

Would you like to create a
private eSpace on
MyGuichet.lu?

To create your **private eSpace**,
you must complete **several**
steps:

Step 1

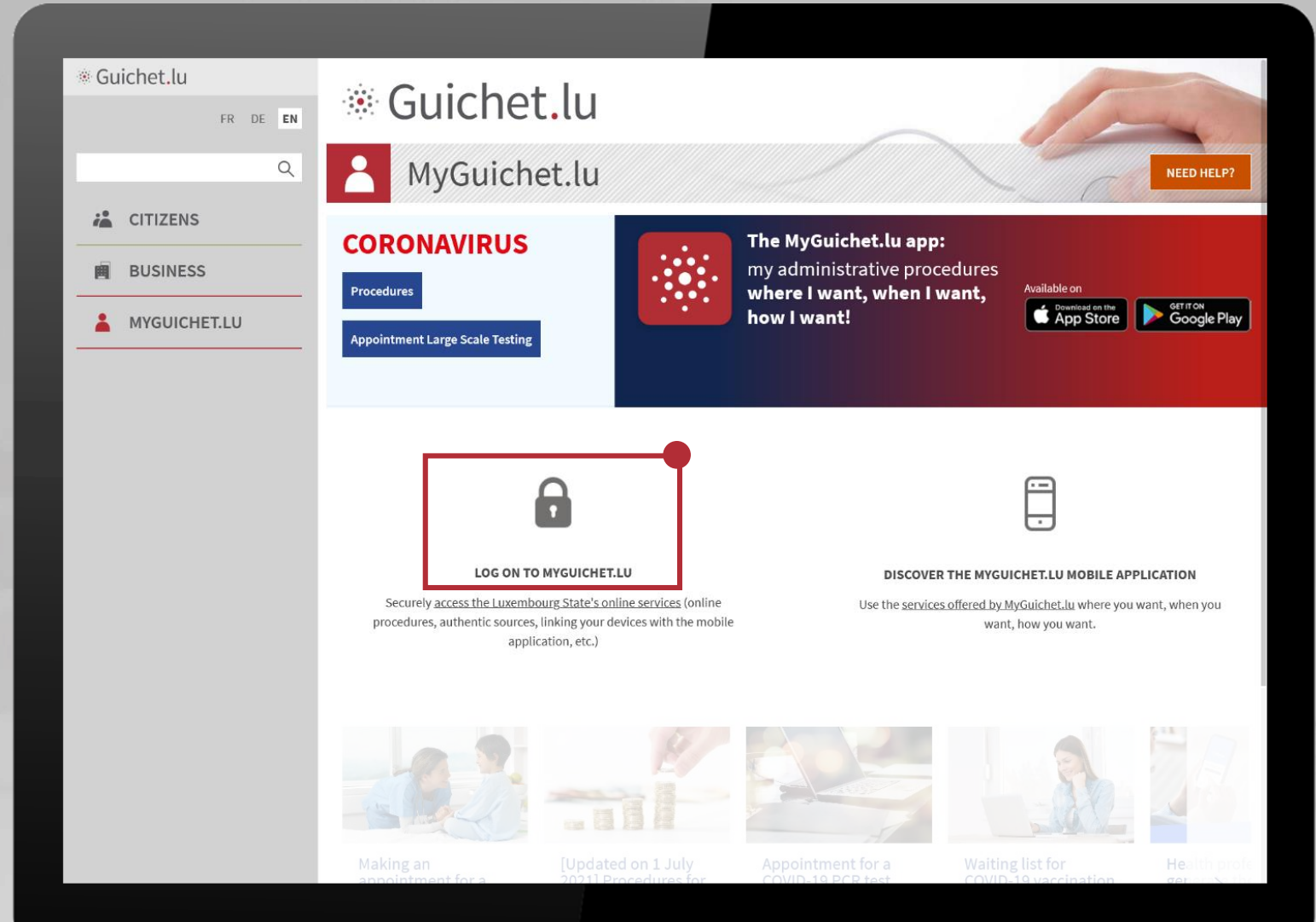
Register with MyGuichet.lu

Visit us at **My**Guichet.lu



<http://MyGuichet.lu/en>

Click on "Log on to MyGuichet.lu".



3



Choose the device you want to use to log in.

Click on the image that corresponds to that device.





The **LuxTrust Token** that you use for your e-banking transactions also allows you to connect to **MyGuichet.lu**.


If you do not have an authentication device yet, [you can order one from LuxTrust.](#)

4



1. Enter your **User ID** and **Password**.

2. Click on "**Next**".

eAccess  Connection to an online service of the State of Luxembourg

FR **EN** DE

To access the **MyGuichet.lu** online service, you must authenticate by selecting your device.

[Change the authentication mode](#)

Connection to LuxTrust for authentication with session identifier 538880.


LUXTRUST
Enabling a digital world

1

User ID ?

Password ?

