Adding attachments to a procedure with authentication

Last modified on 02/05/2025

Using the tax return as an example, this tutorial explains how **to add attachments to a procedure with authentication** in the **browser version of MyGuichet.lu**.

There are several ways to add attachments to a procedure on MyGuichet.lu:

1. from your computer:

* [by drag and drop](#_Glisser-déposer);
* [by uploading them in the usual way](#_Téléchargement);

1. [using the MyGuichet.lu mobile application](#_Application_mobile);
2. [from the 'My documents' section](#_Rubrique_"Mes_documents").

# Drag and drop

The drag and drop function allows you to add **several attachments** simultaneously.

1. Drag and drop the desired files into the **last field** while holding down the mouse button.
2. Release the button when the outline of the field becomes a solid line.

If the files submitted are named correctly, the type of attachment is **automatically recognised**.

1. If the automatic recognition is **correct**, click on **'Confirm'**.
2. If the automatic recognition is **not correct**, you must first manually change the attachment type.
3. Click on the **attachment type selection box** that shows the wrong type of attachment.
4. Scroll up the list until you reach the section **'Required attachments'**.
5. Select the **correct attachment type**.
6. When all the attachment types are correct, click on **'Confirm'**.

You can also add **individual attachments by** drag and drop.

1. Drag the desired file into the **appropriate field** while holding down the mouse button.
2. Release the button when the outline of the field becomes a solid line.

# Upload

1. Click on **'Attach'**.
2. Click on **'Browse'**.
3. After selecting the file on your computer, click on **'Confirm'**.

# Mobile app

If you don't have a scanner, you can take a photo using the MyGuichet.lu mobile app, which will then convert the photo into a **PDF document**. This feature is available **with or without linking** the mobile device to your MyGuichet.lu account.

1. Click on **'Attach'**.
2. Select **'My MyGuichet.lu mobile application'**.
3. Enter the **document name**.
4. Click on **'Confirm'**.
5. Open the MyGuichet.lu mobile application.
6. Tap **'Add a document'**.
7. Tap **'Continue'**.
8. Scan the **QR code** with the mobile app.
9. Tap **'Take a picture'** to activate the camera of your smartphone or tablet.
10. Place the **camera** over the document you want to add to your procedure and wait a few moments.
11. If the selection is correct, tap **'End'**.
12. Tap **'Generate'**.
13. If the document consists of multiple pages, tap **'Add a picture'** to create a multi-page PDF document.
14. Tap **'Generate'**.
15. Tap **'Confirm'**.

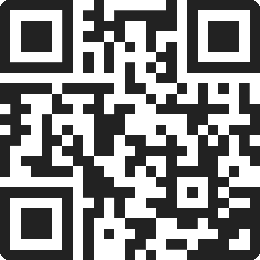
# 'My documents' section

1. Click on **'Attach'**.
2. Select **'My documents in my eSpace'**.
3. Click on **'Please select'**.

Once you have added all the attachments, you can send your procedure to the competent organisation.

# Contact details in case of questions about MyGuichet.lu

* [**Contact form**](https://guichet.public.lu/en/citoyens/support/contact/contact_guichet.html)

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* **Physical reception desk**

11, rue Notre-Dame   
L-2240 Luxembourg

open Monday to Friday from 08.00 to 17.00 (with or without appointment)

* **Phone**

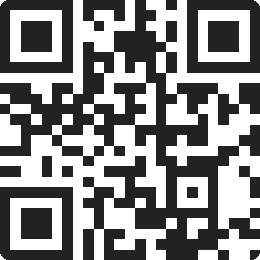
(+352) 247 82 000

available Monday to Friday from 08.00 to 18.00

* **Video call with the Guichet.lu Helpdesk**

by appointment, Monday to Friday from 08.30 to 17.30

* [**Appointment**](https://guichet.public.lu/en/citoyens/citoyennete/papiers-identite/carte-identite/rdv-accueil-guichet-lu.html)

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