

Customer Portal



How to log in

Visma Enterprise
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Table of Contents

The first time you log in	3
Introduction for those who already have an account	3
Introduction for you who need to activate your account	5
Log in (after creation)	10

The first time you log in

As a new user on our Customer Portal, you may encounter different login procedures.

If you have used Visma Community or other Visma Connect products, you can start on page 3 of this guide.

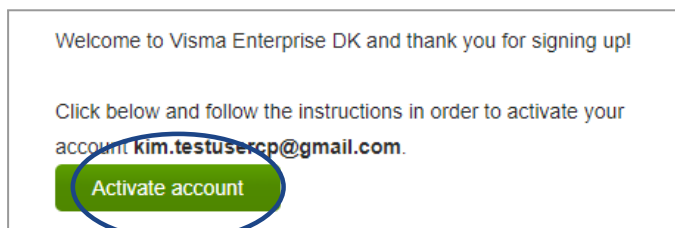
If you have never used our Community or other Visma Connect products, you should start on page 5 of this guide.

Customer Portal is our new portal for case management, access to courses and webinars, operations and releases, as well as general news. You will also be able to find our help center, your personal Key Account Manager, and possibly a personal consultant, if your service subscription includes this.

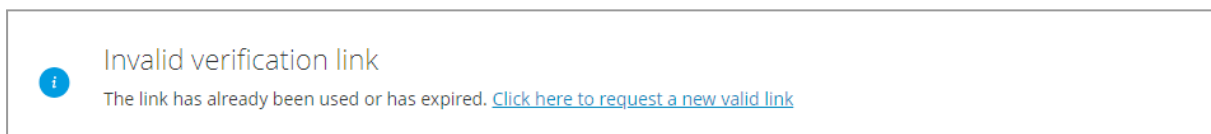
Introduction for those who already have an account

You have received an email from "do.not.reply@mail.connect.visma.com", welcoming you to Visma Enterprise and our customer portal.

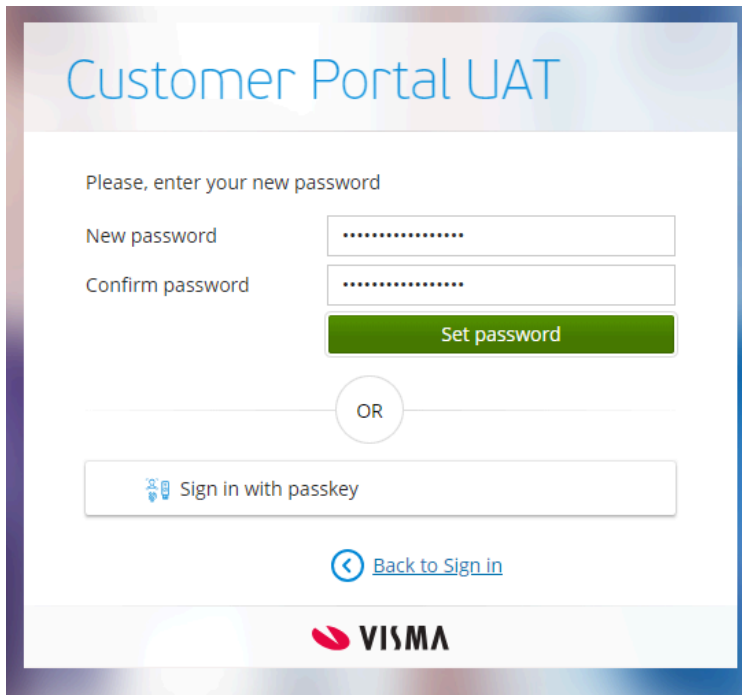
In this email, you should press the green button "Activate account"



NOTE: If more than 24 hours have passed, you simply need to request a reset.



