



Guide to setting up and using two-factor authentication for AGES/BASG eServices

1 General information

To increase the security level of your data, "2-factor authentication" has been set up when logging in to AGES/BASG eServices. The 2-factor authentication reduces the risk of unauthorized access to your personal user account and this procedure corresponds to the current state of the art.

2 What is 2-factor authentication?

A 2-factor authentication extends the login process. In addition to the username and password, a dynamically generated one-time password is required to log in.

This increases security compared to the simple login procedure using a username and password.

3 Required steps for the one-time activation

Please ensure you have the QR code ready for activation. You should have received it by email from the BASG. If you have not received the QR code, please contact basg-eservices@basg.gv.at.

To use 2-factor authentication, you need to install an Authenticator app on your smartphone (if you do not already have one).

Authenticator apps offer the following functions:

- ✓ generate a new one-time password every thirty seconds and
- ✓ do not require the Internet or any other network connections.

In the following, we explain the activation using the "Google Authenticator App" and the "Microsoft Authenticator" as examples. The BASG does not make any specifications regarding the choice of authenticator app.

If you already use an authenticator app for other services, you can add the QR code for activation as usual.

3.1 Google Authenticator App

3.1.1 Installing the Google Authenticator App

Download the "Google Authenticator" software from your smartphone app store (Google Play or Apple App Store). Scanning the QR code will take you directly to the Google Authenticator app in the Google Play or Apple App Store:



Android



iOS

3.1.2 Activating 2-factor authentication with the Google Authenticator app

Please ensure you have the QR code ready for activation. You should have received it by email from the BASG. If you have not received a QR code, please contact basg-eservices@basg.gv.at.

Open the email and the QR code included on your laptop or computer.

QR-Code für 2FA

 noreply@basg.gv.at
An

 Diese Nachricht hat unnötige Zeilenumbrüche.



Sehr geehrte Damen und Herren!

Um Ihnen einen sicheren Login gewährleisten zu können, erhalten Sie mit dieser Mail den QR-Code für die 2-Faktor-Authentifizierung zugesandt.

Weitere Informationen zur 2-Faktor-Authentifizierung finden Sie im Leitfaden "2-Faktor-Authentifizierung" auf der BASG-Homepage

Now open the Authenticator app on your smartphone and select "Next"



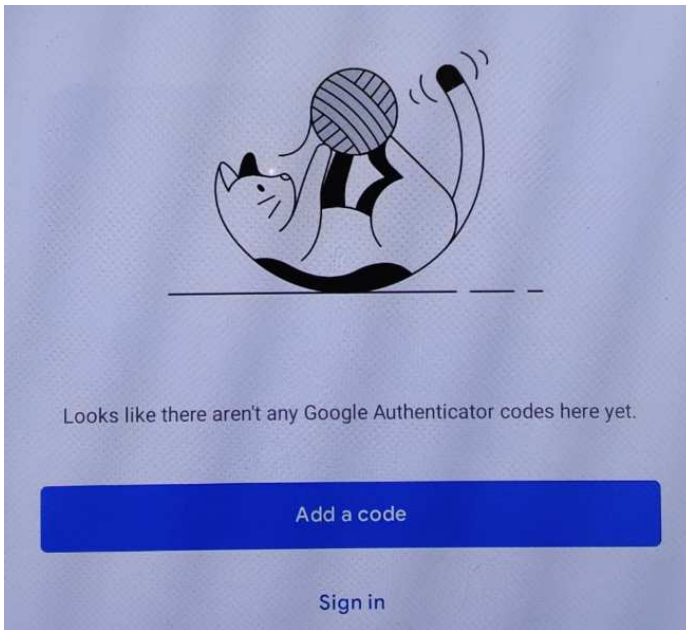
Stronger security with Google Authenticator