2


Token

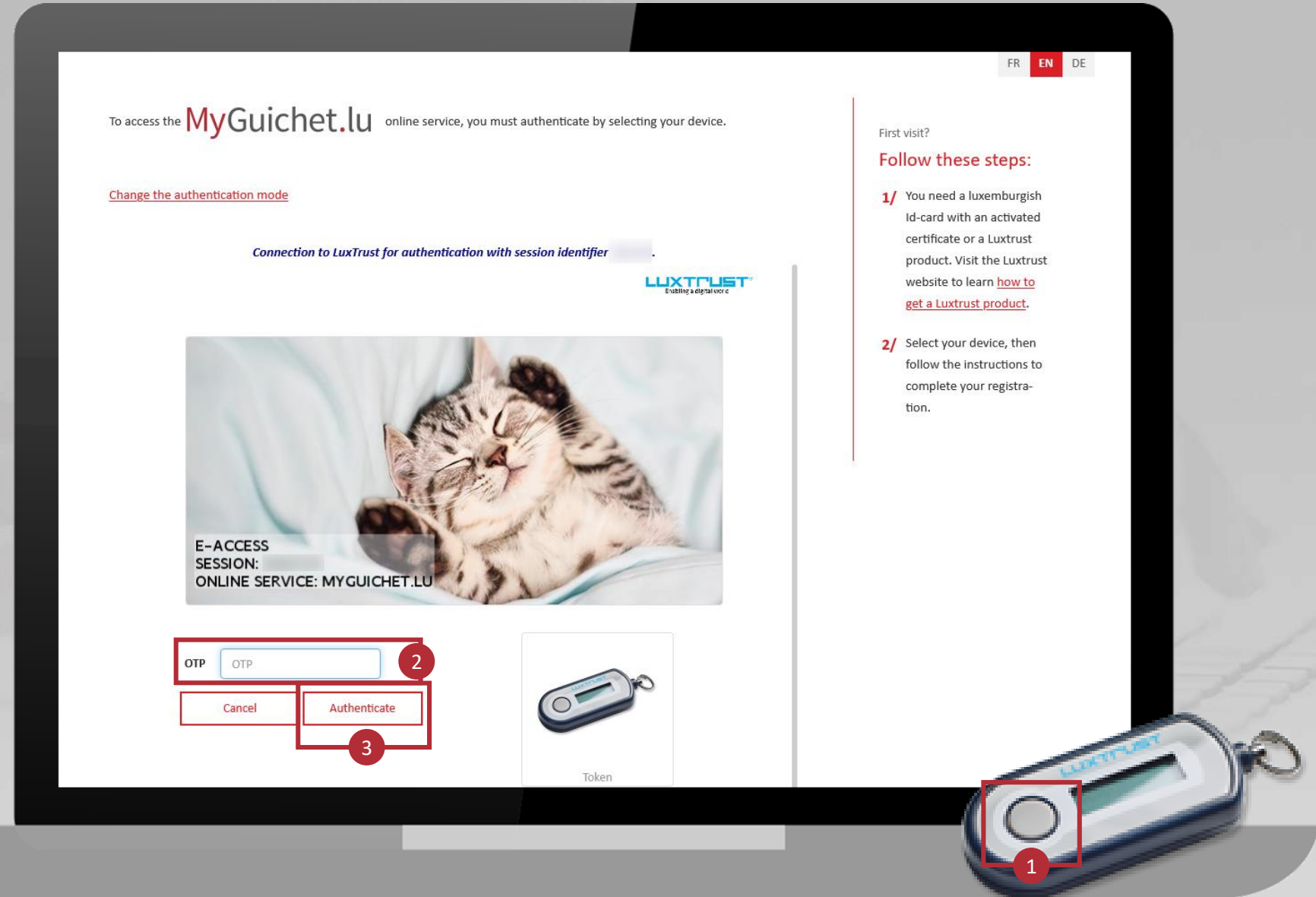
First visit?

Follow these steps:

1/ You need a luxemburgish Id-card with an activated certificate or a Luxtrust product. Visit the Luxtrust website to learn [how to get a Luxtrust product](#).

2/ Select your device, then follow the instructions to complete your registration.

1. Press the **button** on your **token**.
2. Enter the **6-digit code** displayed on the token in the OTP field.
3. Click on "**Authenticate**".





The image must match the
secret image you have
chosen.


FR **EN** DE

To access the **MyGuichet.lu** online service, you must authenticate by selecting your device.

[Change the authentication mode](#)


Connection to LuxTrust for authentication with session identifier [REDACTED].

LUXTRUST
Enabling a digital world



E-ACCESS
SESSION:
ONLINE SERVICE: MYGUICHET.LU

OTP



Token

First visit?

Follow these steps:

- 1/ You need a luxemburgish Id-card with an activated certificate or a Luxtrust product. Visit the Luxtrust website to learn [how to get a Luxtrust product](#).
- 2/ Select your device, then follow the instructions to complete your registration.

