



1. Introduction

Guidance notes for the registration of companies/organisations

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/en/ and click 'For Companies' and 'Registration online services'.

The screenshot shows the website of the Austrian Federal Office for Safety in Health Care (BASG). The navigation menu includes 'Market Surveillance', 'For Consumers', 'For Healthcare Professionals', and 'For Companies'. The 'For Companies' menu is expanded, showing various service categories. The 'Registration online services' link is highlighted with a red box. Below the screenshot, there is a small text box with a red square icon and the text: 'Enter the data of the organisation in the respective fields.'




3. Entering organisational data

The organisation data can be transferred automatically from OMS or entered manually.
Automatically via OMS: Enter organisation and address data via OrgId, LocId or company name.
The fields marked with * are mandatory.

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Austrian Medicines and Medical Devices Agency
Traisengasse 5
1200 Vienna

 Austrian Federal Office for Safety in Health Care
Austrian Medicines and Medical Devices Agency

26/11/2024 | 9:48 AM

Customer registration

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

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

Organisation

Enter organisation and address data via OrgId, LocId or company name
 Enter organisation and address data manually

* LocId, OrgId or company name

* Company name

Street

House number

ZIP code

City

State

Country

OrgId

LocId

* 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



Manual entry: Enter organisation and address data manually

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Organisational data Administrative data Authority Documents Confirm Closing page

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

Organisation

Enter organisation and address data via OrgId, LocId or company name
 Enter organisation and address data manually

* Company name

* Street

* House number

* 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



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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Customer registration Organisational data **Administrative data** Authority Documents Confirm Closing page

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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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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" or in the FAQ under the link listed on the BASG homepage.

<https://www.basg.gov.at/en/companies/online-services/guidance-notes>

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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


Back Next Cancel

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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	Delete file

[Back](#) [Next](#) [Cancel](#)




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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03/17/2017 | 2:07 PM

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
* File

- 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

Document type	File



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

↓

Durchsuchen... Keine Datei ausgewählt.

[Add file](#)

Document type	File	
EU GMP certificate	GMP.pdf	Delete file

[Back](#) [Next](#) [Cancel](#)

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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'.

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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 

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.

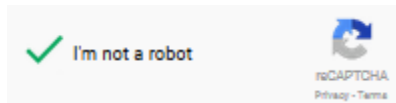
Previous Submit Generate PDF Cancel

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.



Bundesamt für
Sicherheit im
Gesundheitswesen
BASG



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.