



User Guide

OeHT Customer Portal

Version 2.1, as of April 2023

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General information and points of contact

Our goal at OeHT is always to improve the processing of applications for applicants and filing agents. For this reason, we have developed the new OeHT Customer Portal 2.0 as a platform for submitting and processing applications for funding online.

The following functions can be performed in the OeHT Customer Portal:

- Simple registration of user data
- Work together with others on online forms by assigning them permissions
- Keep up to date with the status of submitted applications
- Make applications for different customers using just one user account
- Use a central one-stop shop for your funding
- Communicate via portal messages (e.g. for requests, filing of additional documents etc.)

If you experience any technical difficulties, please do not hesitate to contact us. Our support team is available at the following times:

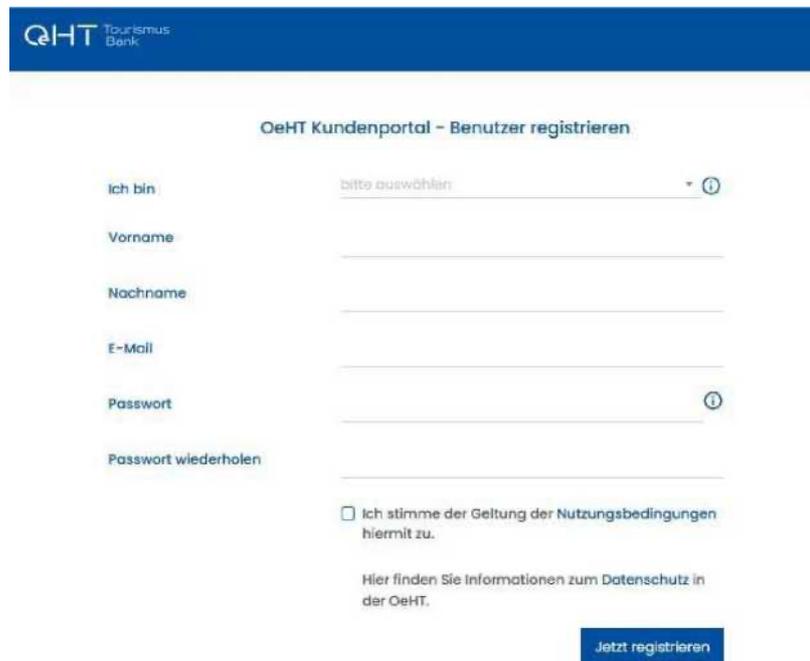
OeHT opening hours (on banking days)

Monday to Thursday, 8 a.m. to 4:30 p.m. Friday
8 a.m. to 1:30 p.m.
(tel.: +43 1 51530-0)

Contact details for support and administrators

Email: kundenportal@oeht.at

Registering a new user



The screenshot shows the registration page of the OeHT Kundenportal. At the top left is the OeHT logo with 'Tourismus Bank' written below it. The page title is 'OeHT Kundenportal - Benutzer registrieren'. The form contains the following fields: 'Ich bin' (a dropdown menu with 'bitte auswählen' and an information icon), 'Vorname', 'Nachname', 'E-Mail', 'Passwort' (with a strength indicator icon), and 'Passwort wiederholen'. Below the fields is a checkbox for 'Ich stimme der Geltung der Nutzungsbedingungen hiermit zu.' and a link for 'Hier finden Sie Informationen zum Datenschutz in der OeHT.'. A blue button labeled 'Jetzt registrieren' is at the bottom right.

Before you can log in and create or edit any application for funding, you first need to register your user details at <https://portal.oeht.at>.

1. Choose your role by selecting either 'Applicant' or 'Filing Agent'
2. Enter your details and set a password
3. After clicking on 'Register now', an email will be sent to your specified email address containing a link for activating your user account
4. After activation, you can log in using your user details (email address, password)

Login

OeHT Tourismus Bank

Kundenportal - Login

E-Mail

Passwort

[Anmelden](#)

[Neuen Benutzer registrieren](#)
[Passwort vergessen](#)

In the login area, use your registered email address and password to log in and go to the home page/dashboard of the OeHT Customer Portal.

If you have forgotten the password, you can reset it via the 'Forgotten password' link. An email containing a link for resetting the password will then be sent to the registered email address. You can then set a new password.

Overview – layout and functions



OeHT Tourismus Bank

1  2 foerderwerber2@oeht.at

3 **Neuen Antrag anlegen**

Meine Förderungen

Hier finden Sie eine Übersicht aller Förderanträge, die von Ihnen angelegt, bearbeitet und eingereicht wurden oder für die Sie eine Berechtigung erhalten haben. Über den Menüpunkt: "Neuen Antrag einreichen" können Sie einen Förderantrag erstellen.

