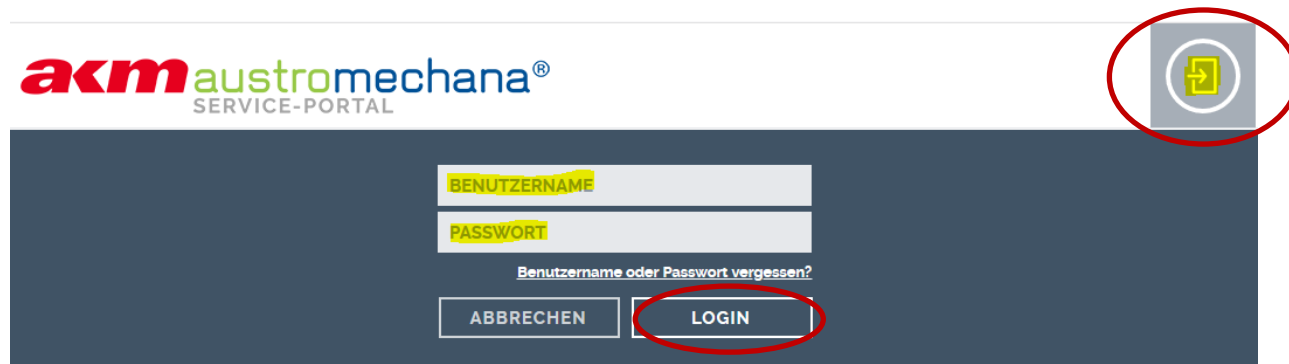


How to access the service portal of AKM and austro mechana

1 You know your login details

Go to www.akm-aume.at.

Click „LOGIN“ in the top right corner of the page. A box opens, enter your user name (“Benutzername”) and password (“Passwort”), then press Login.



2 You do not know your login details

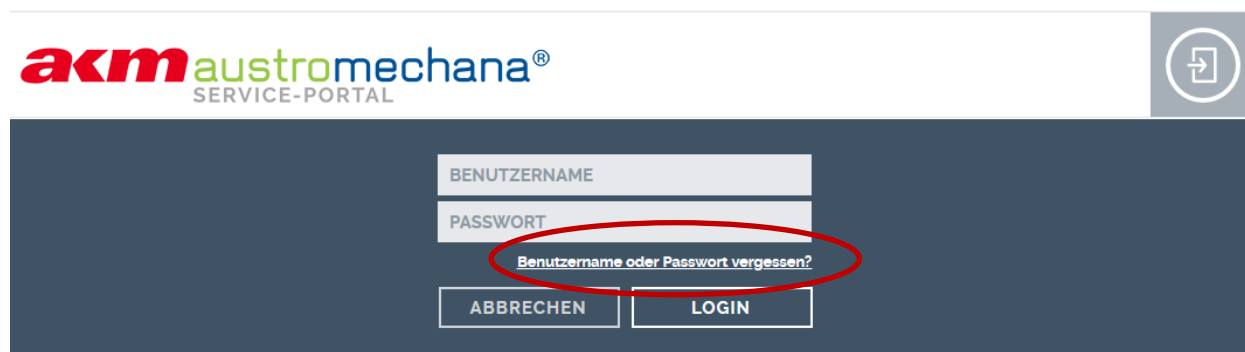
2.1 You have not yet received any login details

Go to www.akm-aume.at/webzugang. You will automatically be transferred to the contact form, see 2.2.3 for next steps.

2.2 You forgot your login details

Go to www.akm-aume.at.

Click „LOGIN“ in the top right corner of the page. A box opens, click “Benutzername oder Passwort vergessen?” (forgot user name or password?)



A dialog field opens where you can choose the login data you forgot (Zugangsdaten vergessen Auswahl):

- **Veranstaltungsmeldung/Online-Musiknutzung** (Register an event/ online-usage of music): this option is for users of our licence shop.
- **Services für Mitglieder und Programmierer** (Services for members, eg register a music program/ register your works/ search for works/ financial data/ works utilisation): choose this

option if you are a member or registering a program to access our membership services as well as the online registration of programs.

- **Produktionsmeldung für Nicht-Mitglieder** (Register a production, for non-members)

Zugangsdaten vergessen Auswahl

Für welches Service haben Sie Ihre Zugangsdaten vergessen?

