

# MyBusiness User Guide

# Logging in to MyBusiness



When you log in to the MyBusiness portal, you will be asked to verify your identity using multi-factor authentication (MFA).

Multi-factor authentication must be completed the first time you log in. After that, you will be asked to use MFA authentication in certain situations, if necessary. This additional step improves the security of your user account.

Read more about the introduction of multi-factor authentication:

<https://www.aspia.fi/mybusiness/mfa-ohje/>



# Log in to your user account

1. Enter your username and password (Figure 1).
2. If additional identification is required, Figure 2 or Figure 3 will be displayed, depending on whether you have chosen to authenticate with the app or by text message.
3. If you're using an authenticator app, open it to see the code.
4. If you have selected SMS, you will receive the code via SMS.
5. Enter the code and press Continue.
6. You are now logged in.

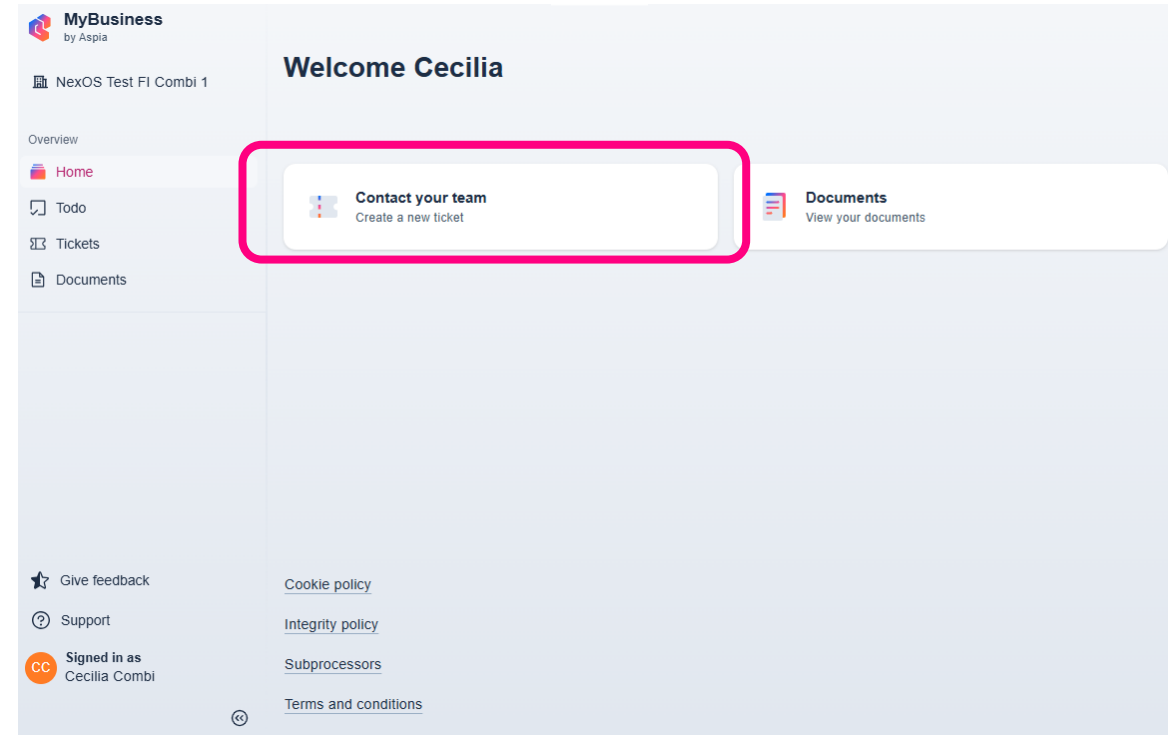
**Welcome**  
Sign-in to Aspia's services

[Forgot password](#)

**Verify your identity**  
Open your authentication app and enter the code shown there.

**Verify your identity**  
We have sent a text message to: +46 \*\* \* \* \* \*

# Communication with your Aspia contact person



In the MyBusiness system, you can contact your own Aspia team or contact person by creating a ticket, i.e. a support request.



