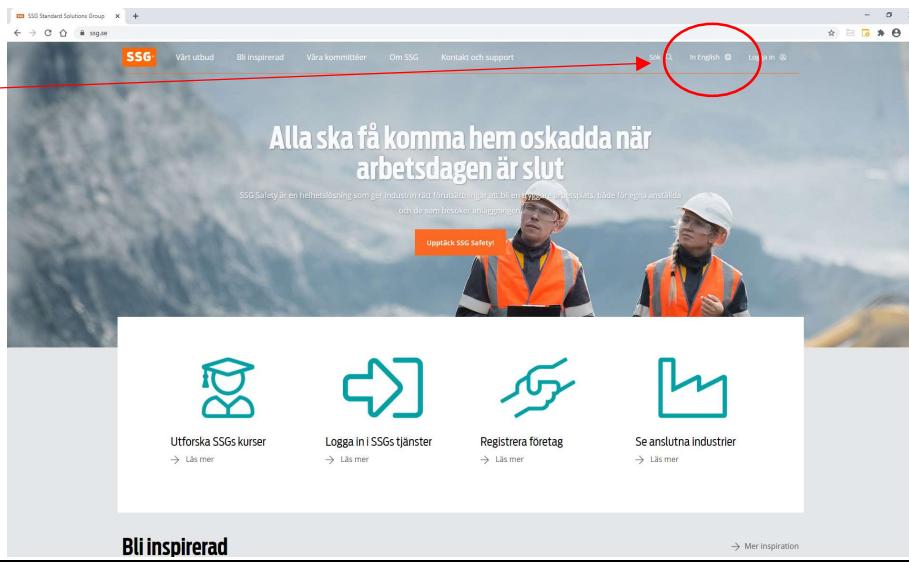
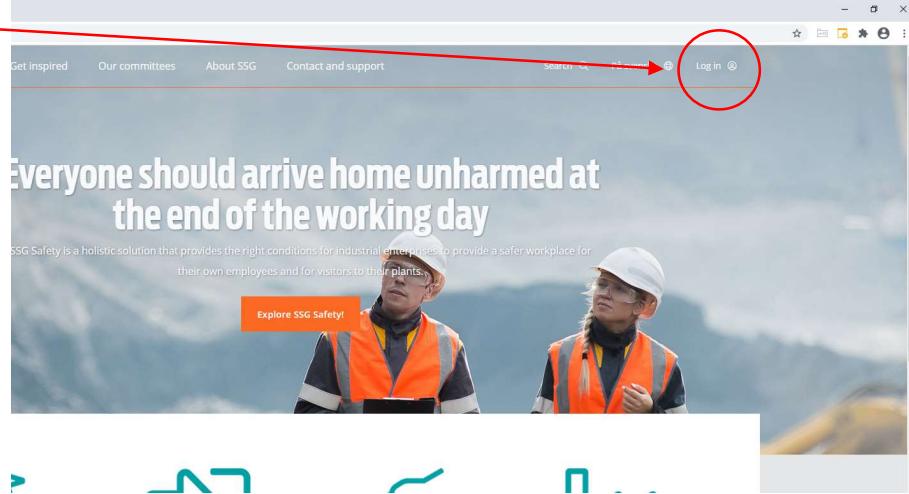


## 2. SSG – Administration of employees

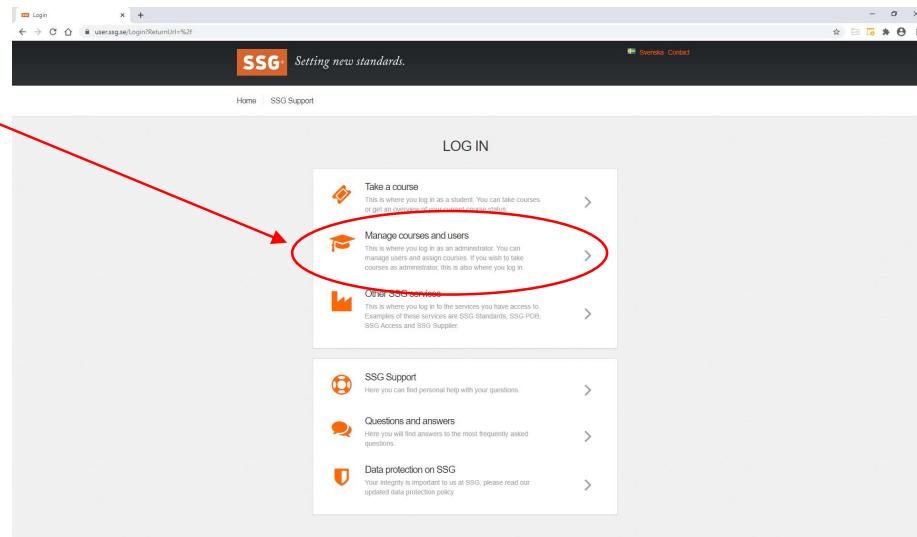
At the top of the front page of [www.ssg.se](http://www.ssg.se), it is possible to change language into English before starting the registration. This guide is based on the English version of ssg.se.