Enter:

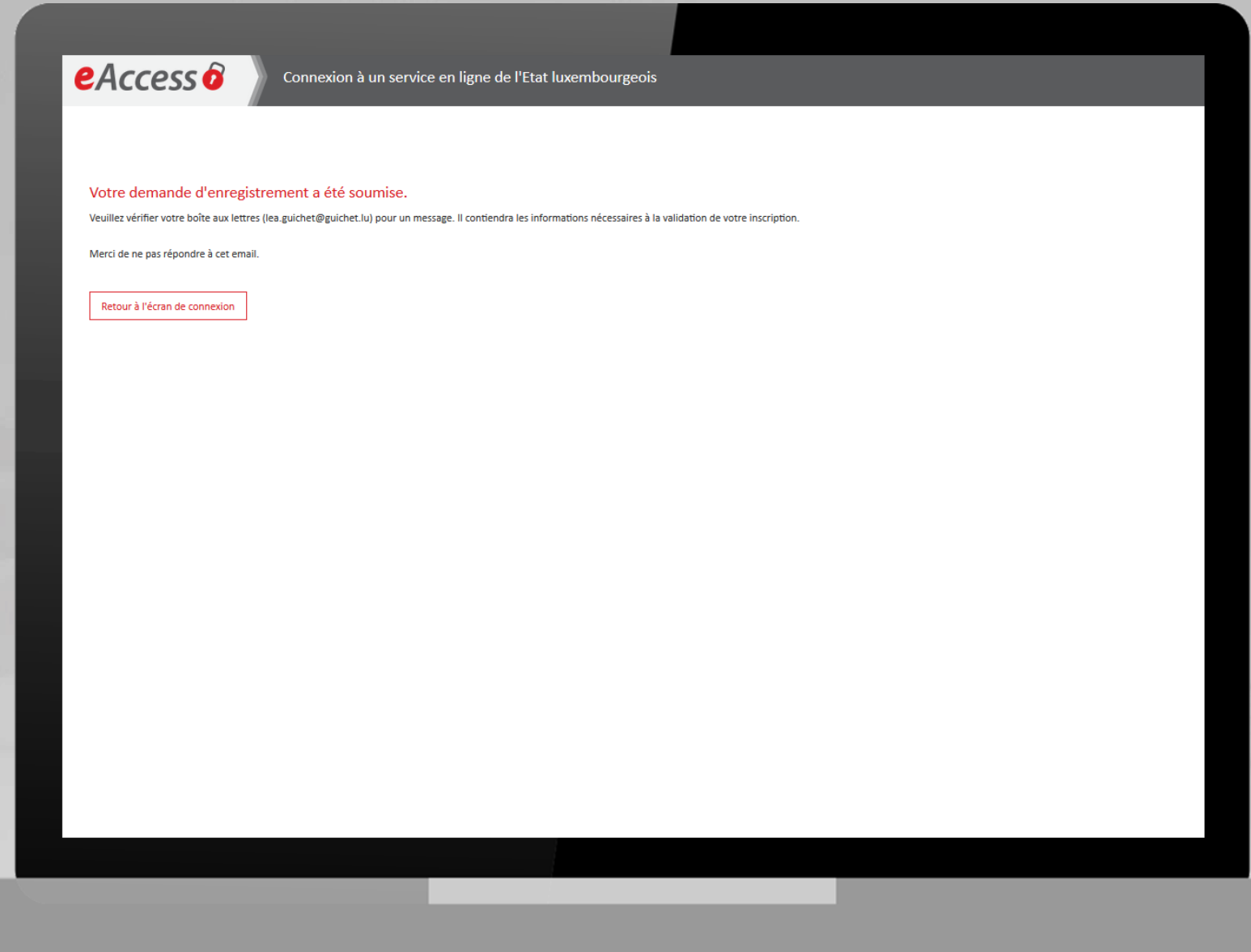
- your **email address**; and
- your **13-digit national identification number** (*matricule*).

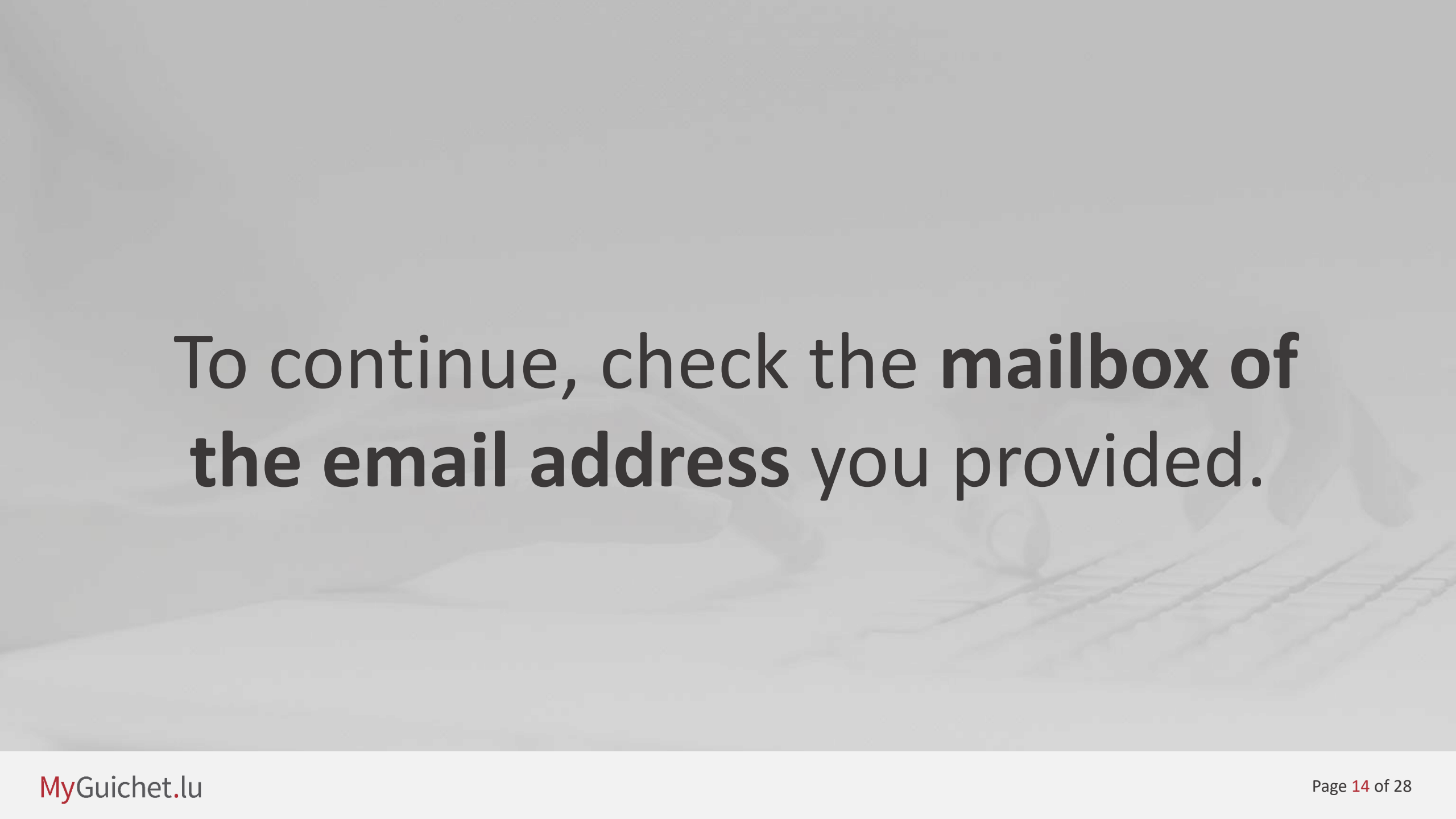
Click on "***S'enregistrer***" ("Register").