Hinweis: Aus Gründen der Lesbarkeit wird im Förderantrag auf die Verwendung geschlechtsspezifischer Formulierungen verzichtet, soweit personenbezogene Bezeichnungen nur in männlicher Form angeführt sind, beziehen sich die Angaben auf Angehörige aller Geschlechter.

10 ▼ Zeilen anzeigen Suche: 4

| AntragArt | Antrags-ID | Status | Förderwerber | Aktionen |
|--------------------|------------|---------------------|---------------|---|
| Investitionskredit | 00015 | Antrag in Erfassung | Förderwerber2 | 5 <input type="button" value="Öffnen"/> |

The overview lists all applications that have been created, edited or submitted in the OeHT Customer Portal.

This is also where you will find the following functions:

- 1 **Portal messages:** manage (send and receive) portal messages relating to the applications you have created
- 2 **User administration:** change user details and password, delete user
- 3 **Create new application:** gain an overview and information on products currently on offer and create a new application for the desired product
- 4 **Search:** search for applications by ID or name
- 5 **Application overview:** open relevant applications in the application overview

Application overview

The overview lists all applications that have been created, edited or submitted in the OeHT Customer Portal. From the time it is submitted, the application will have a status that is appropriate to the product in question.

Applications may have any of the following statuses:

- **Drafting application:** you are preparing the application and, once it is complete, you will submit it
- **Checking application:** you have submitted your application and the OeHT representative is currently checking the application for formal correctness and completeness
- **Application returned:** you have submitted your application but the OeHT representative has sent it back, leaving a corresponding note (e.g. missing project description)
- **Submission received:** you have submitted your application and the OeHT representative has received the application for further processing
- **Additional application documents required:** the OeHT representative has requested further documents for verification purposes
- **Checking additional application documents:** the OeHT representative is currently checking the additional documents you have submitted
- **Verifying details:** you have submitted all the documents relating to the application and the OeHT representative has progressed the application to the verification stage
- **Application pending approval:** the application is pending approval by OeHT
- **Processing offer of funding:** the approval process is complete and the offer of funding is being prepared for dispatch
- **Offer of funding accepted:** you have accepted the offer of funding
- **Sending contract:** the approval process is complete and the contract is being prepared for dispatch
- **Contract sent:** OeHT has sent the contract to you
- **Contract accepted:** you have accepted the contract
- **Releasing funds:** the funds are in the process of being released
- **Workflow complete:** the funds have been released and the application is complete
- **Application declined:** the application has been declined

Tip: To get a better overview of your applications, you can sort the individual columns of the application overview by clicking on the relevant column heading.

Portal messages



Meine Förderungen Neuen Antrag anlegen

Hier finden Sie eine Übersicht aller Förderanträge, die von Ihnen angelegt, bearbeitet und eingereicht wurden oder für die Sie eine Berechtigung erhalten haben. Über den Menüpunkt "Neuen Antrag einreichen" können Sie einen Förderantrag erstellen.

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10 Zeilen anzeigen Suche:

| AntragArt | Antrags-ID | Status | Förderwerber | Aktionen |
|-----------|------------|--------|--------------|----------|
|-----------|------------|--------|--------------|----------|

Click on the message icon to enter the Portal Messages area. In its design, this area is similar to conventional mail programs and is intended to replace email as the platform for all communications concerning existing applications.

Applicants and filing agents can use portal messages to make enquiries about specific applications (quoting the application ID), submit additional documents and accept contracts etc. Depending on the application status, the portal message is automatically sent to the relevant department within OeHT.

OeHT uses portal messages to communicate relevant information on specific applications (changes of status, requests for additional documents, sending contracts etc.) to authorised persons.

Once OeHT obtains or sends information concerning an application via a portal message, all authorised persons receive a notification by email confirming that a new portal message has been received (the email is sent to the address provided during registration).