Klick [Log in](#).

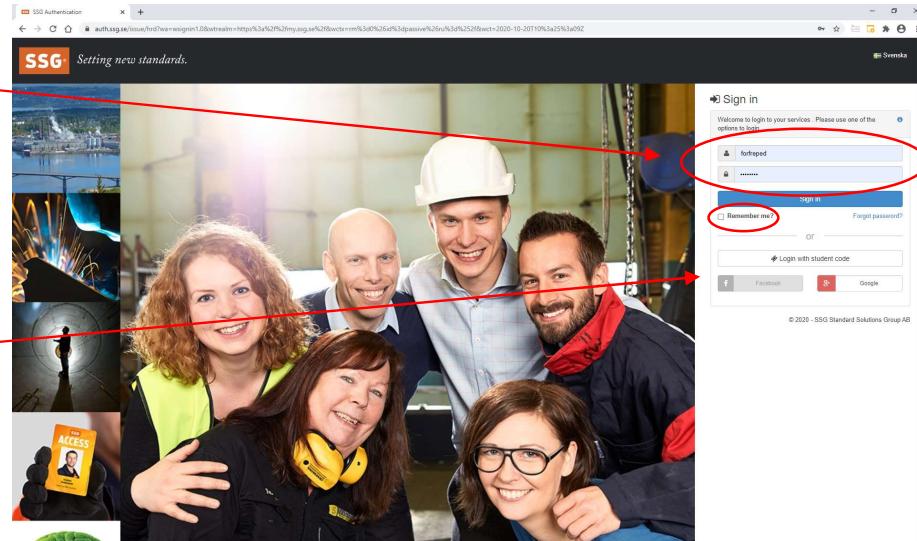


Choose **Manage courses and users**.



Insert the user name sent to you in the email from SSG when you registered your company and then the chosen password.

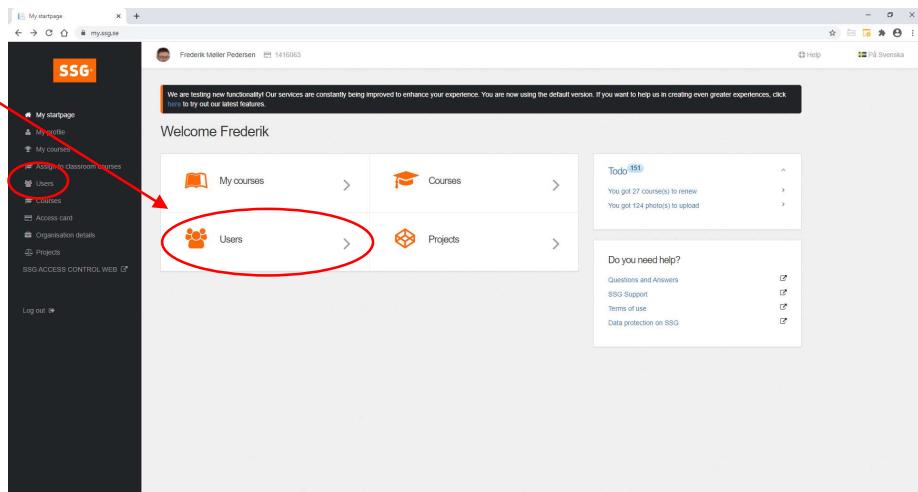
If you tick **Remember me?**, the user name and password will automatically be filled in the next time you enter the site from this specific PC.



