SVB Employer portal External user manual

April 2025

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1. General information

The employer portal is a Social & Health Insurances (SVB) portal for employers to facilitate submitting employee mutations. Submitting mutations online eliminates the need for in-person or paper submissions

Employers that are not registered at SVB will not be able to register for an online account to access the Employer portal. If you are a company with employees, by law you must register your company and employees by SVB.

Every employer registered with SVB is required to request access to the Employer Portal. This access allows employers to manage their workforce by submitting employee-related changes such as Commencements, Mutations, and Terminations, as well as adding new employees.
For employers who are currently inactive in the SVB administration, typically because they only employ a DGA (statutory director), reactivation must be requested from SVB prior to applying for portal access.
For step-by-step guidance on how to get started, use the portal, and navigate its features, please refer to the full Employer Portal manual.

For other questions that you may have, please go to SVB's website at https://svbcur.org/

2. User registration

To request a new user account, make sure you have the following information and documents readily available (digital):

- SVB number or CRIB number.
- If applicable: Chamber of Commerce and Industry (COCI) number (will be automatically filled after SVB or CRIB number are entered).
- If COCI is not applicable, please add Eilandsbesluit.

Documents:

- Chamber of Commerce and Industry (COCI) documents should not be older than 6 months.
- If the company is not registered by COCI, please add Eilandsbesluit.
- Passport and/or ID number of the requesting legal representative.

When the user request form is submitted, the legal representative (director) will receive the ADMINISTRATOR rights. Other users can be added at a later stage by the administrator.

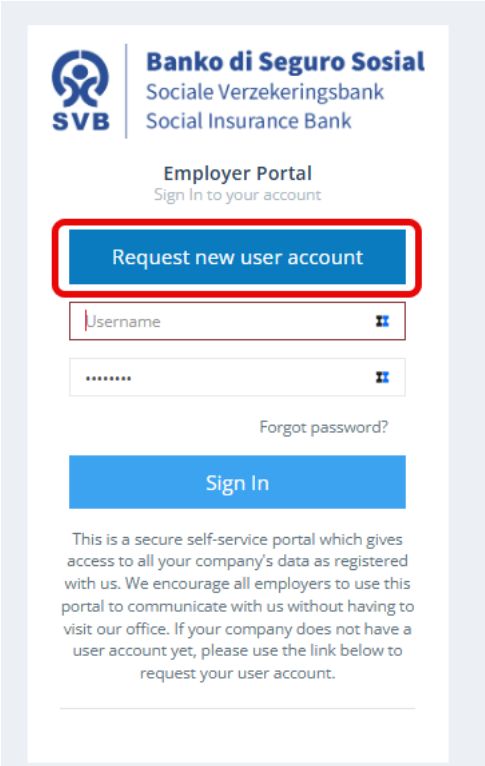
Important:

- The **legal company official (director)** holds responsibility for assigning user rights to both internal users (employees) and external users (such as accountants).

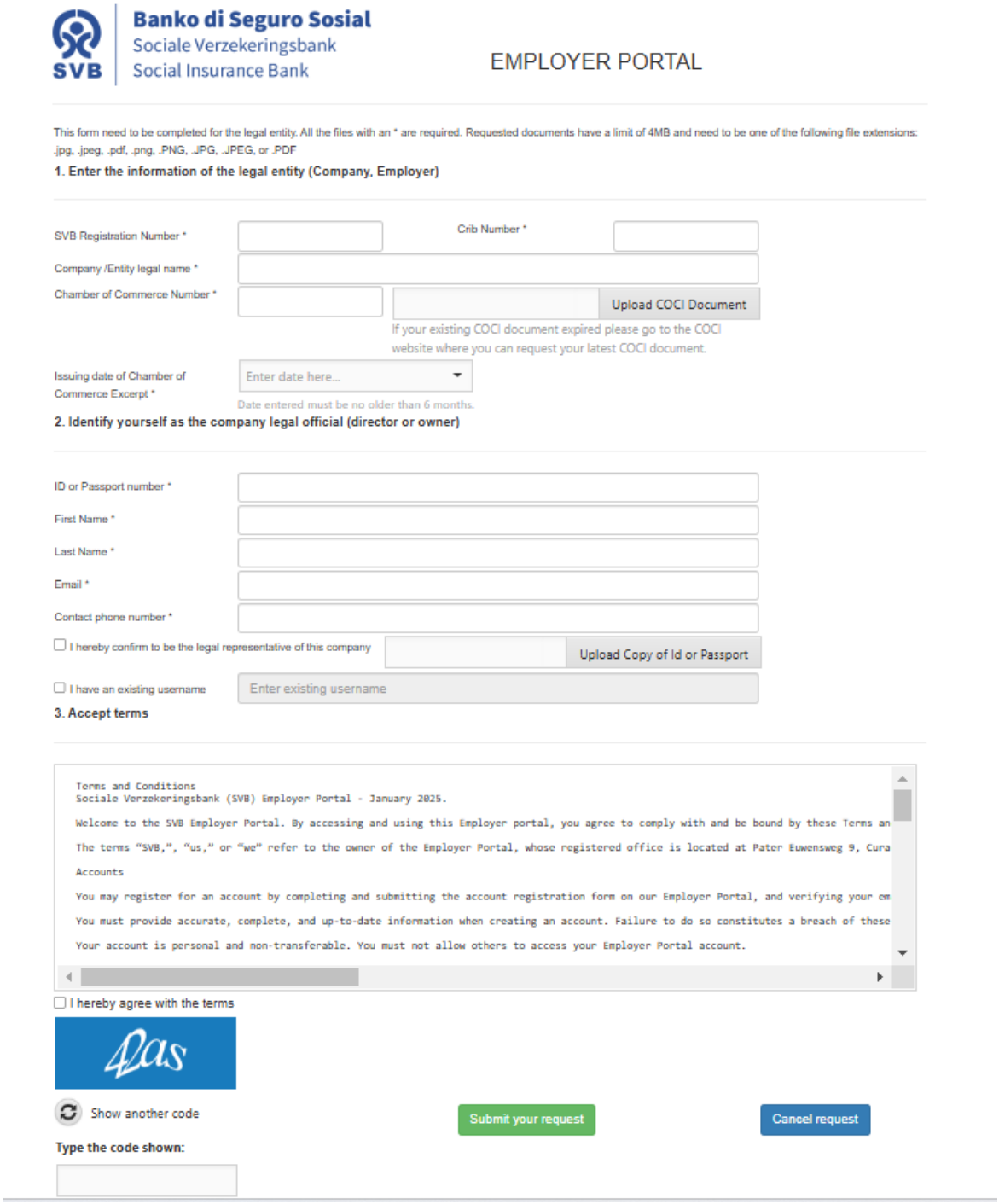
- The legal company official always remains fully responsible and accountable for the management and assignment of user access rights within the Employer Portal.

2.1 Request for a user account

To request a user account, go to the following link https://online.svbcur.org/EmployerPortal and click on **Request new user account**, highlighted in the image below.



The user account request form will open on a different screen.



Once the company's **SVB number** or **CRIB number** is entered, the remaining fields—such as Name and COCI—will be automatically populated.
If you need to correct or change the SVB or CRIB number, you must refresh the page first, as the **Name and COCI fields cannot be manually edited once they are auto-filled**.

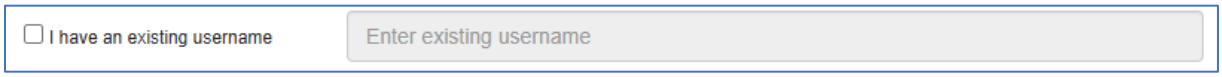
Fill in all the required information indicated with an asterisk (*).

For companies **not registered with the Chamber of Commerce (COCI)**, please attach the *Eilandsbesluit*.

In this case, you may use the **date of the request** as the COCI date. **Do not** enter the **date of foundation**, as it is often older than six months, which may prevent you from submitting your request.

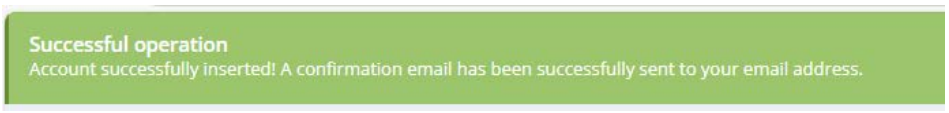
Fill in the Contact information, ID or passport number of the legal representative of the company as mentioned on the COCI document and upload a copy of this identification document.
Be aware that the documents' size is limited to 4MB.

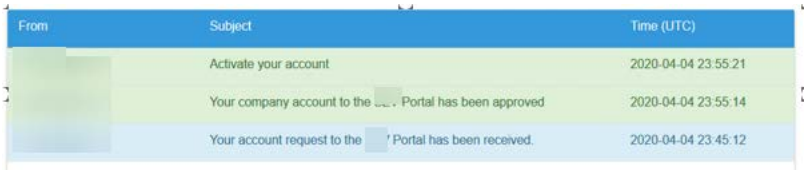
It is possible that the requestor already has login credentials (existing username and password) for the employer portal and is linked to another company. In that case, there is no need to create a new account. Instead, you can grant access using the existing credentials by checking the box **"I have an existing username"** and entering it. Once activated, the user can access the company using their current login information.



Please continue by accepting the terms and type the code (captcha) which is shown, before clicking **Submit**.

After submission is completed, you should see the confirmation on the screen, and you will also receive it as an email.





***Note**: SVB must first approve your user account before the account can be used to submit employee mutations through the employer portal or consult your company information.*

After approval, you will receive an email with your credentials. Follow the instructions in this email to activate your user account.

1. This user will become an admin user of the requested company and will be able to authorize third party users if needed.

   The new company user will receive an email that the rights have been granted. He or she will be able to access the company by choosing the company in the dropdown box in the right corner on top of the screens in the employer portal.

2. *Add someone else within the company as a user of the company account?* You can authorize that person to use the portal as soon as the account of the admin user is activated. Please see **Chapter 3** (3rd party authorization) for instructions.
3. *Are you using an accounting service?* After you receive the username as an admin, you can add the accountant as a user with Human resource rights. Please check if the person already has an existing username. Please see **Chapter 3** (3rd party authorization) for instructions

2.2 Activate your account

You will receive an email to activate your account. The email will also contain your username which is formed by your initials and a number.
In the email is a link which is active for 7 days after receiving the email.

Dear Harold Potter,

Welcome to the SVB Employer Portal.

Your username to access the online system is: HP0068

Click the following link here to activate your account.

This link will become inactivate 7 days after receipt of this email.

We kindly request you to visit our website at www.svbcur.org for the user manuals, additional information, and videos regarding the Employer Portal.

Please contact us if you have any question.

Call our helpdesk at 4344000 or send us an e-mail at emportal@svbcur.org

Best regards,

The director of the Sociale Verzekeringsbank (SVB)

Notice:

- Always ensure that your submitted email address is a trusted email address as access to the SVB Employer Portal contains the company's confidential information.
- The company legal official is responsible for the granted user rights.

Click on the link and you will be directed to the page to create a password.
If you are too late to use the link, you can use your email address to receive a new activation email through the Forgot password option (**Chapter 2.4**).

2.3 Log-in to the Employer portal

For optimal use of the Employer portal, it is recommended to use one of the following browsers: Microsoft Edge, Google Chrome or Mozilla Firefox.
If you use Apple operating systems (iOS or OS X), it is recommended to use Mozilla Firefox as browser.

