



MyGuichet.lu

Maach et online

**A one-stop shop for all your business-
related administrative formalities**

+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 administrative authorities, check the data and update it if need be, and receive and print out official documents (eDelivery) through your 100% secure personal eSpace. And all this without having to leave your office!

EXAMPLES OF FORMALITES

- ➔ Declaring a vacant position
- ➔ Filing of salary account extracts
- ➔ Business permits
- ➔ Filing of corporate income tax return
- ➔ Preparation of a classified establishment file (COMMODO)





**MYGUICHET.LU:
A SECURE eSPACE**

VIEW COMPANY DATA

MyGuichet.lu provides access to certain company data held by the administration, such as the «VAT balance» for businesses.

As a business user, you have access to various types of information about your business. You can view the data whenever you like and request that corrections be made if errors are found.

YOUR SECURE ONLINE BUSINESS eSPACE

The business eSpace, where your data and administrative files are stored, is accessed with an electronic identity (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.

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

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 business eSpace

Set up a **business eSpace** on www.myguichet.lu. From that space, you can commence a formality, and view your data and your documents.

3

Register with MyGuichet.lu

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

5

Invite co-workers

Invite co-workers to join the workspace.
Assign a **specific role** to each person: administrator, manager, role without signature.

More questions?



For more information, please visit the help section on MyGuichet.lu or contact our **helpdesk** on (+352) 247 82000

COMMENCE A FORMALITY

To commence a new formality, you simply need to sign in to **MyGuichet.lu**. A catalogue displays all the available administrative formalities. You can also commence a procedure from the numerous 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:
Your assistant
for administrative
formalities!**



**What are the advantages of
MyGuichet.lu online services
for my business?**

EFFICIENCY AND TIME-SAVING

- ➔ receive step-by-step guidance through the formality and save time with the dynamic questionnaire which adapts to the user profile;
- ➔ pre-filling of forms by uploading structured files (XML) or by using personal data saved in the business eSpace (once only);
- ➔ customisation of the list of supporting documents to attach;
- ➔ accessible 24/7, regardless of the opening hours of the public administrations;
- ➔ paperless exchanges between businesses and public administrations.

TRANSPARENCY

- ➔ highly secure data exchanges and confidentiality of personal data;
- ➔ immediate identification of the competent administration;
- ➔ online tracking of files and view of messages sent by the administration through your personalised dashboard;
- ➔ option to view the data on your company held by the administrative authorities.

COLLABORATION

- ➔ invite coworkers to join a shared workspace;
- ➔ option to assign a specific role to each co-worker (administrator, manager, role without signature);
- ➔ option to revoke a user's access.

CERTIFY YOUR BUSINESS eSPACE

For some specific sectors, the competent authority may recommend that businesses certify their business eSpace. This allows the administration to confirm that the person registered on **MyGuichet.lu** has sufficient rights to represent a legal person. When you certify your business, you will be able to gain access to the formalities that are relevant to your **business sector**, as well as to specific data held by the administration on the legal person in question.



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