## Set up a new user

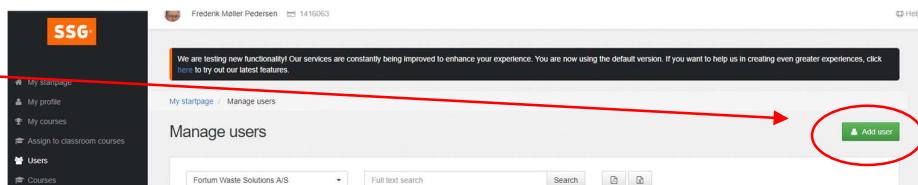
Note – the appearance of the menu in the following illustrations may vary depending of the user profile.  
The functions are still the same.

Choose [Users](#).



Users can also be selected from the menu on the left.

At the next page, choose [Add user](#).



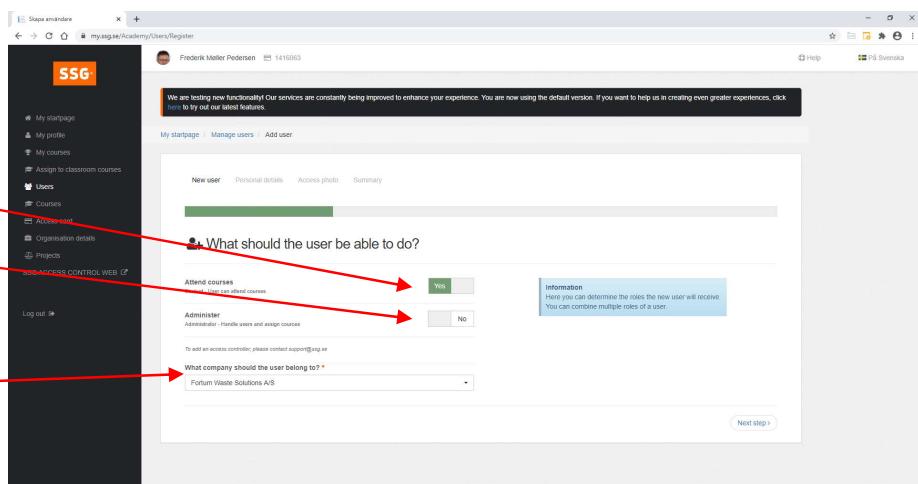
Further down the page, you see already registered employees.

At the next page, you choose the roles of the user. As a rule, you just choose [Attend Courses](#).

If you choose the role as [Administrator](#), the user is able to set up new users.

At the list at the bottom, you choose the name of your company.

Choose [Next step](#).



In the drop-down menu, you choose **?Other**.

The registration number (Civil Registration Number) is to be entered as birthday and the two first letters of first and last name:  
**yymmddFnLn.**

Klick **Validate**.

Fill in information about name etc.

Links to courses will be sent to the email address stated here.

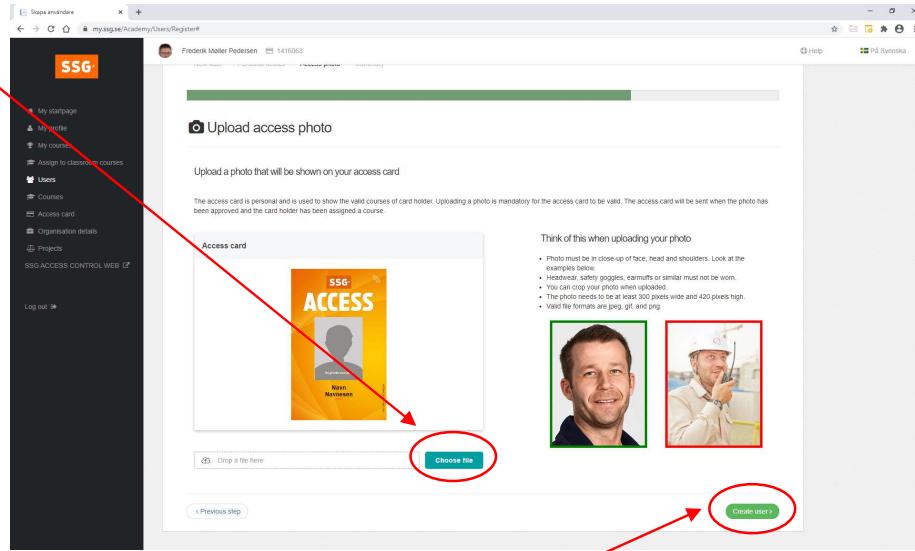
The chosen language will be used in the emails from SSG. The courses are in Danish and English.

Note – you only have to fill in the fields with a red star.

Klick **Next step**.

Upload a lifelike photo which comply with the demands. The photo can be cropped after the upload.