The screenshot shows a laptop displaying the 'eAccess' website. The header includes the 'eAccess' logo and the text 'Connexion à un service en ligne de l'Etat luxembourgeois'. The main content area is titled 'Enregistrement' and contains a message: 'Vous avez fourni un certificat électronique valide, mais vous n'avez pas accès à cette application. Veuillez renseigner les champs ci-dessous pour vous enregistrer.' Below this message are four input fields: 'Votre prénom' (LEA), 'Votre nom' (GUICHET), 'Votre adresse e-mail' (lea.guichet@guichet.lu), and 'Votre numéro d'identification (Matricule Lux.)' (1983081974925). A red circle highlights the 'S'enregistrer' button at the bottom right of the form.

A **confirmation email** will be sent to the address you have provided.

This confirmation email is sent by **usermanagement@security.public.lu**.





To continue, check the **mailbox of the email address** you provided.

The email contains:

- some instructions; and
- a link which is valid **for 72 hours** to confirm your registration.

Click on "Click here to validate your registration".

Your request for registration with a State Internet application

Please do not respond to this automatically generated e-mail.

You have just requested registration with an Internet application from the Centre des technologies de l'information de l'État. To complete the procedure and validate your registration, please click on the link below:

[Click here to validate your registration](#)

Note that the above link is only valid for a period of 72 hours. Limit is

If you cannot access the page through the link, please copy and paste the following URL in your browser's address bar :

<https://saturn-test.cie.etat.lu/securityCode/>

On completion of your registration, a letter will be sent via the postal service marked with the following subject line: "Confirmation of your registration with a State Internet application" to the address below:

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Authenticate again using your token:

Click on the image that corresponds to the device.

