MANUAL

paraDIGMA-Online

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CONTENTS

SUMMARY

In order to properly and securely safeguard the absenteeism records of your employee being absent, as well as all steps in the WvP (Eligibility for Permanent Invalidity Benefit (Restrictions) Act), your health & safety service provider, the Health & Safety Service, will operate within in the absence registration-, and communication system paraDIGMA-Online. In addition to dossier compilation, also the communication between you and your Employment and Health Advisor will take place here. It depends to which user role you have been assigned. The manual is subdivided into in user roles and their required functionalities. Which chapters are relevant to you?

1: Absence and recovery notifier:	**chapter 1 to 3**
2: Supervisor/ Regional manager:	**chapter 1 to 4**
3: P&O:	**chapter 1 to 5**
4: Administrator:	**entire manual**

This manual provides an explanation about the system and helps you to optimally manage your employees' details.

In order to help you on your way, we ask you to carefully read this manual before logging in. On our website, you will find instruction videos about the functionalities of paraDIGMA-Online. Click on link below:

https://www.dearbodienst.nl/kennis-en-inspiratie/instructie-paradigma-online

Do you still have questions after reading the manual and watching the instruction videos?
Then feel free to contact: servicedesk@dearbodienst.nl

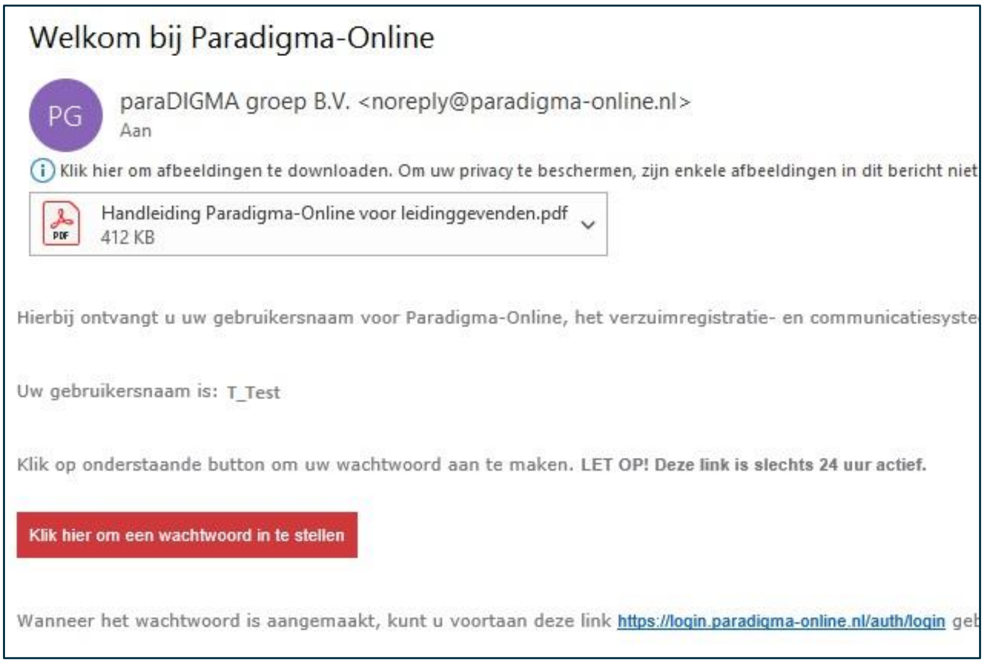
1. LOGGING IN TO PARADIGMA-ONLINE

1.1 THE GOOGLE AUTHENTICATOR APP

Before logging in, install the <u>Google</u> Authenticator App on your mobile phone, using the App store or Play store.

1.2 THE WELCOME EMAIL

Your employer or Health & Safety Service has created an account for you, regarding which you have received a welcome email.



Welkom bij Paradigma-Online

PG paraDIGMA groep B.V. <noreply@paradigma-online.nl>
Aan

Klik hier om afbeeldingen te downloaden. Om uw privacy te beschermen, zijn enkele afbeeldingen in dit bericht niet

Handleiding Paradigma-Online voor leidinggevenden.pdf
412 KB

Hierbij ontvangt u uw gebruikersnaam voor Paradigma-Online, het verzuimregistratie- en communicatiesyste

Uw gebruikersnaam is: T_Test

Klik op onderstaande button om uw wachtwoord aan te maken. **LET OP! Deze link is slechts 24 uur actief.**

Klik hier om een wachtwoord in te stellen

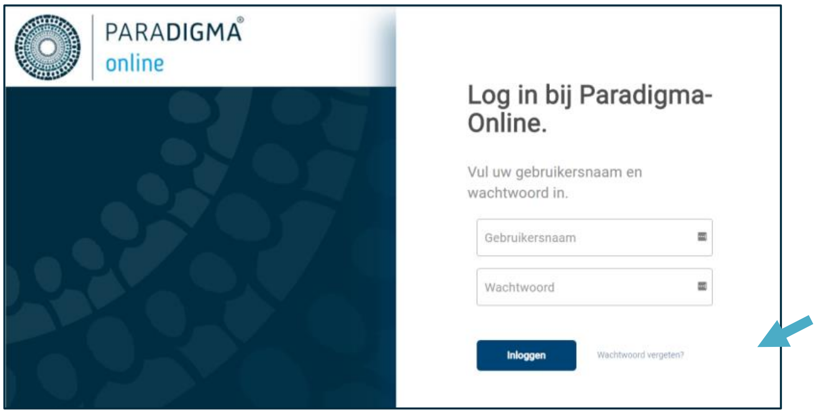
Wanneer het wachtwoord is aangemaakt, kunt u voortaan deze link https://login.paradigma-online.nl/auth/login ge

Please note: it's possible that it ended up in the SPAM box. Did you not receive the email? Then contact your employer or Health & Safety Service.

1.3 ACTIVATING YOUR ACCOUNT

Clicking the red button in the welcome email, stating: 'Klik hier om een wachtwoord in te stellen', will automatically open paraDIGMA-Online. This is where you enter your business email address and twice the password you desire. Click on 'save'. Subsequently, you will be redirected to a page where you can enter your user name and the password created.

<u>Important: you can find your user name in the email you received.</u>



Have you lost your log in details? Click on “Wachtwoord vergeten?”. Subsequently enter your business email address in the user name field and you will receive a new login email.

1.4 SETTING THE GOOGLE AUTHENTICATOR APP

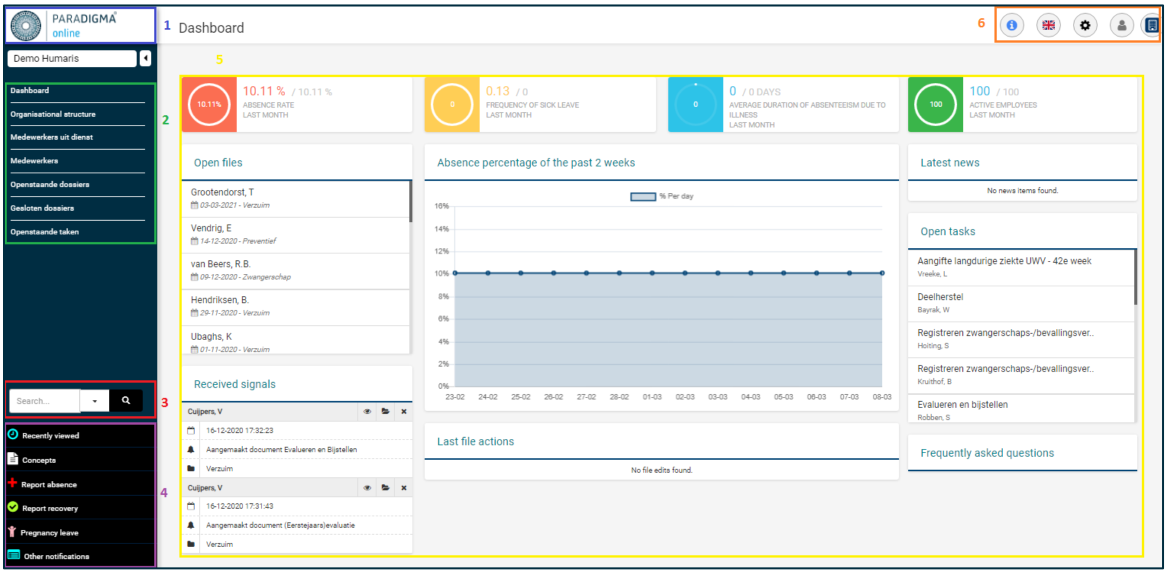
After logging in, you must set the obligatory two-step authentication. Follow steps below:

- In the Google Authenticator app click on: ‘Add account’ or on the plus sign.
- Then click on ‘Scan a barcode’ and scan the QR-code.
- Then click on the green button ‘Actieveren’.
- In the pop-up screen, enter the verification code that is on your Google Authenticator app and then click on ‘ja’.

You are logged in to paraDIGMA-Online. Clicking on the employers portal will direct you to your employee details.

2. THE DASHBOARD

Once you are logged in to paraDIGMA-Online, you will find the dashboard. On the dashboard you can find various brief overviews for which you were authorised.

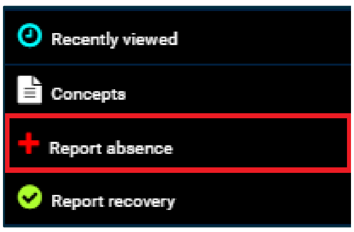


1. The logo	Click here and navigate to the dashboard
2. The navigation section	This is where you can find lists of employees, dossiers and more
3. The search function	Search by last name, birth date, personnel number or open files here, by clicking on the arrow
4. Registering reports	The number of buttons found here depend on your user role
5. Absence percentage	Here you can find the absence percentage of the employees for which you have been authorised
6. Personal preferences	Here you can set your personal preferences

3. ABSENCE AND RECOVERY NOTIFIER USER ROLE

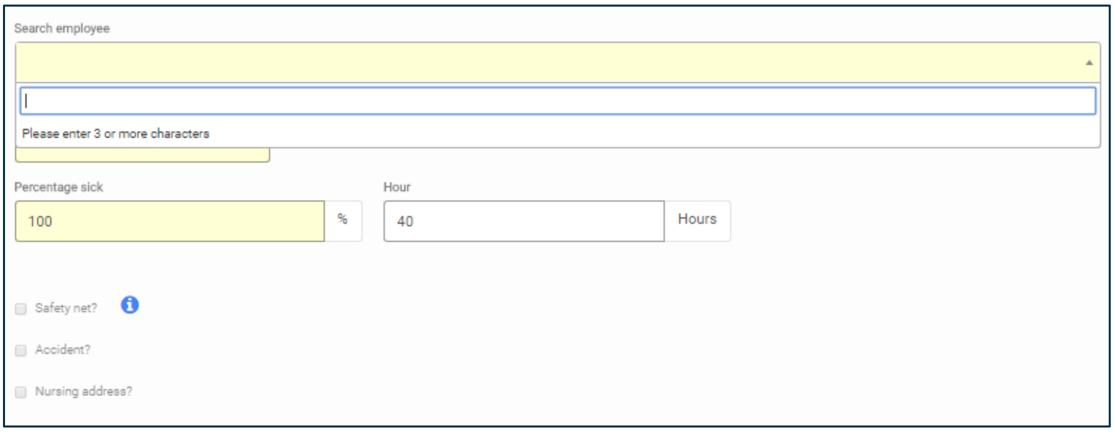
Have you been assigned the role of absence-, and recovery notifier, then your authorisations are limited to reporting absence and recovery of your employees concerning whom you were authorised.