# Write a new support request

1. **Sen to** – Select which service team you want to communicate with.
2. **Add colleagues** – You can add colleagues from your company if you want. They'll be able to see the support request and the messages you've written there.
3. **Subject** – Enter a title for the message.
4. **Message** – Type a message to start a conversation.
5. **Attach file** – Attach the file if you want. The file will be saved in your documents, and you and all the colleagues you have added to the support request will have read access to it.

The screenshot shows the 'New ticket' form in the MyBusiness interface. The form is titled 'New ticket' and is located in the top right corner. The interface includes a sidebar on the left with navigation options: Overview, Home, Todo, Tickets (highlighted), and Documents. The main content area contains the following fields and options:

- SEND TO:** A dropdown menu with the text 'Select service' and a downward arrow.
- ADD COLLEAGUES (OPTIONAL):** A dropdown menu with the text 'Select colleagues' and a downward arrow.
- SUBJECT:** A text input field with the placeholder text 'Add subject'.
- MESSAGE:** A large text area with the placeholder text 'Write a message'.
- ATTACH FILE:** A button with a paperclip icon and the text 'ATTACH FILE'.
- SEND:** A button with the text 'SEND'.
- Formatting options:** A set of icons for bold (B), italic (I), underline (U), and list (bulleted and numbered).

At the bottom of the sidebar, there are links for 'Give feedback', 'Support', and 'Signed in as Cecilia Combi'.



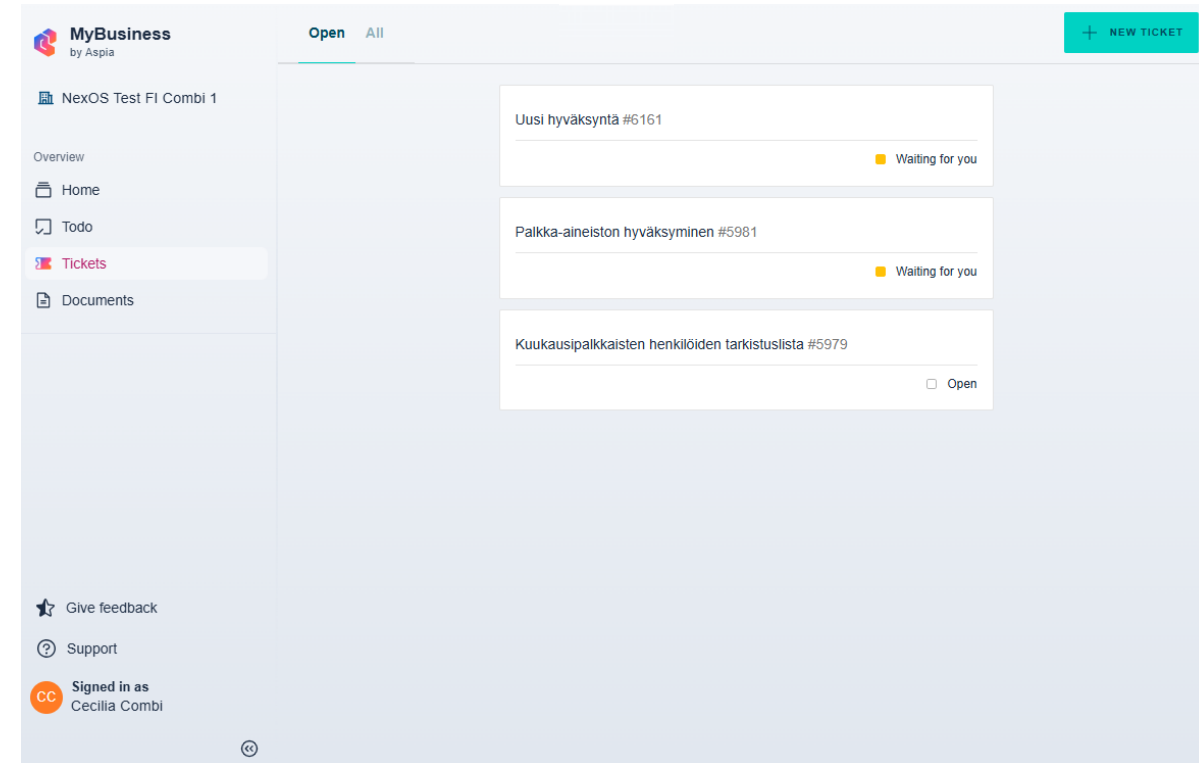
# View support requests

The "Tickets" list includes both your own support requests and those you have received from Aspia.