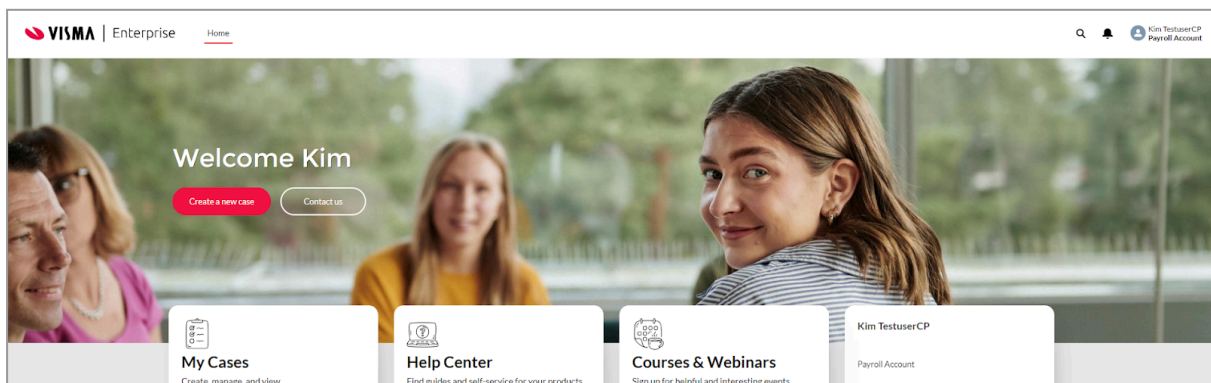
A new window will now appear, where you need to create your personal password. The password must contain at least 8 characters, 1 uppercase letter, and 1 special character (! # & or other).



The screenshot shows a web form titled "Customer Portal UAT". Below the title, it says "Please, enter your new password". There are two input fields: "New password" and "Confirm password", both containing masked characters. A green "Set password" button is positioned below the second field. Below this, there is a horizontal line with a circle containing the word "OR". Underneath is a button with a passkey icon and the text "Sign in with passkey". At the bottom, there is a link with a left arrow icon and the text "Back to Sign in". The VISMA logo is at the very bottom.

After you have entered your personal password in both fields, press "Set password".

You have now created a password and can access the Customer Portal.

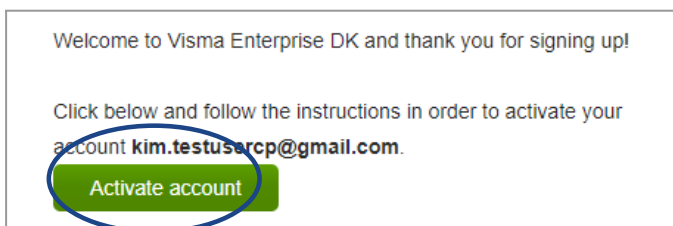


Introduction for you who need to activate your account

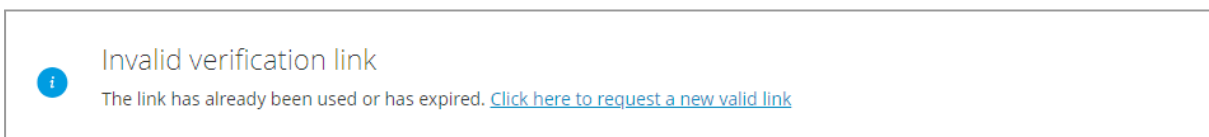
Note: You will need a computer and a smartphone for this process. The smartphone is needed to download an Authenticator app, which is used for two-factor authentication of you as a user.

You have received an email from "do.not.reply@mail.connect.visma.com", welcoming you to Visma Enterprise and our customer portal.

In this email, you should press the green button "Activate account"

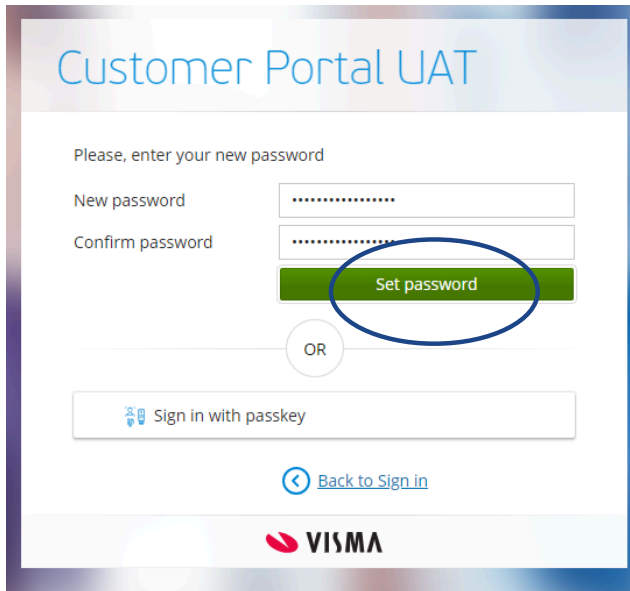


NOTE: If more than 24 hours have passed, you simply need to request a reset.



You may receive emails related to the setup, confirming two-factor activation, the phone number provided for SMS , etc.