3.1 REPORTING ABSENCE



In the bottom left of your screen, you will find the buttons for absence and recovery report for your employee. To enter an absence registration, click on the button ‘report absence’ in the bottom left.

Subsequently, you will see the entry field to report the absence in.



In the yellow field 'search employee', you enter the first three of the employee's last name. Then click on the relevant employee. Subsequently, you fill in all the mandatory yellow fields. Does this concern a safety net related notification? Then tick the box 'safety net'.

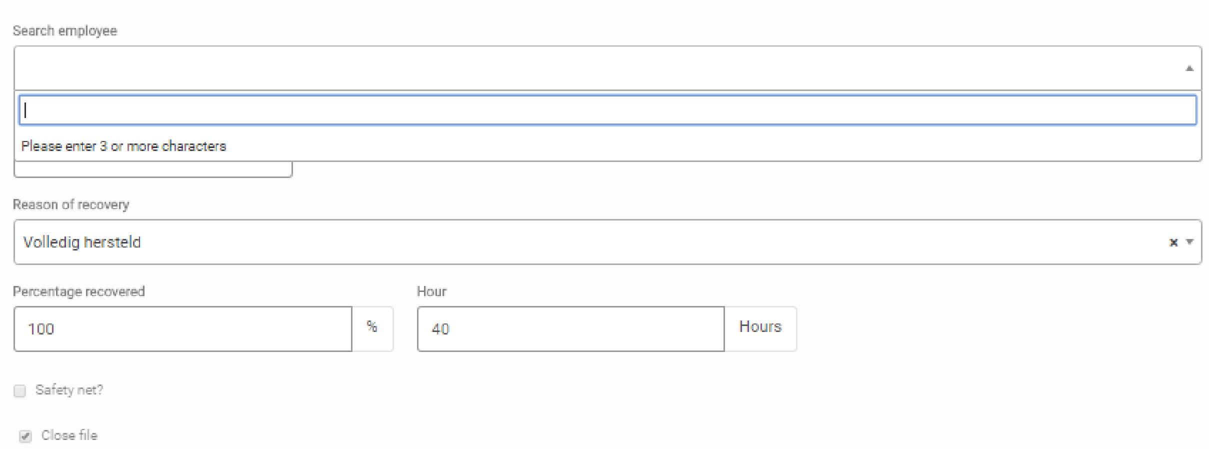
Then you click the button 

. The absence notification is now registered.

3.2 REPORTING (PARTIAL) RECOVERY

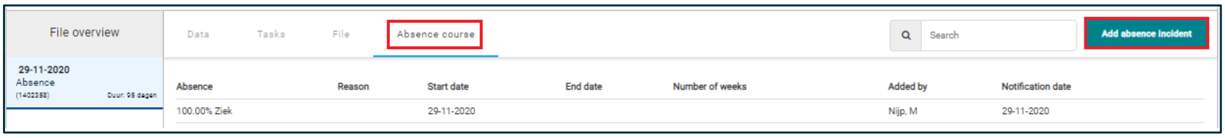
There are different ways in which you can report the (partial) recovery of an employee:

1. By clicking the button 'report recovery' in the bottom left, you can process the recovery notification in the entry screen.



If you wish to process a partial recovery notification, you can adjust the percentage at 'percentage recovered'.

2. Another way to enter a (partial) recovery notification is by clicking on the option 'add course of absence' in the absenteeism records of the employee, in the tab course of absence.



This will direct you to the same entry screen, where you can enter the details. After clicking on Save, the (partial) recovery notification will be processed. In case of a full recovery notification, the dossier will be closed. The absenteeism records will no longer be visible in open files.

4. SUPERVISOR USER ROLE

If you are a supervisor, then, in addition to absence and recovery notification, you will have more functionalities at your disposal, such as creating a pregnancy protocol or other reports and creating and viewing notes and documents.

4.1 SEARCHING EMPLOYEES

After logging in, you will find the navigation section to the left of the dashboard. By clicking on the '*Medewerkers*' button, you will see an overview of all the employees you were authorised for and who have an active employment contract.

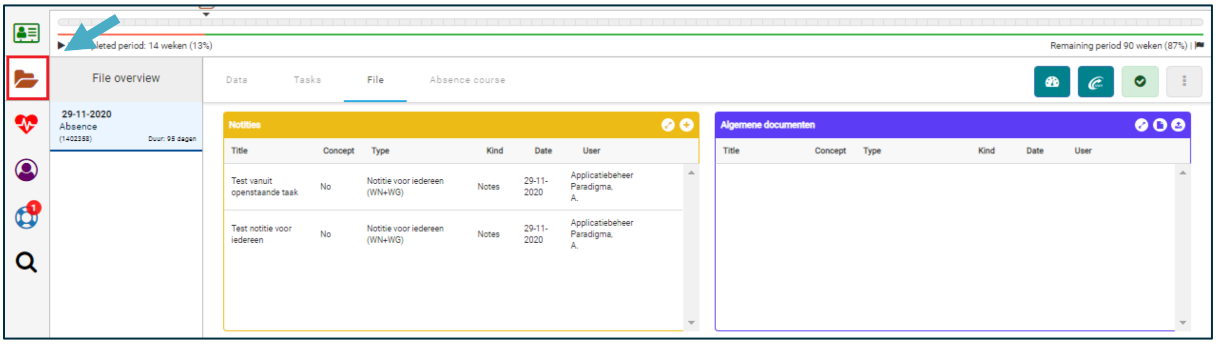
In the search field you can search by last name, birth date or personnel number. You will see a list with search results. Clicking on the last name of the employee will open the employee dossier.

4.2 OPEN FILES

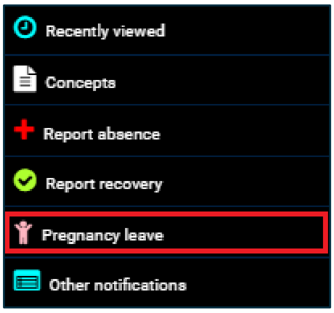
The button '*Openstaande dossiers*' will give you an overview of all employees who are currently in absenteeism.

You can use the search field to search by last name, birth date or personnel number. You will see a list of search results.
Clicking on the employee's last name will open the employee's dossier.

Subsequently you click on  to get to the absenteeism records present.

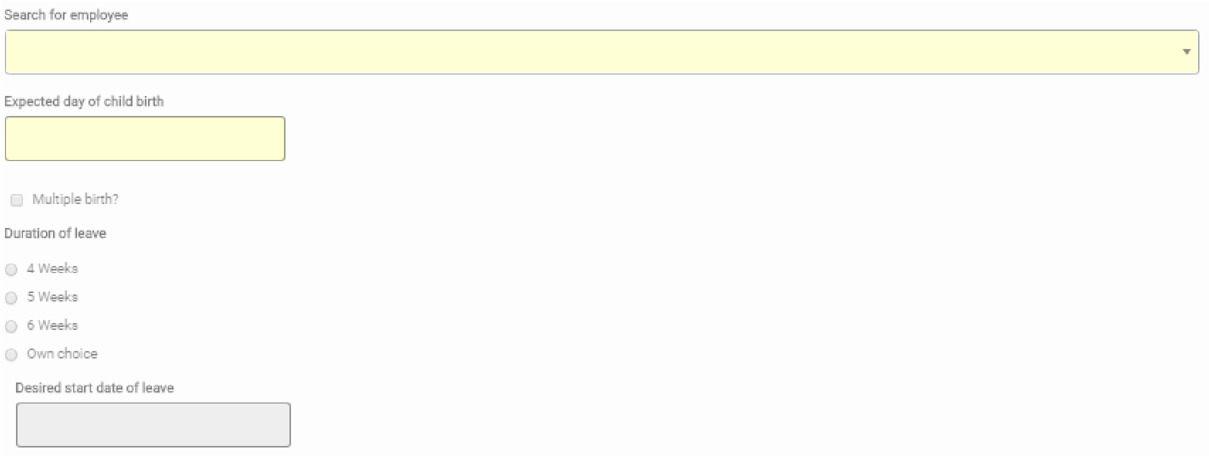


4.3 CREATING A PREGNANCY PROTOCOL



In case an employee is pregnant, this must be reported to the UWV. Entering the pregnancy leave will enable the Health & Safety Service to inform the UWV.
Click on the button ‘pregnancy leave’ in the bottom left.

Entry screen below will appear. All the yellow fields are mandatory fields and must be filled in.
At ‘*Search for employee*’, you enter the first 3 letters of the employee’s last name.

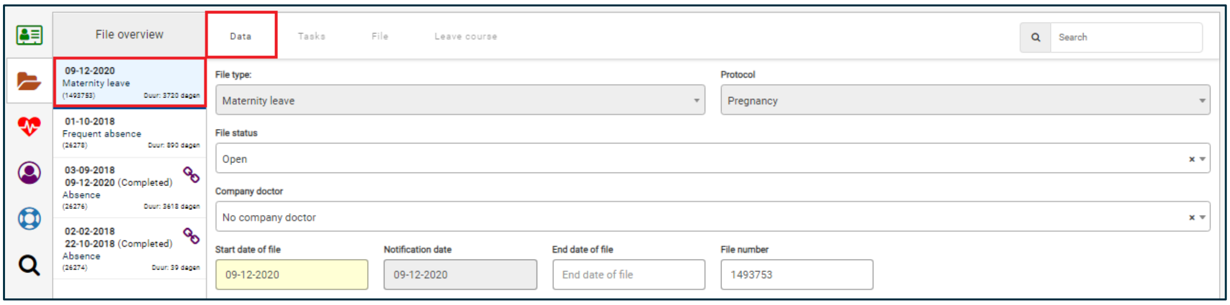


Important; you can only report female employees pregnant!