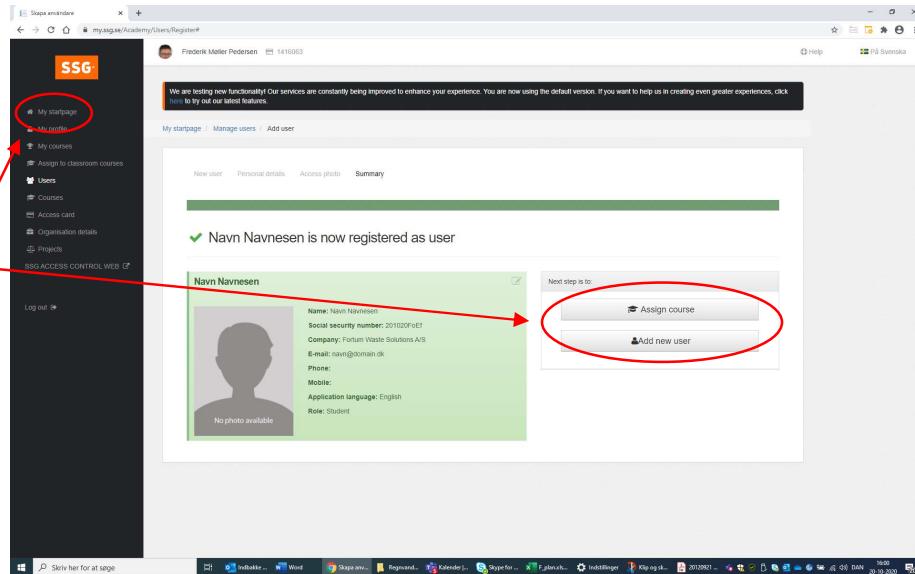
Note – it is possible to go on without uploading a photo. But the Access card will not be issued until you have uploaded a photo. We recommend that you upload the photo immediately after the registration. It will take 5-10 days before you receive the card.



Klick [Create User](#).

The user has now been registered and can be assigned to courses.

You can go directly to courses via [Assign courses](#), you can add further users or you can return to the front page [My startpage](#).



## Assigning courses to users

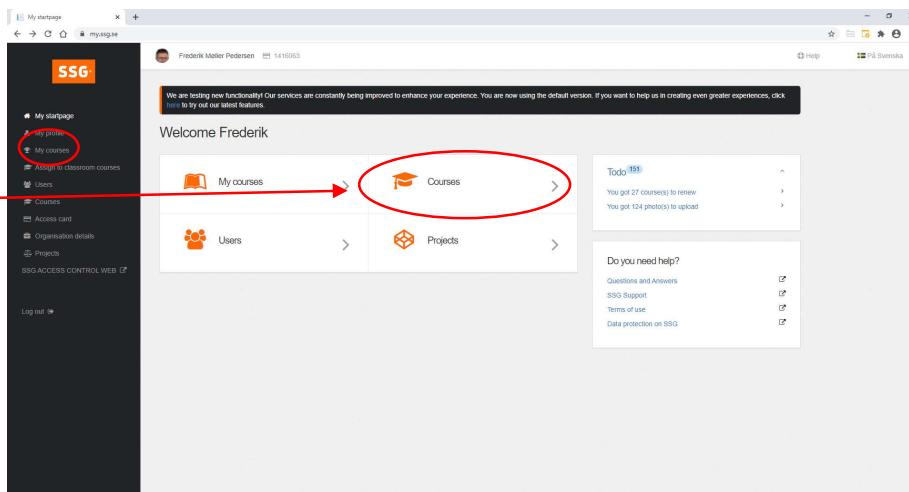
*Note – the appearance of the menu in the following illustrations may vary depending of the user profile.  
The functions are still the same.*

The procedure in relation to appointing courses to users: You have to choose the type of course you intend to conduct and then the person going to participate.

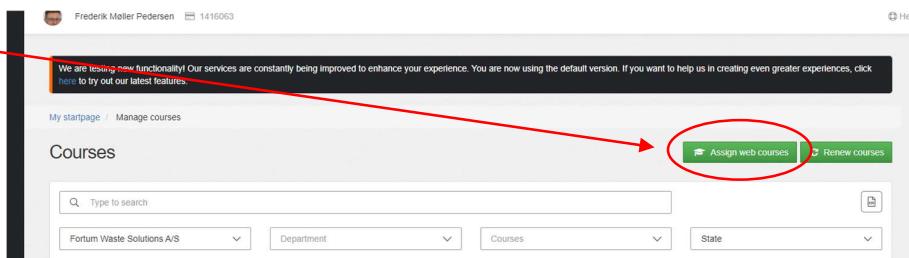
You have to start on the front page **My startpage**.