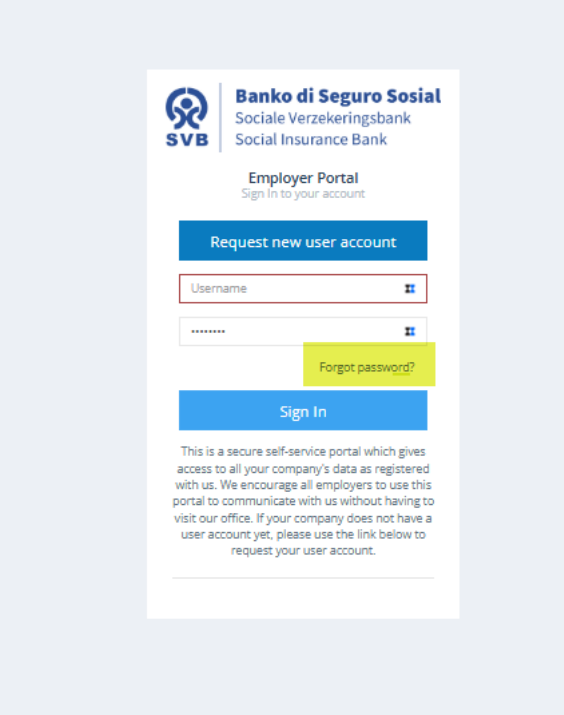
To access the Employer Portal, follow the steps below:

1. Open your browser and navigate to: https://online.svbcur.org/EmployerPortal
2. Enter your **username**.
3. Enter your **password**.
4. Click the **'Sign in'** button. You will access the portal home page.

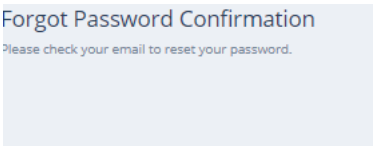
2.4 Password forgotten/ Request new password

If you have forgotten your password or need to request a new password.

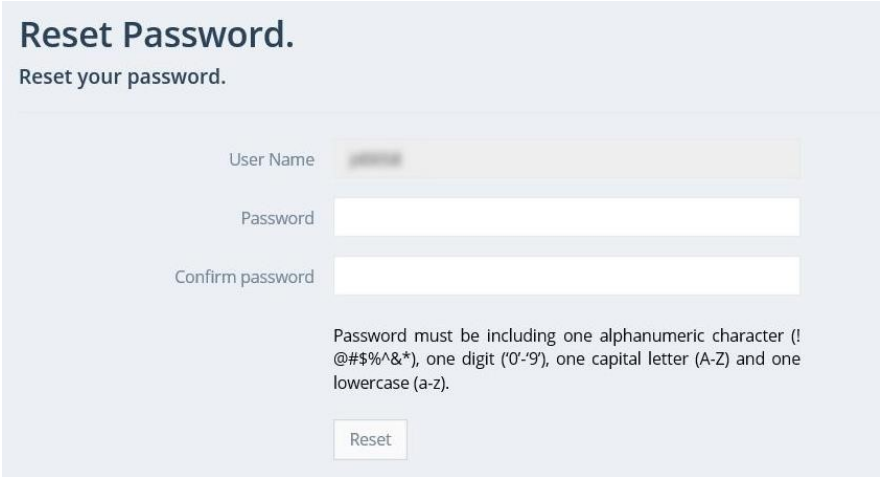
1. Open your browser and go to the website https://online.svbcur.org/EmployerPortal
2. Click on **Forgot password?** (marked with a yellow highlight in picture below) to request a new password.



Enter your email address and click on **Email Link**.



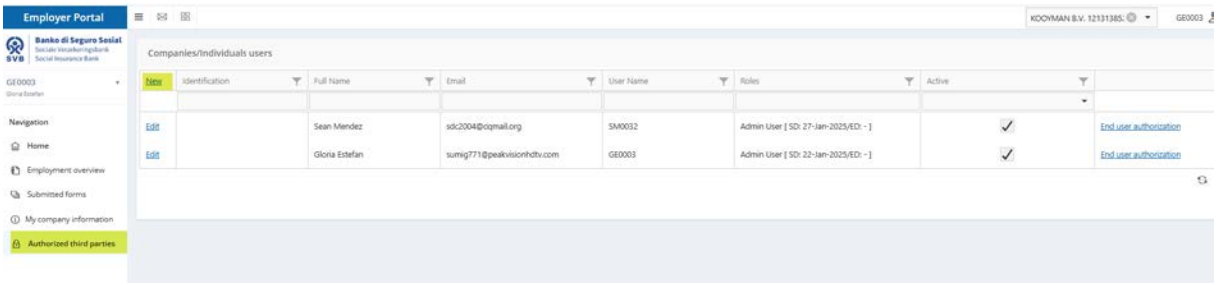
3. An email will be sent to your registered email address containing a link to confirm the password change. To complete the process, click on the link or copy and paste it into your browser.
4. Please note: your new password must contain **at least 12 characters**. Additional password requirements are displayed on the screen during the reset process.



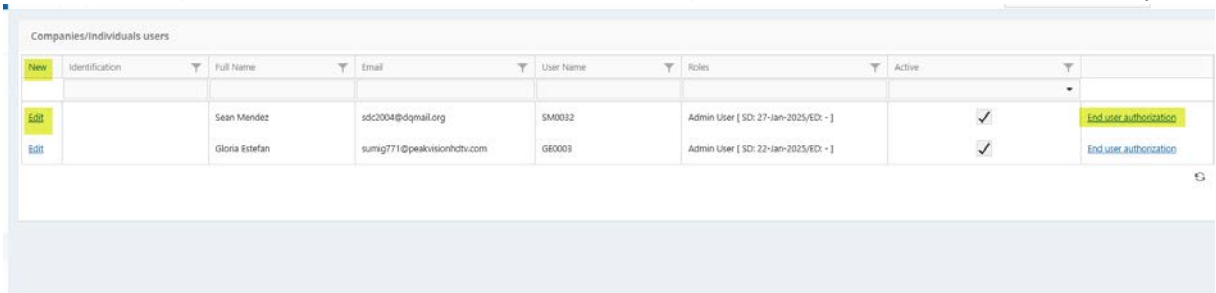
5. Type your new password twice and click **Reset**. Now you have confirmed the new password and re-activated your user account.
   You will be automatically logged in and redirected to the **Home** page.

3. 3rd party authorization (Admin users only)

An admin of the company has access to the menu option **Authorize third parties**, where all people linked as users to the company in the employer portal are listed.

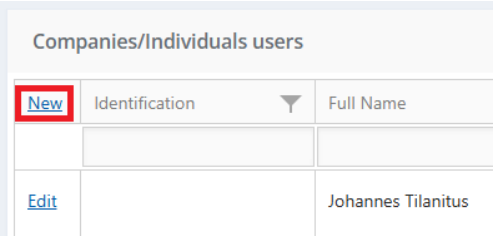


A user can be added to or removed from the company by clicking **New** or **Edit**. To end a user's authorization (i.e., set an end date for all active roles), use the **End user authorization** option.



3.1 Add a new user without an existing username

Click on **New** in the grid and complete the form that appears.

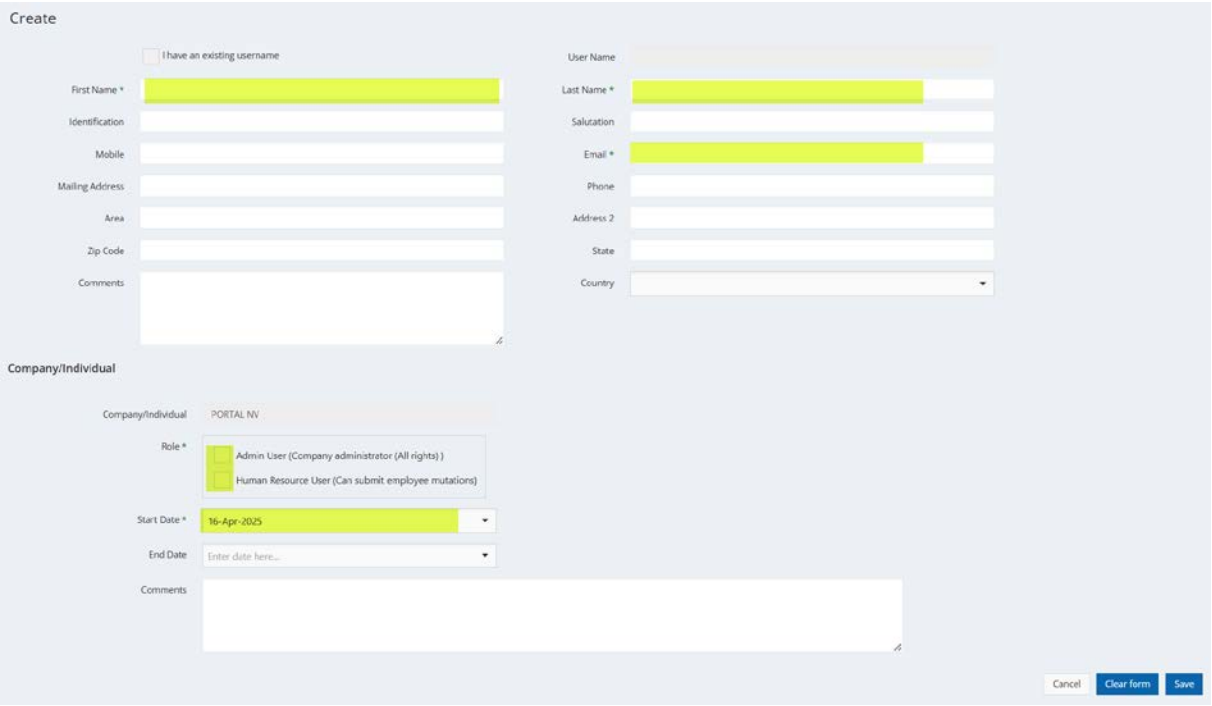


When creating a new user who does **not** yet have Employer Portal access:

1. **Do not** select the "I have an existing username" checkbox.
2. Complete **all** fields in the form—fields highlighted below are **mandatory**, but you may add any additional information as needed.
3. Select the user roles to be granted to the individual:

- You can select between the following two roles:
    - **Admin User role**: will be able to submit employee mutations, access general information and create new users. Note: *If this role is assigned, the Human Resource User role is not required because all the rights are already included in the Admin user role.*
    - **Human Resource User role**: will be able to submit employee mutations.
- Enter the **start date** for the user's authorization and, if applicable, the **end date** (e.g., if the authorization is for a limited period or corresponds with the person's contract end date).
- If there is no specific end date, leave it blank.

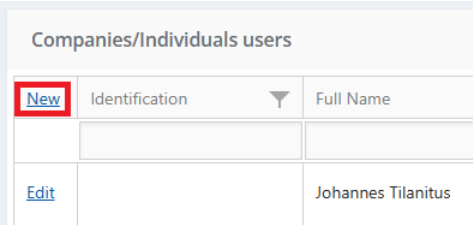
4. The new company user will receive an email to activate the account and create a password.



