



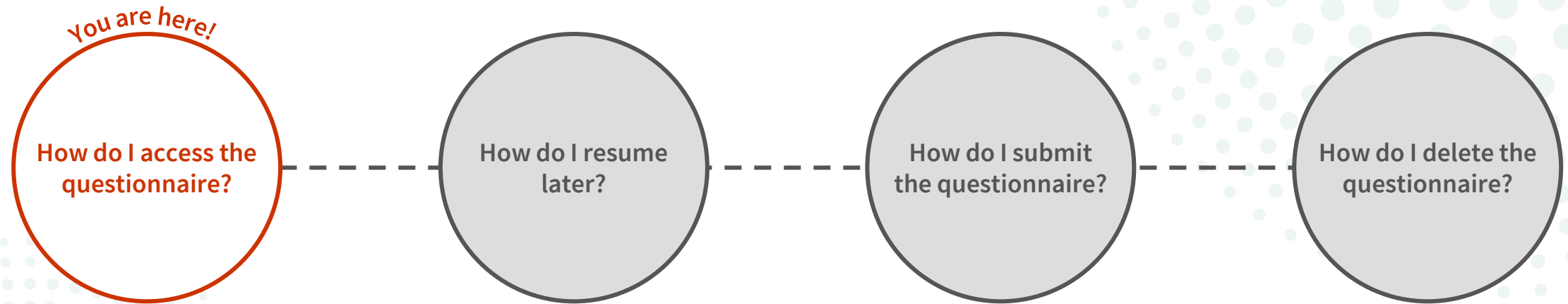
STATEC

Survey on Income and Living Conditions (EU-SILC)

Accessing the online questionnaire

[MyGuichet.lu](https://myguichet.lu)


We will guide you through the online questionnaire on MyGuichet.lu step by step:





What do I need to know about the online questionnaire?

What is the difference between authenticated and non-authenticated mode?

Avec authentication	Sans authentication
<ul style="list-style-type: none">✓ You can save the questionnaire in your private eSpace on MyGuichet.lu and resume the data entry later✓ Easy to fill to suit your needs without time constraints	<ul style="list-style-type: none">✗ Obligation to complete the entire questionnaire in one go✗ The questionnaire cannot be saved and resumed at a later date✗ Response time limit of 2 hours
 STATEC recommends using authenticated mode.	

What do I need to take part in the EU-SILC survey in authenticated mode?

Authentication device

(LuxTrust product, Luxembourg eID or eIDAS device from another European country)

Private eSpace on MyGuichet.lu



How do I create a **private eSpace** on MyGuichet.lu?

Access code

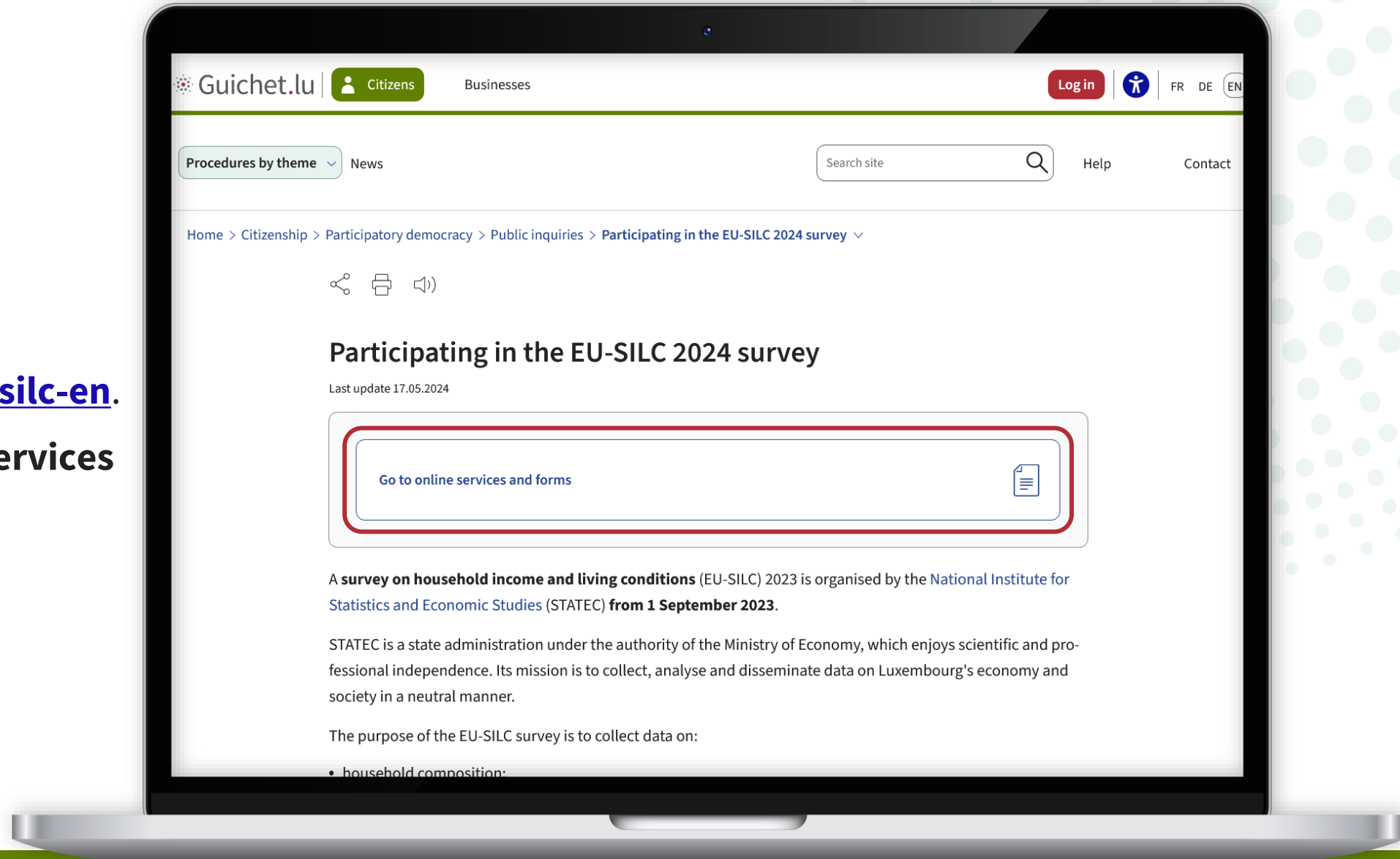
(made up of capital letters and numbers)