After entering all the details, you click on Save. The pregnancy protocol has now been created and can be found in the employee’s dossier overview.

4.4 CHANGING THE PREGNANCY PROTOCOL

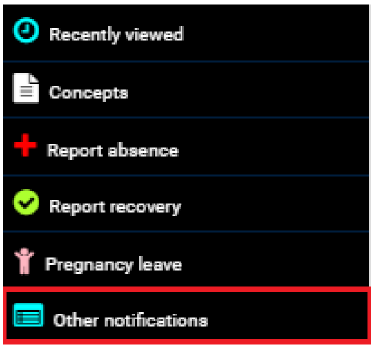
Should your employee take her leave beforehand or in the event that other details have changed, then you can edit this by clicking on the pregnancy protocol and go to tab ‘*Date*’.



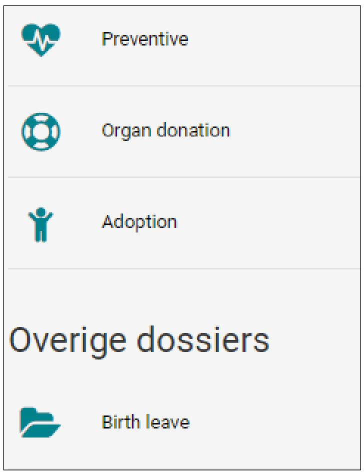
__Important: if the Health & Safety Service sees to your UWV reports, you must communicate any changes concerning the leave to servicedesk@dearbodienst.nl. They will inform the UWV of the changes.__

4.5 OTHER REPORTS

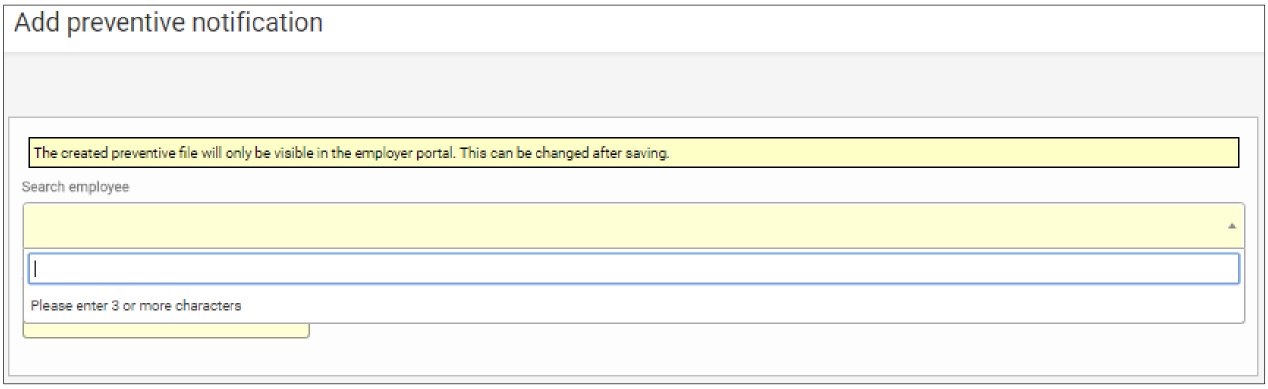
In order to create a preventive dossier, additional parental leave, adoption or organ donation, you click on ‘*Other notifications’*.



The screen below will appear.

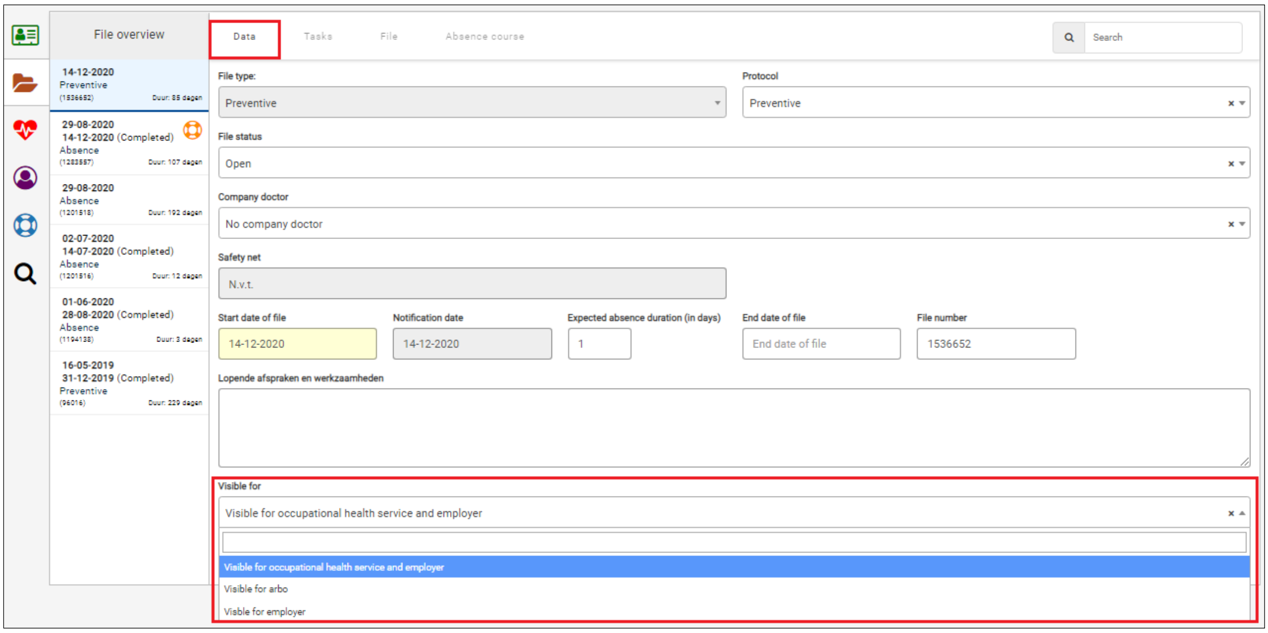


If you wish to create a preventive dossier, then click on ‘*preventive*’. In screen below, you enter the yellow (mandatory) fields. The date can be adjusted.



Clicking on ‘save’ will create the dossier. The employee dossier will be opened automatically and you will find your preventive dossier in the dossier overview.

Important: the preventive dossier is accessible only to you as an employer. If you wish to share this dossier with the Health & Safety Service, you can change the accessibility under the tab ‘Date’.

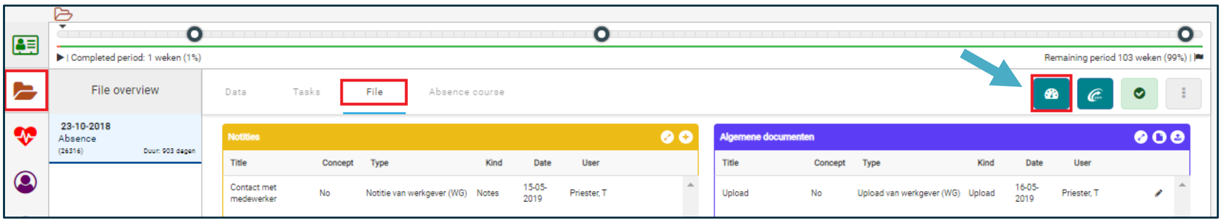


To create additional parental leave, organ donation or adoption, you click on the desired protocol and fill in the yellow (mandatory) fields.

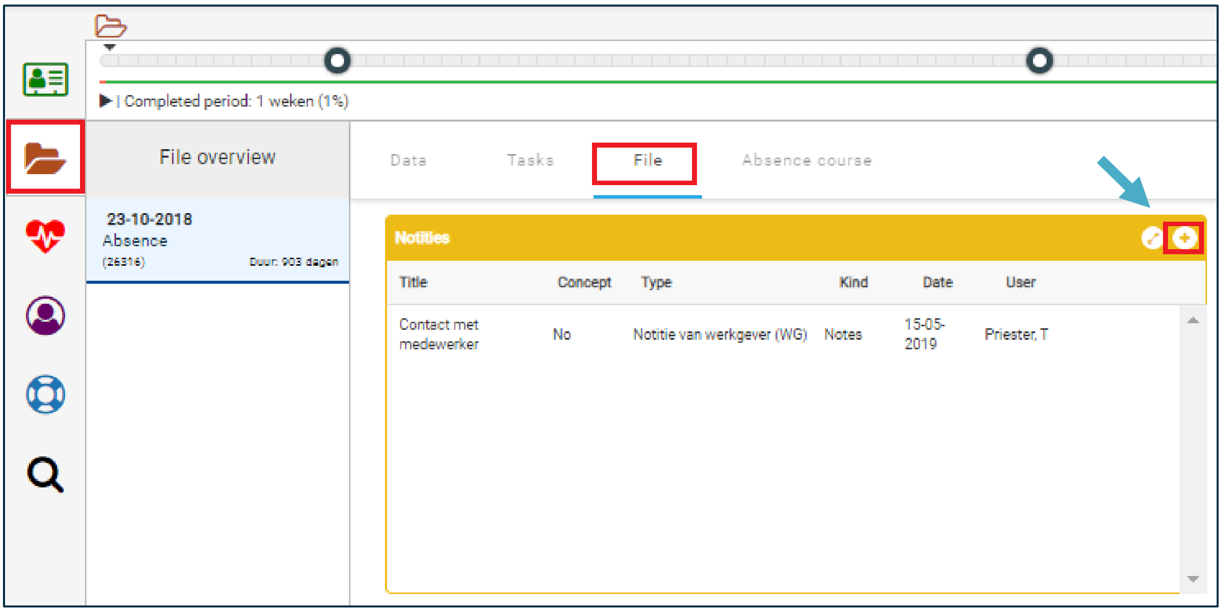
4.6 ADDING AND CHANGING A NOTE

In the absenteeism records, under the tab '*File*', you can create a note in two different ways:

1. Via the '*Cockpit*'



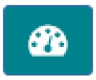
2. Via '*Create a note'*



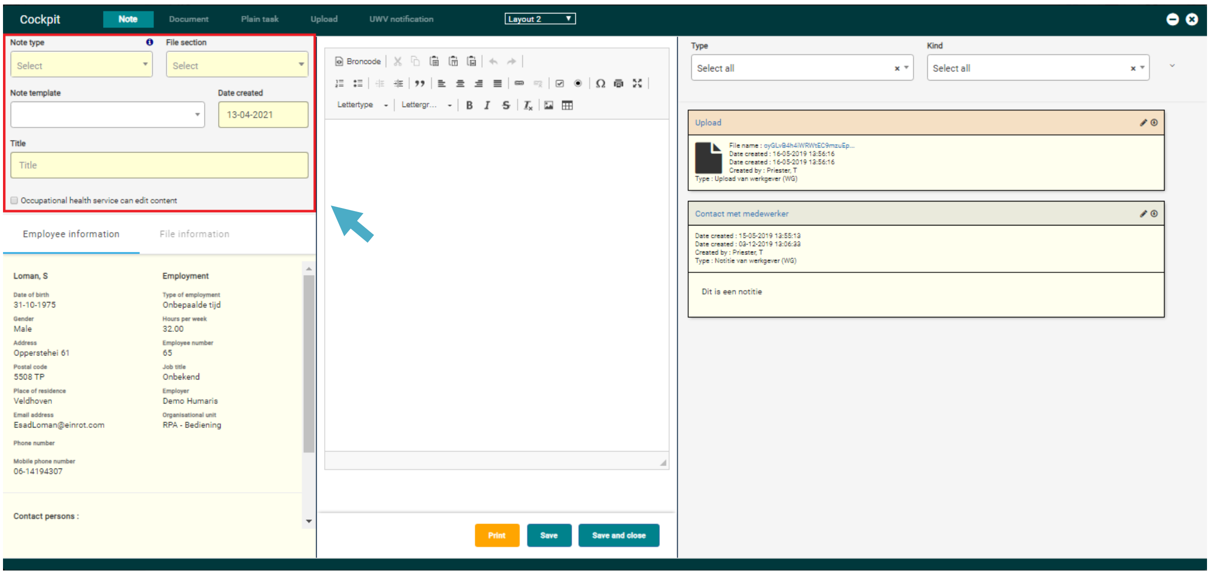
4.7 CREATING A NOTE IN THE COCKPIT

The cockpit is the communication page that contains all notes and documents of your employees being absent. It is used as a means of communication between you and the Health & Safety Service. You can also post notes and documents yourself here.

You will be directed to the 'cockpit' by clicking the icon in the top right, in the absenteeism records of your employee.



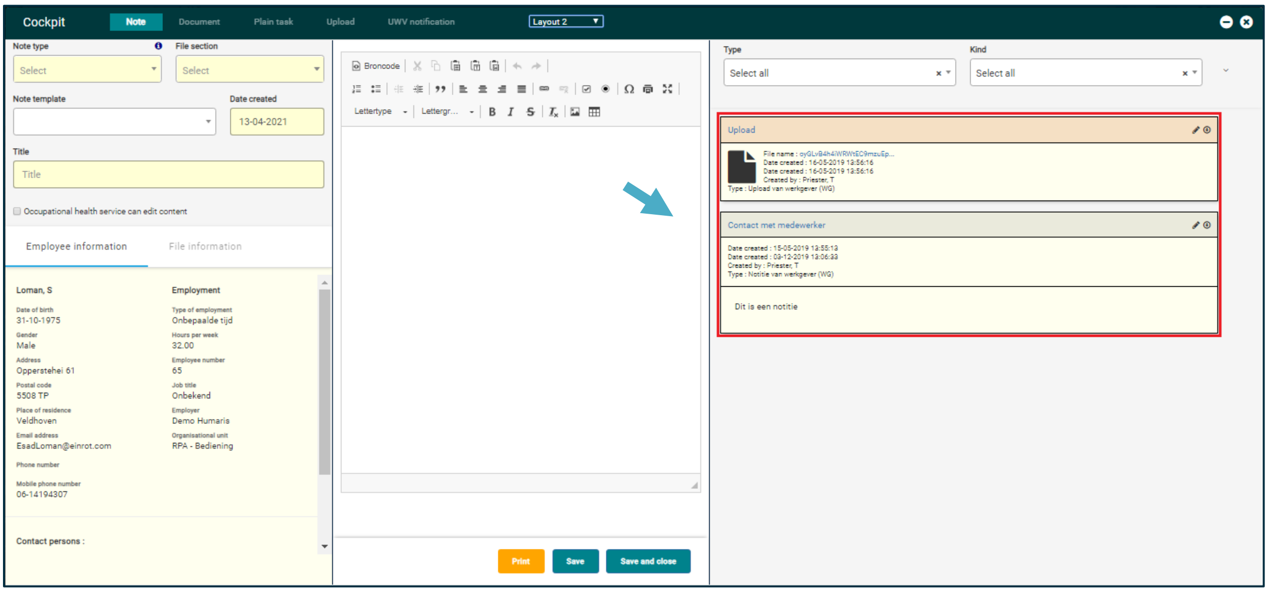
In the cockpit you can choose from different tabs. Each tab provides several options. The cockpit opens as a note.



On the left hand side of the screen, you click on '*Note type*' and select the option '*Note from employer*'. At '*File section*' you select the option '*Notes*' and at '*Title*' you briefly indicate the note's topic. You can enter your message in the centre. Once you are finished, you select the 'save' button at the bottom of the screen.

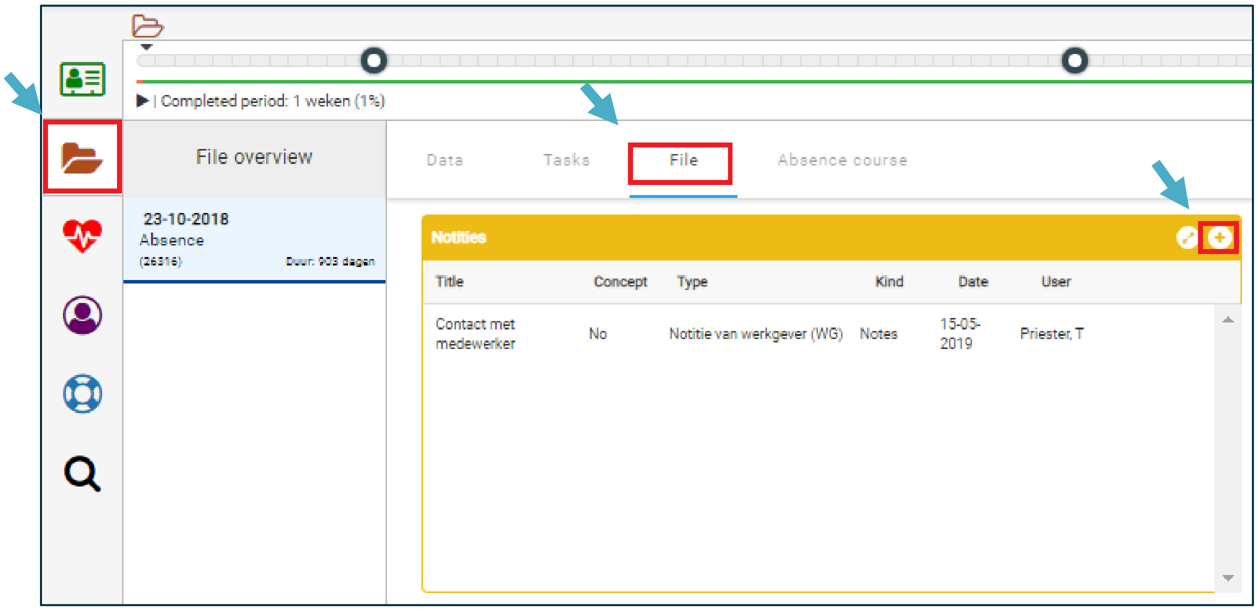
Important: as an employer you are not permitted to note ***any medical terms****! Use the alternative terms instead.*

On the right hand side you can find a list of all notes in chronological order, so you can determine what has been entered in the dossier



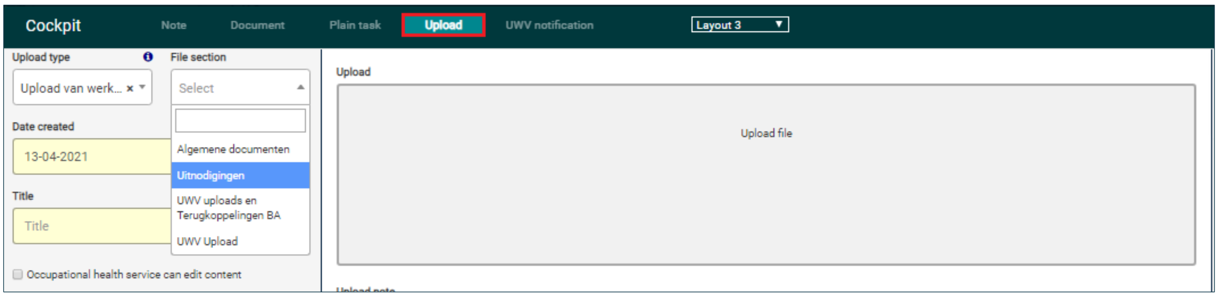
4.8 CREATING A NOTE FROM THE DOSSIER

By clicking on the brown file folder '*File*´ , you will be directed to the tab '*File*'. To add a note, click on the plus icon. The entry screen as mentioned in chapter 4.7 will also appear here.

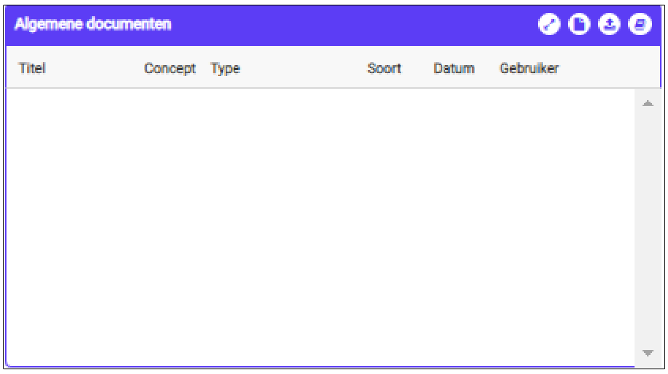


4.9 UPLOADING A DOCUMENT

To upload a document, you must open the cockpit or click on the plus icon of the desired document. The cockpit will be opened.