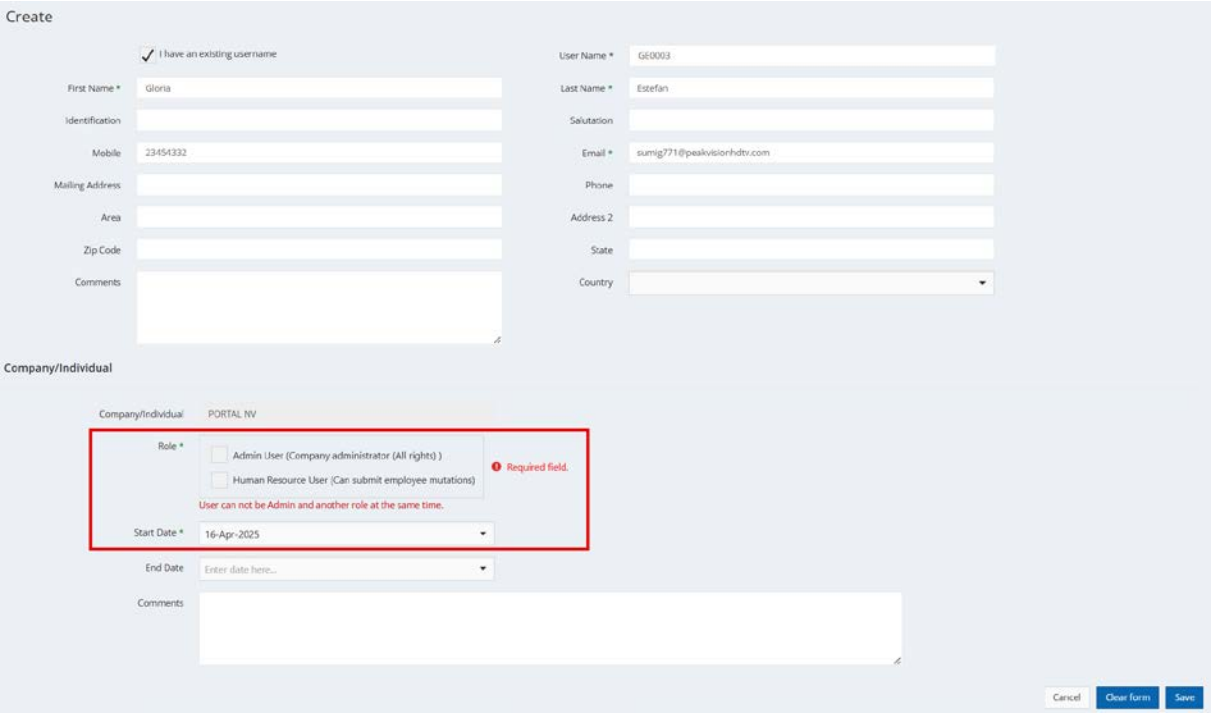
3.2 Add a user with an existing username

When creating a new user who already has Employer Portal access (existing username):

1. Please click on **New.**



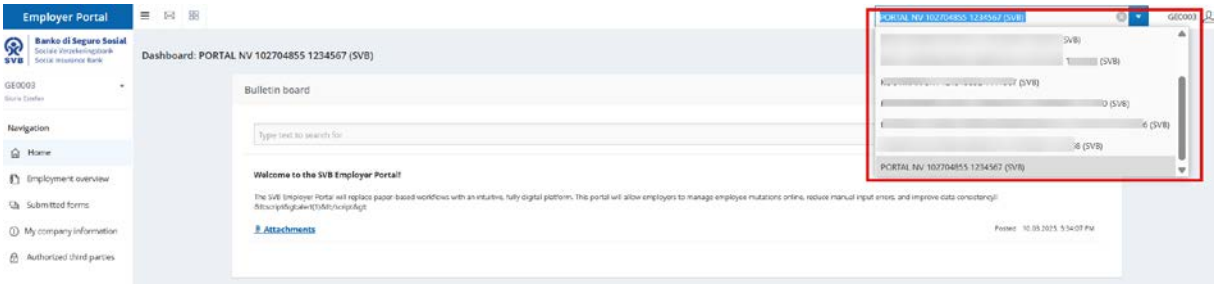
2. **Check the box** 'I have an existing username'.
   - When this option is selected, the user's known information will be automatically populated.
   - You will only need to **assign the appropriate role(s)** to the user.



3. **Select the user roles** to be granted.
   - If you assign the **Admin User** role, the person will be able to submit employee mutations, create new users for the company and access general information. (In this case, the **Human Resource** role should not be selected, as all HR permissions are already included under the **Admin** role.)
   - If you assign **Human Resource** role only, the person will be able to submit employee mutations and access general information.

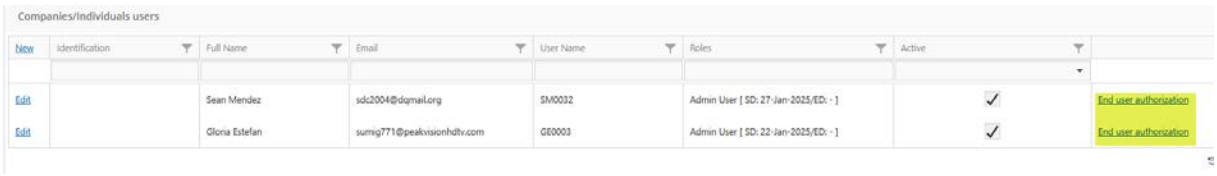
4. **Enter the start date** of the authorization and, if applicable, an **end date** (for example, if the authorization is temporary or tied to the person's contract period). Otherwise, leave the end date blank.

Once the role is assigned, the new company user will receive an email confirming the granted rights. They will be able to access the company by selecting it from the dropdown menu in the top right corner of the Employer Portal screen.



3.3 Editing and ending authorization of users

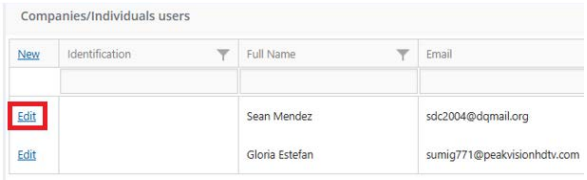
If a user is no longer authorized to view or act on behalf of the company, their access can be ended by setting an end date for their authorization or by clicking on **End user authorization**. Access to the company in the Employer Portal will be revoked from the specified end date onward.



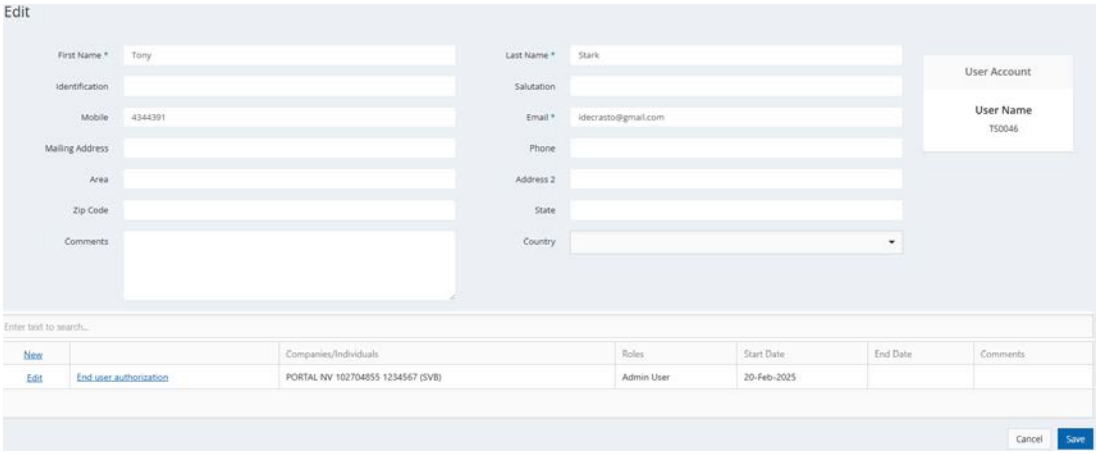
Important:

The termination of access for a director or a user added through the account request process cannot be performed by a company admin. In such cases, only the SVB Application Manager can process this change.

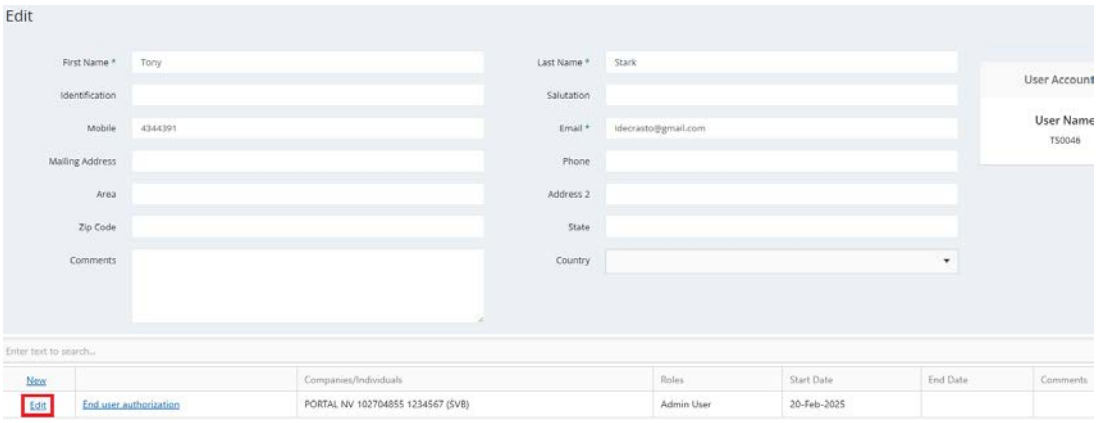
To update a user's contact information, click **Edit**.

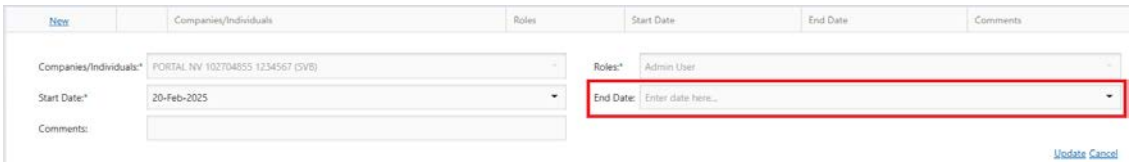


You can modify the contact details.

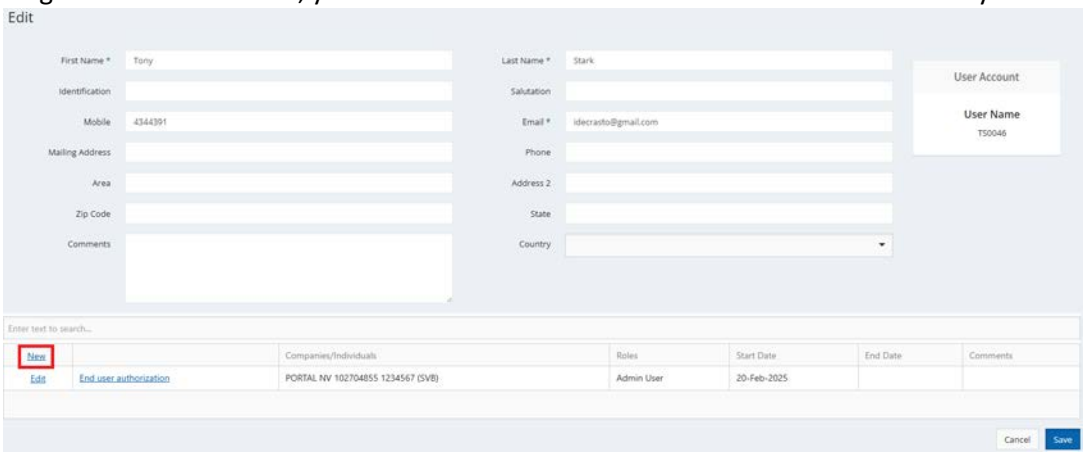


You can end the authorization of a user for a certain role by setting an **end date**. In order to do this click on **Edit** and set the **End date**.