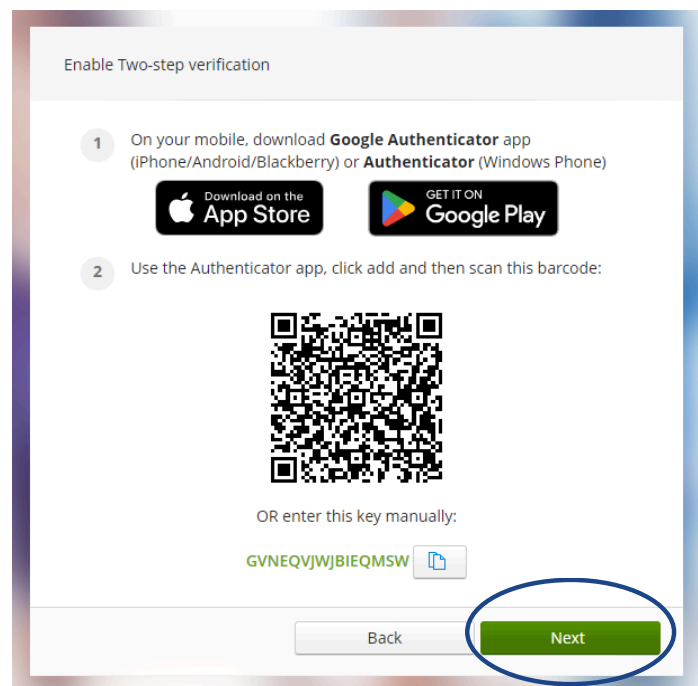
A new window will now appear, where you need to create your personal password. The password must contain at least 8 characters, 1 uppercase letter, and 1 special character (! # & or other).



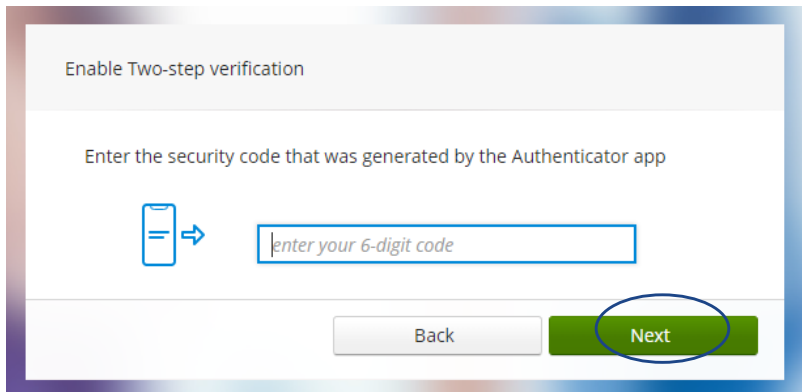
After you have entered your personal password in both fields, press "Set password".

Another window will appear, where you need to perform a two-step verification. This is where you need a smartphone, to download an Authenticator app (Google, Microsoft, or other).

After you have downloaded the app, you should scan the QR code displayed on your computer screen or enter the code/key shown under the QR code.




Afterwards, you will be asked to enter the security code generated in the app you just downloaded and used to scan the QR code or enter the code/key.



Enable Two-step verification

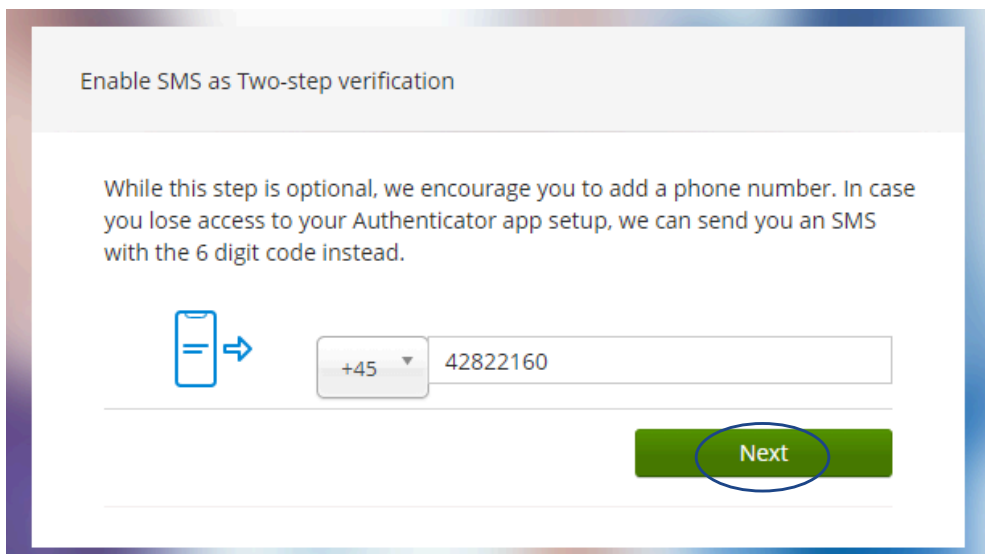
Enter the security code that was generated by the Authenticator app