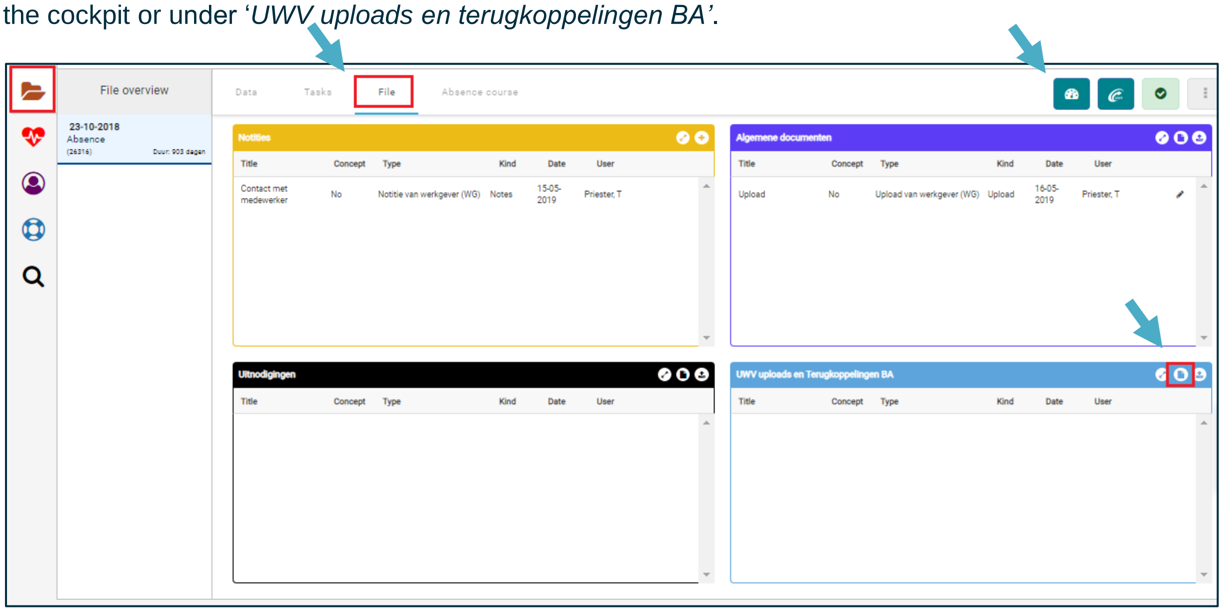


The type of upload is set to General (WG+WN). WG stands for employer and WN stands for employee. At '*File section'*, you indicate which type of document you wish to upload. If you have set all the yellow mandatory fields, you click on '*Upload file'*. Select the desired document(s) and click on Open. You will now see your selected document(s) again. Subsequently, you click on '*save and close'*. You will find your document(s) under '*Algemene documenten'*.



4.10 UWV REPORTS

If your employee has been absent for a prolonged period of time, you are required to create a UWV document. In the employee dossier, you click on the tab '*File*'. You can create a UWV document from the cockpit or under '*UWV uploads en terugkoppelingen BA'*.



From the Cockpit, you click on UWV notification. In the subsequent screen, you can choose, for instance, 'Action plan'. The UWV form will be opened and you can enter all the details in it. After filling the fields, you click on '*save and generate'*.

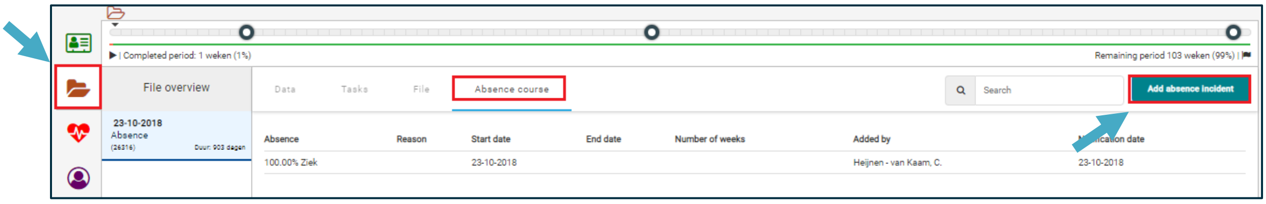
You can retrieve the UWV document under '*UWV Uploads en Terugkoppelingen BA'*. Also from here, you can create a UWV document. To do this, click on the icon '*create document'*.

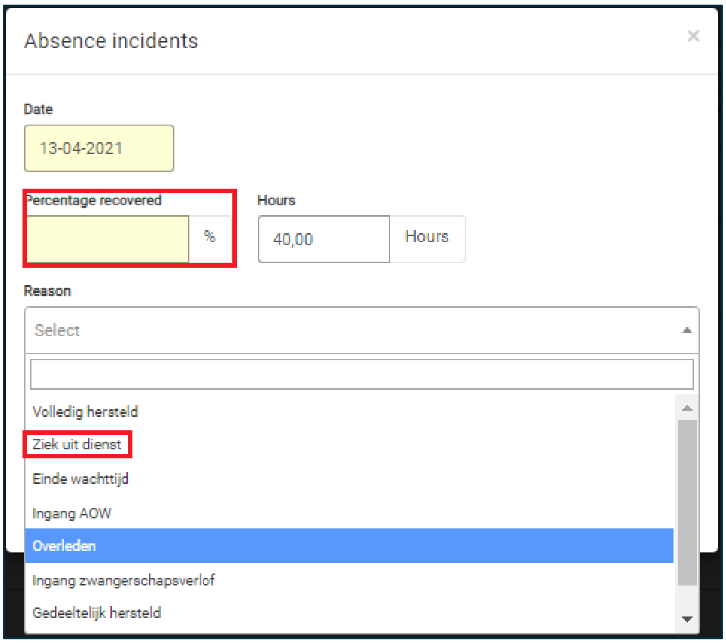

UWV uploads en Terugkoppelingen BA
Titel
Concept
Type
Soort
Datum
Gebruiker

4.11 REPORTING AN ILL EMPLOYEE AS RETIRED

Reporting an ill employee as retired can be done in two different ways:

1. Find the employee under '*Medewerkers*' in the navigation section. Click on the desired employee to open the employee dossier.
   Afterwards you click on the brown file folder '*Files*' and then you proceed to "Absence course". Click on the blue button '*Add absence incident*'.





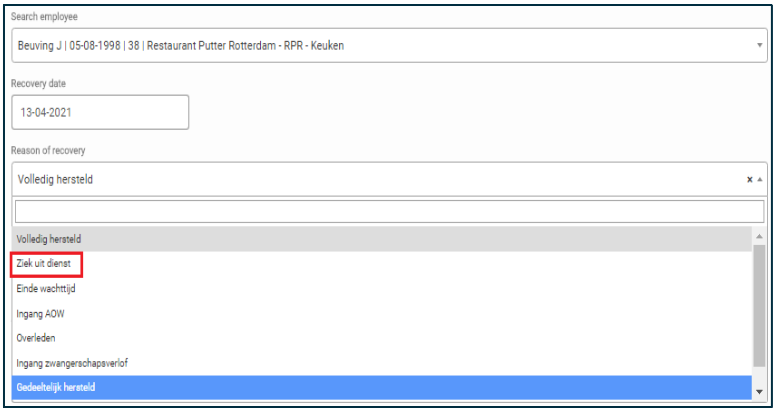
A '*Absence incidents'* screen will appear. Fill in the mandatory fields in this screen.

At percentage recovers, you fill in zero percent. At '*Reason*', you select '*Ziek uit dienst*'. After saving, the absence dossier will be completed.

Important: also the employment contract must be terminated manually. You must communicate this to your P&O department. They will be able to terminate the employment contract for you.

2. Or by clicking on the button 

..
   In '*Search employee'*, you enter the first three letters of the employee's last name. The desired employee will appear.



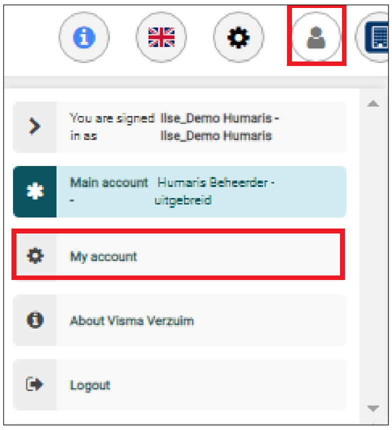
At recovery date, I enter the date on which the ill employee should be reported retired.

When clicking on '*Reason of recovery*', a drop down menu will appear.
This is where you select 'retired during illness' and subsequently click on Save. You will find that the dossier will be completed automatically.

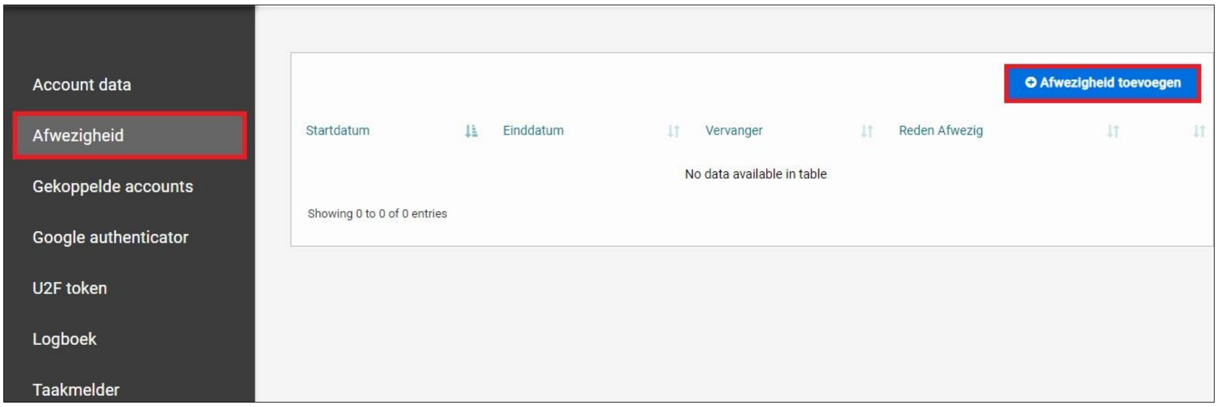
4.12 SETTING THE ABSENCE ASSISTANT

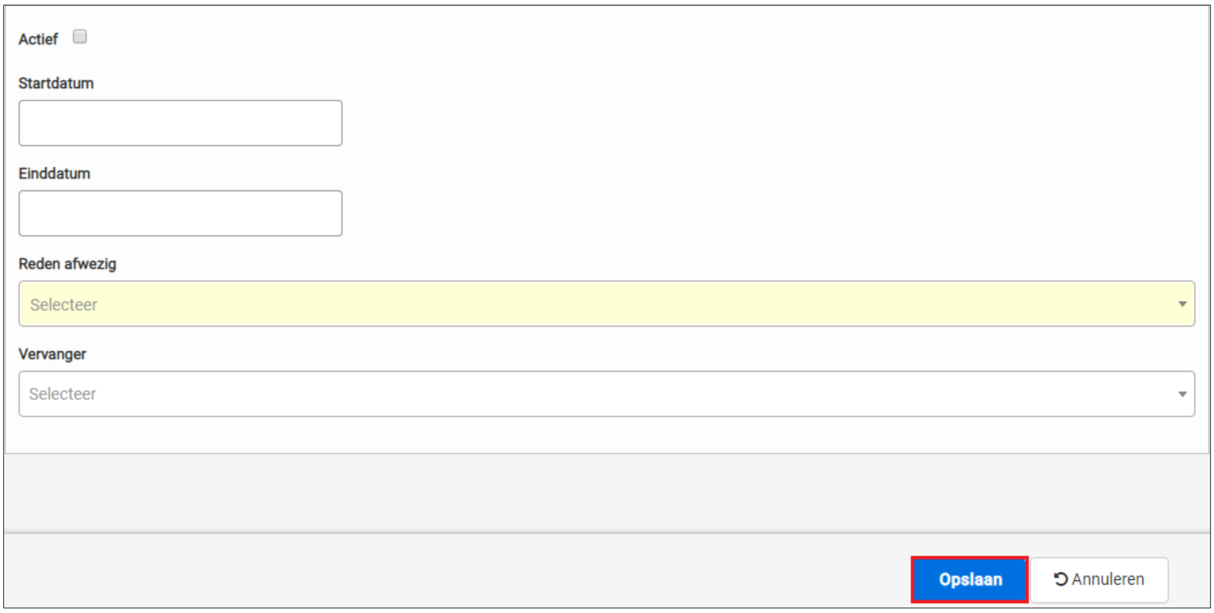
If you are absent during a certain period of time, it is necessary to communicate a replacement. As such, your regular tasks will be taken on. To do this, you can set your absence assistant.