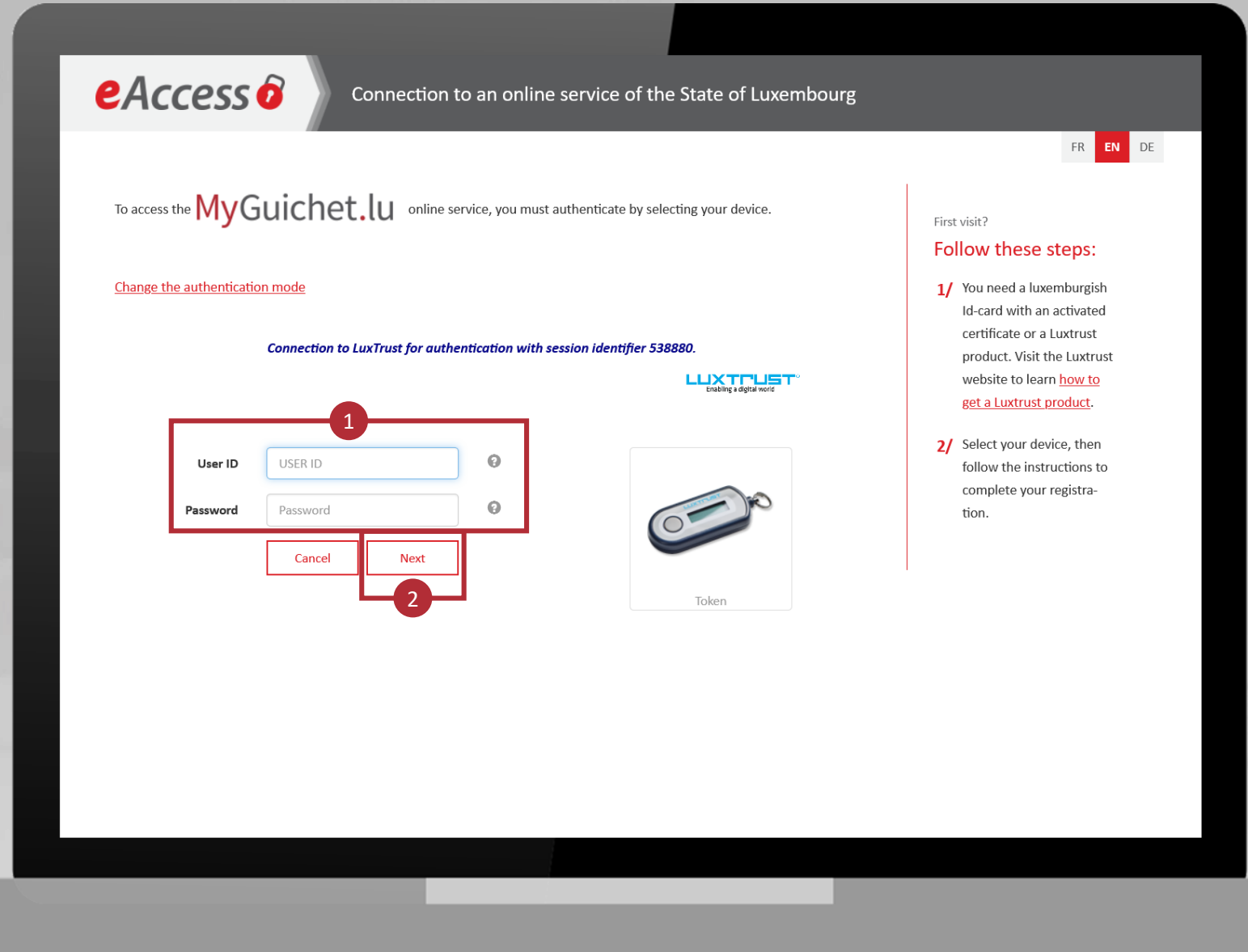


10

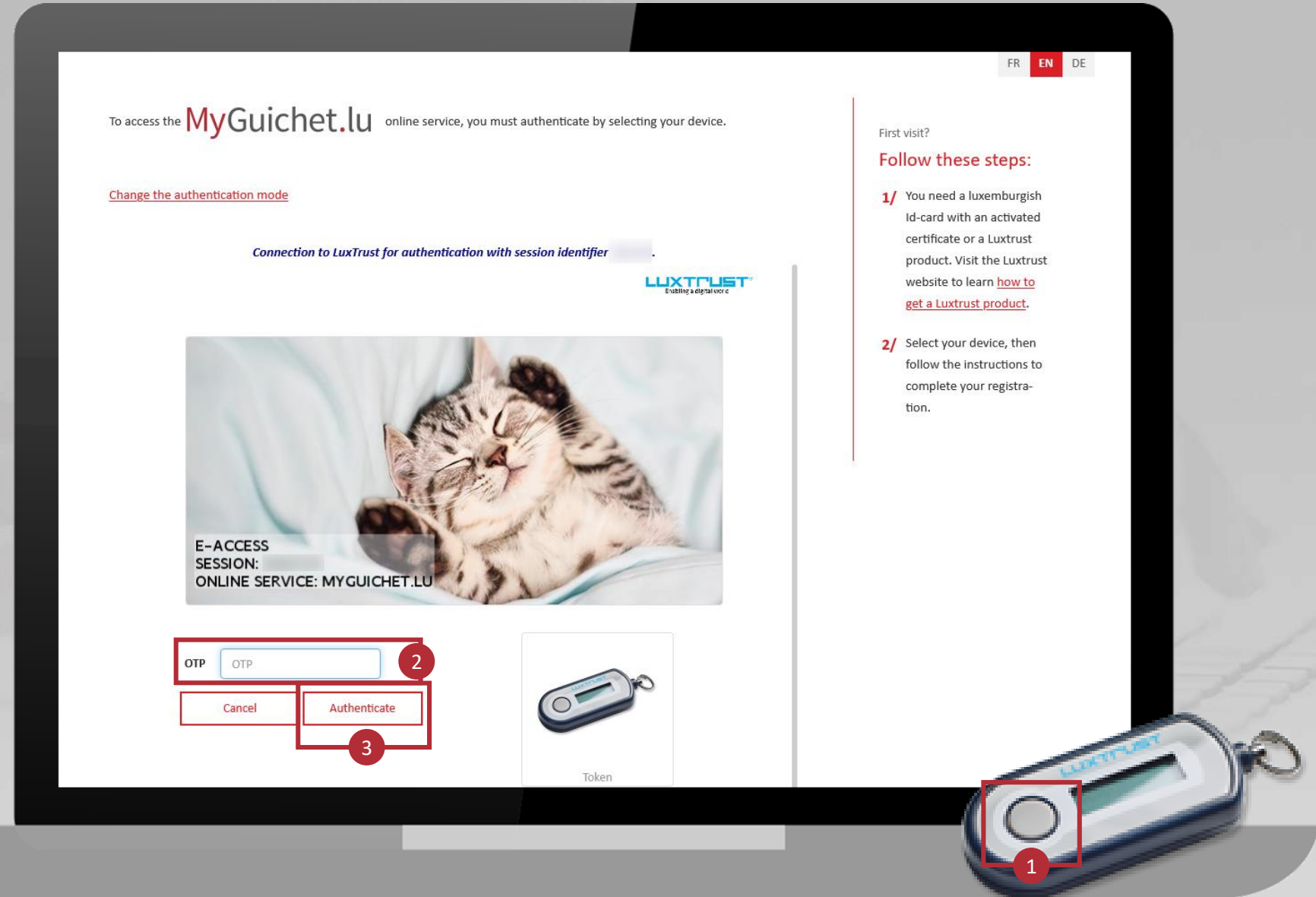


1. Enter your **User ID** and **Password**.

2. Click on "**Next**".

A screenshot of a laptop screen displaying the 'eAccess' login page for 'MyGuichet.lu'. The page has a dark header with the 'eAccess' logo and the text 'Connection to an online service of the State of Luxembourg'. On the right, there are language tabs for 'FR', 'EN' (selected), and 'DE'. The main content area says 'To access the MyGuichet.lu online service, you must authenticate by selecting your device.' Below this is a link 'Change the authentication mode'. A blue message states 'Connection to LuxTrust for authentication with session identifier 538880.' The LuxTrust logo is also present. The login form has two fields: 'User ID' (containing 'USER ID') and 'Password' (containing 'Password'), both with help icons. A red box labeled '1' encloses these fields. Below the fields are 'Cancel' and 'Next' buttons, with a red box labeled '2' around the 'Next' button. To the right of the form is an image of a LuxTrust token labeled 'Token'. On the far right, a sidebar titled 'First visit?' contains the instruction 'Follow these steps:' followed by two numbered steps: '1/ You need a luxemburgish Id-card with an activated certificate or a Luxtrust product. Visit the Luxtrust website to learn how to get a Luxtrust product.' and '2/ Select your device, then follow the instructions to complete your registration.'

1. Press the **button** on your token.
2. Enter the **6-digit code** displayed on the token in the OTP field.
3. Click on "**Authenticate**"





The image must match the
secret image you have
chosen.


FR **EN** DE

To access the **MyGuichet.lu** online service, you must authenticate by selecting your device.

[Change the authentication mode](#)


Connection to LuxTrust for authentication with session identifier [REDACTED].

