

AREX – Manual – Login

Secure Transmission of Documents from the Vienna Healthcare Group

INTRODUCTION

AREX is a web application, providing patient related data from the Vienna Healthcare Group as a substitution for fax messages.

The application exists in two parts: only part 2) is relevant for this manual.

- 1) Employees of the Vienna Healthcare Group upload documents for AREX users.
Notifications are sent to the users via fax or e-mail.
- 2) **The AREX users log in and retrieve the documents.**

This manual describes the procedures for you to log in.

LOGIN SCREEN

After entering the URL of AREX (<https://arex.gesundheitsverbund.at>) into your browser you reach the login screen where you can change the language settings to English in the upper left corner.

EN | DE

Report Information of AKH Wien

Username	<input type="text"/>
Password *	<input type="password"/>
TAN *	<input type="text"/>
Request access Help	<input type="button" value="Request TAN"/> <input type="button" value="Log in"/>

You can apply for access to AREX by clicking on 'Request access'.

You now see a form to fill in your data. After transmitting it to the fax number on top of the form your request will be checked. When everything is correct you are granted access to the system and you will receive your basic information with user code and password by fax to the number you provided. The password is built of ten characters, small letters and digits.

To actually log into the system you need a TAN (transaction number) which is being created independently according to your user and password. You can order your first TAN after filling in user and password and clicking on 'Request TAN'. The TAN is valid till 10 am the following day.

Your user and password have to be verified – there are two reactions of AREX: Your TAN has been requested or Wrong username or password.

• **Login Error: Wrong username or password!**

Please enter your user and password again in case of this message.

If you log in for the first time with your user and password, you will be asked to change the password.

Fill in your password in 'Old password' and your new chosen password in 'New password' and 'Confirm new password'. If your password meets the requirements (minimum length of eight characters, containing letters and digits) it will be accepted. Otherwise you'll get an error message and have to start anew.

The TAN is built like the password – ten characters with small letters and digits – it will be sent to your fax number.

After the request of the TAN user and password are kept in the login window. To log in you only have to add the TAN and click on 'OK' or confirm the TAN on the keyboard (press Enter or Carriage Return).

For the login you have to enter the correct user, password and TAN. If the TAN entered is wrong the following error message will appear.

• **Login failed: TAN expired or invalid!**

The password secures that only identified users are able to request a TAN. This procedure excludes misuse of fax-sent information by strangers.

The TAN limits the time of access. A TAN is valid till the following day 10 am to secure patient data. After that a new one has to be requested.

For example: request – Wednesday, 29.10., 16:15; valid until – Thursday, 30.10., 10:00



Depending on the workload capacity of the fax server it may take a few minutes till your TAN will be transmitted.

Do you prefer receiving your notifications and TAN by e-mail instead of fax? Or do you need technical help with AREX?

In that case please contact us by e-mail to arexportal@gesundheitsverbund.at

Please add the following information

AREX user
Name
Phone number

Technical support is provided bei **Vienna Digital**:

Tel.: +43 1 4000 71001

E-Mail: arexportal@gesundheitsverbund.at