In the top right, you click on the employee button. A drop down-menu will appear. Click on *'My account'.'*



Now the screen below will appear. On the left hand side, you click on the button '*Afwezigheid*'. Subsequently, you click on the blue button '*Afwezigheid toevoegen*'. .





In this screen, you enter the period of your absence, the reason for your absence and the person who will be replacing you during this period. By selecting '*selecteert*' under Vervanger, you will find a list of all available users you can choose from.

Important: only users with a user role similar to yours will be displayed. For example; if you are a supervisor, then only supervisors will be displayed.

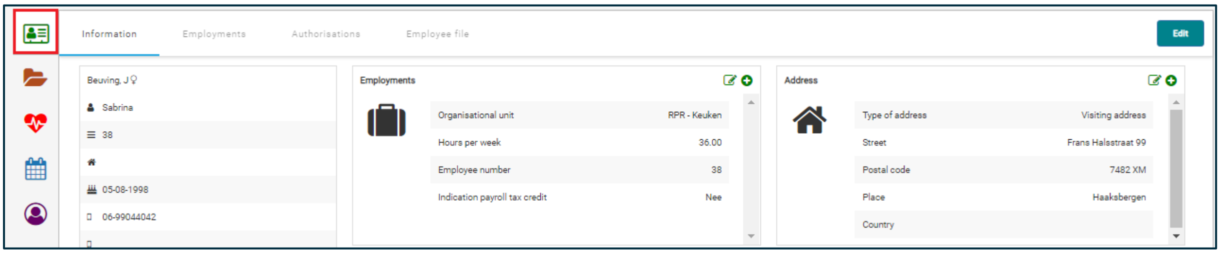
Once you have selected your absence assistant, you click on 'Opslaan'. You will now see your absence assistant appearing in your screen. If you wish to change your absence assistant, click on the pencil. If you wish to delete this person, then you click on the bin and the absence assistant will be removed.

5. P&O USER ROLE

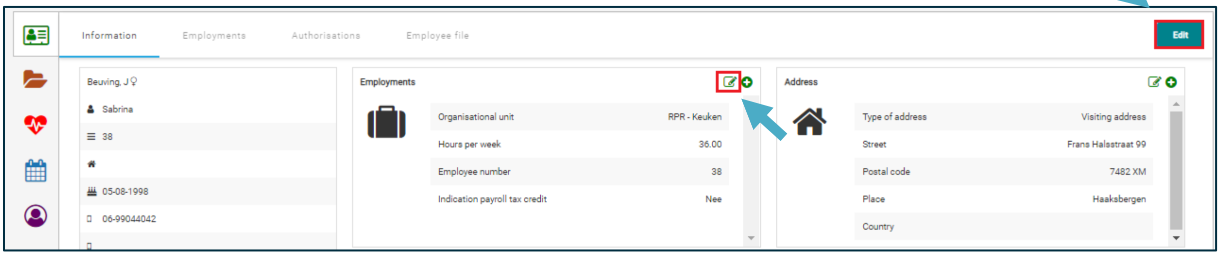
In your role as P&O assistant, you have access to the absenteeism records that you have been authorised for. This where you have the opportunity to change absence and personal details, to add employees and employment contracts and to make adjustments in the organisation structure.

5.1 CHANGING PERSONAL DETAILS

By clicking on the employee card you will see all the personal details of the employee, e.g. address and employment contract details.

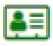


Click on the button ‘edit’ to change the personal details and/or address details. A screen will pop up in which you can adjust the desired details.



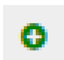
In order to adjust the employment contract, you click on the pencil . Here you can edit the current employment contract.

5.2 ADDING OR CHANGING THE EMPLOYMENT CONTRACT

 The employee card contains the tab ‘*employments*’. By clicking on it, you will get an overview of active and terminated employment contracts.

In order to change the general employment contract details, you click on the pencil icon behind ‘*Dienstverband 1*’, on the right hand side. Here you can change the desired details and then click on Save.

In case of a new contract, you can add a contract row within the present employment contract.

To add a contract row, click on the plus icon. 
In the subsequent screen, you can fill in below mentioned details:

- **Organisatorische eenheid**
  Under ORGANISATORISCHE EENHEID you can see where the employee should be placed. Fill in the first three characters of this Organisational unit (department) here.
- **Employment contract type**
- **Functie (Job title)**
- **Start- en Einddatum (start and end date)**

- Uren per week ((**Standard) hours per week)**

Subsequently, you click on ‘save’. When adding a contract, the end date of the previous contract will be filled automatically.

Important: if an employee has been reported ‘retired during illness’ by the supervisor, also the contract must be terminated. Adding an end date to the contract can only be done by someone with a P&O or administrator role.

An employee can be working on the basis of several simultaneous employment contracts, for instance because the employee has multiple job titles. To add a new employment contract, click on the button:


The yellow fields ‘organisational unit’ and ‘start date’ must be filled in when adding a new employment contract.
When you have filled in all the details, you click on ‘save’. Subsequently, you can find your created employment contract under ‘employment contracts’.

Note: If the employee has a contract end date that is in the future, the employee will still be displayed in the list ‘*Employees’* until that particular date*.* After this end date, the employee will automatically be displayed in the list ‘*Retired employees’.*

5.3 ADDING AN EMPLOYEE

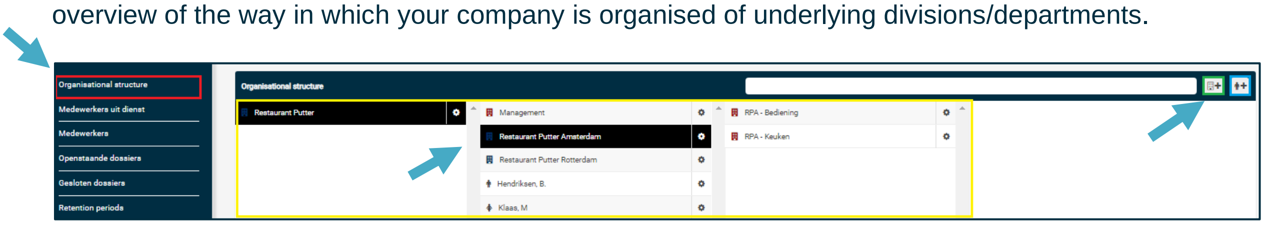
To add an employee, select the button ‘*Medewerkers’* in the navigation section. You will see all employees employed within your company. You will find the button ‘add employee’ in the top section.

Click on ‘*add employee’*. An entry field will appear containing white and yellow sections. The yellow sections are mandatory. Fill in all the yellow fields. In case of an organisational unit, you enter the first three letters of the department where the employee will be working. A drop down menu will appear mentioning all the departments you can choose from. Once you have filled in all the yellow fields, you click on Save.

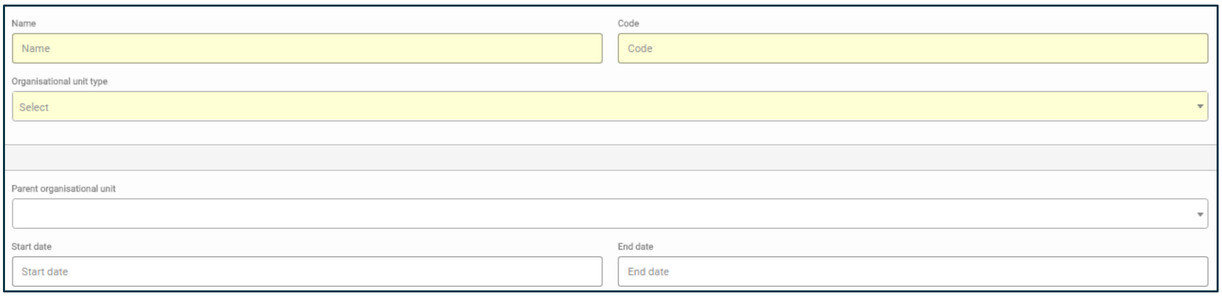
You can find your employee by entering the last name, birth date or personnel number in the search field. If the employee has an employment contract where the start date of the contract is in the future, the employee can be found under ‘Retired employees’.

5.5 ADDING/CHANGING AN ORGANISATION STRUCTURE

In the navigation section you will find the button ‘organisation structure’. This structure provides an overview of the way in which your company is organised of underlying divisions/departments.



By clicking on the components in the structure, the path will be displayed. To add a department, you click on the house icon, upon which the screen below will appear.



The yellow fields are mandatory fields. At the name, you fill in the name of the department or company. Under ‘code’ you enter a code that you wish to link to this business unit. You can add new employees by use of this code. At ‘organisational unit type’ you indicate whether this concerns a company or a department. If you select department, then you subsequently click on Save, after which you will find your department in the organisation structure.

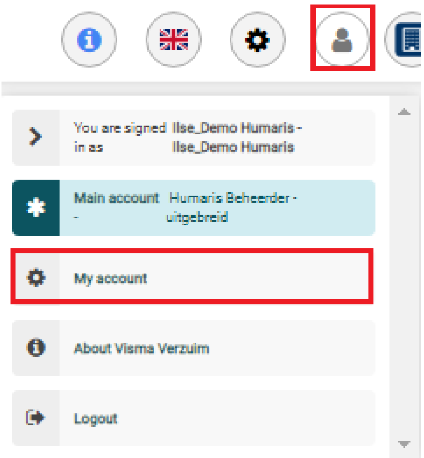
If you select Company, then several fields will appear that need filling. Subsequently, you click on ‘save’. Your company will now show in the organisation structure.