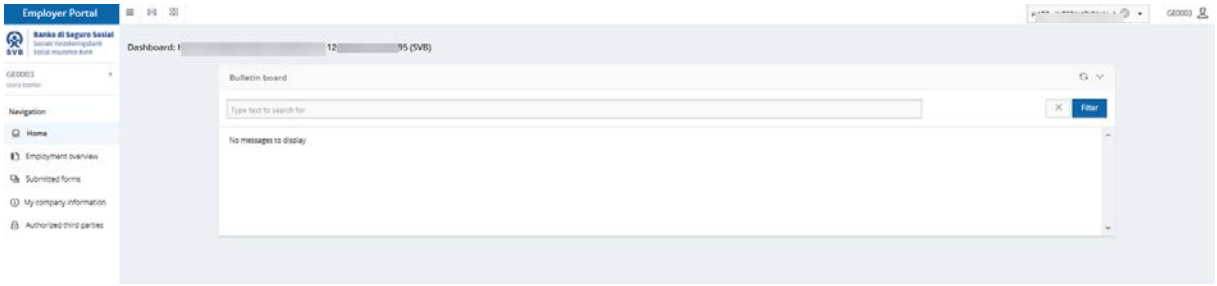


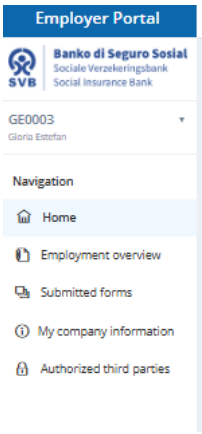
To give a user a new role, you must click **New** and create a new authorization entry with the new role.



4. Home screen

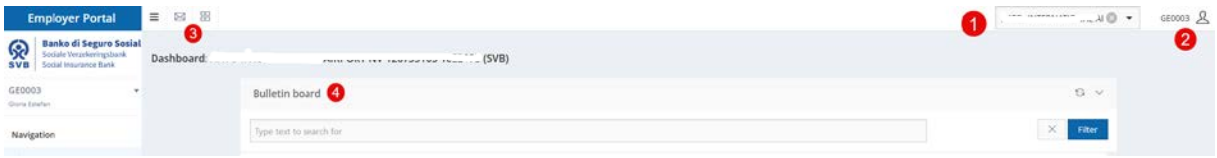
Once logged in as an administrator, the following screen will appear.





In the menu on the left, in the white bar, information can be found as well as several functionalities.

- Employment overview (all users)
- Submitted forms (all users)
- My company information (all users)
- Authorized third party user rights (Admin only)



Company Selection – The name of the company currently selected is displayed here (1). If multiple companies are linked to the same user account, a different company can be selected from the dropdown list (1).

Note: Changing the selected company will reload the screen and display the available options based on the user's assigned role in that company.

User Menu – Clicking on the displayed username (2) will open a dropdown menu with options to view the user profile, access settings, and use the help function.

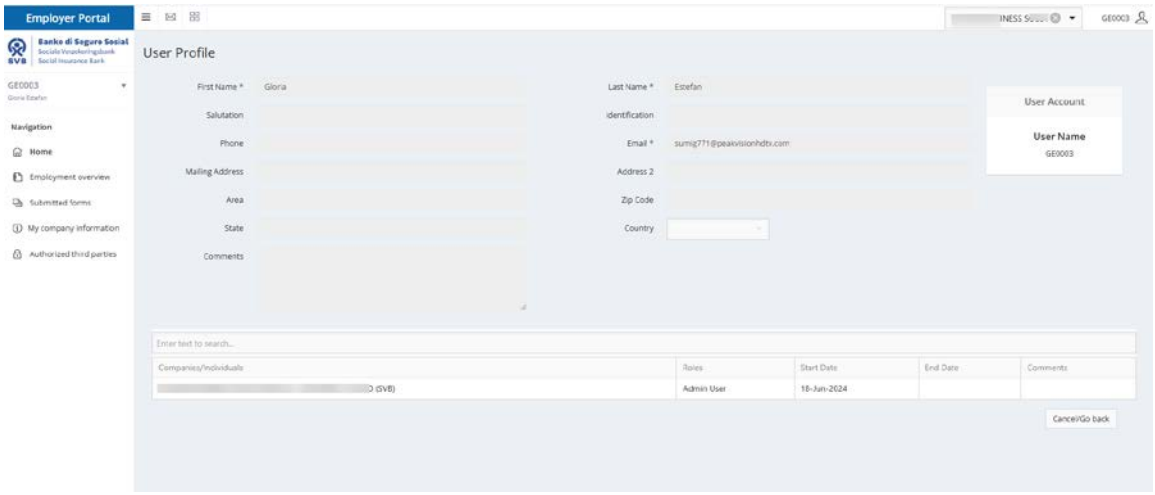
Mailbox – Located on the left side of the top bar (3), the mailbox allows users to send and receive messages to and from SVB, specific to the selected comp any.

Bulletin Board – Positioned at the center of the page (4), the bulletin board displays important announcements and updates from SVB.

4.1 User profile

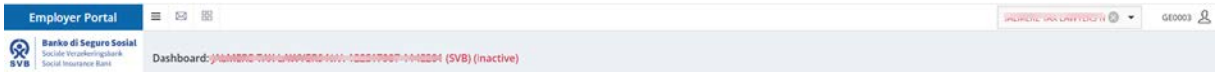
Once the user profile is accessed through the **User menu**, the following screen will appear.

This screen displays how the user is registered with SVB.
Please note that no information on this screen can be modified. If any changes are required, they must be made by the company's admin user through the menu item **Authorized Third Parties.**



4.2 Active/Inactive company

If the company is inactive, the name will appear in red in the company's dropdown list, followed by **(Inactive).**
To regain access, the company must first be reactivated by visiting SVB in person.

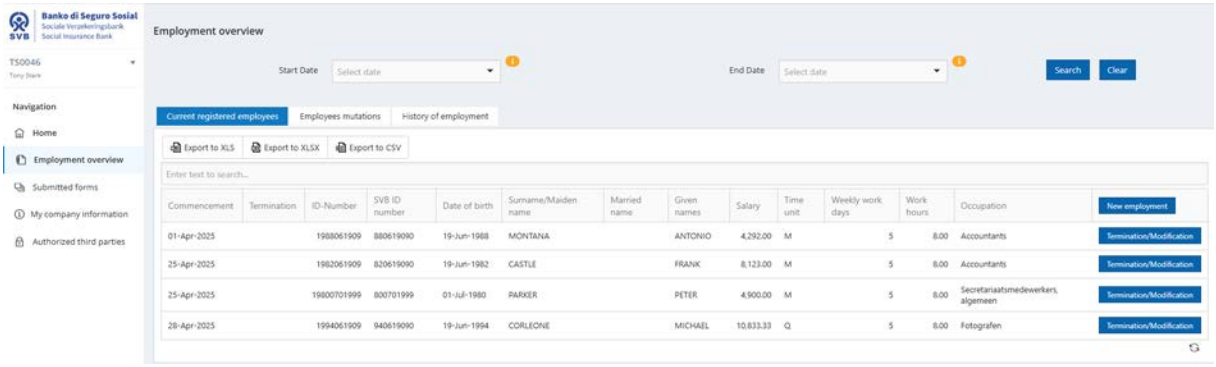


4.3 Home

Under the **Home** menu, you will find the **Bulletin Board**. Here SVB will post news items with information related to the SVB Employer Portal. If there are multiple messages, you can easily search through them by entering a keyword or date to filter the information you need.

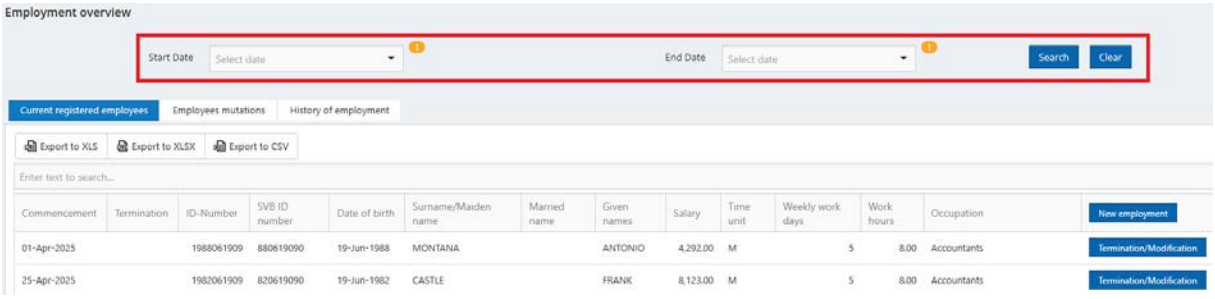
5. Employment overview (HR and Admin roles)

The following tabs are available and will display information if applicable: **Current Employees, Employee Mutations**, and **History of Employment** (terminated contracts).

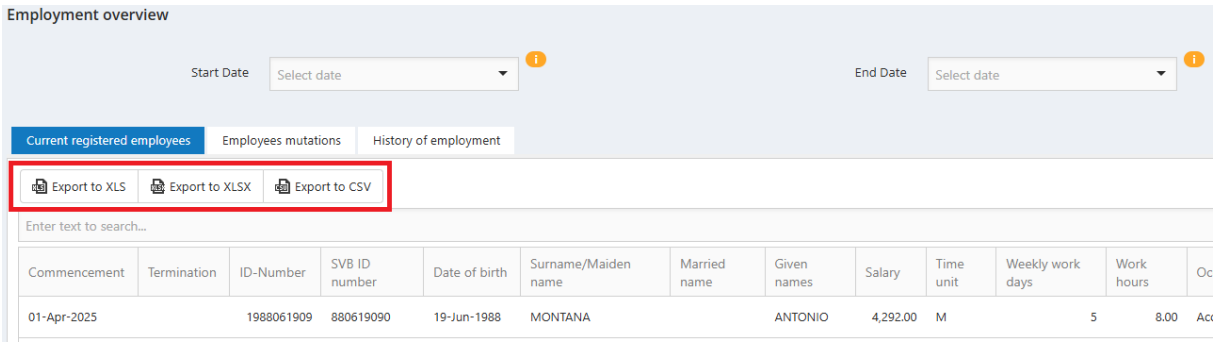


5.1 Current registered employees

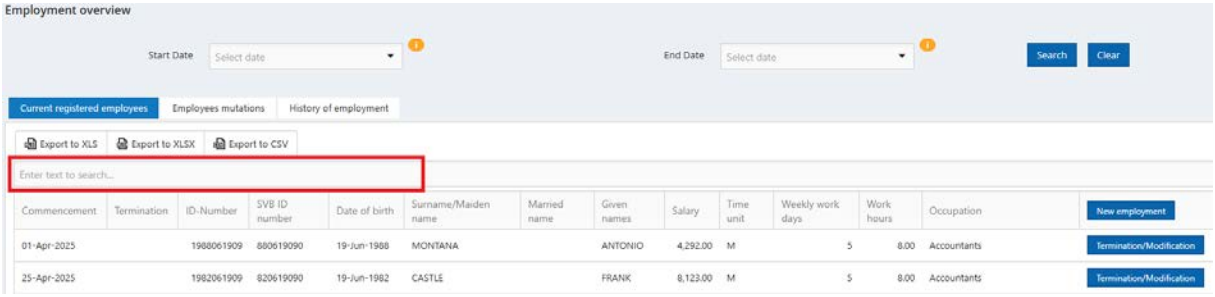
All currently registered employees along with their employment details are displayed in this tab. On the top of the page, there is date filter in order to allow you to search even faster. The filter helps narrow down the search results so the data will be retrieved faster.



