

Confidential Portals Overview

Last Modified on 07/23/2025 3:00 pm EDT

Overview

The **Confidential Portal** is an application that allow for the confidential submission of sensitive information.



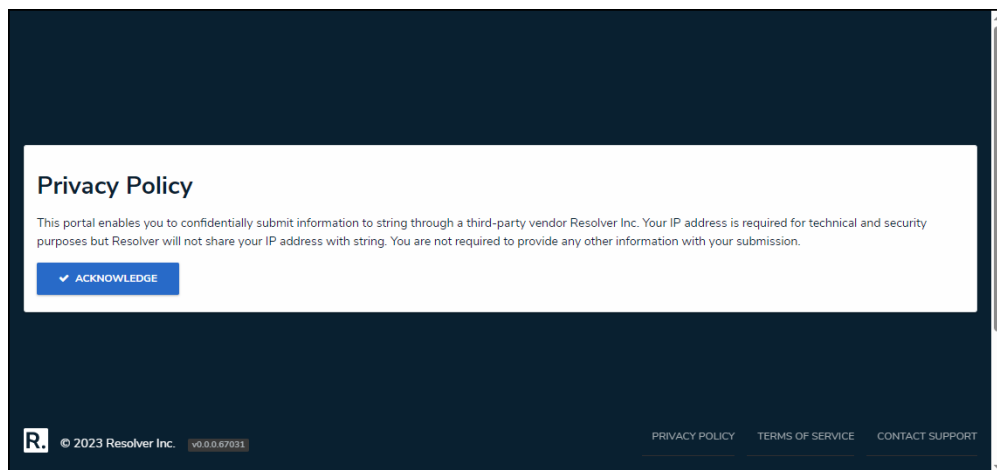
Note:

*Please contact your Customer Success Manager if you're interested in enabling the **Secure Access Portal** on your Org.*

External and occasional stakeholders can access **Confidential Portals** using the Portal URL link provided by their Resolver Administrator or organizational partner.

Privacy Policy

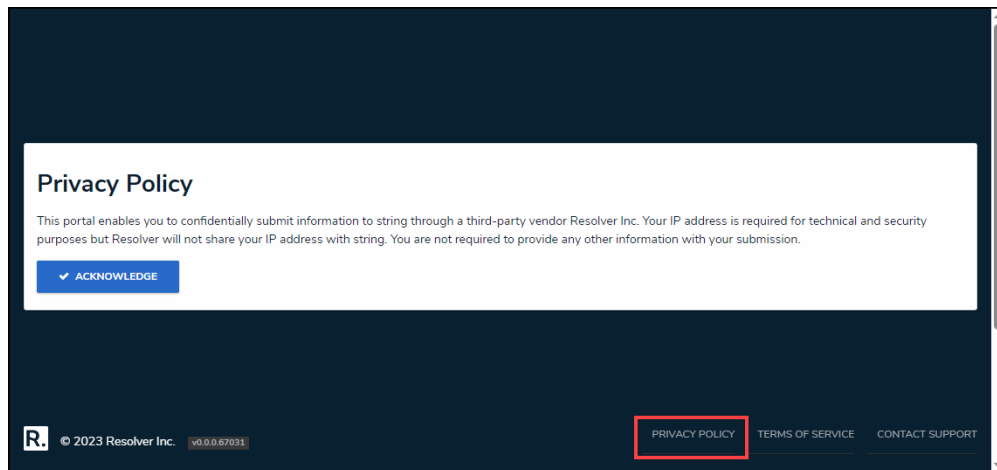
A **Privacy Policy** screen will appear before users can access **Confidential Portals**. The **Privacy Policy** screen outlines that the only information we track is their IP address. All Portal users will see this form, regardless of whether they remain confidential.



Privacy Policy Screen

A language must be added to the Org for the **Privacy Policy** screen to be translated using the user's browser default language. Please see the [Adding a New Language to the Confidential Portal](#) article for further information. If using the Safari browser, Resolver will give preference to the Safari system language setting when the combined language and region are not available in Resolver. Refer to the **Supported Languages** section for a list of supported languages.

By selecting the **Acknowledge** button, the user is acknowledging that you read and understood the **Privacy Policy** found at the bottom of the screen by clicking the **Privacy Policy** link.



Privacy Policy Link

Confidential Submissions

When entering their contact details on a 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.

Confidential Portal

Secure Access Portal

Portal URLs with the [Secure Access toggle enabled](#) will allow submitters to access their submissions at any time to add additional details to their reports, and communicate with the Resolver user reviewing their report.

After submitting a report, the submitter will be provided with a **Submission Key** and **Access Code** which can be later used to access their report, view updates to their report, and share more information or evidence. Submitters can remain anonymous while still having access to

their reports.

Submitters can choose to communicate with the Resolver user reviewing their report (for example, a member of the E&C team or an Investigator). This allows investigators to request clarification or additional details, leading to more complete reports.

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).

Supported Languages

A language must be added to the Org for the **Privacy Policy** screen to be translated using the user's browser default language.

Note:

*Languages are currently only partially supported for the **Secure Access Portal**.*

The list below shows which languages the **Privacy Policy** can be translated to.

Supported Language
Amharic
Bangla
Bemba (Zambia)
Burmese (Myanmar)
Cantonese
Catalan
Cebuano (Philippines)
Chichewa (Malawi)
Creole (Haiti)
Dutch
Filipino (Philippines)
French (Burkina Faso)

French (Canada)
German (Germany)
Hebrew
Hindi
Hungarian
Hungarian (Hungary)
Indonesian
Italian (Italy)
Japanese
Karen (Thailand/Myanmar)
Khmer (Cambodia)
Kinyarwanda
Kiswahili
Korean
Luganda (Uganda)
Malay
Mandarin
Marathi
Norwegian (Bokmål) (Norway)
Oromo
Polish
Polish (Poland)
Portuguese (Brazil)
Portuguese (Portugal)
Quechua (Ecuador)
Russian
Sinhala
Spanish (Mexico)
Swedish (Sweden)
Tagalog (Philippines)
Tamil
Ukrainian