Choose **Courses**.

Note – this can also be chosen from the menu at the left side.



Choose **Assign web courses**.



At the drop-down menu, **All plants**, you choose **Fortum Waste Solutions A/S**.

It is important to choose the correct plant as only this choice gives you access to the relevant courses.

The screenshot shows the 'Choose course/courses' page. At the top, there are tabs for 'Choose course/courses', 'Select users', and 'Confirm order'. Below the tabs, a dropdown menu is open, showing 'All plants' as the selected option. A red arrow points from the text 'choose Fortum Waste Solutions A/S' to this dropdown. The list of plants includes: Fette Forbrændingscenter, Fortum Waste Solutions A/S (circled in red), Fortum Waste Solutions AB - Norrtorps bruk, Friesenius Kabl AB, Freudenberg Home and Cleaning Solutions AB, Galderma AB, Gasnetet Stockholm AB, Gavle Energi AB, Geberit Production AB, GEMS PET Systems AB, Glen Driveller Koppling AB, Göteborg Energy AB/VO Distribution, Göteborg Energy AB/VO Produktion, Göteborg Energy AB/VO Support, Göteborg Energy Gothenet AB, Göteborg Energy Net AB, Gotlands Energi AB, Pihlström Quarzit AB.

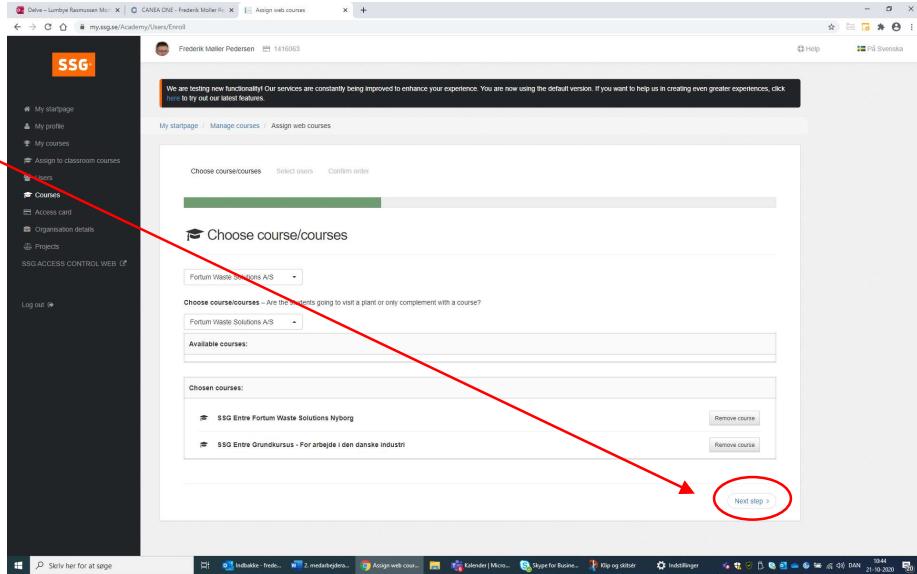
Under available courses you find 2 courses which are mandatory to conduct.

Choose both courses in ticking **Add course**.

The screenshot shows the 'Choose course/courses' page. At the top, there are tabs for 'Choose course/courses', 'Select users', and 'Confirm order'. Below the tabs, a dropdown menu is open, showing 'Fortum Waste Solutions A/S'. The 'Available courses' section lists two courses: 'SSG Entre Fortum Waste Solutions Nyborg' and 'SSG Entre Grundkursus - For arbejde i den danske industri'. To the right of each course name is a green 'Add course' button. A red arrow points from the text 'in ticking Add course.' to the 'Add course' button next to the second course.

Your screen should now look like this.