Applications that have been sent and received, and also any draft applications, are saved and can be viewed again here at any time:

OeHT Tourismus Bank

9
foerderwerber3@oeht.at

✎ Neue Nachricht

- Posteingang (9)
- Gesendet
- Entwurf

Ungelesene Nachrichten (9)

Suche:

| Anhang | Antragsart | AntragsID | Betreff | Datum | Öffnen |
|--------|--------------------|-----------|--|-----------------|--|
| | Investitionskredit | 00042 | Erfolgreicher Abschluss Einreichphase | 27.03.23, 12:36 | Öffnen |
| | Investitionskredit | 00042 | Prüfbar | 27.03.23, 12:36 | Öffnen |
| | Investitionskredit | 00042 | Zusätzliche Antragsunterlagen notwendig | 27.03.23, 12:23 | Öffnen |
| | Investitionskredit | 00042 | Zusätzliche Antragsunterlagen notwendig | 27.03.23, 12:10 | Öffnen |
| | Investitionskredit | 00042 | Antrag auf Investitionskredit - Unterlageneinforderung | 27.03.23, 12:03 | Öffnen |
| | Investitionskredit | 00042 | Antrag angenommen und in Bearbeitung | 27.03.23, 11:46 | Öffnen |
| | Investitionskredit | 00042 | Antrag in Prüfung auf Vollständigkeit | 27.03.23, 11:44 | Öffnen |
| | Investitionskredit | 00042 | Fehlende Informationen zu Ihrem Förderantrag | 27.03.23, 11:41 | Öffnen |
| | Investitionskredit | 00042 | Antrag in Prüfung auf Vollständigkeit | 27.03.23, 11:29 | Öffnen |

1 bis 9 von 9 Einträgen

Gelesene Nachrichten (8)

Suche:

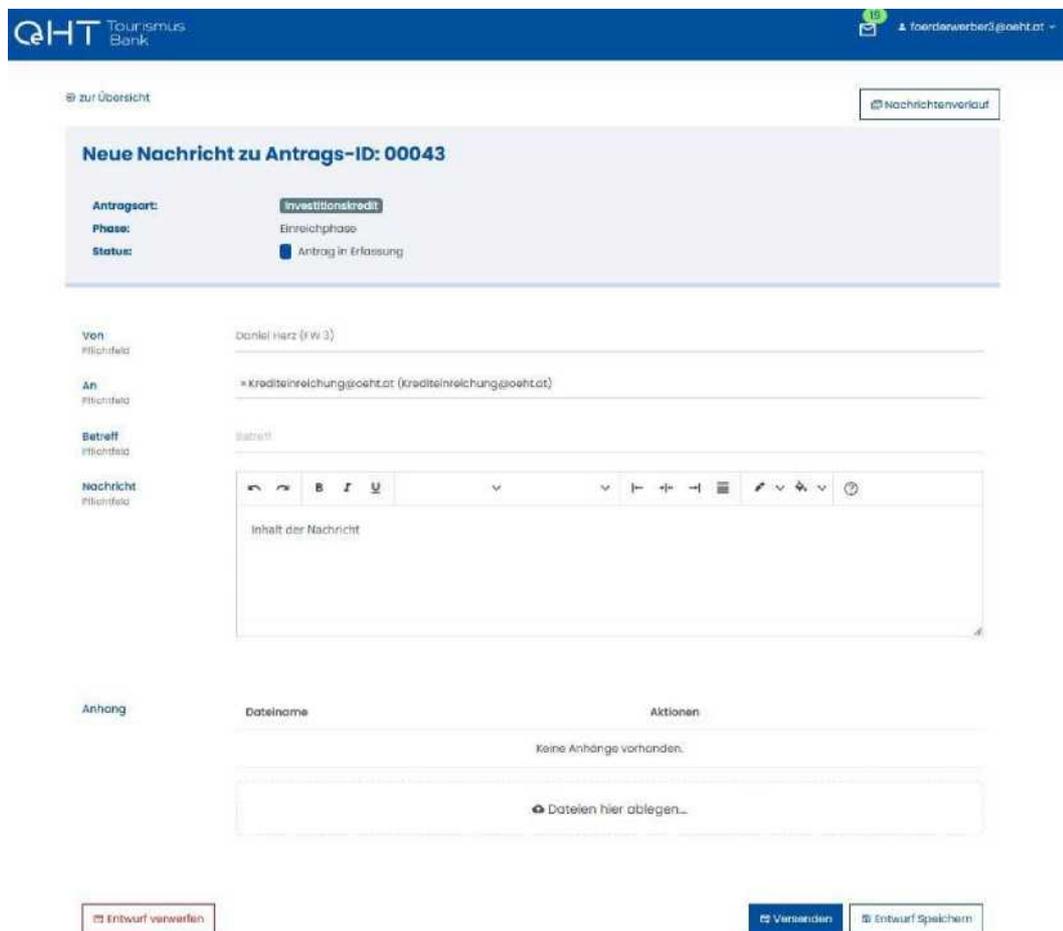
| Anhang | Antragsart | AntragsID | Betreff | Datum | Öffnen |
|--------|--------------------|-----------|--|-----------------|--|
| | Investitionskredit | 00029 | Antrag angenommen und in Bearbeitung | 23.03.23, 16:24 | Öffnen |
| | Investitionskredit | 00029 | Fehlende Informationen zu Ihrem Förderantrag | 23.03.23, 16:24 | Öffnen |

1 bis 2 von 2 Einträgen

The following functions are available in the portal messaging system:

- Create messages
- Enter the subject
- Upload attachments to messages
- Save created messages as drafts or send them now
- Send or delete created drafts at a later stage

Please note: Portal messages can be sent only to users who are authorised to access the specified application.



