step 4:** If there is a publication document for which you still have to indicate whether the annual accounts have been adopted at the shareholders meeting. Then enter the date on which the financial statements were adopted.



**Step 5:** If you agree (green block) you must first click on agree. You can then click the “Send SMS code” button at the bottom of the screen. You will then receive a code with which you can approve the documents by SMS. Enter the approval code in the white bar. You can approve multiple documents at the same time. If you do not receive an SMS then you can contact the B-OnLine Helpdesk on +31 88 1211 300

## 2 Bevestiging & verzending

Het 'Akkoord' of 'Niet akkoord' van bovenstaande documenten dient u te bevestigen en te verzenden. Het document dat u accordeert wordt voorzien van een digitale handtekening.

Ik verklaar dat ik de hiernavolgende persoon ben met het hierna volgende e-mailadres en dat ik bevoegd ben namens de hiernavolgende cliënt bovenstaande documenten, belasting documenten bekeken en ga ermee akkoord. Ik verleen voor de belastingaangifte(s) goedkeuring voor (elektronische) verzending naar de Belastingdienst voor zover van toepassing. Vi gekozen is, bevoegd deze te deponeren. De gegevens die zijn ingevuld heb ik naar waarheid ingevuld en zijn correct. Ik ga akkoord met deze elektronische wijze van het geven van een alternatief voor het plaatsen van een handtekening.

Petratest (p.oosterbroek@boladviseurs.nl), namens cliënt(en): Test B.V.:

Voer hier uw SMS-code in:

Ontvangt u geen SMS-code? Klik hier om gebeld te worden met een SMS-code.

 Verzend documenten

## 3.4 Your digital file

You can access the digital file of the entity (organization or person) in which you are currently working via the “Dossier” tab. This file contains all the relevant documents that belong to your organization or private administration. In addition to be able to view your digital files, here it is also possible to upload documents.



### 3.4.1 Uploading documents

You can upload documents into your digital file by following the below steps:

- 1) Click on the "Dossier" tab
- 2) Click on the relevant organization or person
- 3) Click on upload Bol at the bottom left
- 4) Then click "Upload" in the top right corner.

#### Upload files ✕ Cancel

Upload single files Upload files as a file record

Inform all authorised clients automatically via e-mail that this document has been placed.



Drop files here or click to upload.

It is not possible to upload executable file formats (such as .exe). A virus check is made before posting the documents in your documents overview.

Upload



## 4. Frequently Asked Questions

**I have forgotten my password. What should I do?**

Answer: Go to the log in page of My Bol, click on the link "Help. I lost my password". You will be asked for your username and email address. After a short time, you will receive your username and password at the specified email address. You can log in directly with this username and password. After logging in, you are requested to change the password.

**How can I change my email address for messages I receive?**

Answer: This can be done by clicking on "Portal Management" in the menu. Then click "Yes" at "Change email address". Then enter the new email address twice and click save changes.

**How can I change my registered personal data?**

Answer: This can be done by clicking on "Portal Management" in the menu. Once the data has been changed, click on save changes. Bol Adviseurs will then receive your changes and implement them in its internal systems.

**How can I change my mobile number?**

Answer: You can do this by contacting the B-Online Helpdesk:

Telephone – +31 88 1211 300

E-mail – [b-online@boladviseurs.nl](mailto:b-online@boladviseurs.nl)



### **A link in My Bol to a B-OnLine application does not work. How can I fix this?**

Answer: You can set your login details for the various B-OnLine applications yourself via My Bol. This can be done under the tab "Applications". You can set your user data for each application - to which you are subscribed - via the menu item "Portal Management".

If you have recently changed your user ID and / or password of a B-OnLine application, you must also reset your user ID and / or password in My Bol (under the tab 'Applications' and menu item' Portal Management). If you have several B.V's, you must set this per BV. Namely, other login details can be sent to a B.V. that are linked.

### **What should I do if I can no longer access the authenticator app?**

Logging in with an SMS code is always a backup in the login screen. So if you cannot access your authenticator app, you can choose to log in with an SMS code. For example, if you have a new phone, it is important to reconnect your My Bol account. You can unlink the authenticator app in "Portal Management", if you then log out and log in again, you will go through the steps for linking an authenticator app again (See 3.1.3)



# Help with questions about My Bol

If you have any questions about using My Bol, or are unable to find a solution somewhere? You can always contact your regular contacts at Bol Adviseurs. You can always see who these are and what their contact details are on the My Bol homepage. They are happy to help you with your questions.

You can also contact the B-OnLine Helpdesk with questions about the operation and functionalities of My Bol.

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