Important: If the Health & Safety Service sees to your UWV reports, it is also essential to fill in the UWV details.

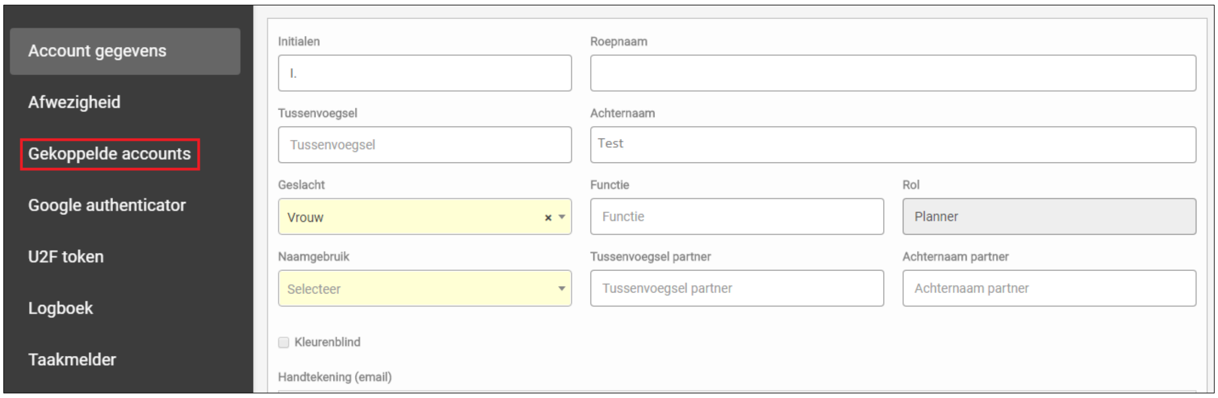
5.6. LINKING A USER ACCOUNT

If your job title has two separate accounts, it will be efficient to link your extra account to your main account. For example; you are an HR employee for two separate companies. As such, you will log in to paraDIGMA-Online once and via the button ‘my account’ you can navigate to your other company.

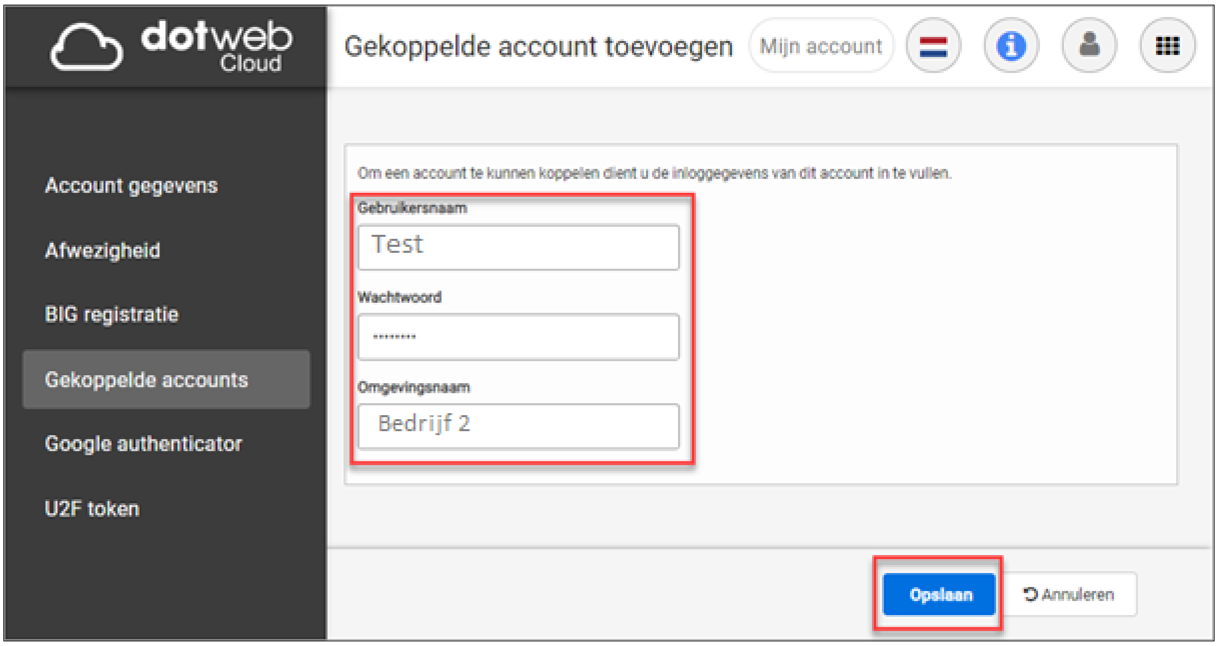
Click on the employee button in the top right. A drop down-menu will pop up. Click on *‘My account’*



You will now see the screen below. This is where you select ‘*Gekoppelde accounts’.*



You click on the button **Gekoppelde account toevoegen** to add your second account. In this screen you enter the details of your second account.



Fill in your user name in the top field. This user name can be found in the welcome email. In the second field, you fill in your preferred password. In the third field, the 'environment name, you enter the name that you wish to appear under the button 'my account'. Then click on 'opslaan' to save.

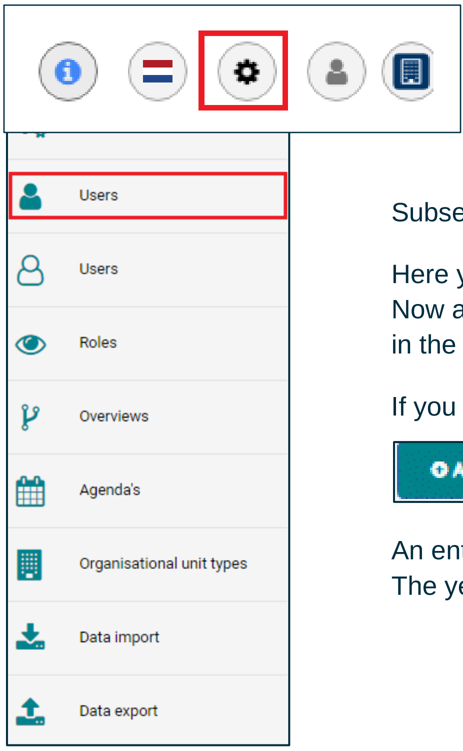
When clicking on the employee button again, your second account will appear. When clicking on this account, you will navigate to your second company.

6. ADMINISTRATOR USER ROLE

In your role as an administrator, you were given all authorisations in paraDIGMA-Online. One of those rights is the creation and editing of (new) user accounts.

6.1 CREATING A USER ACCOUNT

Once you are logged in to paraDIGMA-Online, you click on the cogwheel in the dashboard at the top right of the screen.



Subsequently, you will see the settings screen.

Here you click on the button 'Users'
Now a screen with all users will appear. These are all the users known in the system. The accounts could be either active or inactive.

If you wish to add a user, select the button:

An entry screen will appear with white and yellow fields.
The yellow fields are mandatory fields.

6.2 COMMUNICATION AND USER DETAILS

- At communication, an email address and mobile number will be requested. Fill in the corporate details here.
- User name: you also enter the business email address here.
- Role: This is where you can use the scroll down menu to select the following options: (In case of multiple options, these will not be applicable)

P&O	○ Has the opportunity to change the personal details, employment contracts and the illness-, pregnancy-, and recovery reports and any adjustments in the organisation structure.
	○ Has access to all (absence) dossiers

Supervisor/ Regional manager	○ Can only view the personal details and employment contracts, but is not able to edit them
	○ Has the opportunity to report illness, pregnancy, and recovery
	○ Has access to the (absence) dossiers for which he/she is responsible
	○ Receives signal emails regarding added notes and documents
	○ Distinction: the regional manager does not receive signal emails

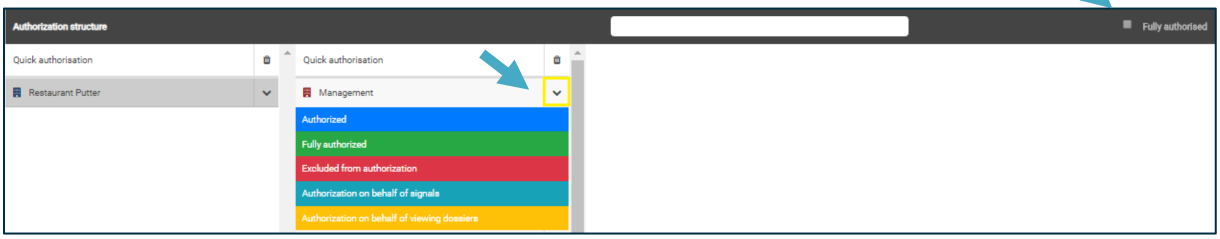
Absence and recovery notifier	○ Can only communicate illness and recovery
	○ Has no access to employee details and absenteeism records

Under user details, 3 tick boxes can be found:

1. **Active:** this will make the account active
2. **System access:** in combination with the checkmark behind Active, the user will receive the link to log in
3. **U2F**: this option is used only when the organisation utilises a U2F-Token. This will not be applicable for many.

6.3 AUTHORISATION STRUCTURE

On the right hand side of the dark bar, the option ‘Fully authorised’ can be found. When this is ticked in an account, the user will be authorised for the entire organisation. By clicking on the names of the departments in the authorisation structure, one will go deeper inside the structure. Once you have identified the desired region/department, you click on the arrow behind the department.



You can authorise the account by clicking on the desired option below:

Authorized

The user is authorised only with regard to the employees of the relevant region/ department

Fully authorized

The user is authorised for all underlying regions / departments

Excluded from authorization

The user will be excluded from all underlying regions / departments / employees

Authorization on behalf of signals

The user has **no access** to the authorised regions / departments, but **does receive signals**

Authorization on behalf of viewing dossiers

The user **does have access** to the authorised regions / departments, but will **not receive signals**

Subsequently, you click on **‘save’** at the bottom. The login link will be sent on the day stated at Start date.

There are several other buttons available:

- **Delete:** This is to delete the entire account. It cannot be retrieved afterwards.
- **Reset google authenticator:** Using this, you will reset the account and upon the next login, the user will find the QR code in the screen. (this is not applicable in case of a U2F token)
- **Resend invitation email:** This will ensure that the link is being sent again.
- **Reset password:** This will submit a link to the user to reset his/her account.

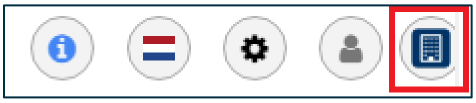
7. THE REPORTING PORTAL

The absence registration and communication system is compiled of several portals. For you, the employer and reporting portal was made available. In this manual you can learn how to navigate to the reporting portal and how to generate and convert reporting to a different file (format).

