

*The Complaint Boards*

ESS Portal



User manual  
Complainants

Maj 2025 - Version 3.7

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## Introduction

This user manual describes the ESS Portal functionality used for exchanging views and for communicating with the complainant in connection with the processing of complaints.

When a case is sent to a party for comments, the party concerned receives a notification email explaining that a case has been sent for comments.

The module is used for actual responses, for when a party is to return a response, or for information purposes when a party merely is to receive information about a complaint.

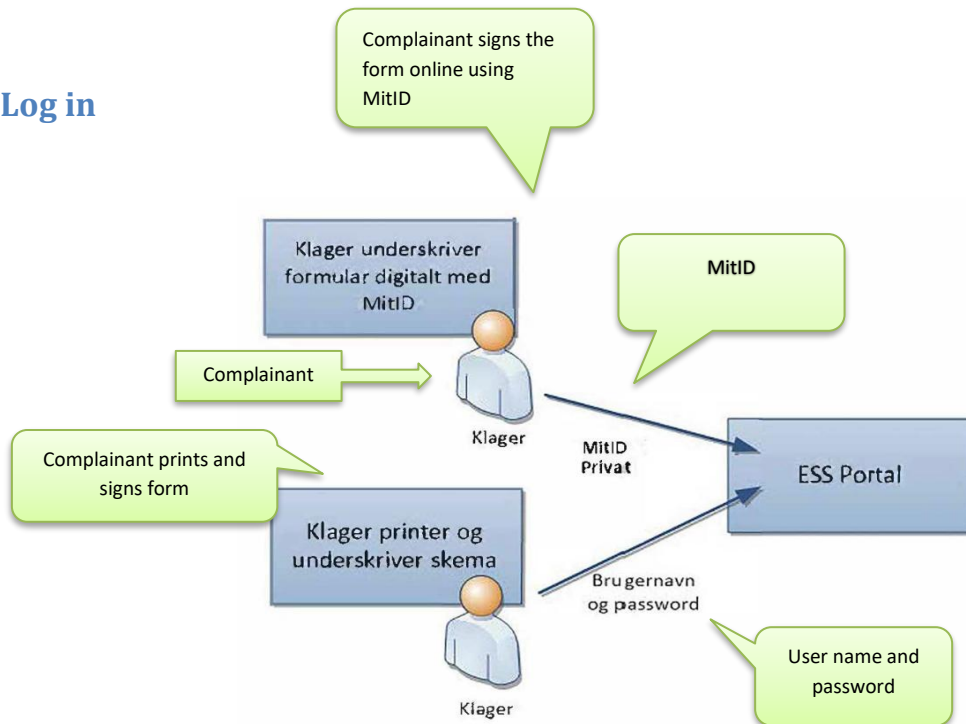
The responding party can log in to the ESS Portal via a web browser. When the party has logged in, a list of cases currently submitted to the party for comments will appear.

The responding party can open the case, comment on and upload case documents, and return the case with a response.

### Complaints regarding Basic business account

With respect to complaints regarding Basic business accounts, the company/the association (the complainant) must during the handling of the complaint be represented by a personal representative. Consequently, every section below concerning the complainant also applies to the representative of the complainant.

## Log in



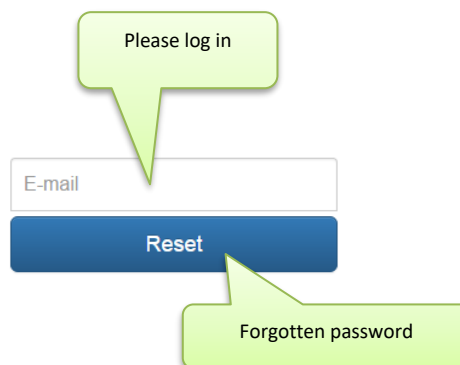
### Log in using MitID

The complainant or the complainant's representative can log in using **MitID** if the complaint has been submitted via a digitally signed online complaint form. Here, the complainant can use the MitID used when signing the complaint via the online complaint form.

### Log in with username/password

If the complainant does not have a MitID or is logging in for the first time, the '**Forgotten password**' function can be used to create a password.

The complainant or his/her representative must enter the password provided when the complaint was submitted, after which he/she will receive an e-mail with instructions about how to reset/create a new password.



If the user already has a password, the e-mail address with password can be used to log in.

## Det finansielle ankenævn



### Please sign in

Standard login

MitID Privat

MitID Erhverv

E-mail

Password

Remember me

Sign in

[Forgot password](#)

## Case overview

Once logged in to the ESS Portal, users will see an overview of the cases to which they are a party.

The screenshot shows the 'Case overview' page in the ESS Portal. At the top, there is a navigation bar with a back arrow, the text 'Case overview', and a user profile section showing the UK and Danish flags and the name 'Test Testesen'. Below this is a blue header bar for 'Case no. 345/2024' with a 'Send answer' button. The main content area has four tabs: 'Overview' (selected), 'Case data', 'Documents', and 'Messages'. Under the 'Overview' tab, there is a table with the following information:

Status	I høring hos klager / Consultation with complainant
Deadline	17. juli 2024
Created on	26. juni 2024

Below the table, there are two sections:

