

1 Requirements

Please use the latest version of **Google Chrome** (alternatively: Microsoft Edge browser). Other browsers may cause display problems.

For security reasons, we advise against using Microsoft Internet Explorer!

Google Chrome settings (top right of the browser – click on the 3 dots):

- 1) (left) Settings – Advanced – Privacy & security – Content settings – Pop-ups and redirects – Add rtg.connect URL <https://connect.rtg.at/> to the approved sites.
- 2) Settings – Advanced – System – Open proxy settings – Security – Trusted sites (click on the green check mark) – Add URL <https://connect.rtg.at/>.

Microsoft Edge settings:

- 1) The URL <https://connect.rtg.at/> should be added to the intranet sites via the browser options in order to bypass any security restrictions imposed by the browser:
Open Internet Explorer - Tools - Internet Options - Security tab - Select Trusted Sites
- Add to trusted sites.
- 2) To enable documents to be opened, the pop-up blocker in Internet Explorer must be disabled: Tools – Pop-up Blocker – Turn Off Pop-up Blocker

These settings only need to be configured **once**.

2 Getting started

You can log in at <https://connect.rtg.at/> or via our website **www.rtg.at** (menu at the top right).

3 Security information & support hours

With your rtg.connect access, you can access important documents 24/7, including accounting, payroll, and tax data. Precisely because sensitive information can be accessed via this account, we ask you to handle your login details with care.

Your login details are for your use only and should not be shared with third parties, including employees. Please keep your password safe and ensure that no unauthorized persons have access to it. If employees need to access the portal, we offer you the option of setting up **separate accounts with restricted access**. Just let us know and we will be happy to take care of it.

If employees have been given their own access, **the password for this access should be changed immediately after they leave your company** to ensure that no former employees continue to have access to your company data.

You can reach us by phone at 05572/29600

Monday to Thursday from 8:00 a.m. to 12:00 p.m. and from 1:30

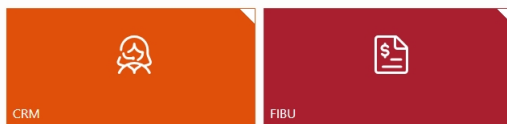
p.m. to 5:00 p.m. Friday from 8:00 a.m. to 12:00 p.m.

4 Log out

Please always log out of rtg.connect using the **"Log out" button**. This is the only way to ensure that the current session does not get stuck and your user account is not blocked.

You will see your **user name** at the top right of the screen – click on it – Log out.

5 Main menu and functions



5.1 CRM (= document management)

5.1.1 Accessing documents

CRM – Documents gives you access to your document archive at RTG.

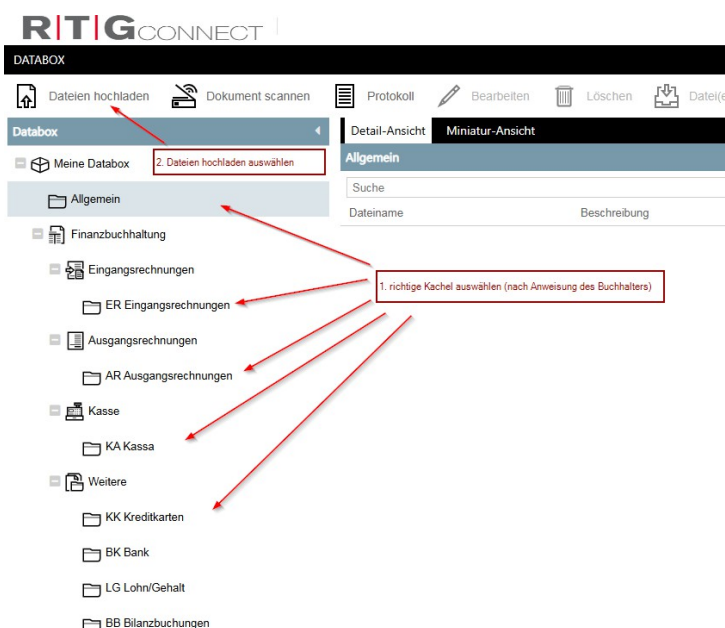
All posted documents from financial accounting and payroll documents can be viewed under "My Documents." Under "STB documents," you will find the documents that we share with you (e.g., payroll evaluations, monthly financial statements from accounting, tax returns, etc.).

We recommend that you always navigate to "STB documents" so that you can see all documents at a glance.

5.1.2 Upload documents for RTG

You can upload documents for RTG using the CRM - DataBox function.

Please note that each file may be no larger than 100 MB. The larger the file, the longer the upload will take.



1. Step

You can select the desired file using "Select files".

It is also possible to select multiple files for upload at once. To do this, hold down the CTRL key, select the relevant files, and click "Open."

2. Step

By clicking on the "Upload files" button, the file is uploaded to the server and becomes visible to our employees.

If you are unsure about the categories, please feel free to contact us.