You can also export this data by clicking on the buttons **Export to XLS**, **Export to XLSX** or **Export to CSV**.



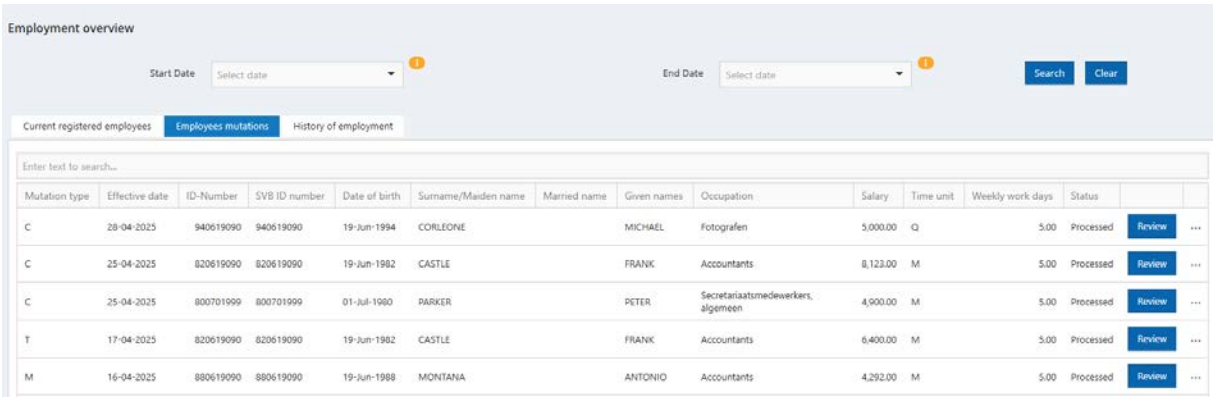
By using the search field on top of the overview, you can search based on date, id number, name occupation etc. etc.



From this tab it is also possible to add a new employee or to modify or terminate an existing employee's contract, by click the corresponding buttons located on the right side next to the employee's details. For detailed steps on how to add, modify or terminate a contract, refer to **Chapter 6.1** and **6.2**.

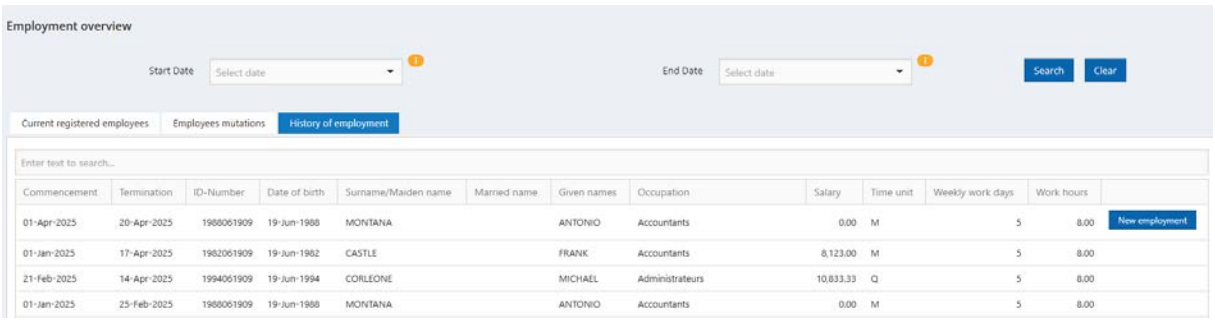
5.2 Employees mutations

In this tab you will get an overview of the mutations that have been submitted.



5.3 History of employment

In this tab you will get a historical overview of all the employees that have been employed by your company. It is also possible to add a new employee by clicking on the New Employment button. For detailed steps on how to add a new employee, refer to **Chapter 6.2**.

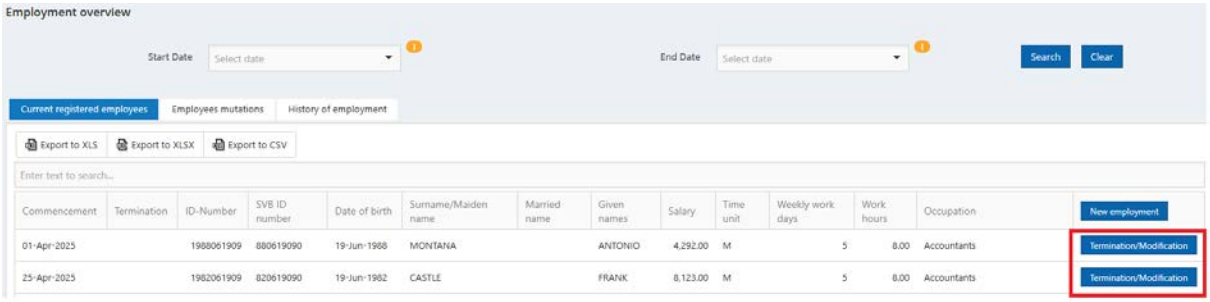


6. Submitting employee mutations

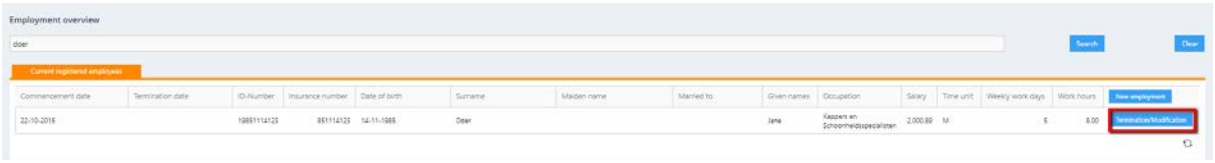
Employee mutations can be submitted directly from the **Employment Overview** screen in the **Current Registered Employees** tab.

6.1 Mutation of an existing employee

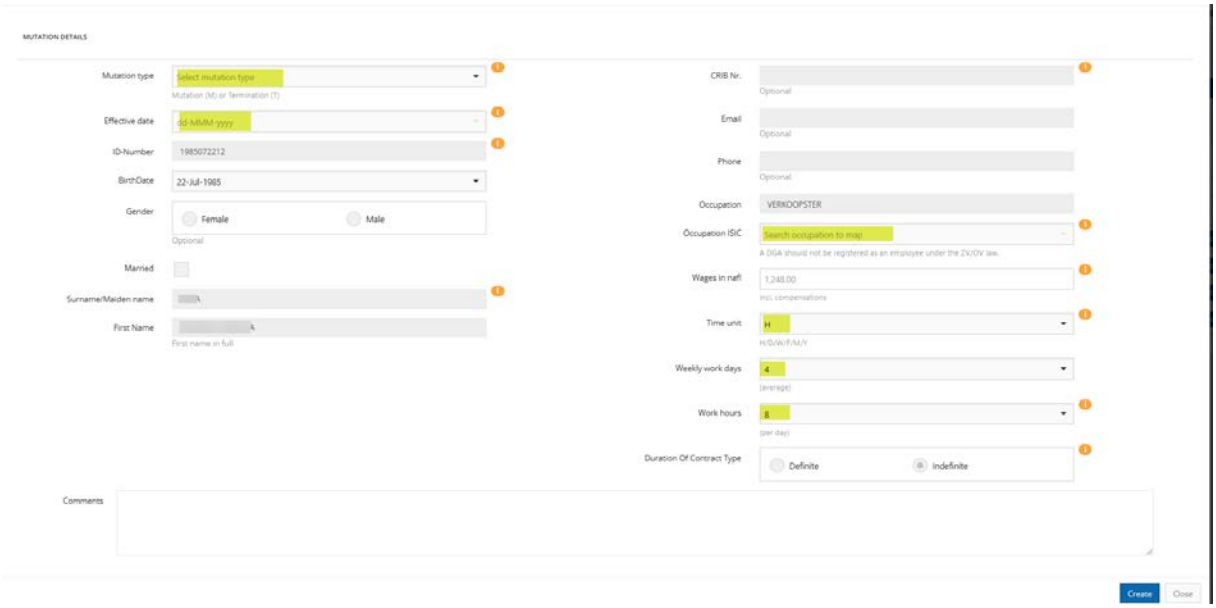
At the top of the page, you'll find a search bar. Alternatively, you can directly click **Modify/Termination** behind the respective employee's details.



To find an employee, enter their **name**, **last name**, or **ID number** in the search bar and click **Search**. The matching employee will appear.



By clicking **Termination/Modification**, the following screen will open:

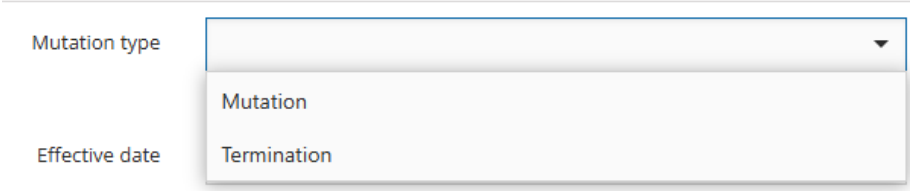


Once you click **Termination/Modification**, the following screen will open.
For more information about each field, click on the **orange circle** next to it.

Making Changes:
You can only modify the highlighted fields if necessary. Use the dropdown menus to choose the applicable options.
For a Termination you only need to fill in the **Mutation type** and the **Effective date**.
For a Mutation you also need to fill in the rest of the fields that are applicable.

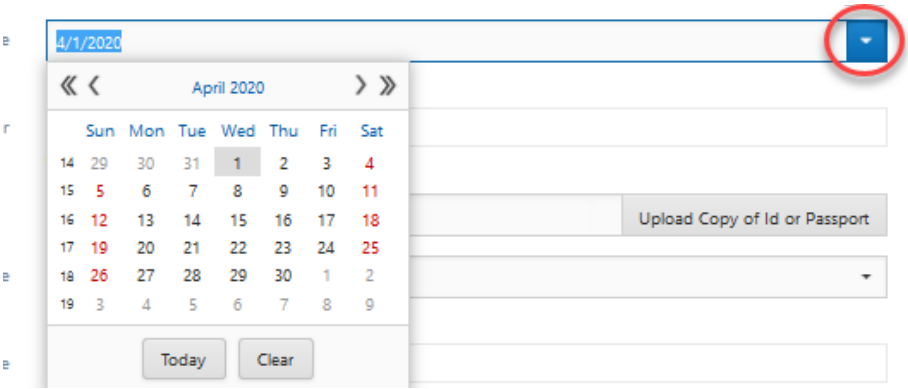
1. **Mutation type**:

First, indicate whether the change is a Mutation or a Termination.