The screenshot displays the OeHT portal messaging system interface. At the top, the OeHT logo and 'Tourismus Bank' are visible on the left, and a user profile 'Yordanwerber3@oeht.at' is on the right. Below the header, there is a navigation bar with 'zur Übersicht' and a 'Nachrichtenverlauf' button. The main content area is titled 'Neue Nachricht zu Antrags-ID: 00043'. It contains a form with the following fields:

- Antragsort:** Investitionskredit
- Phase:** Einreichphase
- Status:** Antrag in Erlassung

Below this, there are fields for 'Von' (Daniel Herz (f/w 3)), 'An' (Krediteinreichung@oeht.at), and 'Betreff' (Betreff). A rich text editor for 'Nachricht' is provided with a toolbar. At the bottom, there is an 'Anhang' section with columns for 'Dateiname' and 'Aktionen', showing 'Keine Anhänge vorhanden.' and a 'Dateien hier ablegen...' button. At the very bottom, there are three buttons: 'Entwurf verwerfen', 'Versenden', and 'Entwurf speichern'.

User profile



By clicking on the email address of the logged-in user, you can:

1. edit the user profile, i.e.
 - change last name/first name
 - change password
 - delete user
2. log out of the OeHT Customer Portal.

Creating a new application

Clicking on 'Create new application' gives you

- an overview of the funding products currently on offer
- detailed information and links to the relevant product page on the OeHT website (click on 'more info')
- the option of applying for the desired product (click on 'apply')

Neuen Antrag auswählen
Hier finden Sie eine Übersicht über alle Förderanträge, die derzeit online eingereicht werden können.

Investitionskredit
Für jede große Investition der passende Kredit
[mehr info](#) [beantragen](#)

Bundeshaftung
Die verlässliche Sicherstellung für Ihr Vorhaben
[mehr info](#) [beantragen](#)

Unternehmensstabilisierung
Unterstützung in Zeiten turbulenter Wirtschaftsentwicklung
[mehr info](#) [beantragen](#)

Jungunternehmerförderung
Der perfekte Fördermix für den erfolgreichen Start in die Selbstständigkeit
[mehr info](#) [beantragen](#)

Give other users access to applications



After opening an application in the application overview, click on 'Authorised persons' to bring up a list of users who have read or write access to the relevant application:



By clicking on 'Add' you can add further authorised persons or delete existing permissions:



Please note: permissions can only be given to users who are already registered in the OeHT Customer Portal!

Completing forms

The details relevant to the application are to be entered in designated sections of the form:

Clicking 'Submit' validates the details currently entered and brings up red text to highlight any sections where details are still missing.

Once a section of the form has been completed, it will be marked with a green tick in the navigation menu:

Submitting an application

Once all sections of the form have been completed (and so are marked green), the application can be submitted. The application is then given the status 'Checking application' and you (as well as all other users authorised to view and/or edit the application) will receive a portal message confirming the submission/status change.

The workflow bar on the left side of the window shows what the next step of the process is. The arrow on the far left indicates the current stage of your application within the workflow.

Please note that any additional documents should be requested and/or submitted only via the OeHT portal (as a portal message or by uploading such documents directly to the submitted application).

Application – PDF download

Applications that have attained 'Submission received' status can be downloaded as a PDF. To download the file, click on 'Application PDF'.



The screenshot shows the user interface for an application. At the top left, there is a link labeled "zur Übersicht". To the right, there is a navigation bar with four buttons: "Antrag PDF", "Neue Nachricht", "Nachrichtenverlauf", and "Berechtigte Personen". The "Antrag PDF" button is highlighted with a red box, and a red arrow points to it from the left. Below the navigation bar, the application details are displayed for "Antrags-ID: 00025".

| | | | |
|----------------------|----------------------------|-----------------------|------------|
| Antragsart: | Unternehmensstabilisierung | Einreichdatum: | 24.03.2023 |
| Förderwerber: | ITZ | | |
| Phase: | Einreichphase | | |
| Status: | Einreichung angenommen | | |

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Hotel- und Tourismusbank
Gesellschaft m.b.H.

oeht

Building
tourism
together.