Get verification codes for all your accounts using 2-Step Verification

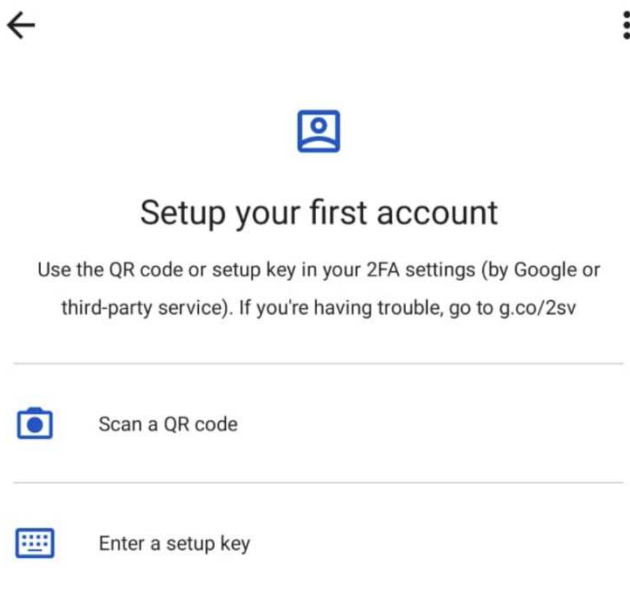
Next



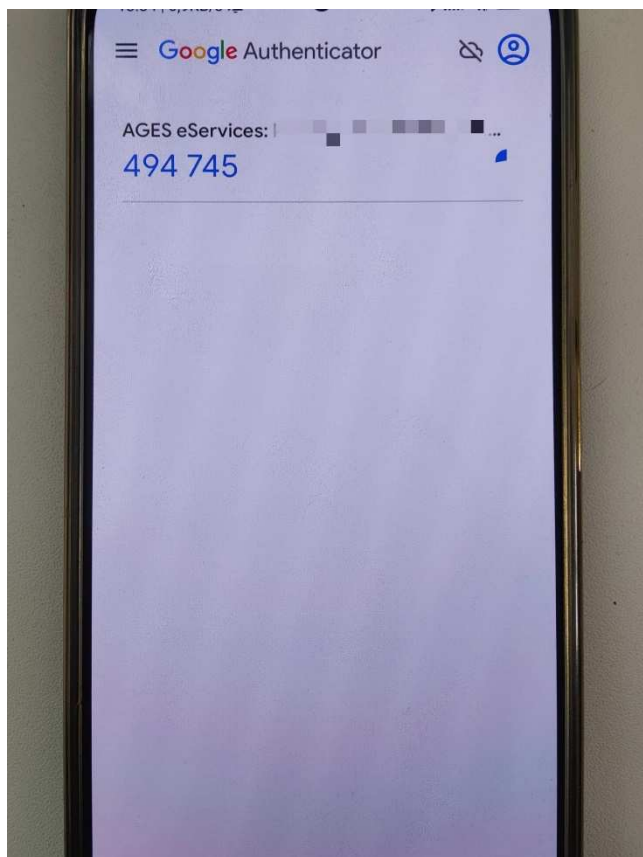
1. Select „Add a code“



2. Select "Scan a QR code"



3. Scan the QR code from the email with the authenticator app. If the QR code has been scanned successfully, an entry is displayed in the authenticator app.



Further information on the Google Authenticator app can be found at

<https://support.google.com/accounts/topic/2954345>

3.2 Microsoft Authenticator App

3.2.1 Installing the Google Authenticator App

Download the "Microsoft Authenticator" software from your smartphone app store (Google Play or Apple App Store). Scanning the QR code will take you directly to the Microsoft Authenticator app in the Google Play or Apple App Store:



3.2.2 Activating 2-factor authentication with the Microsoft Authenticator app

Please ensure you have the QR code ready for activation. You should have received it by email from the BASG. If you have not received a QR code, please contact basg-eservices@basg.gv.at.

Open the email and the QR code included on your laptop or computer.

