

STATEC

HOUSEHOLD BUDGET SURVEY

This flyer will help you connect to STATEC's online questionnaire on MyGuichet.lu. Please follow the steps described below to ensure a smooth connection and transmission of your questionnaire.

PREREQUISITES

To log into the online questionnaire, you must:

- have a **computer, tablet** or **mobile phone**
- have a **private account on MyGuichet.lu**.
- be equipped with a **LuxTrust product**, a **Luxembourg electronic identity card** (ID reader required) or an **eIDAS** from another European country.

YOU DON'T HAVE A PRIVATE ACCOUNT ON MYGUICHET.LU?

You can create your private account via the following link

> <https://guichet.public.lu/en/citoyens/support/aide/myguichet/enregistrement.html>

YOU DON'T HAVE A LUXTRUST PRODUCT?

You can activate an existing product or order a new one via the following link

> <https://www.luxtrust.com/en/individuals/order-my-product>

If you are unable to meet these conditions, please contact the STATEC team by telephone on (+352)8002 9001 or by email: ebm@statec.etat.lu

HOW CAN I GET ACCESS TO THE QUESTIONNAIRE?

You can get access to the questionnaire via **the platform www.guichet.lu/ebm-en** or by connecting to your **private MyGuichet.lu account**.

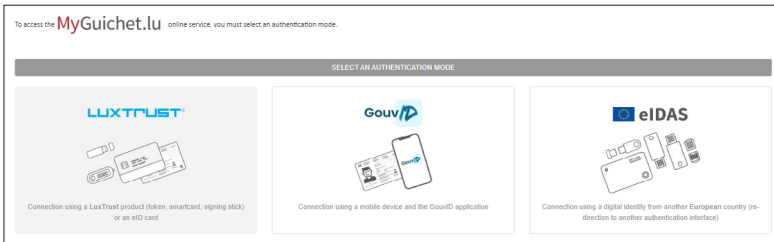
Access via the platform www.guichet.lu/ebm-en



- 1 Click on the **“STATEC: Household Budget Survey”** tab at the top of the page

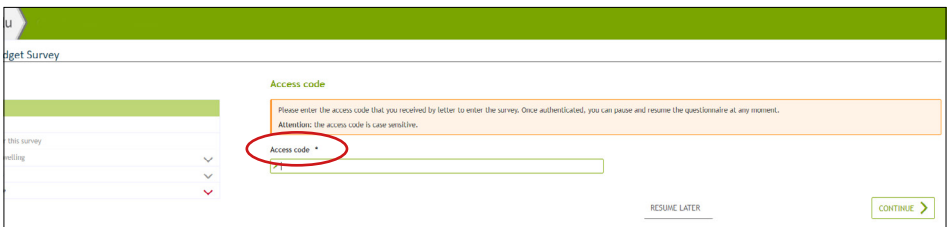


- 2 Authenticate yourself according to the instructions given by MyGuichet.lu (with a LuxTrust product, a Luxembourg electronic identity card or an eIDAS from another European country)



- 3 Once you have logged into the questionnaire, please enter the access code that was sent to you in the STATEC invitation letter.

Please note that the access code is case-sensitive, i.e. pay attention to lower and upper case letters, numbers and special characters. Your access code consists of 5 positions before and 5 positions after the hyphen.



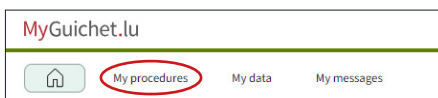
Access via your private MyGuichet.lu account

1 Click on “Log in” on www.guichet.lu

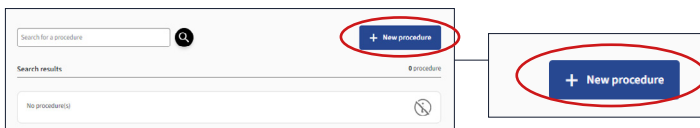
2 Authenticate yourself according to the instructions given by MyGuichet.lu
(with a LuxTrust product, a Luxembourg electronic identity card or an eIDAS from another European country)



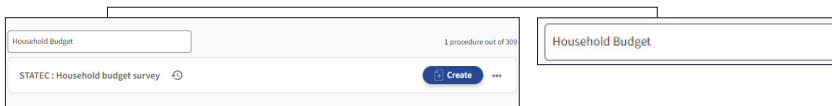
3 Click on “My procedures”



4 Click on “+ New procedure”



5 In the **search field**, type “Household Budget Survey” to find the survey



6 Click on “Create” to access the questionnaire

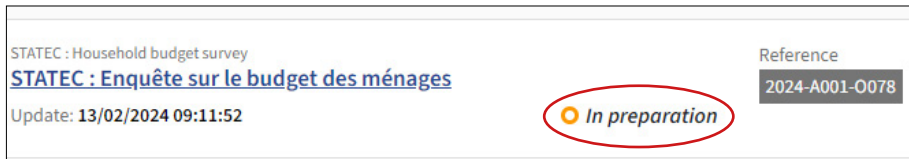


7 Once you have logged in to the questionnaire, please enter the access code that was sent to you in the STATEC invitation letter.

Please note that the code is case-sensitive, i.e. pay attention to lower and upper case letters, numbers and special characters. Your access code consists of 5 positions before and 5 positions after the hyphen.