A ticket in the "Open" status is a new message that is still waiting to be processed.

Messages in the "Waiting for you" status are expected to receive a response or action from you.

The "Processing" status means that Aspia is currently handling your support request.



# Messages within a ticket

- A support request contains a message thread with both the messages that you have sent and received.
- In addition to messages, you can also send and receive files along with messages.



The screenshot displays the 'MyBusiness' interface for a ticket titled 'ALV-kuukausi-ilmoituksen toimittaminen'. The left sidebar shows navigation options like Home, Todo, Tickets, and Documents. The main content area shows the ticket details, including 'Accounting' and 'Completed' status, and a 'To Do's' section. On the right, a 'Messages' section shows a conversation. A message from Cecilia Combi (11:01) asks: 'Hei, Tarkistan, onko viime kuun ALV-ilmoitus käsitelty ja toimitettu?'. A response from Sami Saarela (Accounting) (11:13) includes two attachments: 'VAT calculations September.txt.txt' and 'Month Closing notes.txt.txt', both with metadata for 'Annual Reports', 'Taxes', and '2026-12-31'. At the bottom, there is a 'Write Message' input field and a 'SEND' button.

# Other ways to share information



You can get a task or approval from your Aspia team that you need to undertake. You will be notified by email when something needs your attention.

All attached documents can be downloaded from the Files tab.

**MyBusiness**  
by Aspia

NexOS Test FI Combi 1

Overview

- Home
- Todo
- Tickets**
- Documents

**Palkka-aineiston hyväksyminen**  
Created 2 Apr 11:04

About Files

Payroll | Waiting for you

Colleagues

Add customer

**To Do's**

**Palkka-aineiston hyväksyminen**  
Overdue 15 Apr

Recipient: Cecilia Combi

Hei, liitteenä ensi kuun palkka-aineisto hyväksyntää varten. Maksupäivä on 15.4.2026, ja aineisto on oltava hyväksytty neljä arkipäivää ennen maksupäivää.

**COMPLETE ACTIVITY**

Give feedback

Support

Signed in as Cecilia Combi

**MyBusiness**  
by Aspia

NexOS Test FI Combi 1

Overview

- Home
- Todo
- Tickets**
- Documents

**ALV-kuukausi-ilmoituksen toimittaminen**  
Created 2 Apr 11:01

About Files

VAT calculations September.txt.txt  
Annual Reports Taxes 2026-12-31 2 Apr 11:12  
Shared in: Customer messages

Month Closing notes.txt.txt  
Annual Reports Taxes 2026-12-31 2 Apr 11:12  
Shared in: Customer messages

Give feedback

Support

Signed in as Cecilia Combi



# Sending and receiving documents

Welcome Cecilia



**Contact your team**  
Create a new ticket



**Documents**  
View your documents

Any documents you share between you and your Aspia team will be stored in the Documents view. You can see all the documents that you have access to.

# Search for documents



You can search for documents by year, month, and tag.

Use the filters on the left or click the magnifying glass button to search for the file by name.

The screenshot displays the 'MyBusiness by Aspia' interface. The top navigation bar includes a 'Test' button and tabs for 'Documents', 'Categorised', and 'My uploaded'. The left sidebar shows navigation options: Overview, Home, Todo, Tickets, and Documents (selected). Below the sidebar, there are links for 'Give feedback', 'Support', and 'Signed in as Cecilia Combi'. The main content area is titled 'Documents' and features a search bar with a magnifying glass icon. Below the search bar are filter sections for SETTINGS (including 'Include older documents'), AREA, YEAR, MONTH, and TAGS. The TAGS section lists: Accounting Pohjoinen (17), Payroll\_Siirtotesti (4), Finance siirto (2), and Payroll Työntekijät (1). A 'CLEAR FILTER' button is located at the bottom of the filter section. The right side of the interface shows a list of documents with columns for Name and Last modified. The list includes entries for 'Month Closing n...', 'VAT calculations ...', and three 'Palkkalaskelma X...' entries, each with a list of sub-items and a 'More' menu icon.

