

# Guidance notes for the registration of companies/organisations

## 1. Introduction

The AGES Medicines and Medical Devices Agency (*AGES Medizinmarktaufsicht*) offers a number of eServices requiring the participating organisation to authenticate itself. Therefore, to use these electronic services, you first have to register. After the successful registration, the administrator of the organisation will receive a document containing the access data by eMail.

## 2. How to register

To register, please open the website [www.basg.gv.at](http://www.basg.gv.at) and click 'eSERVICES.'



The screenshot shows the website's header with language options 'Deutsch' and 'English' (highlighted in red). Navigation links include Home, What's new, Press, Contact, Newsletter, Impressum, and Links. The main content area features the Austrian Federal Office for Safety in Health Care logo and name, a search bar, and a menu with 'eSERVICES' (highlighted in red), About us, News Center, Medicines, Pharmacovigilance, Medizinprodukte, Inspections, and Lab.

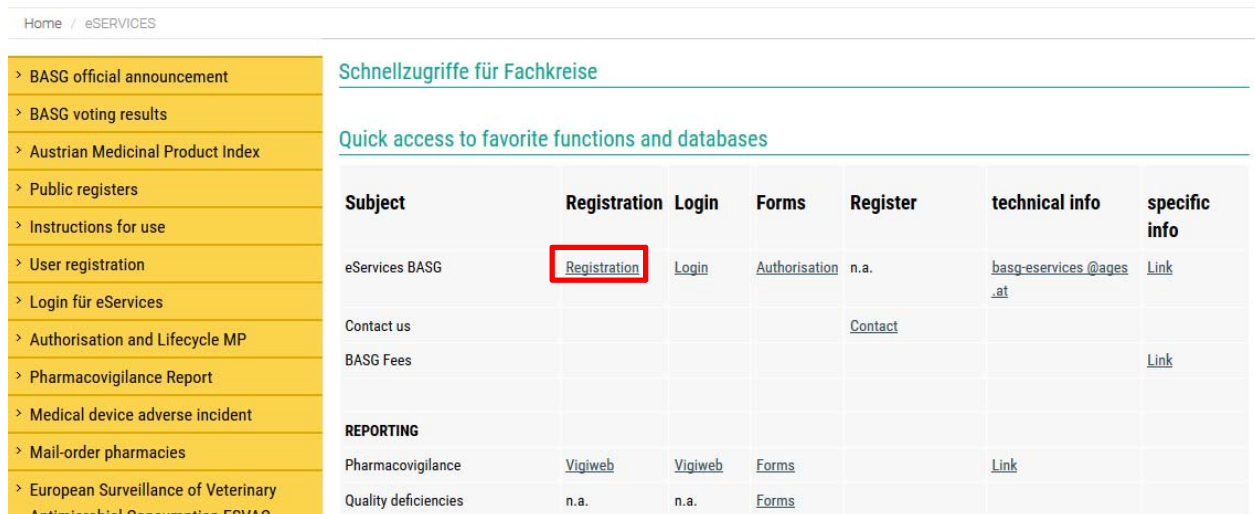
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Click Registration' to access the user registration.



This screenshot is identical to the previous one, showing the website's header and main navigation menu with 'English' and 'eSERVICES' highlighted in red.

eServices



The screenshot shows the 'eServices' page. On the left is a yellow navigation menu with items like 'BASG official announcement', 'User registration', and 'European Surveillance of Veterinary Antimicrobial Consumption ESVAC'. The main content area is titled 'Schnellzugriffe für Fachkreise' and 'Quick access to favorite functions and databases'. It contains a table with columns for Subject, Registration, Login, Forms, Register, technical info, and specific info.


Subject	Registration	Login	Forms	Register	technical info	specific info
eServices BASG	<a href="#">Registration</a>	<a href="#">Login</a>	<a href="#">Authorisation</a>	n.a.	<a href="mailto:basg-eservices@ages.at">basg-eservices@ages.at</a>	<a href="#">Link</a>
Contact us				<a href="#">Contact</a>		
BASG Fees						<a href="#">Link</a>
<b>REPORTING</b>						
Pharmacovigilance	<a href="#">Vigiweb</a>	<a href="#">Vigiweb</a>	<a href="#">Forms</a>		<a href="#">Link</a>	
Quality deficiencies	n.a.	n.a.	<a href="#">Forms</a>			

### 3. Entering organisational data

Enter the data of the organisation in the respective fields.

Deutsch | English
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Austrian Federal Office for Safety in Health Care  
 Austrian Medicines and Medical Devices Agency  
 Traisengasse 5  
 1200 Vienna



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Customer registration

Organisational data

Administrative data | Authority | Documents | Confirm | Closing page

Please note
\* Field must be filled out
🔍 Filling aid
❌ Error message

**Organisation**

\* Name of the Company

\* Street Name

\* House Number

Building

Top

Room

\* ZIP Code

\* City

State

\* Country

\* Telephone Number

Mobile Phone

Fax Number

E-Mail Address of the Company

Homepage

VAT Number

Commercial Register No. (only for austrian companies)

GLN (Global Location Number)

Data Universal Numbering System-Number

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Cancel

## 4. Entering administrator data

Enter the personal data of the administrator in the respective fields. As address, please enter the administrator's place of work.