QR-Code für 2FA

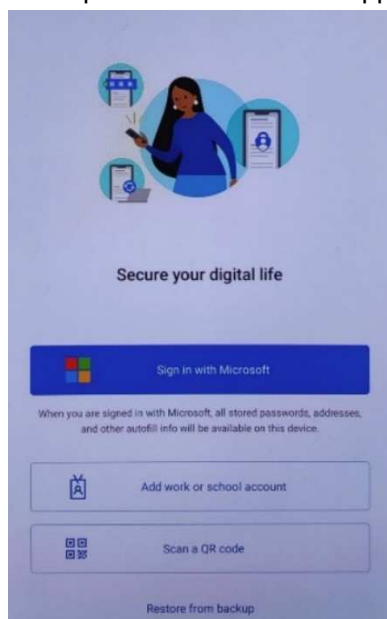


Sehr geehrte Damen und Herren!

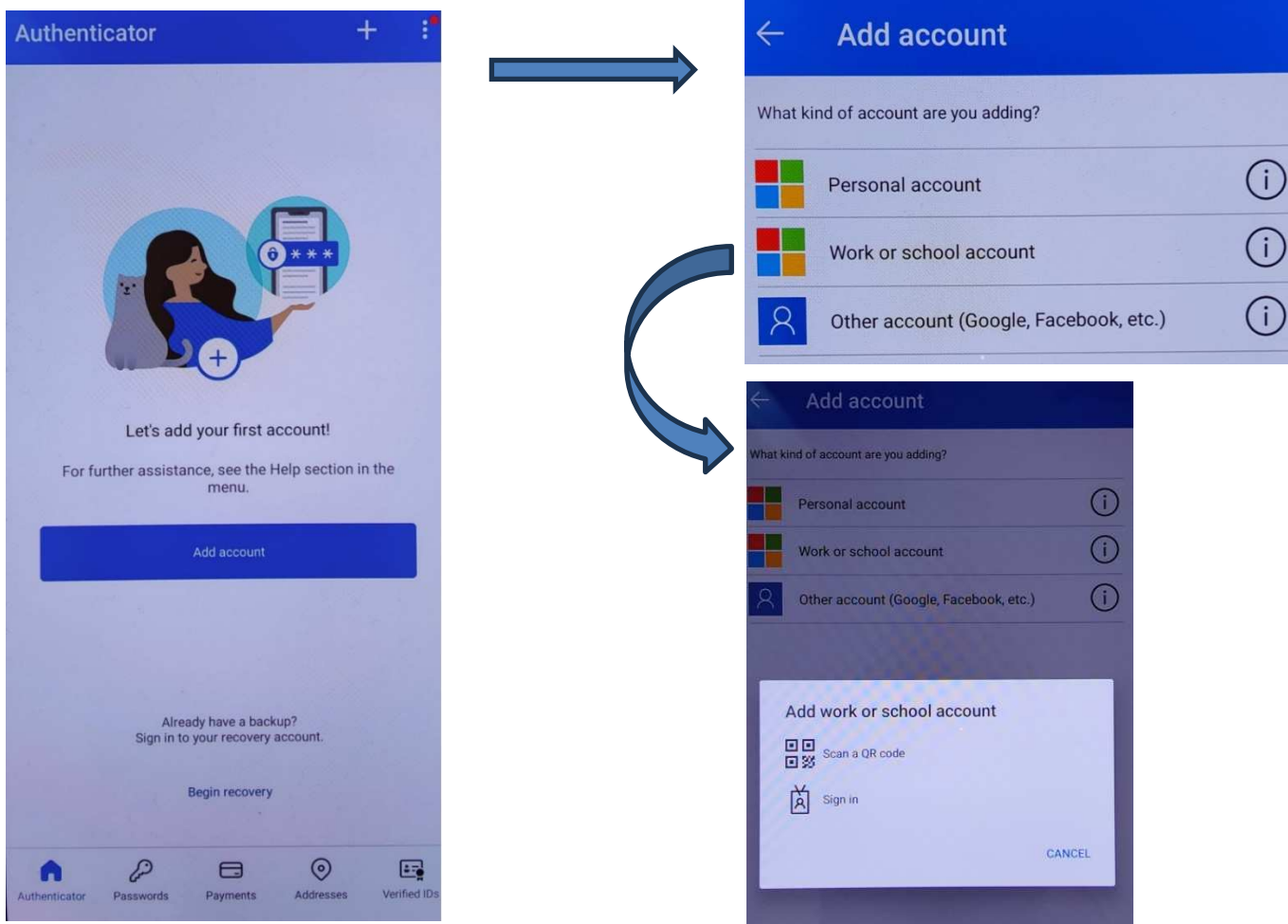
Um Ihnen einen sicheren Login gewährleisten zu können, erhalten Sie mit dieser Mail den QR-Code für die 2-Faktor-Authentifizierung zugesandt.