# Downloading documents



You can download files from the My Downloads tab.

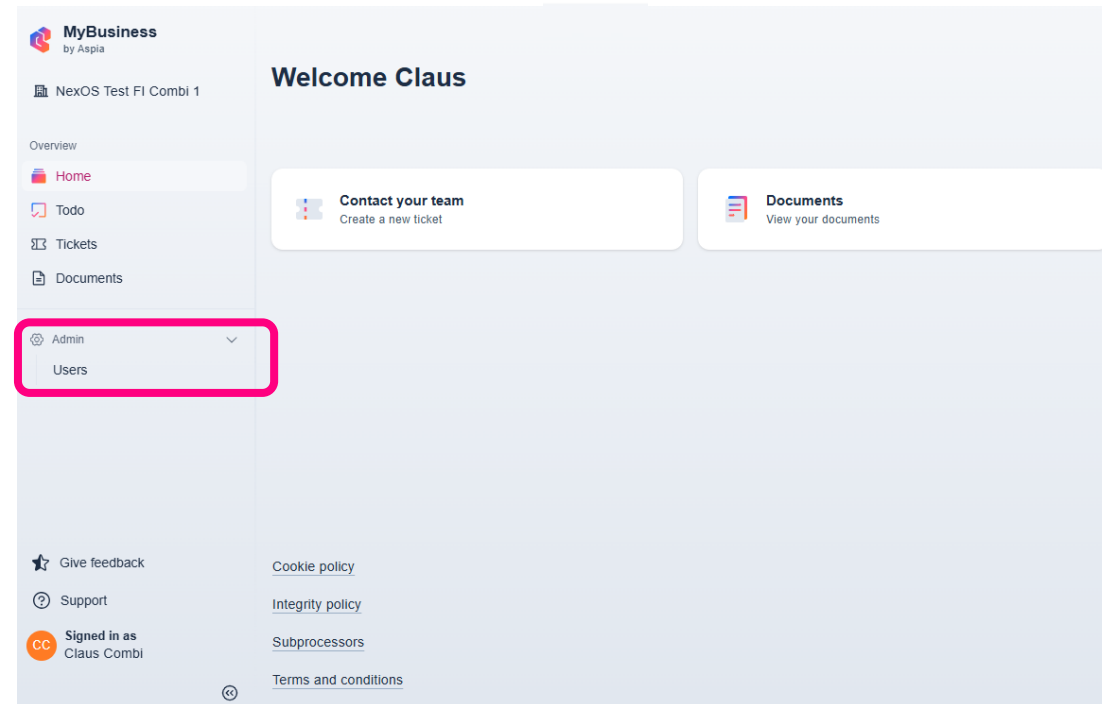
Select a service for the document (Payroll Services or Financial Services) depending on which of your Aspia contacts/teams you want to send the document to.

If your company has tags in place, add a tag to the document to set permissions.

The screenshot displays the 'MyBusiness by Aspia' interface. On the left is a navigation sidebar with options: Home, Todo, Tickets, Documents (highlighted), Give feedback, Support, and Signed in as Cecilia Combi. The main area is titled 'Documents' and shows a list of documents. A pink box highlights the 'UPLOAD A FILE' button. Another pink box highlights the 'My uploaded' filter tab. An 'Upload' dialog box is open, showing the selected document 'VAT calculations S...', the 'Categorise' section with 'PAYROLL' and 'ACCOUNTING' buttons, and the 'Permissions' section with a 'Select tag' dropdown. The dialog has 'Cancel' and 'UPLOAD DOCUMENTS' buttons at the bottom.



# Manage access rights



Depending on their role, a user may have administrative access to set company permissions. The Manage Permissions view can be found in the left menu as shown in the image if you have the Administrator role.

# User list



In the user list, you can see all the active users in your company.

From the list, you can define user-specific permissions.

If your company has a large number of users, you can filter the list by role or services.

The available tags can be viewed by clicking the button (A).