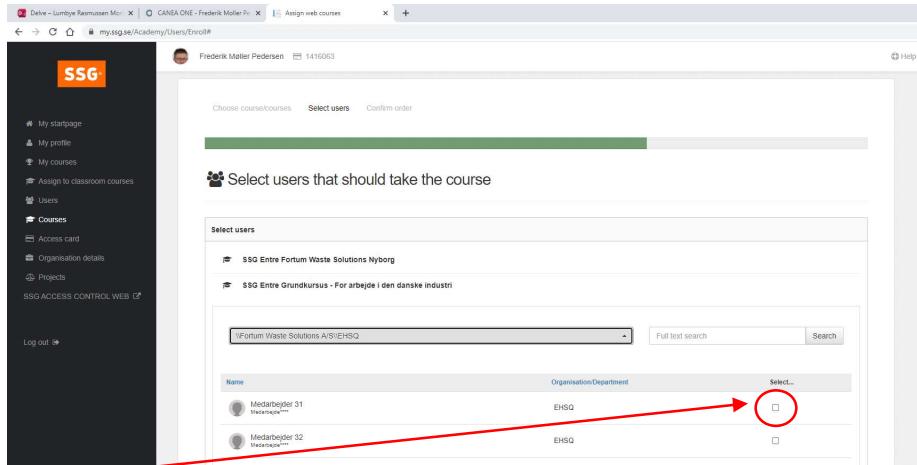
Klick **Next step**.



Here you choose the persons to be assigned the courses.

A list of all the employees registered from your company is shown. You can use the search bar to find a specific employee.

Tick **Select...** for all employees who are to be assigned the courses and klick **Next step**.



At the next page,  
your order is  
confirmed.

From the drop-down  
menu, you choose  
the delivery address.  
SSG uses this address  
when they send the  
invoice and the  
Access card of the  
employee.

Tick **I accept the  
above conditions**  
and klick **Confirm**.

Confirm

Students	Articles	Price
 <b>Medarbejder 31</b>	SSG Entre Grundkursus - For arbejde i den danske industri	All prices are in SEK. VAT excluded.

**Billing address**

SSG Entre - Basic, Standard - dansk industri

Company: Fortum Waste Solutions A/S  
Address: Lindholmvej 3  
Zip Code/City: 5800 NYBORG  
Country: DK  
Order no:

**Delivery address**

Department\*: Choose delivery address

Other delivery address

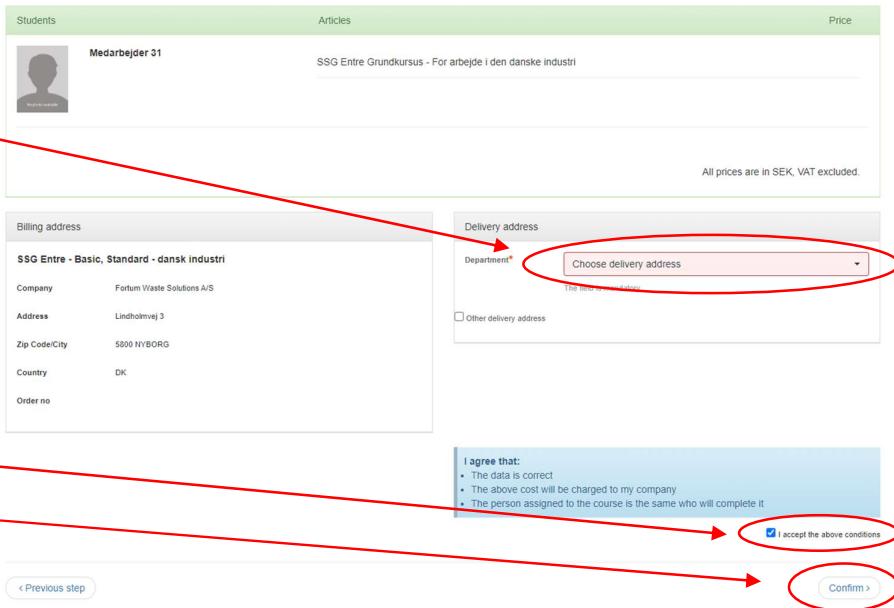
**I agree that:**

- The data is correct
- The above cost will be charged to my company
- The person assigned to the course is the same who will complete it

I accept the above conditions

< Previous step

Confirm >



You have now ordered the courses. SSG will forward to the stated email address the 2 links with a separate password for each of the courses for the employees registered.

You can also enter the SSG webpage directly to conduct the courses. Your employees have to use the unique password which can be seen in the category **Users** in the main menu.  
In instruction 3, Course in SSG, it is described how to go into the courses via the webpage.

## Renewal of courses

*Note – the appearance of the menu in the following illustrations may vary depending of the user profile.  
The functions are still the same.*

The courses are valid for 3 years. Hereafter, your employees who are to work at Fortum must again conduct the courses.