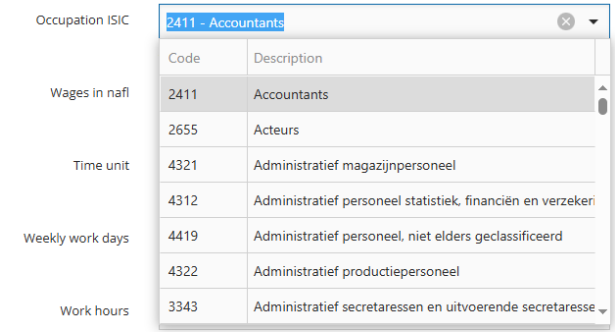
2. **Effective Date**:

The effective date is when the change will take place. Use the dropdown arrow to open the calendar and select the correct date.



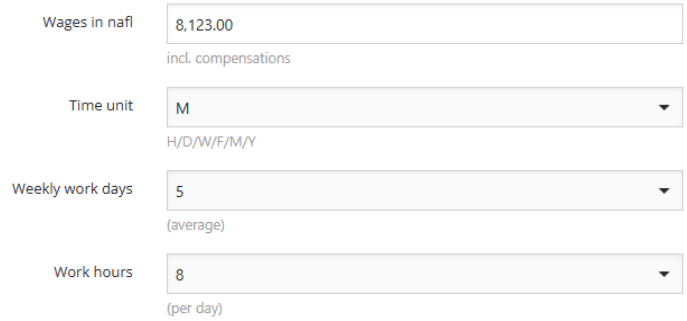
3. **Occupation**:

Start typing the occupation or filter using the dropdown list.



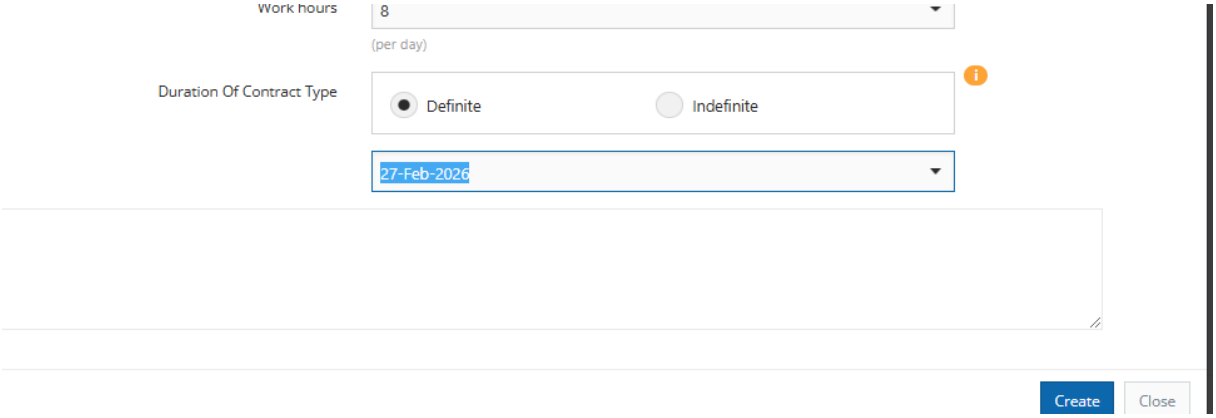
4. **Wages and work days info**:

Enter the wages in XCG, select the time unit, workdays, and hours using the dropdowns.



5. **Contract Duration**:

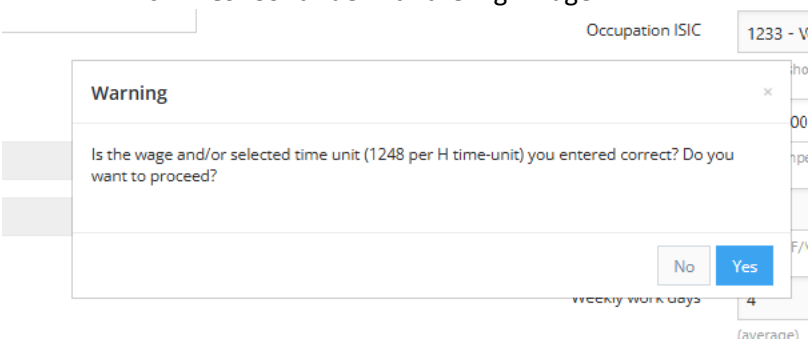
Select **Definite** or **Indefinite** for the contract duration. If **Definite** is chosen, a field will appear where you can select the end date using the calendar.



Once you've filled in the necessary information, click **Create**.

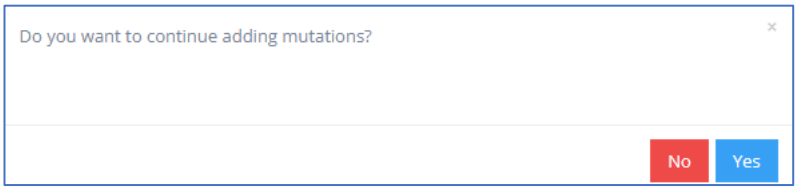
Before finalizing a mutation, the system may display warnings:

- **Wage below minimum:** If the entered wage is below the legally required minimum, the mutation **cannot** be created.
- **Wage above typical range:** If the wage is unusually high, you'll receive a confirmation prompt asking if you wish to proceed:
    - **No**: Return to the form to correct the entry.
    - **Yes**: Continue with the high wage.



If no warning or error is displayed, the mutation will be registered in the system with the status **New**. However, you're not finished yet!

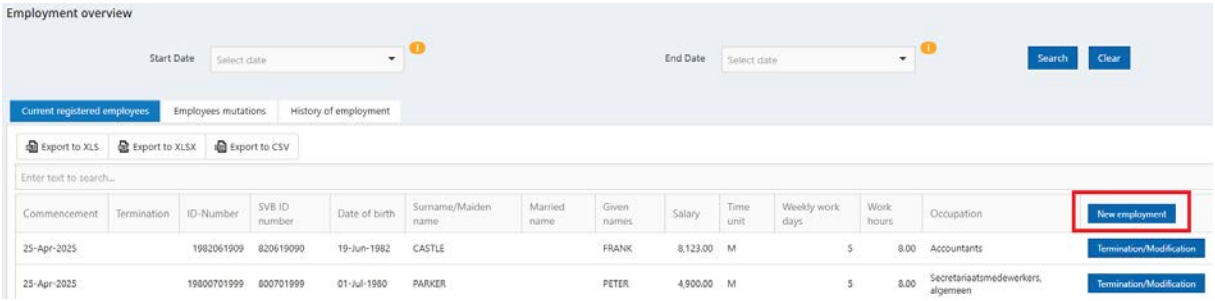
After Clicking Create
A prompt will appear:



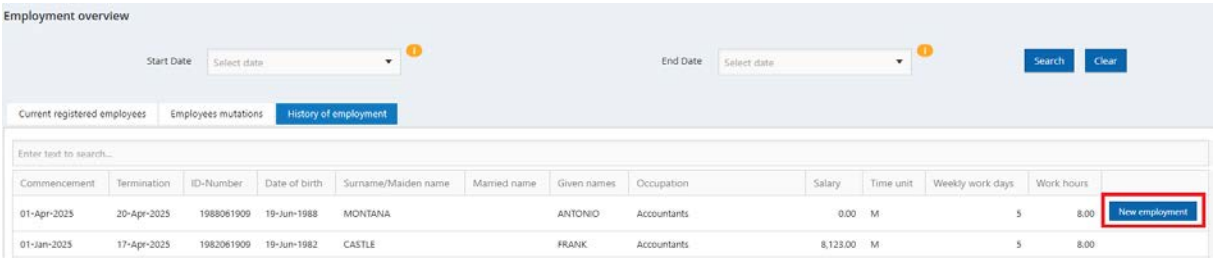
- **Yes** – Add another mutation (e.g., new employment, termination, or modification). You can continue by navigating to the respective tab and clicking **New**.
- **No** – You will be directed to a summary screen.
  The mutation(s) you just created will appear in a form with the status **Pending for Submission**. You can review and submit from there. See **chapter 6.3** for information on submitting the mutation(s).

6.2 Adding a new employee

To add a new employee, go to **Employment Overview > Current Registered Employees**, then click on **New Employment**.

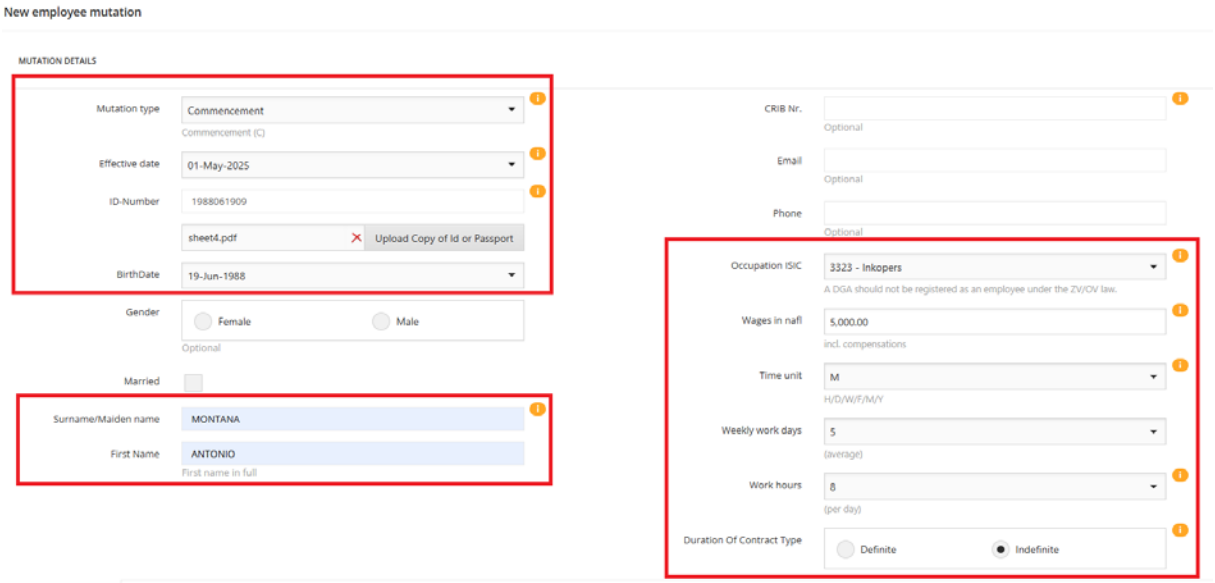


Note:
*If the employee was previously employed by your company and is currently inactive, first check the **History of Employment** tab to avoid duplicate entries and start the new employment from there:*

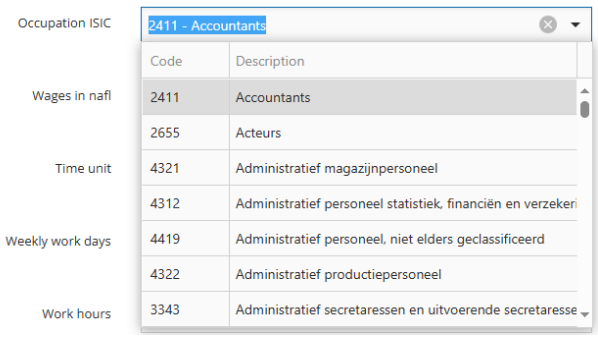


Entering the Employee's Details

The fields enclosed by a red square are the mandatory fields that need to be filled in.

