

Using the Secure Access Portal

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Overview



Note:

*Please contact your Customer Success Manager if you're interested in enabling the **Secure Access Portal** on your Org.*

The **Secure Access Portal** is an application that allows for the confidential submission of sensitive information. Portal URLs with the **Secure Access** toggle enabled will allow submitters to access their submissions at any time to add additional details to their reports, and communicate with the Resolver user reviewing their report.

Confidential Submissions

When entering their contact details on a **Secure Access Portal** form, submitters can decide if they want to remain confidential, and Resolver will generate an alias for them. Submitters do not require direct system access and can still reply and continue the conversation using a unique email object ID, hiding the submitter's identity.

Create a New Report

Learn more about the Whistleblower process

What to report

Tips for making a submission

Resolver.

A KROLL BUSINESS

Welcome to the Whistleblower web-portal. This avenue offers you the ability to provide vital information to our teams regarding your concerns.

Please attempt to be as descriptive as possible when describing your concern, including information such as: location, involved parties, timelines and any other relevant details.

This is not an emergency line. If there is an immediate threat to self or others, weapons present, indications of suicide contemplation, injuries to self or others, or any scenario that requires immediate response seek immediate assistance by calling local emergency services.

Commitment to Non-Retaliation

We are committed to ensuring your protection throughout the duration of the investigation and beyond. To view our Retaliation code, please [click here](#).

▲ Confidential Submission

If you choose to remain confidential, you will have the opportunity to provide your email. The team can ask you questions that help them understand the issue and act quickly. You can reply right from your email, all while still remaining confidential.

Remain Confidential

NO

YES

* Name

* Email Address

Are you a current employee of the organization which the allegation is about?

No

Yes

Is the subject of your allegation a member of the Ethics & Compliance team?

No

Yes

CANCEL

Confidential Portal

User Data

All submitter user data is encrypted, but this feature is called **Confidential** instead of

Anonymous because Resolver does store IP address in access logs and submitters' email in Resolver internal logs, as we need it for technical and security reasons. There is no way for anyone to access this information without Resolver's help.

We would only release this to an Administrator if required by law (court order or warrant) or for emergency purposes if the submitter is in imminent danger (with approvals from our Legal department).

Related Information/Setup

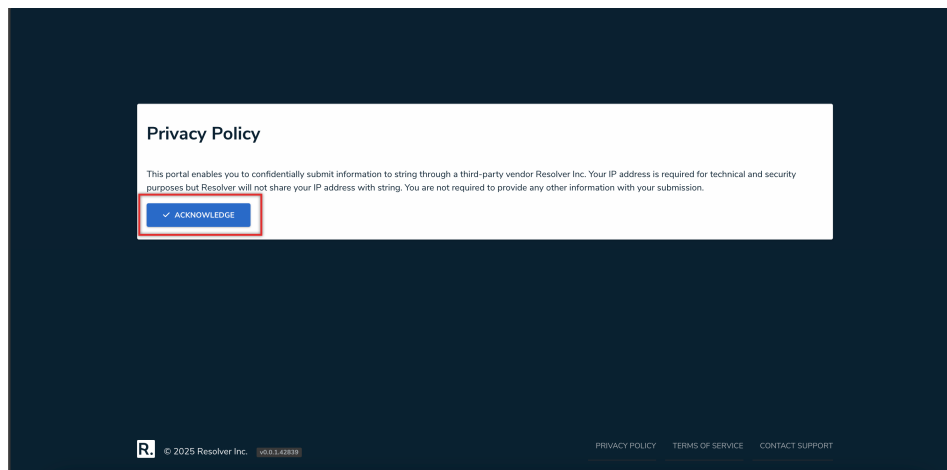
For further information on creating a **Secure Access Portal** URL for confidential login, please refer to the [Creating a Secure Access Portal](#) article.

For further information on accessing a **Secure Access Portal** report, please refer to the [Accessing a Secure Access Portal Report](#) article.

For further information on responding to a **Secure Access Portal** message in Resolver, please refer to the [Secure Access Portal Communications](#) article.

Using the Secure Access Portal

1. Using the [Secure Access Portal login URL](#), access the **Secure Access Portal**.
2. Read the [Privacy Policy](#) and click the **Acknowledge** button.



Acknowledge Button

3. From the **Create a New Report** section, click the **Create Report** button.

Create a New Report

4. Enter the report details and click the **Submit** button.
5. Once the report is submitted, the submitter will be taken to the ***Your report has been submitted*** screen, and provided with a **Submission Key** and **Access Code**. Click the **Copy** button to copy **Submission Key** and **Access Code** to your clipboard and paste it in a secure file or password manager on your device.



Warning:

*The submitter must note their **Submission Key** and **Access Code** as they cannot be recovered.*

Submission Key and Access Code

6. To access your report after it has been submitted, please refer to the [Accessing a Secure Access Portal Report](#) article.