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1200 Vienna
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Austrian Medicines and Medical Devices Agency

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Customer registration

Organisational data
Administrative data
Authority
Documents
Confirm
Closing page

Please note
\* Field must be filled out
📄 Filling aid
❌ Error message

**Person - Administrator**

\* Gender

Title

\* First Name

\* Second Name

\* Street Name

\* House Number

Building

Top

Room

\* ZIP Code

\* City

State

\* Country

\* Telephone Number

Mobile Phone

Fax Number

\* Personal e-mail address of Administrator


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Cancel

## 5. Uploading “Letter of Authorisation” (LOA)

The upload of the LOA is obligatory. The system only accepts PDF files with a maximum file size of 10mb. You can open and edit a template for the LOA-document by clicking the link "LOA Document".

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Customer registration

Organisational data
Administrative data
Authority
Documents
Confirm
Closing page

Please note
\* Field must be filled out
 Filling aid
 Error message


**LOA - Letter of Authorisation**

Please upload exactly one [LOA document](#) as PDF.

\* Document type

LoA (Letter of Authorisation)

\* File



Keine Datei ausgewählt.


Document type	File	

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Click **Durchsuchen** → Select the filled and signed LOA-file → Click **Add file**

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Customer registration

Organisational data | Administrative data | Authority | Documents | Confirm | Closing page

Please note
\* Field must be filled out
📄 Filling aid
❌ Error message


### LOA - Letter of Authorisation

Please upload exactly one [LOA document](#) as PDF.

\* Document type

LoA (Letter of Authorisation)

\* File



Durchsuchen...
Keine Datei ausgewählt.

Add file

Document type	File	
LoA (Letter of Authorisation)	LOA Test.pdf	<span style="font-size: x-small; background-color: #2c5e8c; color: white; padding: 2px 5px;">Delete file</span>

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Cancel

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## 6. Uploading other documents

The upload of at least one other document as a proof of the organisation's address is obligatory. The system only accepts PDF files with a maximum file size of 10 MB.

Please select one of the listed document types:

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Customer registration

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Organisational data Administrative data Authority Documents Confirm Closing page

**Please note**    \* Field must be filled out    Filling aid    Error message

**Other documents**

Please upload at least one other document as a proof of the organisation's address.

\* Document type

- Authorisation according to §63 AMG
- EU GMP certificate
- GDP certificate
- GLP certificate
- GMP certificate of third party country authority
- National authorisation certificate of company
- Operating approval for pharmacy
- Operating approval for veterinary pharmacy

\* File

[Add file](#)


Document type	File

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Cancel

Click **'Durchsuchen'** ('Browse'), select the chosen document, and click **'Add file'**.

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Customer registration

Organisational data | Administrative data | Authority | Documents | Confirm | Closing page

Please note
\* Field must be filled out
 Filling aid
 Error message

**Other documents**

Please upload at least one other document as a proof of the organisation's address.

\* Document type EU GMP certificate

+

↓

\* File

Keine Datei ausgewählt.

Document type	File	
EU GMP certificate	GMP.pdf	<input type="button" value="Delete file"/>

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To upload additional documents, please repeat the above-mentioned steps.

## 7. Summary page and Accepting the terms of use

You can find the terms of use by clicking on the "Filling aid" symbol. Please read carefully the terms of use, and accept our terms by clicking 'Yes'.

Deutsch | English

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Customer registration

 Organisational data
  Administrative data
  Authority
  Documents
  Confirm
  Closing page

**Registration data**

Procedure number -  
Date of receipt **03/17/2017**

**Organisation**

Name of the Company **Test Company Ltd.**  
Street Name **Street**  
House Number **1**  
City **Test City**  
Country **Austria**  
Telephone Number **0043 1 123456789**

**Person - Administrator**

Gender **Mr**  
First Name **Max**  
Second Name **Test**  
Street Name **Street**  
House Number **1**  
City **Test City**  
Country **Austria**  
Telephone Number **0043 1 123456789**  
Personal e-mail address of Administrator **max.test@testcompany.at**

**Documents**

Document type **LoA (Letter of Authorisation)**  
File **LOA Test.pdf**


Document type **EU GMP certificate**  
File **GMP.pdf**

**Terms of use**

I am accepting the terms of use  Yes  No

Please prove that you are not an automated system.

I'm not a robot
 

  
reCAPTCHA  
Privacy - Terms

A form confirmation with the data of the registration will be sent by e-mail to the e-mail address of the external administrator after sending the registration data.

Previous

Submit

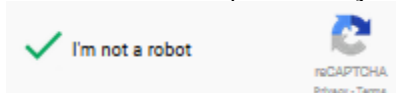
Generate PDF

Cancel



Before you are submitting the registration, please check all entered data for correctness on the summary page. If you would like to change any entered data, please click on the "Previous"-Button.

To be sure, that the registration form has not been filled by a robot, please check "I'm not a robot" and answer the asked questions by the reCAPTCHA modul.



Afterwards you can submit the registration by clicking "Submit".

**NOTES:**

'Generate PDF': The summary page will be printed to a PDF file which you can save locally.

'Cancel': The entered data will be deleted and will not be submitted to the AGES Medicines and Medical Devices Agency. You will be redirected to the website [www.basg.gv.at](http://www.basg.gv.at).