LUXTRUST
Enabling a digital world



E-ACCESS
SESSION:
ONLINE SERVICE: MYGUICHET.LU

OTP



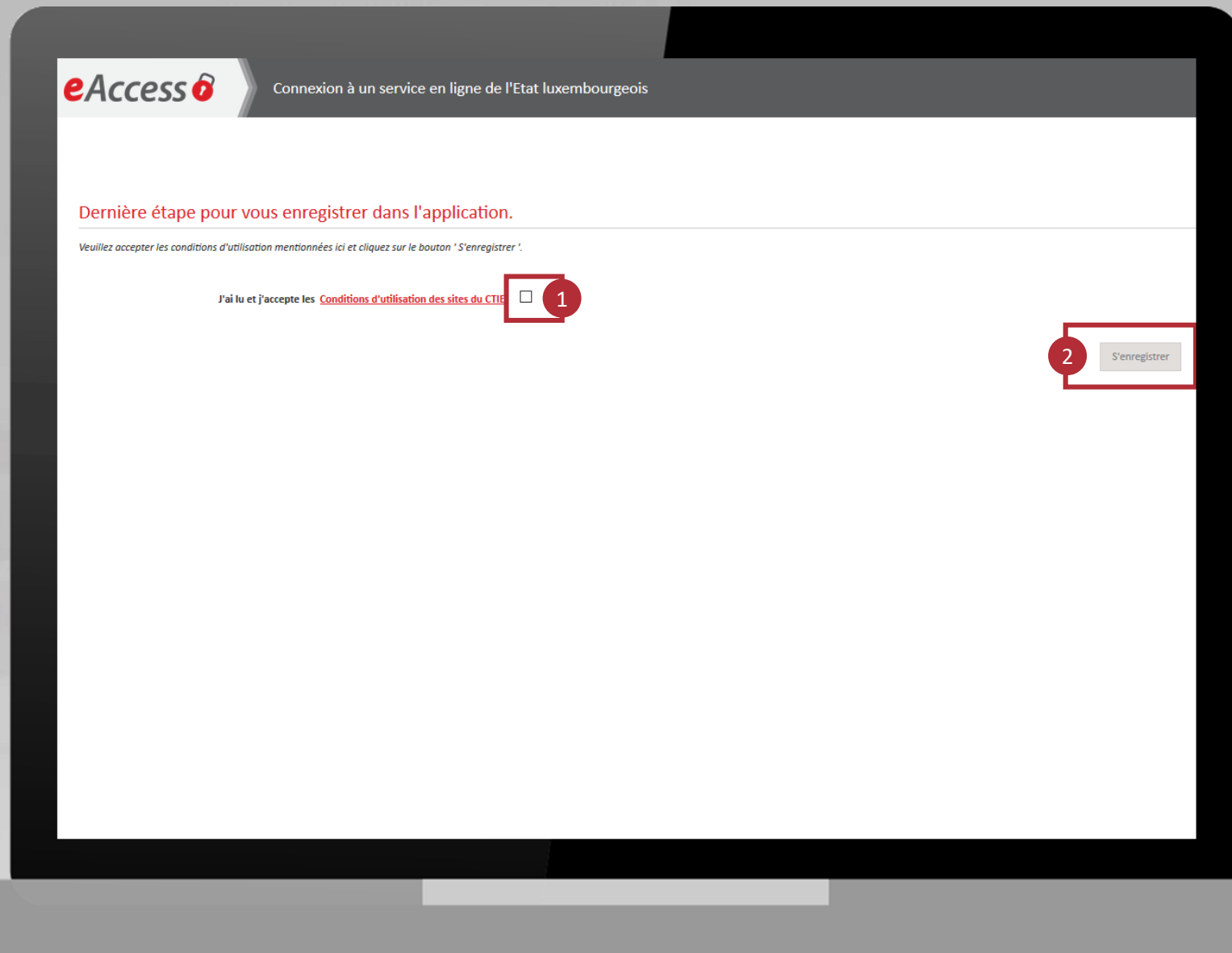
Token

First visit?

Follow these steps:

- 1/ You need a luxemburgish Id-card with an activated certificate or a Luxtrust product. Visit the Luxtrust website to learn [how to get a Luxtrust product](#).
- 2/ Select your device, then follow the instructions to complete your registration.

1. Accept the **terms of use of the Government IT Centre (CTIE) website** by ticking the box provided.
2. Click on "***S'enregistrer***" ("Register").



A faint, grayscale background image showing a pair of hands typing on a laptop keyboard. The image is centered and serves as a backdrop for the main text.

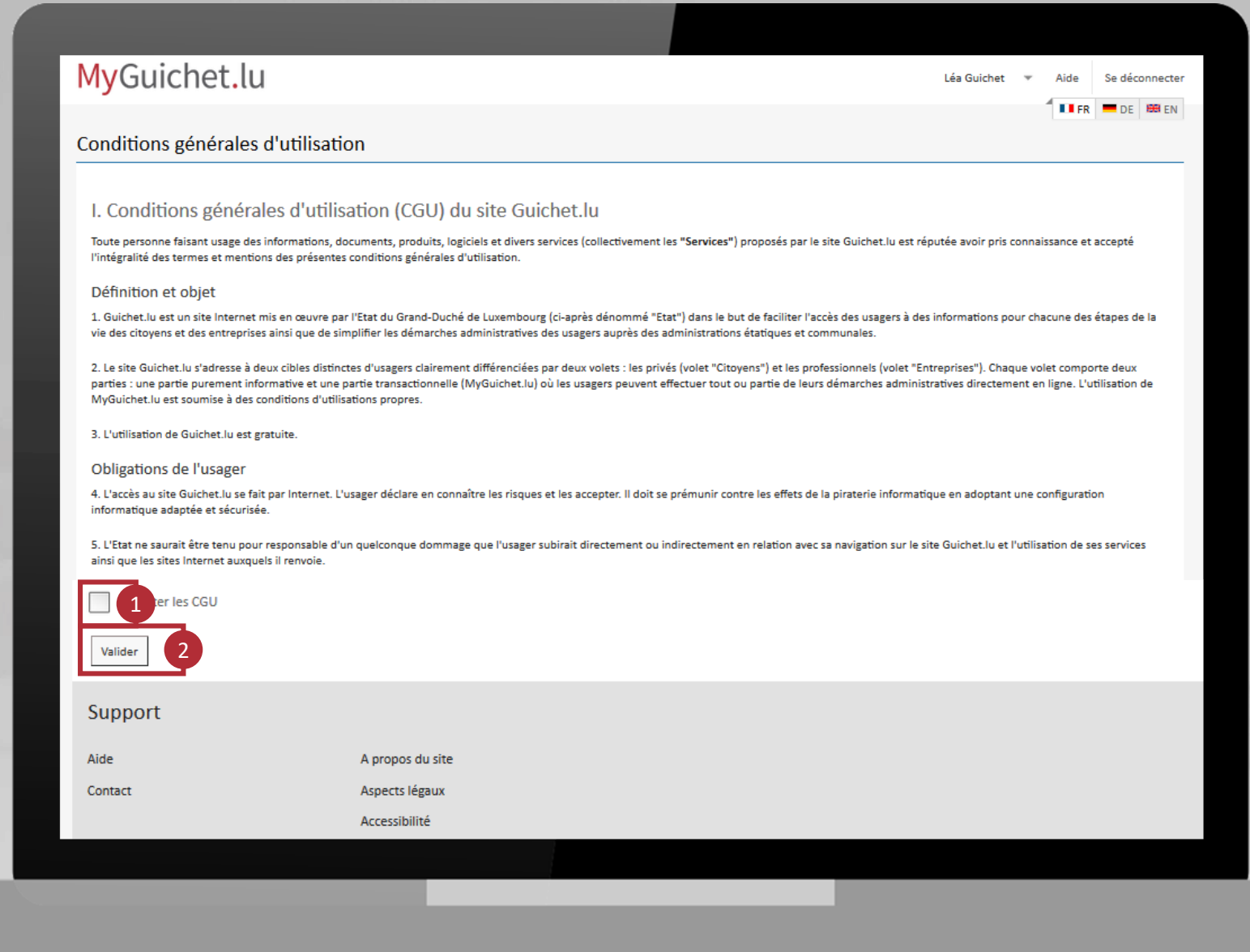
You are now **registered with**
MyGuichet.lu.

