

Using the Confidential Portal

Last Modified on 09/17/2025 9:33 am EDT

Overview

The **Confidential Portal** is an application that allows for the confidential submission of sensitive information. For example, an Incident Submitter wants to report something to their company but is concerned about backlash for disclosing sensitive information.



Tip:

To increase security measures, rate limiting on the number of logins and on the number of submissions created during a session can be implemented on your Org. Please contact your CSM or the Services team if you're interested in enabling this feature.

Confidential Submissions

When entering their contact details on a **Confidential Portal** form, submitters can decide if they want to remain confidential, and Resolver will generate an alias for them. Submitters do not require direct system access and can still reply and continue the conversation using a unique email object ID, hiding the submitter's identity.

The screenshot shows the 'Create a New Report' page in the Resolver portal. On the left is a sidebar with links: 'Learn more about the Whistleblower process', 'What to report', and 'Tips for making a submission'. The main content area is titled 'Resolver. A KROLL BUSINESS' and 'Confidential Submission'. It includes a welcome message, instructions to be descriptive, a warning about emergency lines, and a 'Commitment to Non-Retaliation' section. The 'Remain Confidential' section has a toggle set to 'NO' and fields for '* Name' and '* Email Address'. At the bottom, there is a question: 'Are you a current employee of the organization which the allegation is about?' with 'No' and 'Yes' options.

Confidential Portal

User Data

All submitter user data is encrypted, but this feature is called **Confidential** instead of **Anonymous** because Resolver does store IP address in access logs and submitters' email in Resolver internal logs, as we need it for technical and security reasons. There is no way for anyone to access this information without Resolver's help.

We would only release this to an Administrator if required by law (court order or warrant) or for emergency purposes if the submitter is in imminent danger (with approvals from our Legal department).

Related Information/Setup

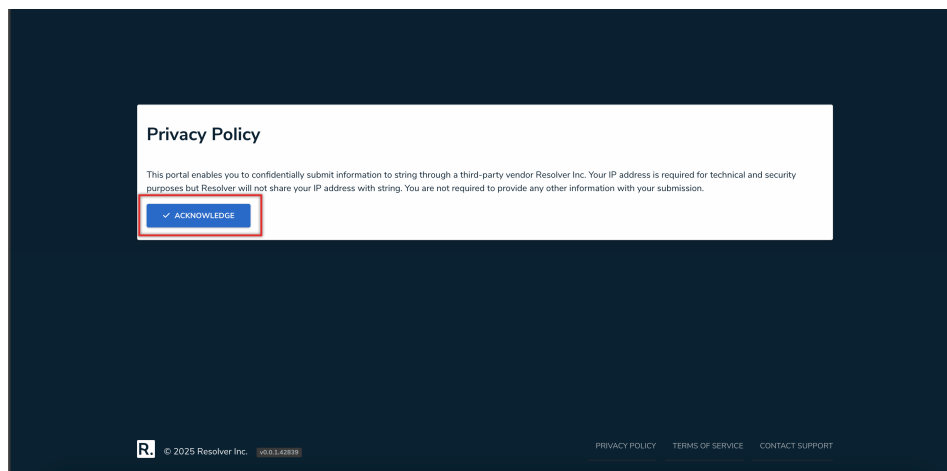
To generate a Confidential Portal URL link for an external stakeholder, please refer to the [Generating a New Portal URL article](#).

To create a Portal URL for confidential login, please refer to the [Creating a Portal URL article](#).

To add a new Language to an Org, please see the [Adding a New Language to the Confidential Portal](#) article for further information.