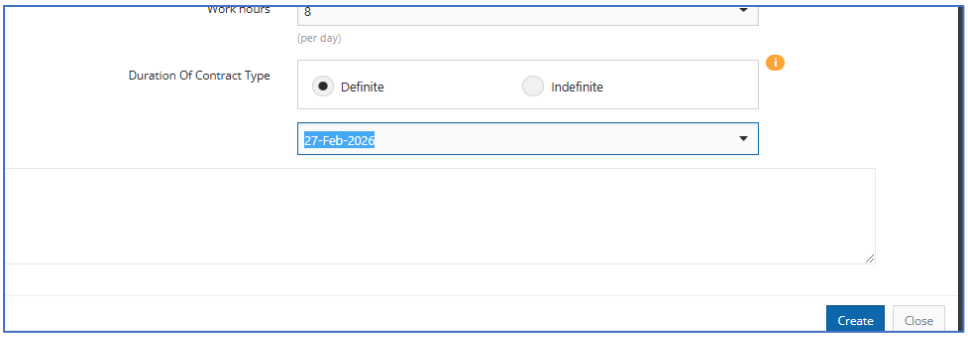


1. **Mutation type**: Commencement.
2. **Effective Date:**
   This is the date the new employment becomes active.
3. **ID Number:**
   This is the 10 digit ID number of the employee as stated on the ID card (Sedula).
   - If the employee **does not have** an ID card, create a placeholder using the following format:
     YYYYMMDD00 *(Year, month, and day of birth, followed by "00")*
     - Example: For someone born on February 8, 1998 → 1998020800
   - Be sure to **attach a copy of the employee's ID or passport**.
4. **Surname**:
   This is the surname of the employee as written on the employee's SVB card.
5. **First Name**:
   This is the first name of the employee as written on the employee's SVB card.
6. **Occupation**:
   This is the occupation description of the employee. Select the occupation from the dropdown list.



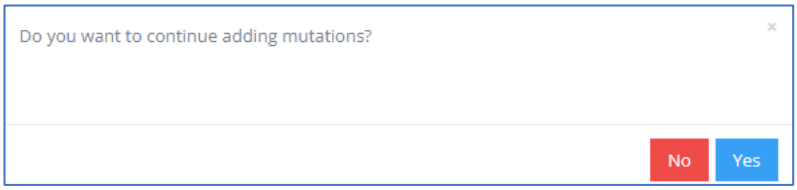
7. **Wages**:
   This is the salary of the employee in XCG.

8. **Time unit:**
   This is the time unit used to indicate the wages:
   - H: per Hour
   - D: per Day
   - W: per Week
   - F: per Fortnite
   - M: per Month
   - Y: per Year
9. **Weekly work days**:
   This is the number of days the employee works per week.
10. **Work hours**:
    This is the number of hours an employee works per workday.
11. Duration of contract type.
    Select **Definite** or **Indefinite** for the contract duration. If **Definite** is chosen, a field will appear where you can select the end date using the calendar.



When you are done filling in the form, click **Create**.

After Clicking Create
A prompt will appear:



- **Yes** – Add another mutation (e.g., new employment, termination, or modification). You can continue by navigating to the respective tab and clicking **New**.
- **No** – You will be directed to a summary screen.
  The mutation(s) you just created will appear in a form with the status **Pending for Submission**. You can review and submit from there. See **chapter 6.3** for information on submitting the mutation(s).

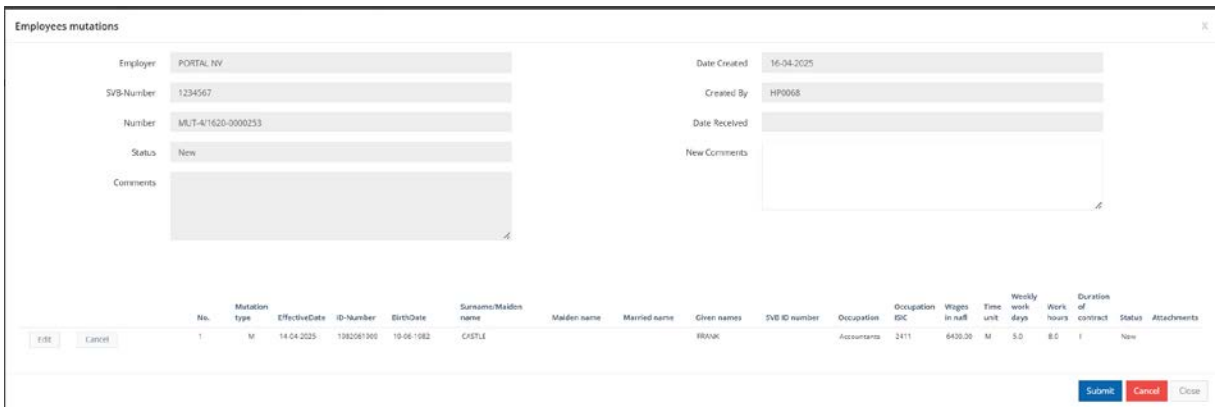
6.3 Submitting the final mutation form

After clicking **No** on the "**Do you want to continue adding mutations?**" prompt the summary of your mutations will be displayed in an open form. The form can contain one or multiple mutation lines.

Reviewing the Mutation(s)

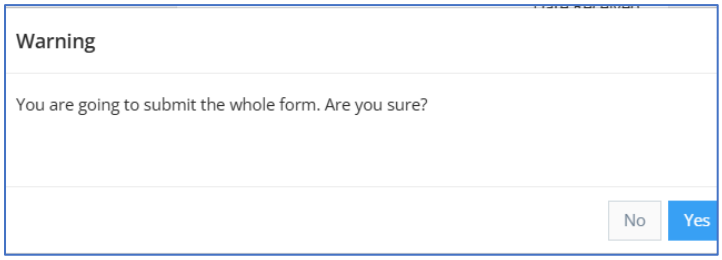
- Use **Edit** to modify any incorrect information.
- Use **Cancel** to remove any mutation you no longer wish to submit.

When everything is correct, click **Submit**.



You will then receive a confirmation message:
"You are going to submit the whole form. Are you sure?"

- Click **Yes** to continue and submit the mutations.



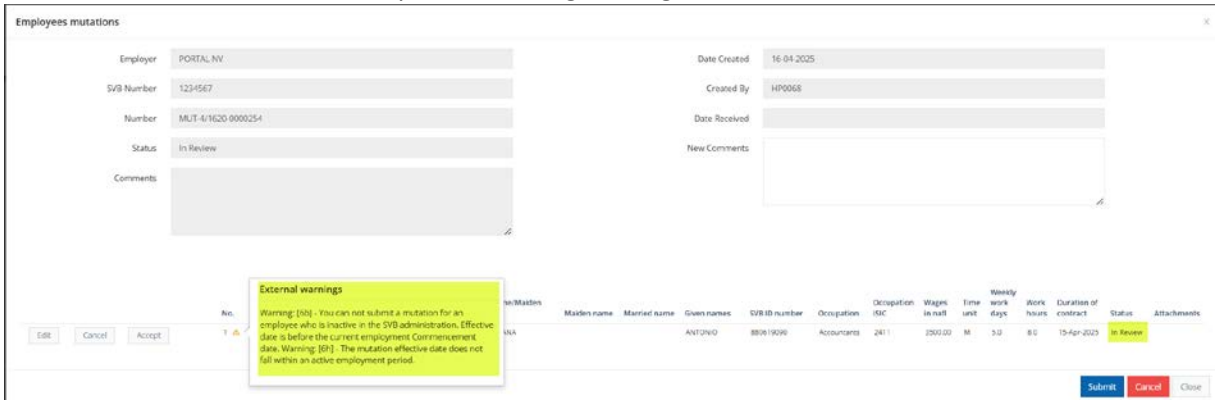
Once you click on **Submit**, the system will automatically validate the mutation(s) you entered before submitting them to SVB.

- **Validation went OK**: If everything is okay, the form will be submitted to SVB and get the status **Transferred** (from has been transferred and is ready to be processed by the SVB backoffice system) or **In Review SVB** (The form moves into SVB's review queue for SVB to review before processing).
- **Validation failure**: If the validation failed, the form will get the status **In Review** and you will see a warning sign appear next to the concerning mutations. This indicates a validation failure—rows with warnings must be corrected and re-submitted by the employer. See c**hapter 6.4** for information on how to handle warnings.

If you do not want to submit the mutation right away, you can click on **Close** to save your progress and submit later. If you want to discard the complete form you can click on **Cancel**.

6.4 Pending your review (handling warnings)

If a mutation requires your attention or is rejected by the system, an **orange warning triangle** will appear next to it.
Hover over the icon to view the specific warning message.



Example:
In the case shown above, the warning indicates that the **contract duration** was not entered correctly.
To correct the issue:

1. Click **Edit** to open the mutation.
2. Adjust the necessary field(s) — for example, update the contract dates.
3. Click **Save** to apply the correction.

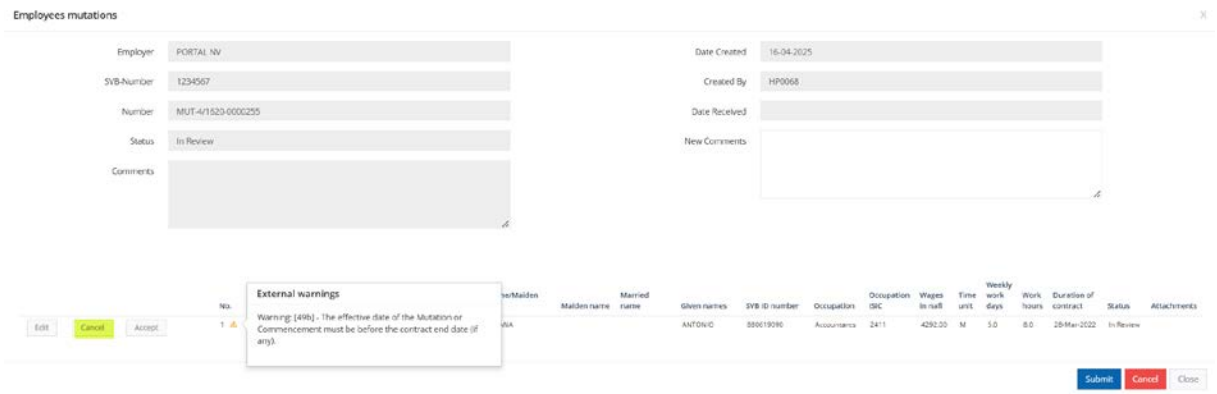
If the system displays a warning, but you are confident the data is correct:

- Click **Accept**, then click **Submit** to finalize the entry.