**Always talk to your Aspia contact before adding new tags or removing existing ones.**

The screenshot displays the 'MyBusiness by Aspia' user management interface. The left sidebar includes navigation options: Overview, Home, Todo, Tickets, Documents, Admin (with a dropdown menu showing 'Users'), Give feedback, and Support. The main content area is titled 'Users' and features a '+ INVITE USER' button, a search icon, and a red callout box labeled 'A' pointing to the 'Filter on users without permission' toggle. Below this are filter sections for SERVICES (MyBusiness, Documents, Tickets, User Management), STATUS (Pending invite), ROLES (Company Signatory, Employee), and USER TAGS (Accounting Esihenkilöt, Accounting Etelä, Accounting Pohjoinen, Accounting\_Siirtotesti, CompA\_Anu, CompA\_Vesa). The right side of the interface shows a list of users with their names, email addresses, roles, and service counts. The list includes: Alisa Accounting (EMPLOYEE, 2 services), Alma Accounting (EMPLOYEE, 2 services), Anna accountingonly (EMPLOYEE, 0 services, Pending), Antti accounting (EMPLOYEE, 2 services, Pending), Anu CompATest (EMPLOYEE, 2 services), Cecilia Combi (EMPLOYEE, 2 services), Claus Combi (COMPANY SIGNATORY, 3 services), and Delayed accounting (EMPLOYEE, Pending).

# Adding a new user



The screenshot shows the 'Invite user' form with the following sections:

- Personal information:** A heading followed by the instruction 'Enter the email and name of the user you want to invite. They will receive an email with instructions.' Below this is an 'EMAIL' input field, and then two input fields for 'FIRST NAME' and 'LAST NAME'. A 'CONTINUE' button is located below these fields.
- Role and services:** A heading with the instruction 'Here you can assign the user's role and choose which services they have access to.' This section is currently empty.
- Invitation:** A heading with no content below it.

At the bottom right, there are 'Cancel' and 'SEND INVITE' buttons.

Adding a new user is started by sending the user an email invitation to activate the account. In this connection, it is also verified whether the user already has an existing right to use the MyBusiness service.

The screenshot shows the 'Invite user' form with the following sections:

- Personal information:** A heading followed by the instruction 'Enter the email and name of the user you want to invite. They will receive an email with instructions.' Below this is an 'EMAIL' input field.
- Role and services:** A heading followed by the instruction 'Here you can assign the user's role and choose which services they have access to.' Below this is a dropdown menu for 'Employee', a dropdown menu for '2 services', and a list of services with checkboxes:
  - MYBUSINESS:**  Documents,  Tickets,  User Management
  - CAN UPLOAD DOCUMENTS TO:**  Accounting,  Payroll
  - CAN SEND TICKETS TO:**  Accounting,  PayrollA 'CONTINUE' button is located below the service list.

At the bottom right, there are 'Cancel' and 'SEND INVITE' buttons.

Once the user has been invited to the system, the next step is to select a role for the new user and the services that the user has at their disposal.

"User management" means that the user you add has the right to add and edit the permissions of other users.

# Edit user permissions



**Claus Combi**  
FI-claus-pay.combi@ext-tst-myb.aspia.se

**COMPANY SIGNATORY**  
3 services

Accounting Esi... +5

Latest log in: Today

**MYBUSINESS**

Documents  
[Manage permissions](#)

Tickets  
[Manage permissions](#)

User Management

[EDIT ROLE AND SERVICES](#) [CONTACT INFO](#) [TIME LIMITED ACCESS](#) [SET AS MAIN CONTACT](#) [REMOVE](#)

You can edit the user's information and access rights from the user list.

- You can specify which services (tickets, documents, user management) the user can use
- You can specify which tags the user has access to
- You can edit the user's contact information and set an automatic license expiration time

# Extensive permissions and messaging teams



Users without access to any document area can still view documents that are directly shared or tagged with them.

	Permission to view					Can upload to	
	Business documents	Annual Reports	Current Accounts	Payroll	HR	Accounting team	Payroll team
Delayed2 accounting Coworker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Vesa CompATest Coworker	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alma Accounting Coworker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delayed4 accounting Coworker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Anu CompATest Coworker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alisa Accounting Coworker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sam salarietest Coworker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cecilia Combi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel SAVE

Select which team the user can send tickets to.