Klager / Complainant:  
Test Testesen

Indklagede / Defendant:  
AL Finans

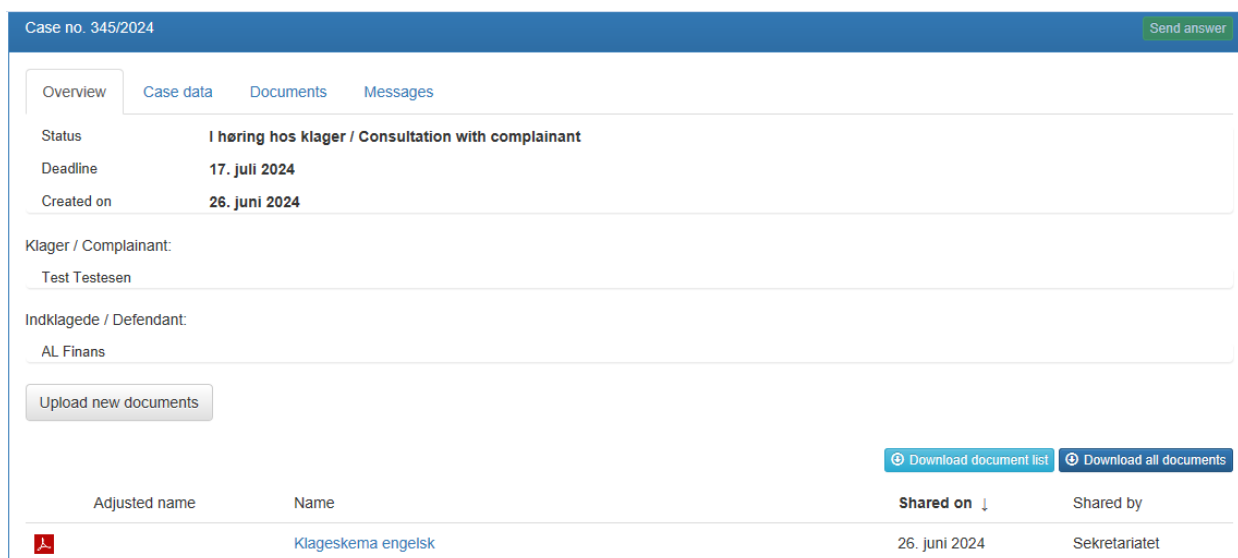
The user's manual for complainants can be found [here](#).

The user can click on an individual case to see its details. If the case is open for new input, new case documents can be uploaded.

## Screen views

When a **case** is opened on screen, the following four types of information will appear:

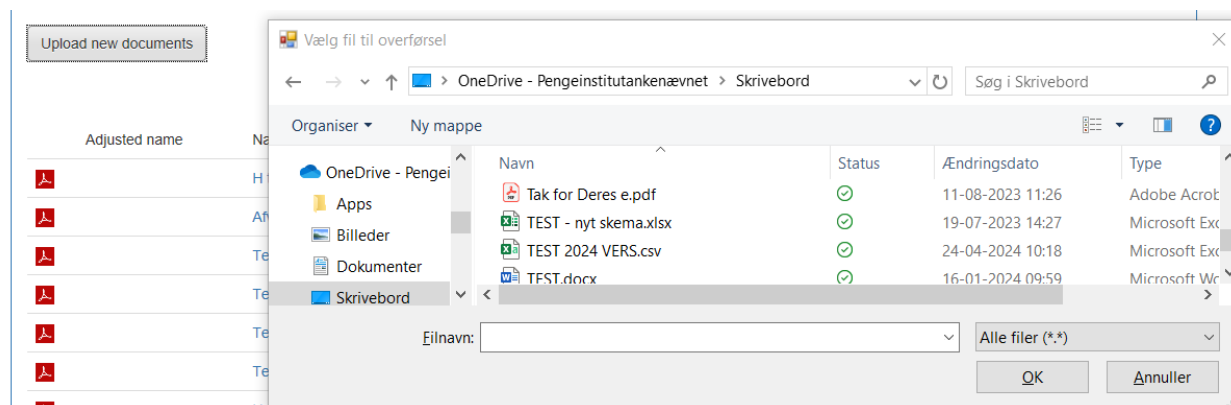
- Overview
- Case data
- Documents
- Messages



If the case status is such that users are allowed to submit input to the case, the button 'Upload new documents' will be visible, giving you the opportunity to upload and add new documents and messages.

## Upload documents

A click on 'Upload new documents' brings up a dialogue box that allows the user to search for and upload documents to the ESS Portal. The user can select one or more documents and press "OK".



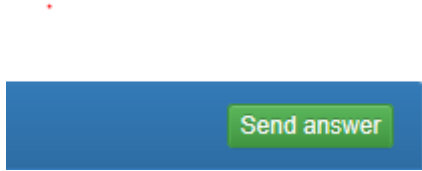
## Add message

When you have access to the case, you can submit input and add a message to the case.

## Send the case back with answers/response deadlines

When you have sent a case response, you can use the 'Send answer'-button, after which the case is returned to the Complaint Board.

If a case response is not sent within the given time limit, the case will automatically be returned to the Complaint Board, and no further messages or documents can be uploaded to the case before the Secretariat again has opened the case for you to file your response.






### View and download documents

If case documents have been shared with you, you can open them by clicking on each individually or by clicking the 'Download all documents' button, which allows you to save all the documents as a ZIP file\*\* on your computer.

*\*\* A ZIP file is a collection of documents, programs or other files that have been reduced in size and bundled together in a single compressed file, also known as an archive. The ZIP file can be unpacked to give access to each separate document.*

Upload new documents

[Download excel](#) [Download all documents](#)

Adjusted name	Name	Shared on	Shared by
	<a href="#">H til indklagede/advokat</a>	1. oktober 2020	Sekretariatet
	<a href="#">okt 20 rulle</a>	1. oktober 2020	Sekretariatet
	<a href="#">...</a>	...	...

### Visibility of cases via the ESS Portal

Cases will be visible in the ESS Portal for one year after they have been closed.