Where can I find the link to the survey?

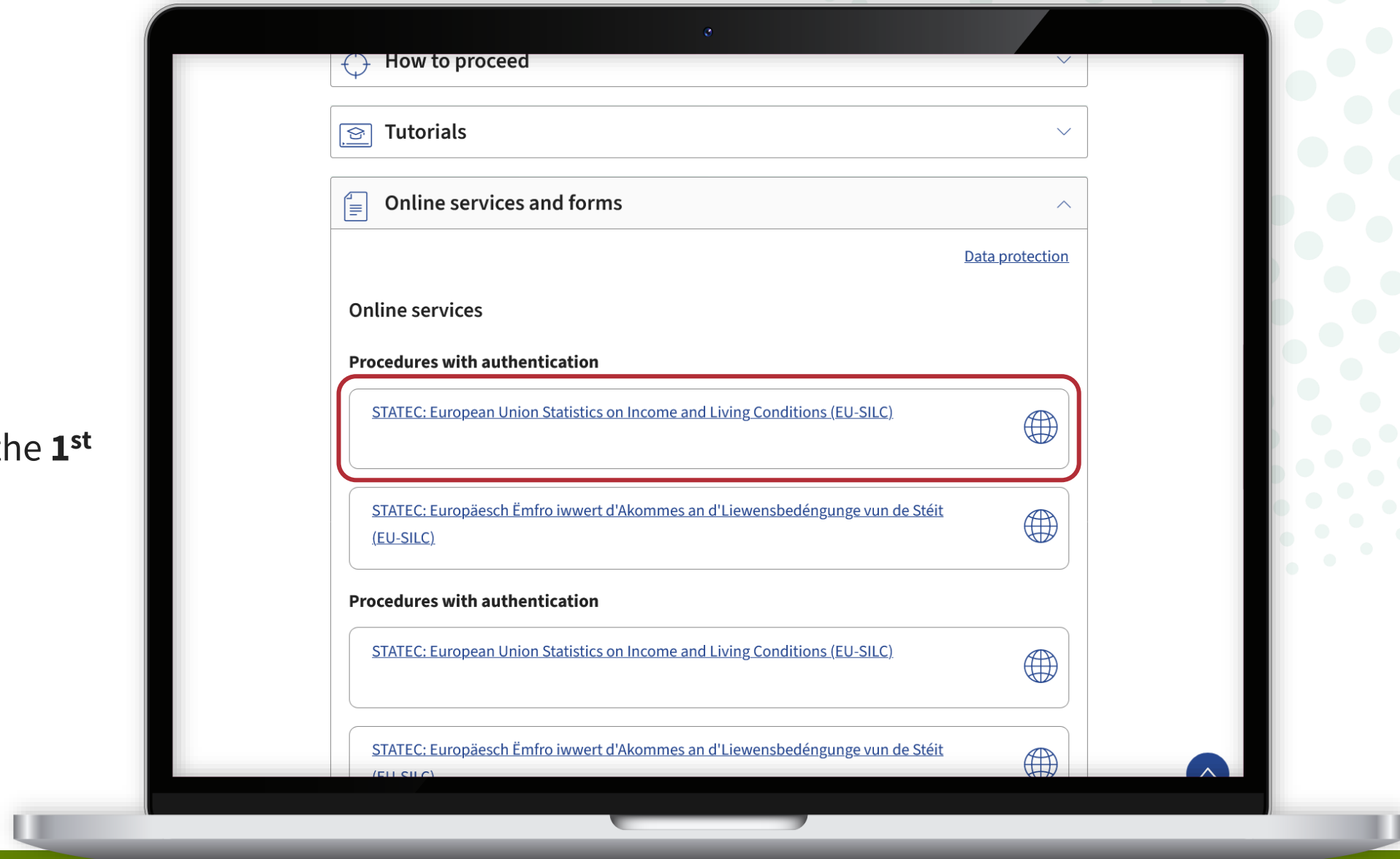
1

1. Go to www.guichet.lu/silc-en.
2. Click on '**Go to online