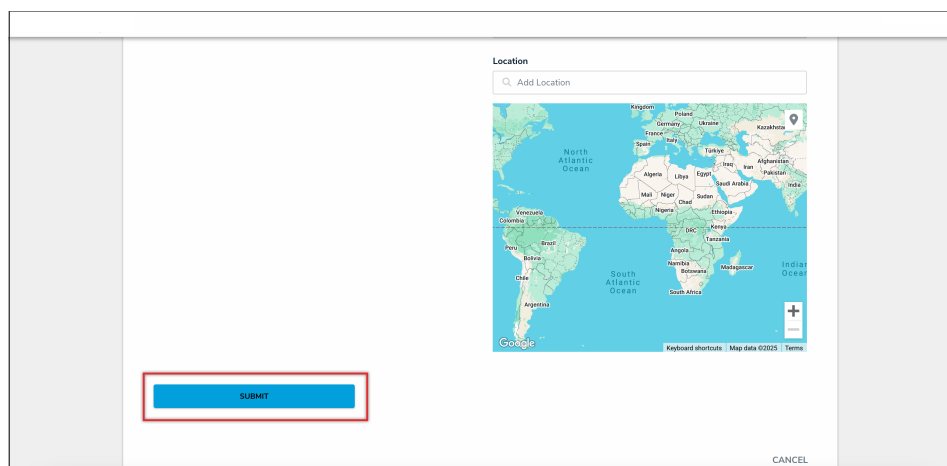
Using the Confidential Portal

1. Using the [Confidential Portal login URL](#), access the **Confidential Portal**.
2. Read the [Privacy Policy](#) and click the **Acknowledge** button.



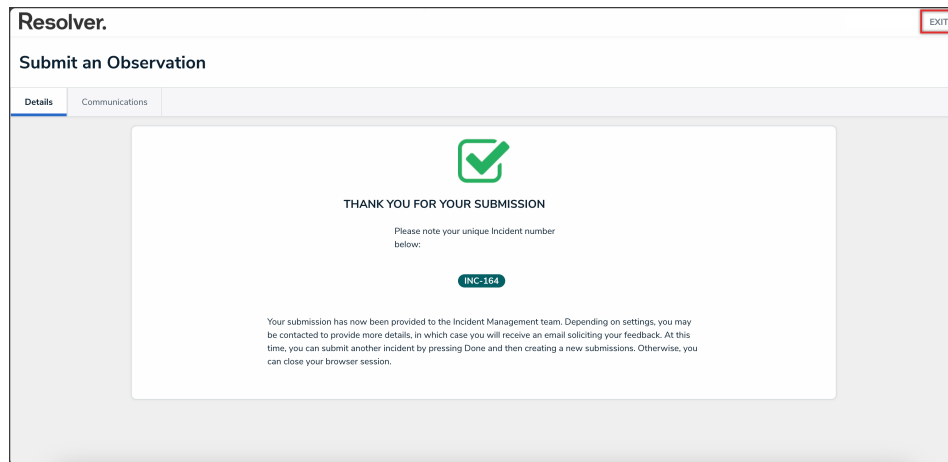
Acknowledge Button

3. Enter the submission details and click the **Submit** button.



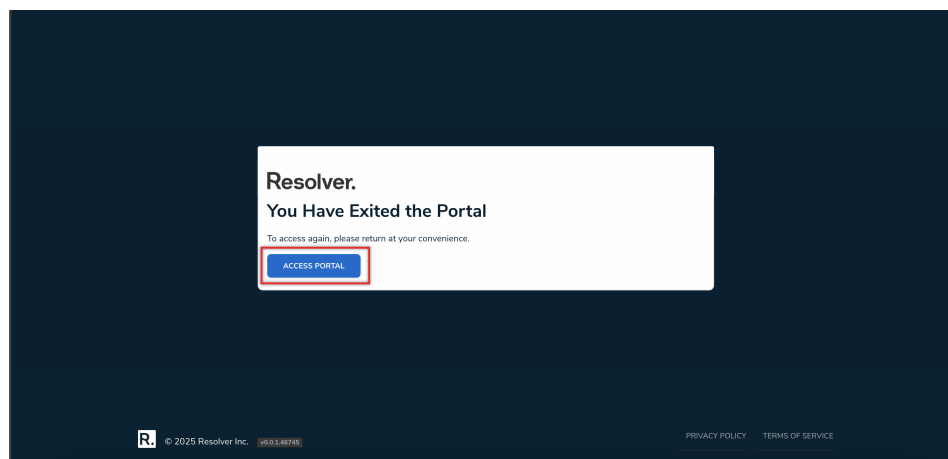
Submit Button

4. Once the submission is confirmed, users can click the **Exit** link to end their session.



Exit Link

5. From the **You Have Exited the Portal** screen, users can click the **Access Portal** button to access the Portal again or open a new browser tab and access Resolver with their credentials.



Access Portal Button