Note: *If you opened the mutation via* ***Edit*** *but made no changes, simply close the screen and click* ***Accept*** *to proceed with the same data.*

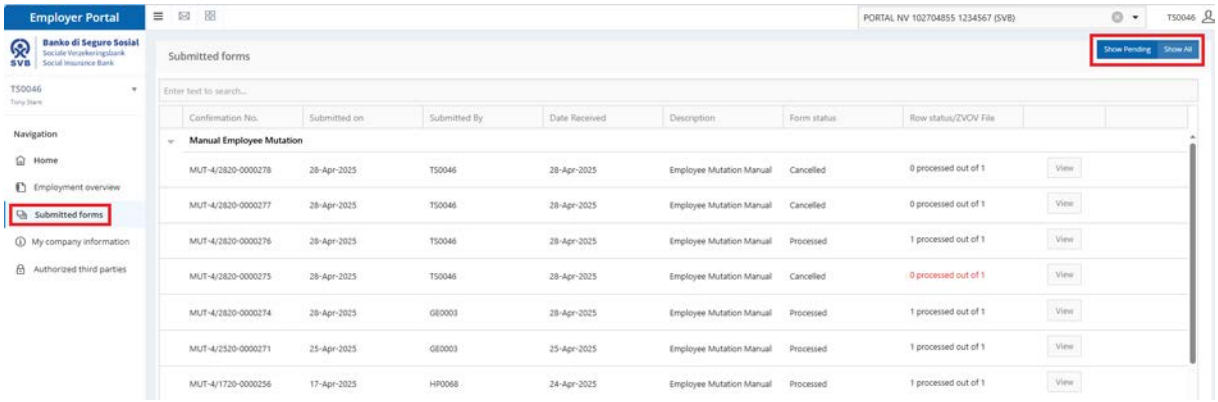
If you decide **not** to proceed with the mutation:

- Click **Cancel** to discard it.



7. Monitoring submitted forms

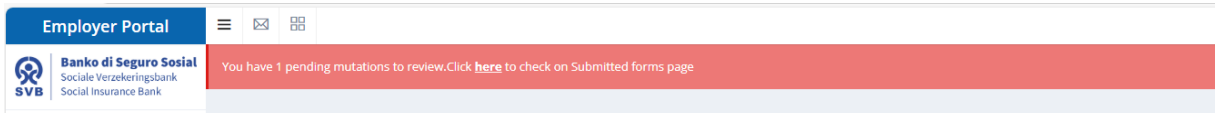
In the **Submitted Forms** section, you can track the status of all employee mutations.



These are categorized under two main tabs:

- **Show Pending**: Contains forms that require action from the employer. This could include:
    - Forms that need to be reviewed before submission to SVB with status "**In Review"**.
    - Forms that were returned by SVB or an internal user with the status **"Waiting for info"**.

A **red notification bar** will also appear at the top of the screen (including the homepage) to alert you of outstanding tasks.

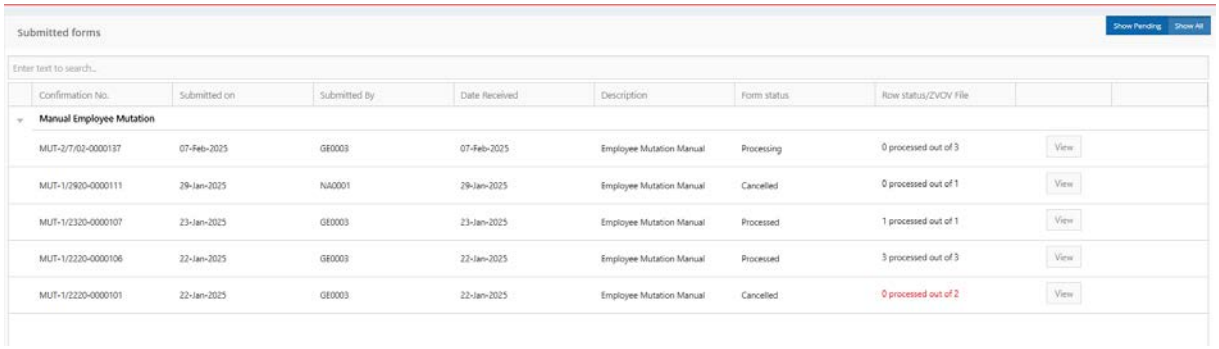


- **Show All**: Displays all forms regardless of status, including:
    - **Cancelled**
    - **Rejected**
    - **Processing**
    - **Processed**

If a form has been **processed**, **cancelled**, or **rejected**, and not all rows are approved, a **red line** will appear to highlight this.

- Upon submission of a mutation, a **confirmation number** is generated and shown in the first column of the form.
- A confirmation email will also be sent to the company email address(es) associated with the Employer Portal.

- Click **View** on any form to see the detailed information of submitted mutations or declarations.



7.1 Reviewing and cancelling employee mutations

It is possible that mutations are not immediately processed or forwarded to SVB for internal review or acceptance. In such cases, the submitter must review the pending form. A notification email will be sent to alert you that action is required (image below).

Dear PORTAL NV,

Your submitted mutation form no MUT-4/1620-0000255 has been validated en contains the following issue(s):

Rowno 1: Warning: [49b] - The effective date of the Mutation or Commencement must be before the contract end date (if any).

.

Please review the warnings and correct the data if necessary. Errors can not be corrected but must be resubmitted.

Please let us know if you have any questions.

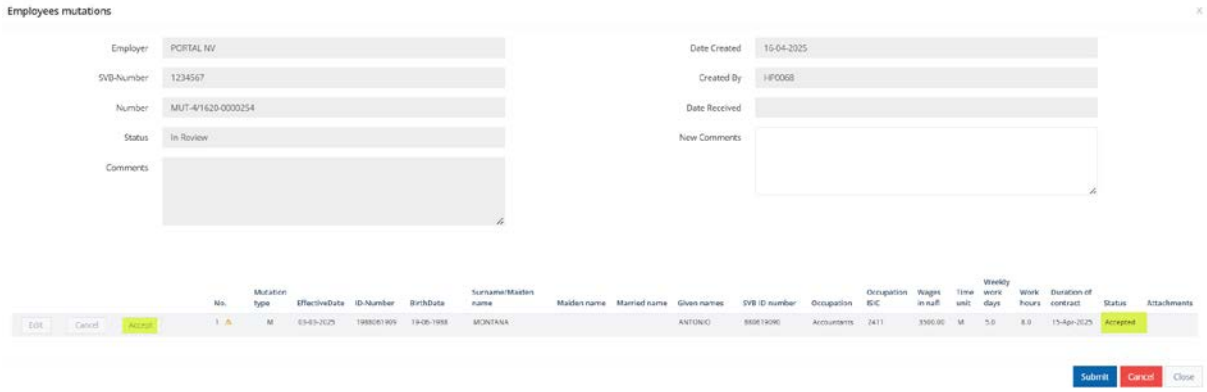
Call our helpdesk by phone 4344000 or send us an e-mail at emportal@svbcur.org

Best regards,

The director of the Sociale Verzekeringsbank (SVB)

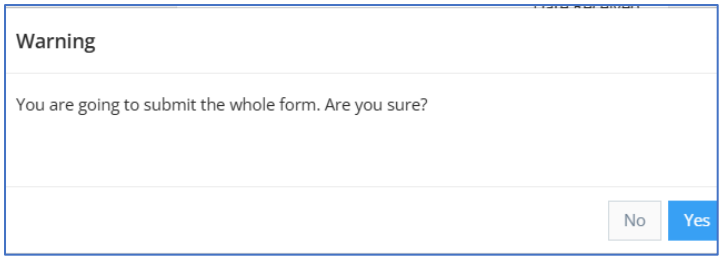
Reviewing gives you three options:

1. **Accept** as is – If you believe the mutation is correct, you can choose to accept it (note: SVB may still reject the mutation). To do this, check the box located between *Edit* and *Cancel*.
2. **Edit** the mutation – This allows you to make changes, such as correcting the date of birth, name, or attaching supporting documents.
3. **Cancel** the mutation – Use this option if the mutation is no longer valid or was submitted in error.

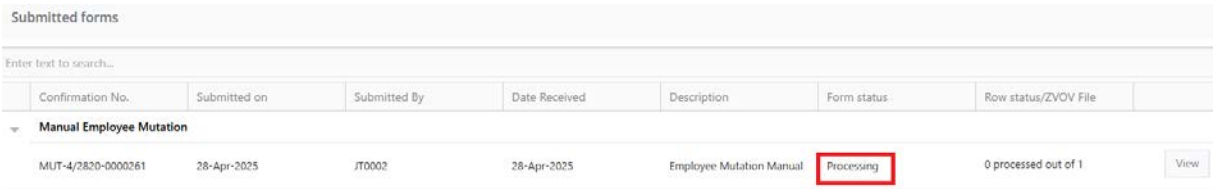


After reviewing all warnings and making the necessary changes, please submit the mutations again.

When prompted, click **Yes** to confirm submission.



If no additional warnings appear after submitting, the mutations will move to the status **Processing**, indicating they are now under review by SVB.



7.2 Cancelling of the mutation form or specific mutations

You have the option to cancel either the entire mutation form or specific individual mutations, depending on their current status.

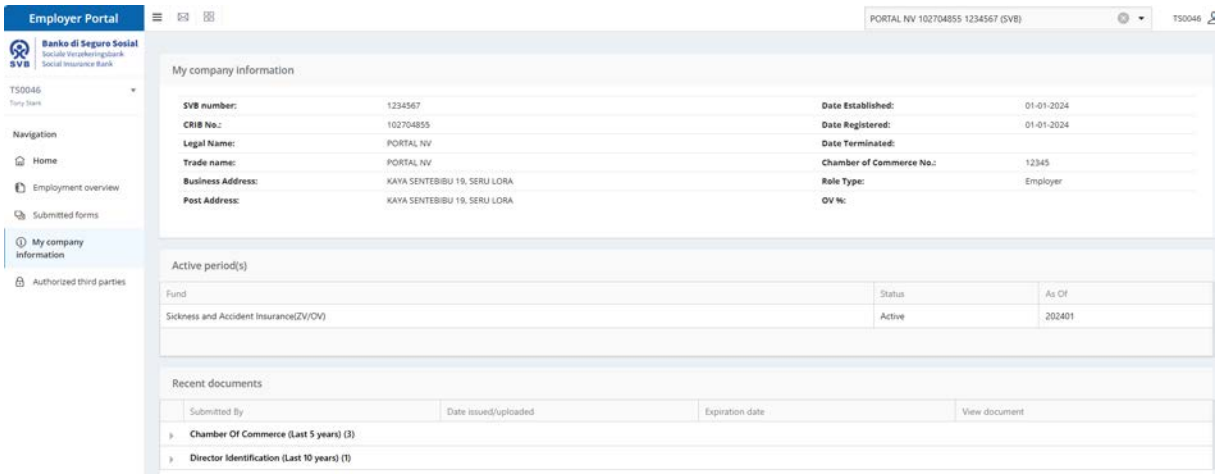
You can cancel the entire form:

- **Before submission**, when the form status is **Pending for Submission**.
- **After submission**, if **all mutations** are still in the status **In Review**.

You can cancel a specific mutation:

- **Before submission**, when the mutation status is **New**.
- **After submission**, if the mutation status is **In Review**.

Note: *Once the form or individual mutations have progressed to* ***Processing*** *or* ***In Review SVB****, cancellation is no longer possible.*

8. My company information

Under **"My Company Information,"** you can view the details of your company as officially registered in the system.