VERANSTALTUNGSANMELDUNG/ ONLINE-MUSIKNUTZUNG

SERVICES UND PRODUKTIONSMELDUNGEN FÜR MITGLIEDER UND PROGRAMMELDER

PRODUKTIONSMELDUNG FÜR NICHT-MITGLIEDER

2.2.1 Veranstaltungsmeldung/Online-Musiknutzung (Register an event/ online usage of music)

If you are a user of our licence shop you have chosen an user name (Benutzername) and provided an e-mail address at your initial registration. In case you forgot your user name (Benutzername) please contact our local branch (Geschäftsstelle) responsible for your area.

<https://www.akm.at/musiknutzer/akm-geschaefsstellen/>.

2.2.2 Mitgliederservices und Programm-Meldung (Membership services and registration of programs)

If you know your user name for our membership services (Mitgliederservices) and registration of programs (Programm-Meldung) then please go to 2.2.2.1

If you have not yet received any login data for these services or if you do not know your user name AND your password then please follow instructions starting from 2.2.2.2

2.2.2.1 *Forgot my password but know my user name*

Fill in your user name (Benutzername) in the respective field and click "Passwort vergessen" (forgot password).

ZUGANGSDATEN VERGESSEN

Benutzername *

Benutzername *

Ich bin kein Roboter. reCAPTCHA
Datenschutzerklärung · Nutzungsbedingungen

PASSWORT VERGESSEN BENUTZERNAME U. PASSWORT VERGESSEN

Within 30 minutes you will receive an automatic response with a link. Please use this link to re-set your password. Afterwards you can access the site with your user name and the newly set password.

In case your user name is not valid you will receive an error message.


In case we do not have an e-mail address corresponding with your user name you will automatically be transferred to the contact form (see 2.2.2.2).

2.2.2.2 Forgot my user name AND my password

Click „Benutzername u. Passwort vergessen“, then the contact form pops up.

ZUGANGSDATEN VERGESSEN

Benutzername *

Ich bin kein Roboter. 

reCAPTCHA
Datenschutzerklärung · Nutzungsbedingungen

PASSWORT VERGESSEN

BENUTZERNAME U. PASSWORT VERGESSEN

2.2.3 Fill in the contact form

Fill in all fields of the contact form marked with a red star:

E-Mail	E-mail address
Vorname	First name
Nachname	Surname
Geburtsdatum	Date of Birth
Verlag	Publisher (if applicable)
Thema/ Ich möchte	Topic/ I want to
Werke bei AKM/aume anmelden (nur Mitglieder)	Register works with AKM/aume (members only)
Ein Programm abgeben und bin Mitglied	Register a program, I am member
Ein Programm abgeben, bin kein Mitglied	Register a program, I am not a member
Einsicht in meine Finanzdaten (nur Mitglieder)	Access my financial data (members only)
Anforderung Nutzungsaufstellung (nur Mitglieder)	Request works utilisation (members only)
Meine Adresse online einsehen und ändern	Review my address details online
Security check (Captcha)*	Captcha*

*„Captcha“ is a combination of letters and numbers which needs to be entered to verify that you are a human being. When finished click “Absenden” (send).

KONTAKTFORMULAR

Bitte setzen Sie sich mit uns über das Formular in Kontakt.

(Bei Feldern mit * ist eine Eingabe erforderlich)

Falls Sie Zugangsdaten als Verlag anfordern, muss das Pflichtfeld 'Geburtsdatum' nicht ausgefüllt werden.

Kontaktformular

E-Mail *

Vorname *

Nachname *

Geburtsdatum * 

Verlag

Thema*: ich möchte

Sicherheitsüberprüfung * 

In case of missing or incorrect information the form cannot be sent and the fields where information is missing or incorrect are marked in red. If you click the “!” symbol next to the marked field you will find an explanation popping up (e.g. name must be entered).

Kontaktformular

E-Mail *



E-Mail muss angegeben sein.

Vorname *



In case of questions you will be contacted by an employee of AKM via the e-mail address you provided.

Once all questions are clarified you will receive an **e-mail with your user name** and a link to set your password. Click on the link and set your password.

The link is valid for 4 days due to security reasons. If the link is expired you are kindly requested to start the process all over.

Please note that AKM and austro mechana do not know your password and therefore cannot provide it upon request.

Please remember your user name! You need it in combination with your password to login or, in case you forgot your password, to request another password (see 2.2.2.1).