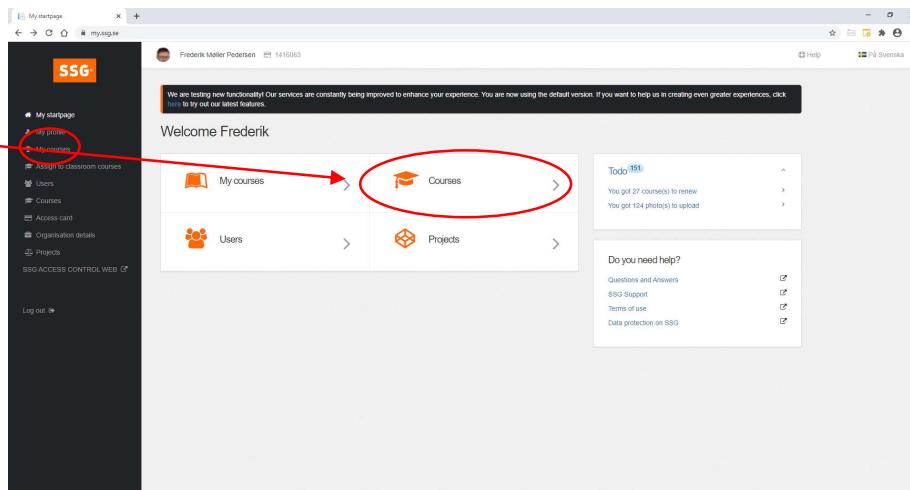
In good time prior to expiry of the courses, SSG will send an email to the company's administrator to inform that the courses must be renewed.

The administrator has to order new courses before the existing courses expire. Information about renewal will **not** happen automatically. If the courses have not been renewed within the period of validity, you will risk that your employees will be denied access to Fortum.

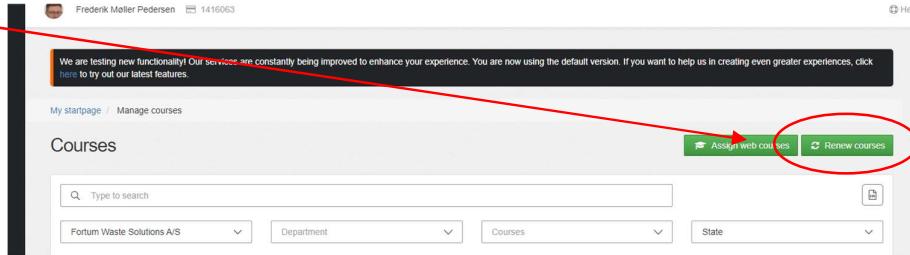
Start on the front page - [My startpage](#).

Klick [Courses](#).

Note – you can also choose from the menu at the left side.



Klick [Renew courses](#).



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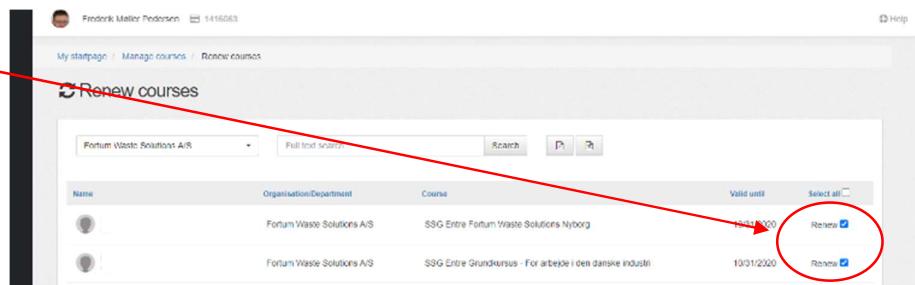
Here you see a list of the employees where the validity of the courses is getting closer to expiry.

The list will only show the employees whose course is close to expiry date. There is no risk that you order renewal of courses for employees who has conducted the courses recently.

It will appear for how long time the existing courses are valid. The courses must be renewed and passed before the employee has his first work day at Fortum after this date.

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Tick **Renew** for the employees who want to renew the courses. Remember to renew both courses.