	Accounting	Payroll
Alisa Accounting Employee	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Alma Accounting Employee	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Antti accounting Employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Anu CompATest Employee	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cecilia Combi Employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Claus Combi Company Signatory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delayed2 accounting Employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delayed3 accounting Employee	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delayed4 accounting Employee	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cancel SAVE

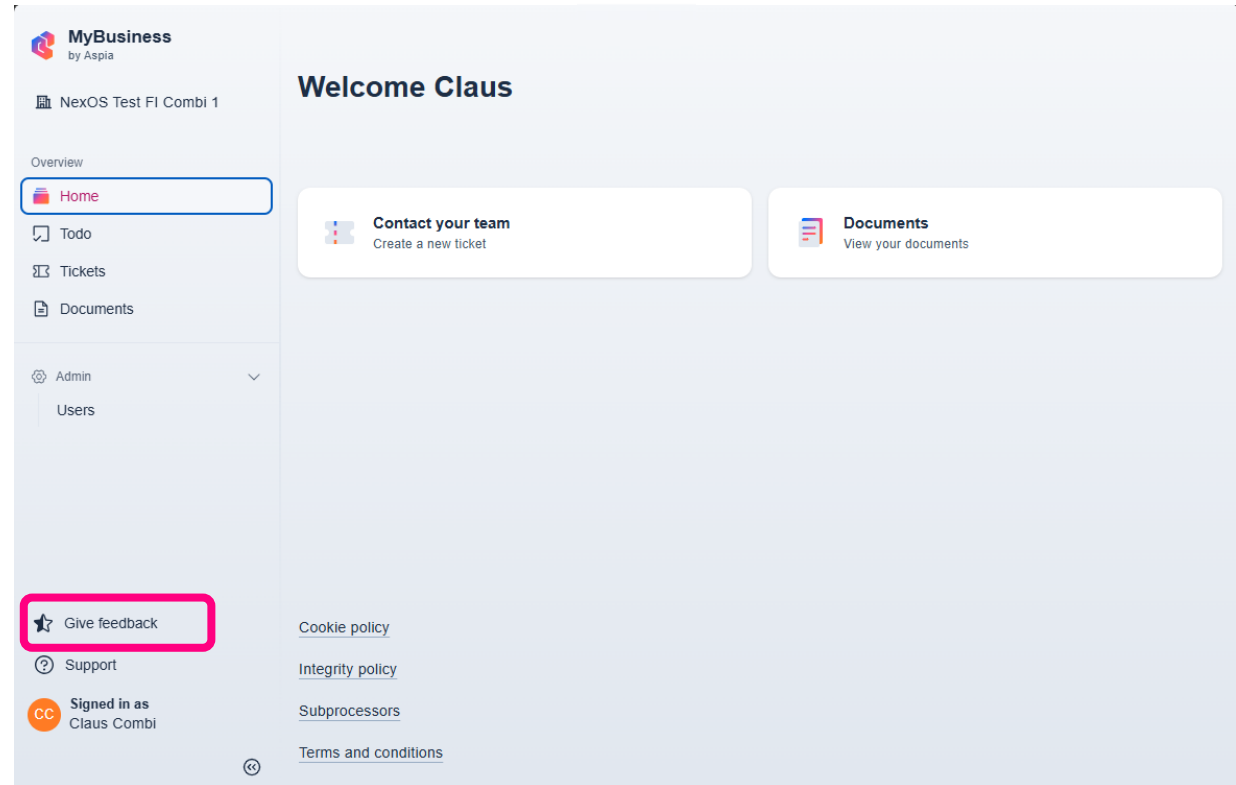


If it is necessary to give a user access to **all company documents** at once, you can grant access by ticking the box in question. to the document area.

**Please note that this right is very extensive:** if a user is given access to the Payroll Services area, it means that the user has access to all documents in the Payroll Service area, regardless of the tag the documents are with.

If you use several Aspia services, you can choose which of the users can connect to which service. For example, if a user is only a contact for banking services, they may be given permission to communicate only with the payroll services team.

Send us  
feedback



We want to continuously improve the MyBusiness service. We appreciate it if you give us feedback about the service.

You can give feedback both anonymously or with your own contact information if you want to receive a response to your feedback.