Weitere Informationen zur 2-Faktor-Authentifizierung finden Sie im Leitfaden "2-Faktor-Authentifizierung" auf der BASG-Homepage

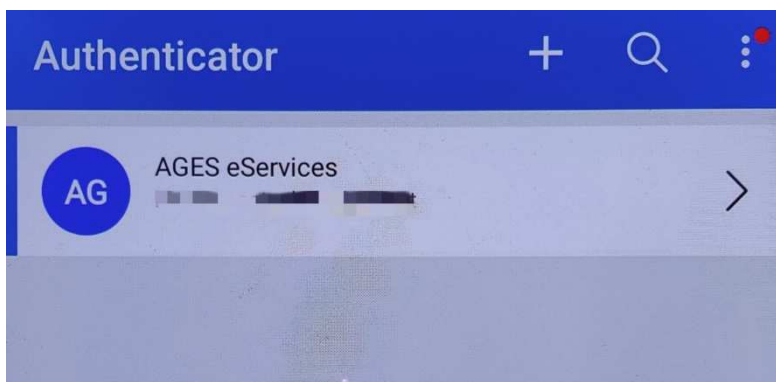
Now open the Authenticator app on your smartphone - it is NOT necessary to register an account!



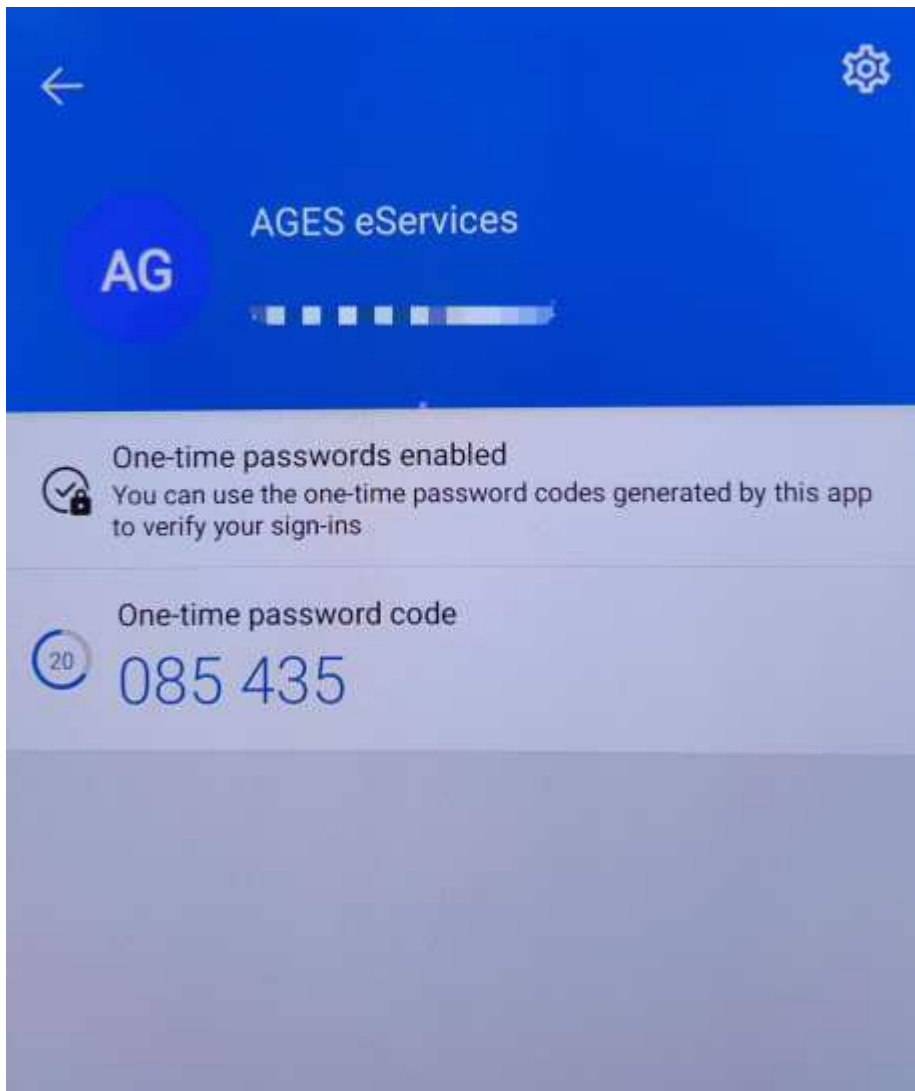
If you see the following screen after opening the app, select the plus at the top of the page next to "Authenticator" and select the preferred account