services and forms**'.



2

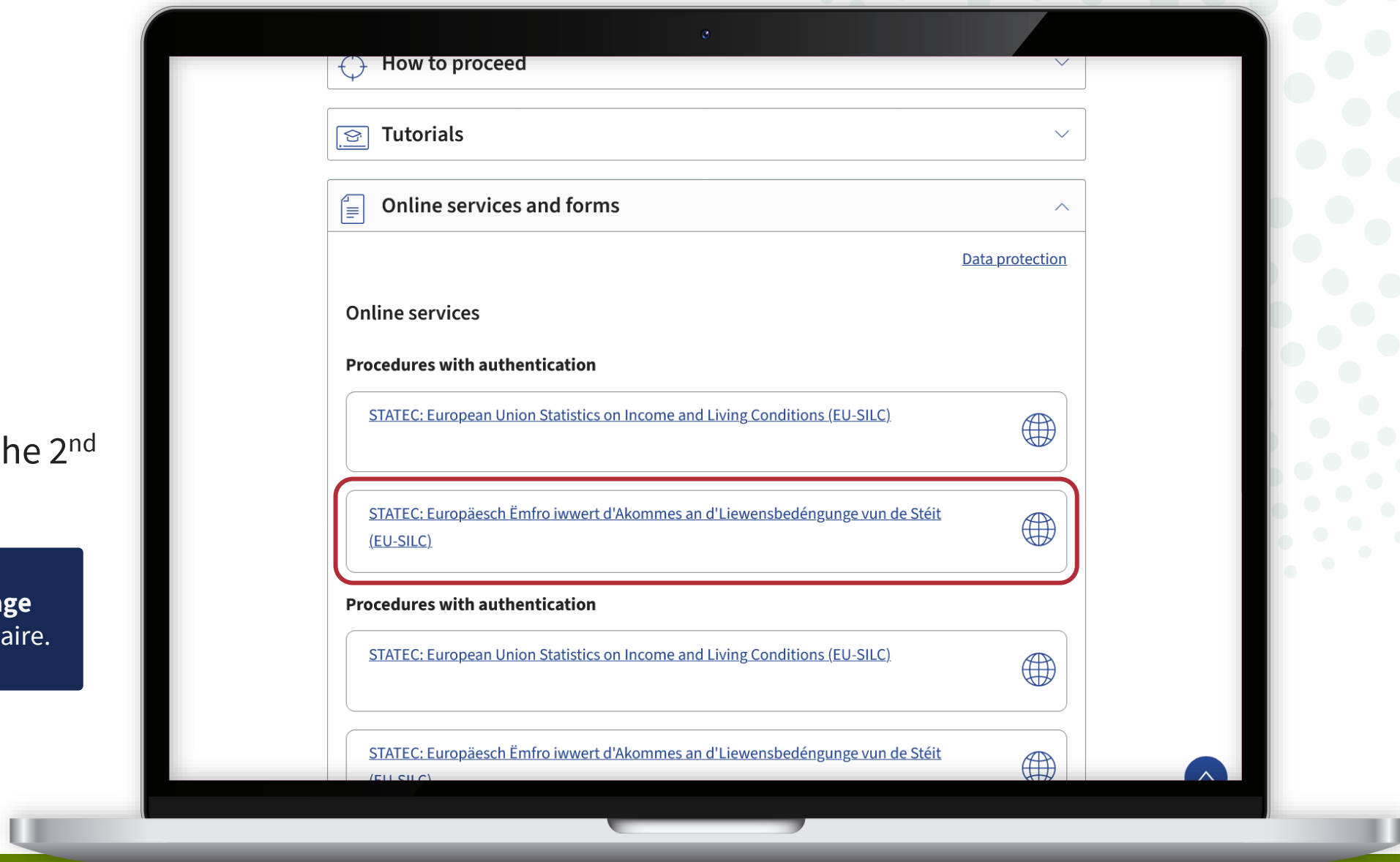
Under '**Procedures with authentication**', click on the **1st** button.