7.1 NAVIGATING TO THE REPORTING CHANNEL

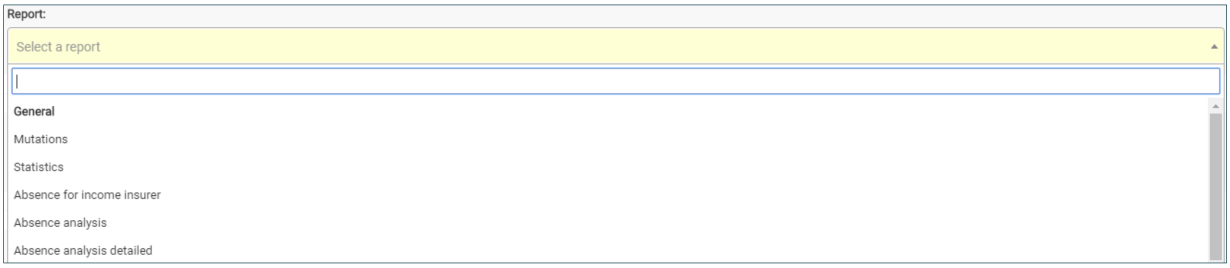
Once you are logged in, you will receive an overview of the portals. The portal will be opened after you click on the reporting portal tile.

If you are working in the employer portal and want to navigate to the reporting portal, this can be done via the portal button in the top right.



7.2 REPORT SELECTION

The reporting portal provides the opportunity to print several different reports. To do this, click on 'select a report' to choose from the different reports.

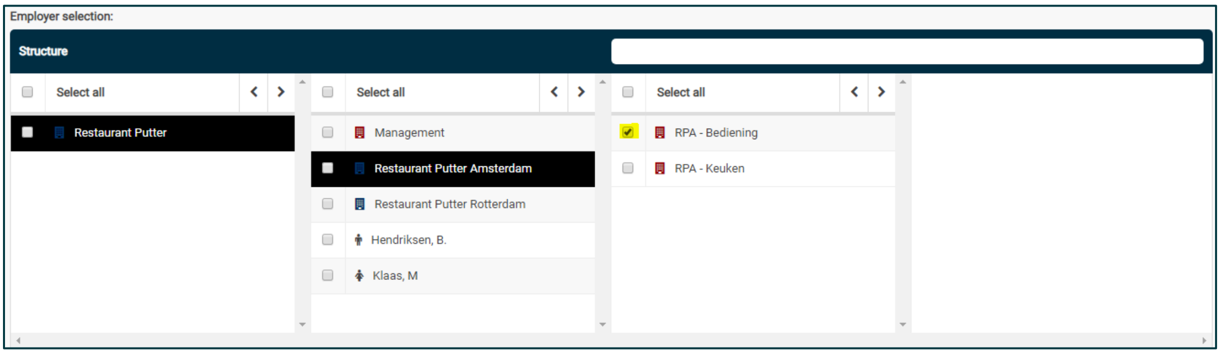


At start and end date, you enter the period for which you wish to receive a report. Thus you will only find the absence details regarding the selected period.

Important: also employees will appear who are partially absent during the period you selected.

7.3 EMPLOYER SELECTION

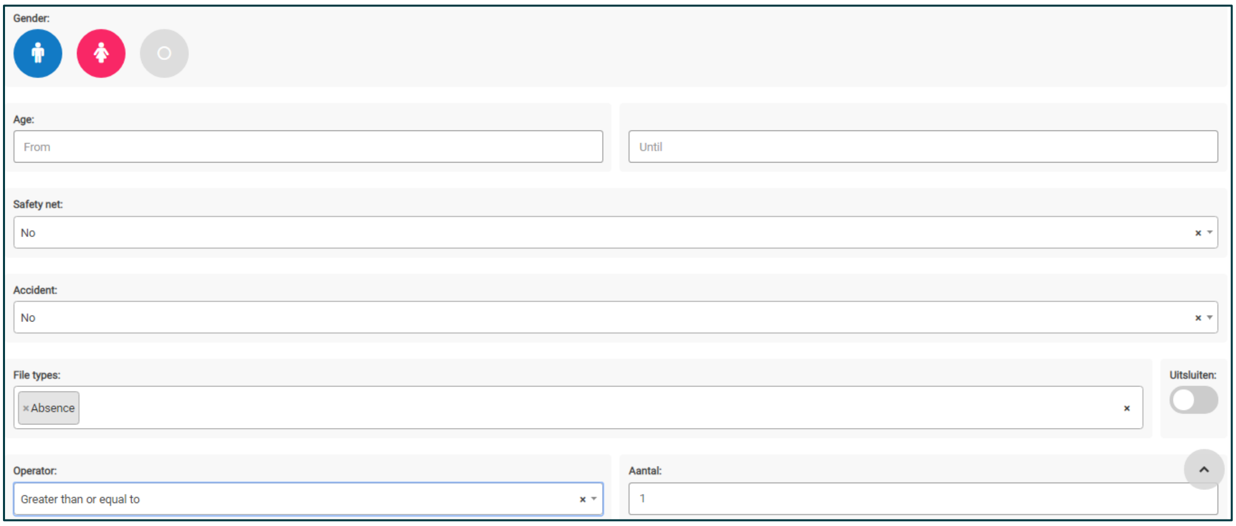
Under '*Employer selection'* you can find your company and accompanying departments. It is important to be aware whether you want to print a report regarding your entire company or just for some business units. If you wish to print a report regarding some of the business units, then search the desired business unit and only tick the box for the relevant department(s).



In the image above, only a report regarding the 'operation' department is printed. In some reporting options it is also possible to select by employees.

7.4 Filters

Under Employer selection, you have the opportunity to set filters. You can set a filter for each report. The filter options differ per report.



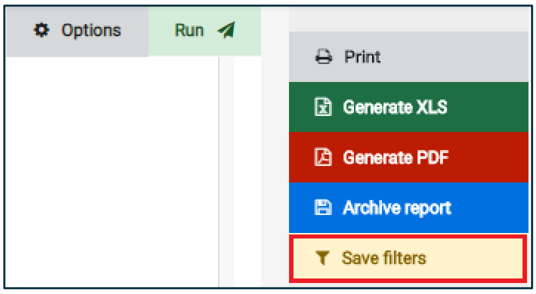
After everything has been filled in, you click the button in the top right: 

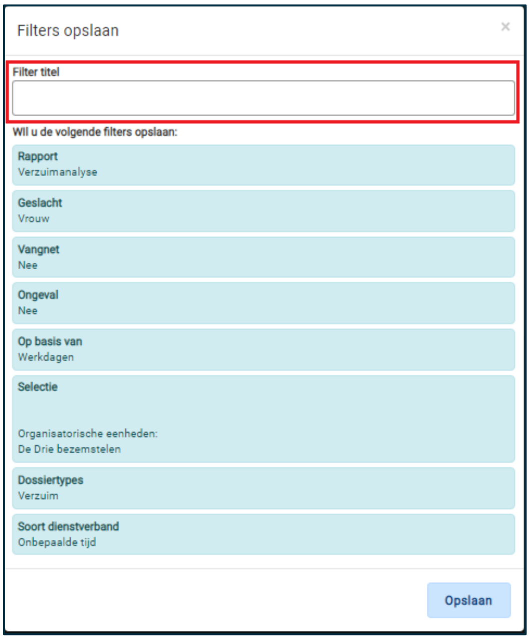
7.5 Saving filters

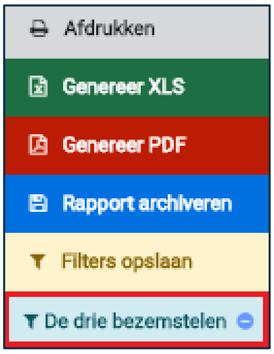
If you print similar reports on a regular basis, you can save the filters used for this report.

When you have printed the report, you click on the button '*Options*' and subsequently on '*Save filters'.*

After clicking on '*Save filters',* the screen below will appear:





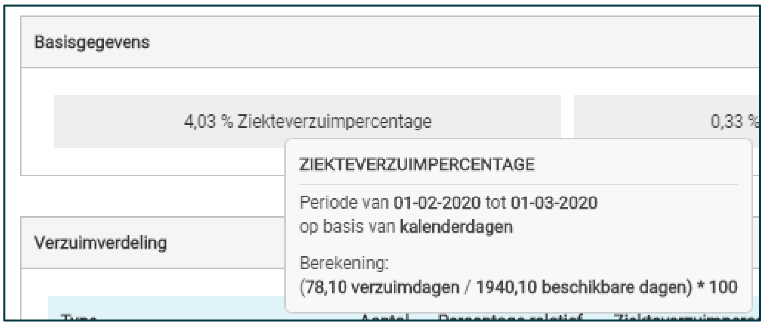


In the entry field '*Filter titel'* you specify a title of your choice and then you click on '*Opslaan*' to save, you will find your saved filter under '*Options'.*

If you wish to print a report again, you click on your set filter and then all you need to do is to adjust the selection period.

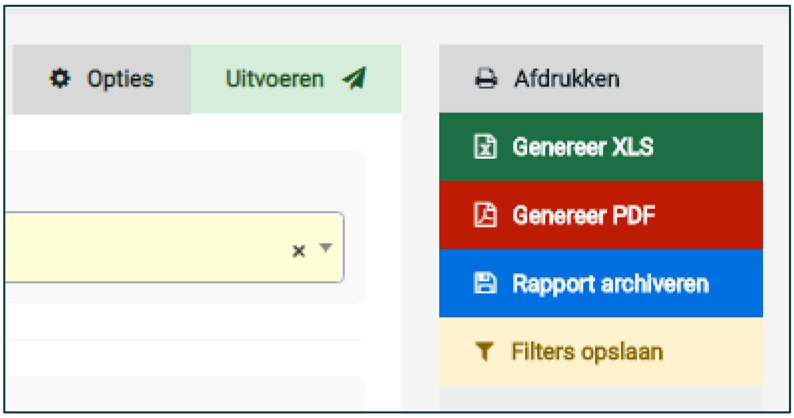
7.6 Statistics report

Printing a statistics report will provide you with the formula that the calculation was made with. To make the formula insightful, hover the cursor of your mouse over the absence percentage.



7.7 Printing - Archiving

As soon as the report has been generated, you can click on the button 'options' to have the report converted to an XLS or PDF file or to have it printed.



It is also possible to archive the report by clicking on ‘*Rapport archiveren’.* . You can find the report under ‘*Gearchiveerde rapporten’.*

8. QUESTIONS OR MORE INFORMATION?

Do you have any more questions after reading this manual? Then feel free to contact **servicedesk@dearbodienst.nl**. Our employees will be happy to serve you.