1. Select "Scan a QR code"
2. Scan the QR code for activation from the email using the Authenticator app. If the QR code has been scanned successfully, an entry "AGES eServices" with your username will be displayed in the Authenticator app:



3. To get to the one-time password, select the entry "AGES eServices":



Further information on the Microsoft Authenticator app can be found at:

<https://support.microsoft.com/en-us/account-billing/download-microsoft-authenticator-351498fc-850a-45da-b7b6-27e523b8702a>

4 Using the 2-factor authentication

Once you have successfully activated the 2-factor authentication, you will be able to use it to log in to the BASG online services (eServices).

Open the eServices login page as usual at <https://eservices.basg.gv.at/> and enter your username and password.

NEW: You will now be asked to enter your one-time password:



The screenshot shows the AGES eServices login interface. At the top left is the logo of the Bundesamt für Sicherheit im Gesundheitswesen (AGES Medizinmarktaufsicht). To the right of the logo is the text "Bundesamt für Sicherheit im Gesundheitswesen" and "AGES Medizinmarktaufsicht". Further right is the text "AGES eServices". Below this is a horizontal line. The main content area is a light green box with the title "ONE-TIME-PASSWORD". Below the title is the text "The use of a One-Time-Password increases the security level!". Below this is a label "One-Time-Password" followed by an input field containing the text "One-Time-Password". Below the input field is the text "Your account has already been synchronized with an Authenticator-App. Use the Authenticator-App to generate a One-Time-Password!". At the bottom of the box is a "Sign On" button.

Simply open the Authenticator app on your smartphone.

You will find the required one-time password (6-digit code) under "AGES eService". Please enter this in the input field and click "Sign On".

The one-time password must be entered every time you log in!

5 Frequently asked questions (FAQs)

Do I have to keep the QR code?

No, you do not need to keep the QR code. You can have a new QR code sent to you by email at any time by contacting the support team at basg-eservices@basg.gv.at.

How do I get the QR code to activate 2-factor authentication?

If you have not yet received a QR code by e-mail, please contact basg-eservices@basg.gv.at.

The one-time password entered does not work.

Make sure that the one-time password is valid while entering and sending and try again. If it still does not work, please contact basg-eservices@basg.gv.at.

What do I have to do when changing to a new smartphone?

When switching to a new smartphone, delete the "AGES eServices" entry from your Authenticator app on your old smartphone and scan the QR code with the new smartphone. If you do not have the QR code any more, you can request a new QR code by e-mail from the support team at basg-eservices@basg.gv.at at any time.

The installation/use of the Authenticator app is not working, who can I contact?

If you have problems installing/using the Authenticator app, please contact your local IT support, as we are unable to offer you any support here.

I don't have a business smartphone, how can I use 2-factor authentication?

You can use any smartphone to use an authenticator app.

Alternatively, there are browser extensions that enable authentication via your browser (PC/laptop).

Please note that AGES/BASG does not make any specific recommendations for this and advises the use of an authenticator app on a smartphone.

Please contact your IT security experts to clarify your particular situation and before using any alternatives.

If you have any further problems or questions about logging in, please contact basg-eservices@basg.gv.at.