



MyGuichet.lu

Maach et online

**A one-stop shop for all your
private administrative procedures**

+simple +quick +user-friendly +safe

 **Guichet.lu**

**Why choose
MyGuichet.lu**



Accessible through Guichet.lu, **MyGuichet.lu** offers a single space for a wide range of online services provided by the Luxembourg government.

This platform, which is intended both for private individual and business users, provides access to a host of administrative formalities and procedures. On **MyGuichet.lu**, you can fill in forms online, sign them electronically, attach any required supporting documents and submit them to the relevant administrative authorities.

But that's not all! On **MyGuichet.lu** you can also view some of your personal data held by the Luxembourg authorities, check the data and correct it if necessary, and receive and print out official documents (eDelivery), from your 100% secure personal space.

And all this from the comfort of your home!

SOME EXAMPLES OF SERVICES

- ➔ View details of your reimbursements from the health insurance fund
- ➔ Apply for financial support for higher education
- ➔ Print out your residence certificate
- ➔ Settle your taxes by annual adjustment
- ➔ Apply for an extract from your criminal record
- ➔ Apply for family allowance



Non-residents can update their data in the National Registry of Natural Persons through **MyGuichet.lu**.





MYGUICHET.LU:
A SECURE eSPACE

VIEW YOUR PERSONAL DATA

On **MyGuichet.lu** you can view some of your personal data held by the authorities, such as your marital status or information on your driving licence or your vehicles.

PERSONAL DATA

- ➔ National Register of Natural Persons

CERTIFICATES/ATTESTATIONS

- ➔ Residence certificate
- ➔ Certificate of registration at a reference address
- ➔ Extended residence certificate

TRANSPORT

- ➔ Points-based driving licence
- ➔ Vehicles and licence plate numbers
- ➔ Licence details

HOUSING

- ➔ Land register
- ➔ Tax credit on notarial deeds

HEALTH/SOCIAL

- ➔ Illness and maternity

LEISURE

- ➔ Sporting qualifications

As a private user, you can easily access various types of data about yourself. You can view the data whenever you like and request that corrections be made if errors are found.

**Before commencing any administrative formalities online
via MyGuichet.lu, you must take the following steps:**

**Do you already have an eID
card, a Token or another
LuxTrust product?**

YES

NO

1

**Acquire a
LuxTrust product or an eID**

Obtain a LuxTrust product from
your bank or directly from LuxTrust.

2

Activate LuxTrust

Register and activate your
LuxTrust certificate at
www.luxtrust.lu/en

**A single certificate can be used
for several applications**
(administrations, financial
institutions, etc.).

4

Set up a private eSpace

Set up a **private eSpace** on www.myguichet.lu. From your eSpace, you can commence administrative formalities, and view your data and documents.

3

Register with MyGuichet.lu

Confirm your identity on www.myguichet.lu using your Luxtrust certificate. Confirm your registration using the link in the email you will receive.

More questions?



For more information, check out the help pages on MyGuichet.lu, or contact our **Helpdesk** on (+352) 247 82000.

YOUR PRIVATE, SECURE ONLINE eSPACE

You can access your private eSpace, where your data and your administrative dossiers are stored, using an electronic ID (eID) card or a LuxTrust product. These products authenticate your identity securely.



Tip: You can log on to **MyGuichet.lu** with the Token you use for your e-banking operations.

They can also be used to sign your online formalities electronically. This electronic signature has the same legal value as a handwritten signature.

COMMENCE A FORMALITY

To commence a new formality, you simply need to log in to **MyGuichet.lu**. A catalogue displays all of the available administrative formalities. You can also commence a formality from one of the many information sheets available on Guichet.lu by clicking on the **MyGuichet.lu** assistant in the «Forms/Online services» section.

Once you have commenced a formality, a wizard will guide you through the form, step by step.



**MyGuichet.lu
helps you with
your formalities!**

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What are the advantages of the MyGuichet.lu online services for individuals?

EFFICIENCY AND TIME-SAVING

- ➔ step-by-step guidance through the formality with no loss of time thanks to a dynamic questionnaire which adapts to the user profile;
- ➔ pre-filling of forms with the data held by the administrative authorities;
- ➔ customisation of the list of supporting documents to attach;
- ➔ accessible 24/7, regardless of the opening hours of the public administrations;
- ➔ you no longer need to go to the administration in person;
- ➔ online receipt of administrative documents thanks to the eDelivery function.

TRANSPARENCY

- ➔ confidentiality of personal data and highly secure data exchanges;
- ➔ immediate identification of the appropriate administrative department;
- ➔ option to view personal data held by the administrative authorities and make corrections;
- ➔ online tracking of your applications and viewing of electronic messages sent by the administration in your personal dashboard.

Did you know? Certain formalities can be conducted online with or without Luxtrust/eID authentication. A notable example is lodging a complaint with the Air Passenger Rights Service at the Ministry of the Economy.

RECEIPT AND STORAGE OF YOUR ADMINISTRATIVE DOCUMENTS

Through the “eDelivery” service on **MyGuichet.lu**, you can receive certain administrative documents, such as the breakdown of reimbursements sent by your health insurance fund, in electronic form (as an “e-document”). Once you have enabled this feature, you will receive an email notification whenever a new document is uploaded to your private eSpace on **MyGuichet.lu**.

In your secure eSpace, you can also keep track of your online formalities, and store your supporting documents and other important files.



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