The screenshot shows a window titled "Enable Two-step verification". Below the title, there is a text prompt: "Enter the security code that was generated by the Authenticator app". To the left of a text input field is a blue icon of a mobile phone with an arrow pointing to the right. The text input field contains the placeholder text "enter your 6-digit code". At the bottom of the window, there are two buttons: a grey "Back" button and a green "Next" button. The "Next" button is circled in blue.


After downloading the app, scan the QR code shown on your computer screen or enter the code/key displayed under the QR code.

Now, enter your mobile number in the window to receive a new code via SMS.



Enable SMS as Two-step verification

While this step is optional, we encourage you to add a phone number. In case you lose access to your Authenticator app setup, we can send you an SMS with the 6 digit code instead.



The screenshot shows a window titled "Enable SMS as Two-step verification". Below the title, there is a text prompt: "While this step is optional, we encourage you to add a phone number. In case you lose access to your Authenticator app setup, we can send you an SMS with the 6 digit code instead." Below this text is a blue icon of a mobile phone with an arrow pointing to the right. To the right of the icon is a text input field with a dropdown menu showing "+45" and the number "42822160". At the bottom right of the window, there is a green "Next" button, which is circled in blue.

You now have to enter the code you receive via SMS into the window on the computer to confirm its accuracy and validate that you are the correct user/person.

Enable SMS as Two-step verification

We've just sent you a 6 digit verification code via SMS, using your phone number +4542822160. Please enter it below.

Now, take a backup of the following "one-time emergency code" to be used if your smartphone suddenly goes missing or breaks. Tick to confirm and finish with "Next".

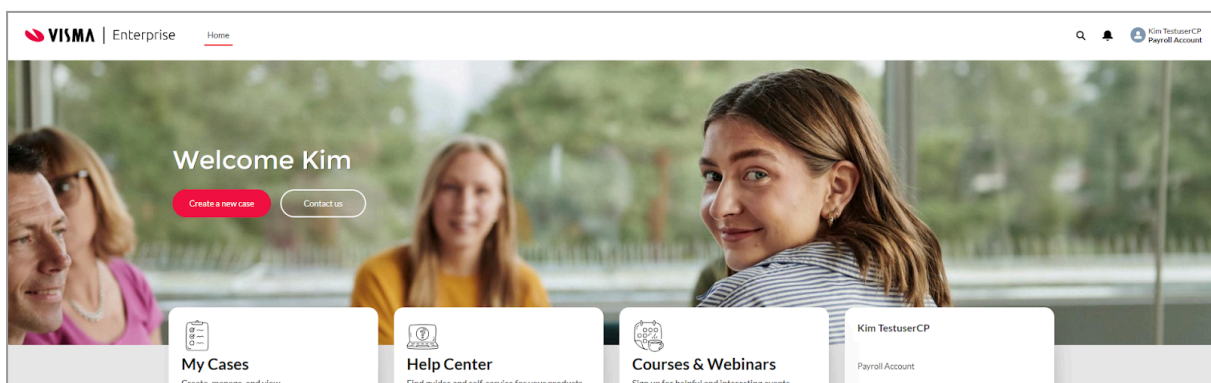
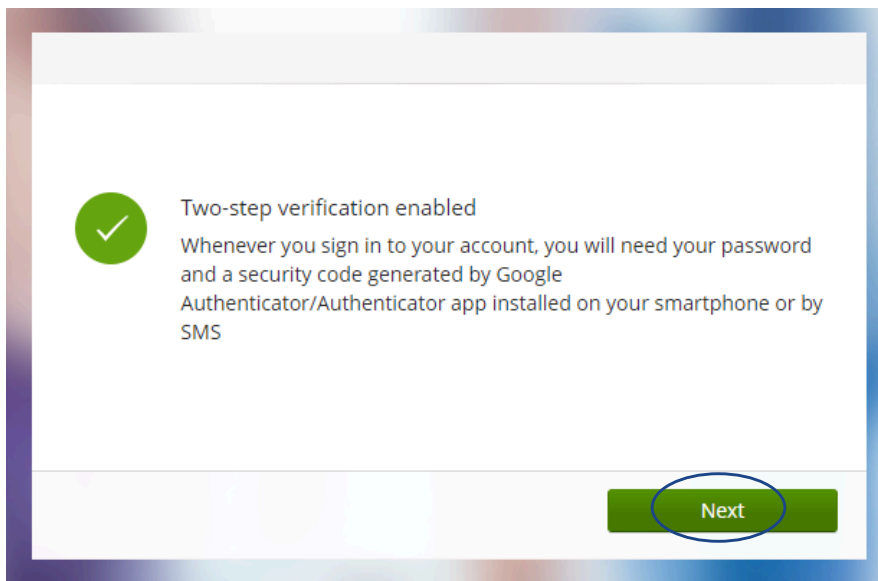
Save your one-time emergency code