Step 2

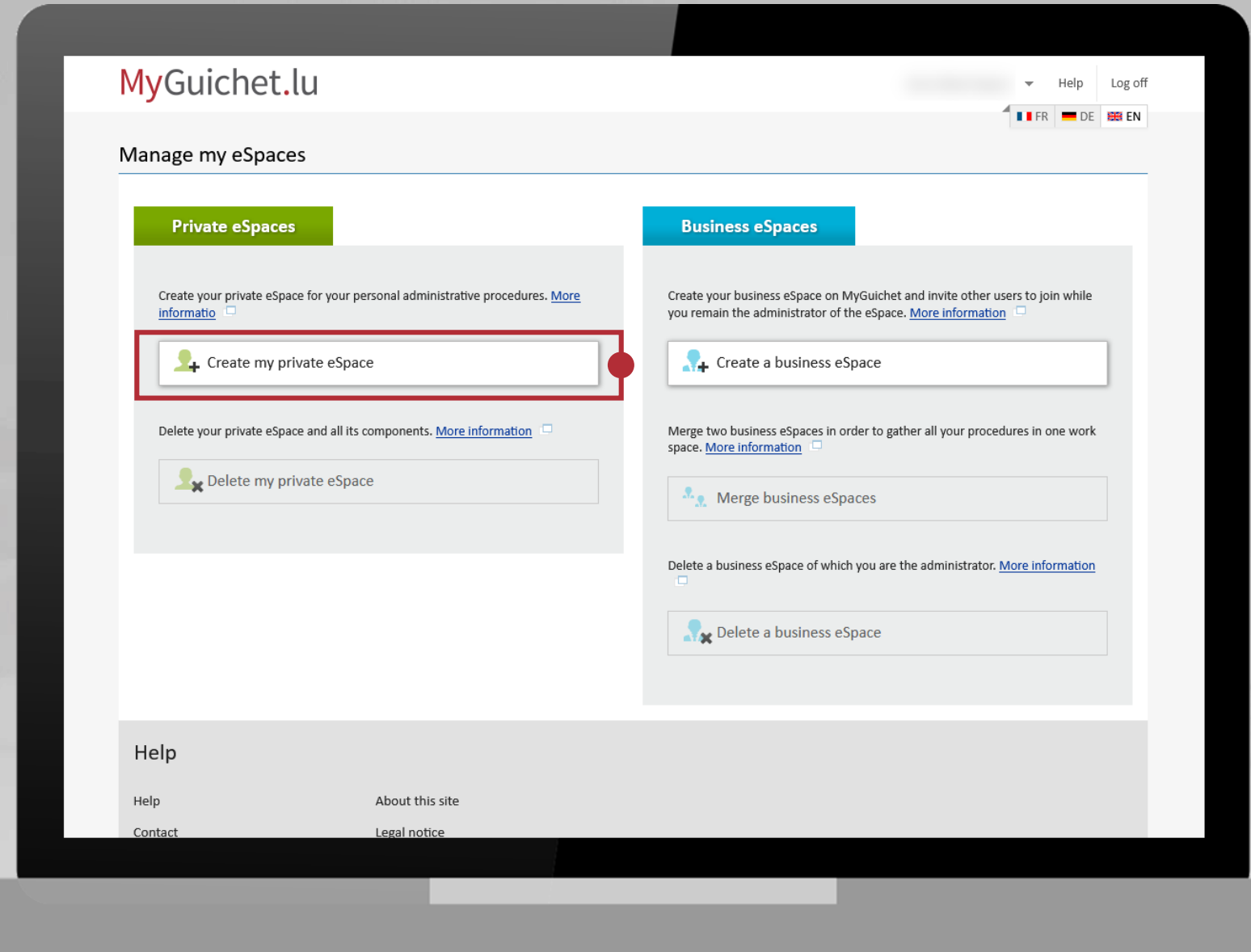
Creation of a private eSpace

1

1. Accept the **terms of use of MyGuichet.lu** by ticking the box provided.
2. Click on "**Valider**" ("Validate").



Click on "Create my private eSpace".



1. Fill in the **mandatory fields**.
2. Click on "**Confirm**".

MyGuichet.lu

Help Log off

FR DE EN

Creation of a private eSpace

Private eSpace

Name:

First name:

Your email *:

Would you like to use the data from the National Registry to pre-fill procedures ? ☒ Yes ☐ No ?

Confirm Cancel

* Mandatory field

Help

Help	About this site
Contact	Legal notice
	Accessibility

renow Copyright



You have now **created your**
private eSpace on MyGuichet.lu.



A **letter** confirming the registration with MyGuichet.lu will be sent to you by post.

You **do not need** to wait until you receive this letter to use your private eSpace.

MyGuichet.lu, the secure platform on Guichet.lu

Guichet.lu

11, rue Notre-Dame
L-2240 Luxembourg
Grand-Duchy of Luxembourg

Tel. : (+352) 247-82000
www.guichet.lu/en
support@guichet.public.lu

 **Guichet.lu**
Helpdesk



Need help?
Use our
[online form.](#)