A screenshot of a web-based application interface titled 'Renew courses'. The page shows a list of courses for 'Fortum Waste Solutions A/S'. There are two entries:

Name	Organisation/Department	Course	Valid until	Select all
Frederik Møller Pedersen	Fortum Waste Solutions A/S	SSG Entre Fortum Waste Solutions Nyborg	10/01/2020	<input type="checkbox"/>
	Fortum Waste Solutions A/S	SSG Entre Grundkursus - For arbejde i den danske industri	10/01/2020	<input type="checkbox"/>

Both rows have a 'Renew' checkbox checked. A red arrow points from the text above to the 'Renew' checkboxes, and another red circle highlights the 'Renew' checkbox for the second row.

Confirm at the bottom of the page that you want to renew the courses.

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On the last page, you confirm the order as described above under Assigning courses to users.

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## Other functions

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In addition to the basic functions described above, there are other possibilities in the SSG system. For instance, it is possible to create departments and add the individual employees to the departments and it is possible to order replacement Access cards etc.

These functions are not described in this instruction, but at SSG's webpage you can find instructions for several functions. Try the functions and contact SSG if you need further support.

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## FAQ and support

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Below, we have tried to answer the most frequently asked questions occurring in setting up of SSG including an instruction in contacting the SSG support.

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*I have forgotten my password.*

Username appears in the welcoming email received from SSG.

A new password can be ordered via the webpage. Use the guidance regarding Administration of employees to the log-on page and klick [Forgot Password?](#)  
Pls. follow the instruction.

A link for creating a new password will be forwarded to the email address or telephone no. stated in your profile.

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*I don't know the administrator of our company.*

Only your company and SSG know who your administrator is – Fortum does not know.

If the administrator cannot be identified (maybe the person has left your company), you must contact SSG as described below.

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*Only one Danish training appears when I try to order courses for my employees.*

Most probably there was a mistake during the registration – and you in this way had chosen the Danish translation of the Swedish training instead of the correct Danish training.

Contact SSG as described below.

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*You inform us that the courses are valid for 3 years – but on the access cards it is stated 5 years – what is correct?*

The courses are valid for 3 years and must be renewed prior to expiry.

The specification on the card states the expiry date of the card – not the expiry of the course.

By replacing the card after 5 years, we ensure that the photo of the employee is renewed and that the companies' cards have an active chip

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*I and/or my employees have not received the Access card.*

The Access card will be issued when a photo is uploaded. Usually it takes 5-10 days before the card is sent from Sweden.

Until you have received the Access card, you can document it in one of the following ways that you have passed the courses:

- Print the course certificate from SSG's webpage (see guidance 3 – course in SSG).
  - Take a screenshot of SSG's webpage showing that the courses have been passed – for instance [My courses](#).
  - Pls. state the number of the Access card from the page [My profile](#). At Fortum, we can check the number via SSG's database.
- 

*I have got new employer and I conducted the courses at my former employer. Is it possible to transfer these to my new employer?*

Yes – it is required that your new employer has been registered at SSG and that the Civil Registration Number is known (can be checked by the administrator at your former work place).

It is necessary that you use exactly the combination of digits and letters stated when the employee was originally registered.

Pls. follow the instruction for registration of new employees. When you enter the Civil Registration Number and klick [Validate](#), you see the data of the employee. It is now possible to transfer the association of the employee to the new employer.

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*I have to work in a company in Sweden who requires SSG courses. Are the Danish courses valid in Sweden?*

The Danish Basic course for work in The Confederation of Danish Industry (DI) is only valid in Denmark and not in Sweden. If you want to work in Sweden, you must conduct a similar basic course complying with the Swedish rules.

The course Fortum Waste Solutions Nyborg is made specifically for Fortum in Nyborg and it is only valid here. In Swedish companies, there may be similar demands as to specific courses.

Your administrator has to order the relevant Swedish courses. You can contact SSG to order the Swedish basic courses.

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*Can I get support from SSG?*

The various possibilities to contact SSG can be seen at .

Calls by telephone will be answered in Swedish or in English.

You are welcome to write SSG in Danish – the answer will be either in Swedish or in English. The response time of SSG is usually within 24 hours.

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*Can I get support from Fortum?*

Fortum is unfortunately not able to support SSG's products. We can support you in relation to questions about our instructions and to a limited extent concerning communication to SSG

Questions and comments can be forwarded to:

- EHSQ Specialist Frederik Møller Pedersen - [frederik.moller.pedersen@fortum.com](mailto:frederik.moller.pedersen@fortum.com) or tel 3085 8154.
- Emil Buchwald Johansen - [emil.johansen@fortum.com](mailto:emil.johansen@fortum.com) or tel 3085 8163.

We recommend you to contact SSG directly.

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