If you lose access to your Authenticator app or you lose the device where it's installed, you can use this one-time emergency code to Sign in or to disable Two-step verification.

5917-AJ4D-JMPZ-JRCB-4DK8

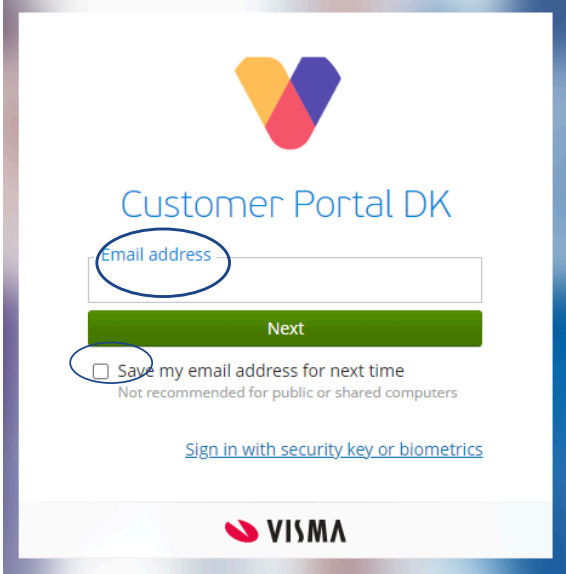
I have safely copied and stored this code.

You have now reached the end and can access the Customer Portal.



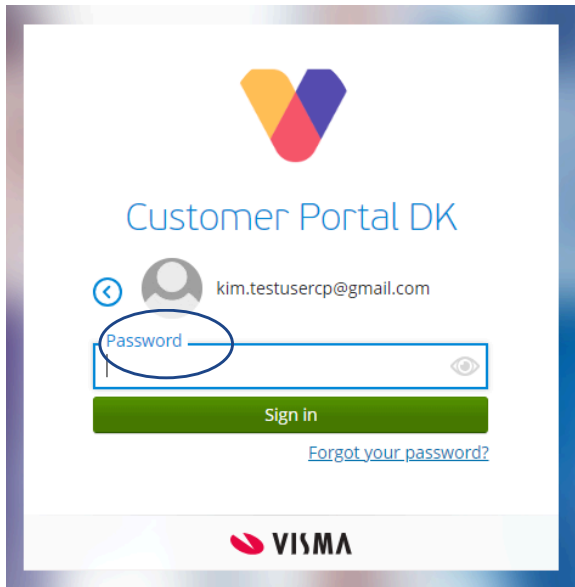
Log in (after creation)

You should use the link "<https://customer.vismaenterprise.dk/>" to access the Customer Portal, you use your email to log in. It might be a good idea to save shortcuts on your desktop, as a favorite or elsewhere. You can choose to have the computer remember your email by ticking the box.