HOW DO I RESUME THE QUESTIONNAIRE LATER?

- 1 Go to www.guichet.lu/ebm-en or to your **private MyGuichet.lu account**
- 2 Authenticate yourself
- 3 If you are connected to your **private MyGuichet.lu account**, click on **“My procedures”**
- 4 Search for the survey, then click on **“Household Budget Survey”**, marked with an orange dot, indicating that the procedure is “in preparation:



STATEC : Household budget survey
[STATEC : Enquête sur le budget des ménages](#)
Update: 13/02/2024 09:11:52

Reference
2024-A001-O078

In preparation

- 5 Click on **“Resume the procedure”** to resume the questionnaire



STATEC

Contact
Institut national de la statistique et des études économiques du
Grand-Duché de Luxembourg.
[Show the contact details](#)

File ⓘ

Your procedure is not complete.

Resume the procedure

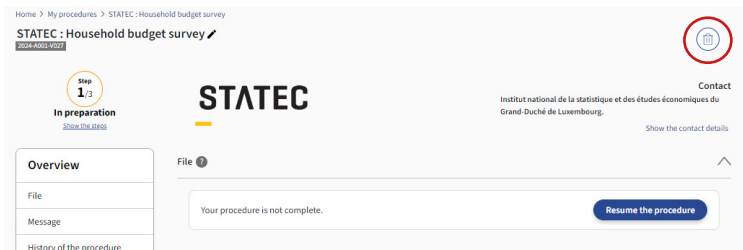
PLEASE NOTE

You can quit and resume the questionnaire as many times as you like. It is advisable to click on **“Resume later”** before leaving the questionnaire to ensure that your data is saved.

HOW DO I DELETE MY QUESTIONNAIRE?

If you wish to delete your questionnaire for any reason, you must complete the following steps

- 1 Go to **www.guichet.lu/ebm-en** or to your **private MyGuichet.lu account**
- 2 Authenticate yourself
- 3 Then click on **“My procedures”**
- 4 Click on **“Household Budget Survey”**, which is marked with an orange dot to indicate that the procedure is **“in preparation”**.
- 5 Then click on the **“Recycle Bin”** icon at the top right of the page



- 6 Confirm that you wish to delete the procedure by clicking on **“Delete”**



To start a new questionnaire, please follow the steps in the section **“How can i get access to the questionnaire?”**. As long as you have not transmit your questionnaire to STATEC, your access code (indicated on the invitation letter) will remain valid and can be used for a new questionnaire.

Please note that it is not possible to have two questionnaires in progress at the same time.



PLEASE NOTE: HOW DO I CHANGE THE LANGUAGE OF THE QUESTIONNAIRE?

The questionnaire is displayed by default in the last language (French, German or English) in which you used your private account. If you have ever launched the questionnaire in a language you did not want, you must first delete the questionnaire (see “How do I delete my questionnaire?”), then select the new language in your private account and finally launch a new questionnaire.

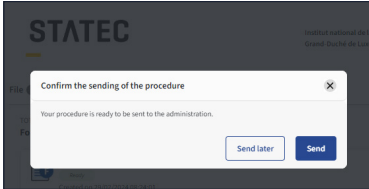
HOW DO I TRANSMIT MY QUESTIONNAIRE?

Once you have completed the questionnaire, you can send it to STATEC by following the instructions below:

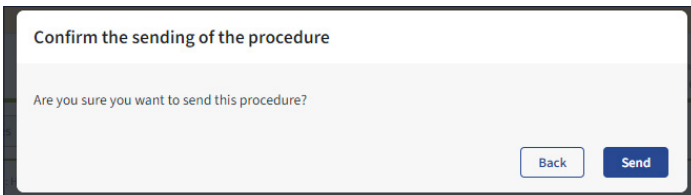
- 1 At the bottom of the “Validation” page, click on “Confirm the entry”.



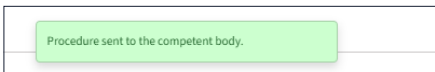
- 2 Click on “Send” on the screen that opens on your screen



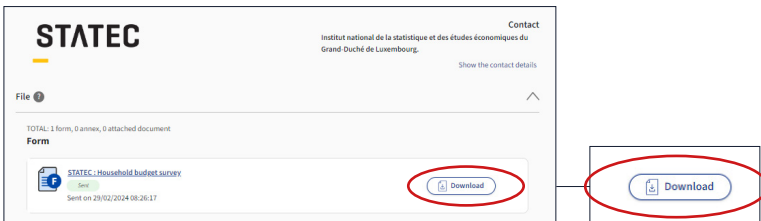
- 3 Then confirm the transmission by clicking again on “Send”



Please note : It is important that this message appears on your screen and that the status of your procedure has changed to “submitted”. Your questionnaire will arrive at STATEC and your application can be closed.



- 4 For a summary of all your entries, you can download the pdf of your questionnaire by clicking on “Download”



If you have any further questions,
please contact the STATEC team:

Tel: (+352) 8002 9001

Email : ebm@statec.etat.lu

(Mo-Fr 8am – 12:30 pm)

STATEC

Institut national de la statistique
et des études économiques

www.statec.lu