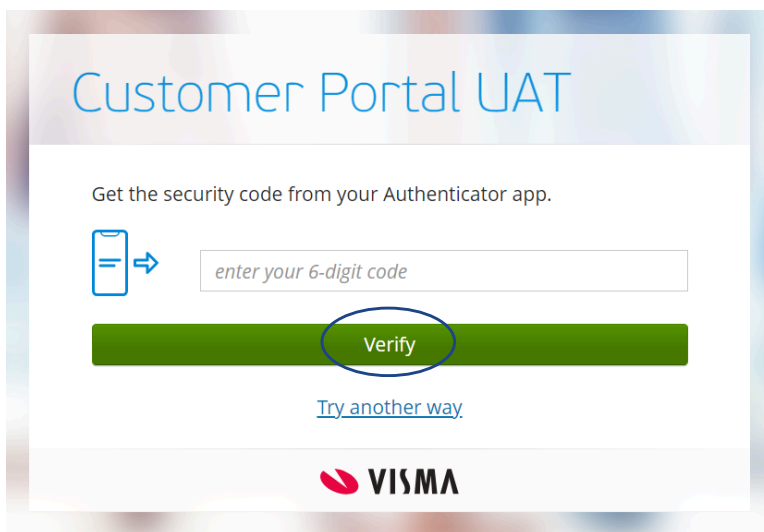


The screenshot shows the login interface for the Customer Portal DK. At the top center is the Visma logo, a stylized 'V' composed of three overlapping shapes in yellow, blue, and red. Below the logo, the text 'Customer Portal DK' is displayed in a blue font. Underneath is a text input field with the placeholder 'Email address'. A green button labeled 'Next' is positioned below the input field. Below the button is a checkbox with the text 'Save my email address for next time' and a smaller line of text below it: 'Not recommended for public or shared computers'. A blue link that says 'Sign in with security key or biometrics' is located below the checkbox. At the bottom of the page, the Visma logo and the word 'VISMA' are displayed.

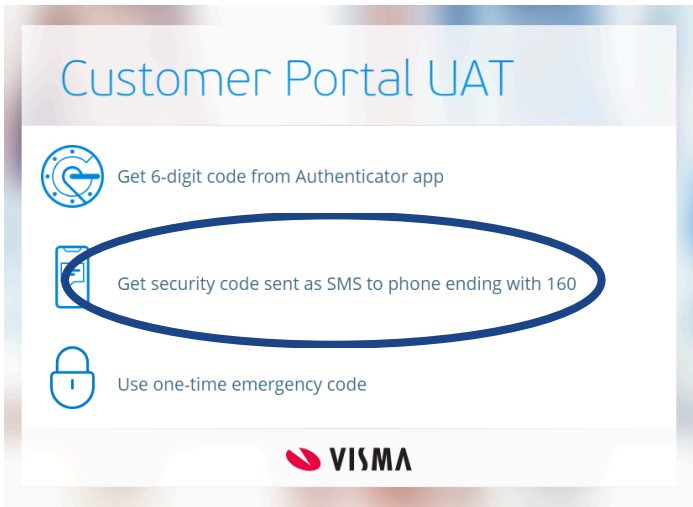
Now, you are asked to enter your personal password. (The password was the one that needed to contain at least 8 characters, 1 uppercase letter, and 1 special character - ! # & or another).



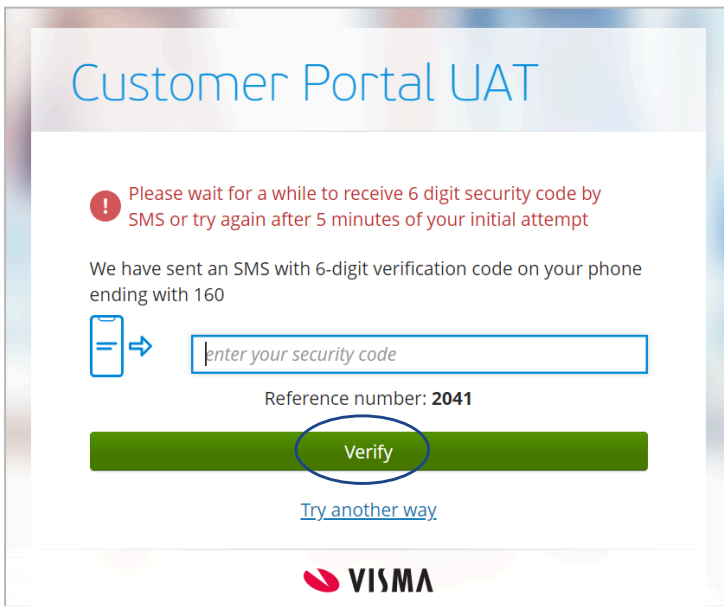
Find the code in your Authenticator app. If you do not wish to use the Authenticator app you used for setup, you can press "Try another way".



Now, you can choose to receive the code via SMS. Simply press "Get the security code sent as an SMS....."



Enter the 6-digit SMS code and press "Verify".



You have reached the end and can now access the Customer Portal.