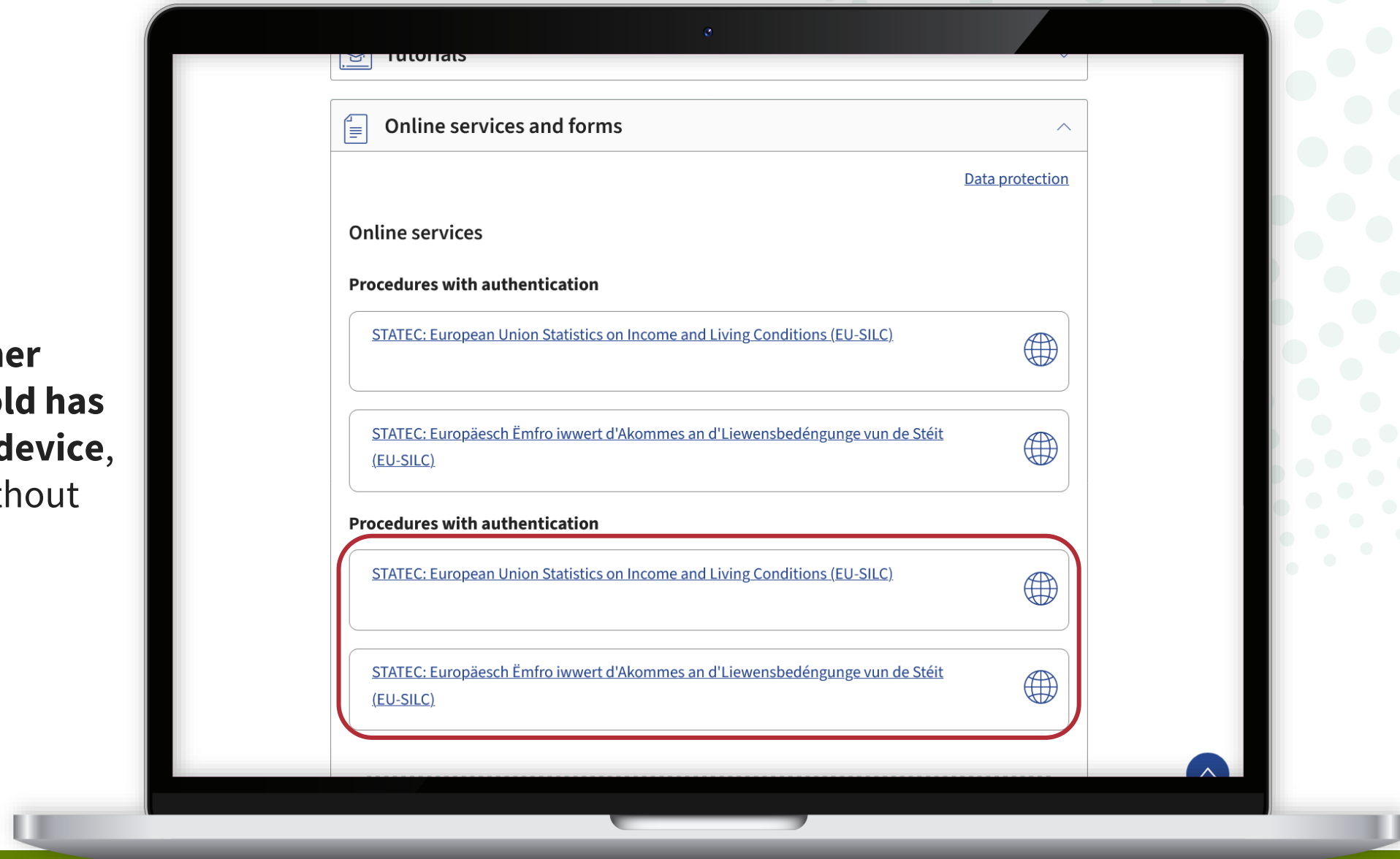
To open the survey in **Luxembourgish**, click on the 2nd button.

You **cannot change the language while completing** the questionnaire.



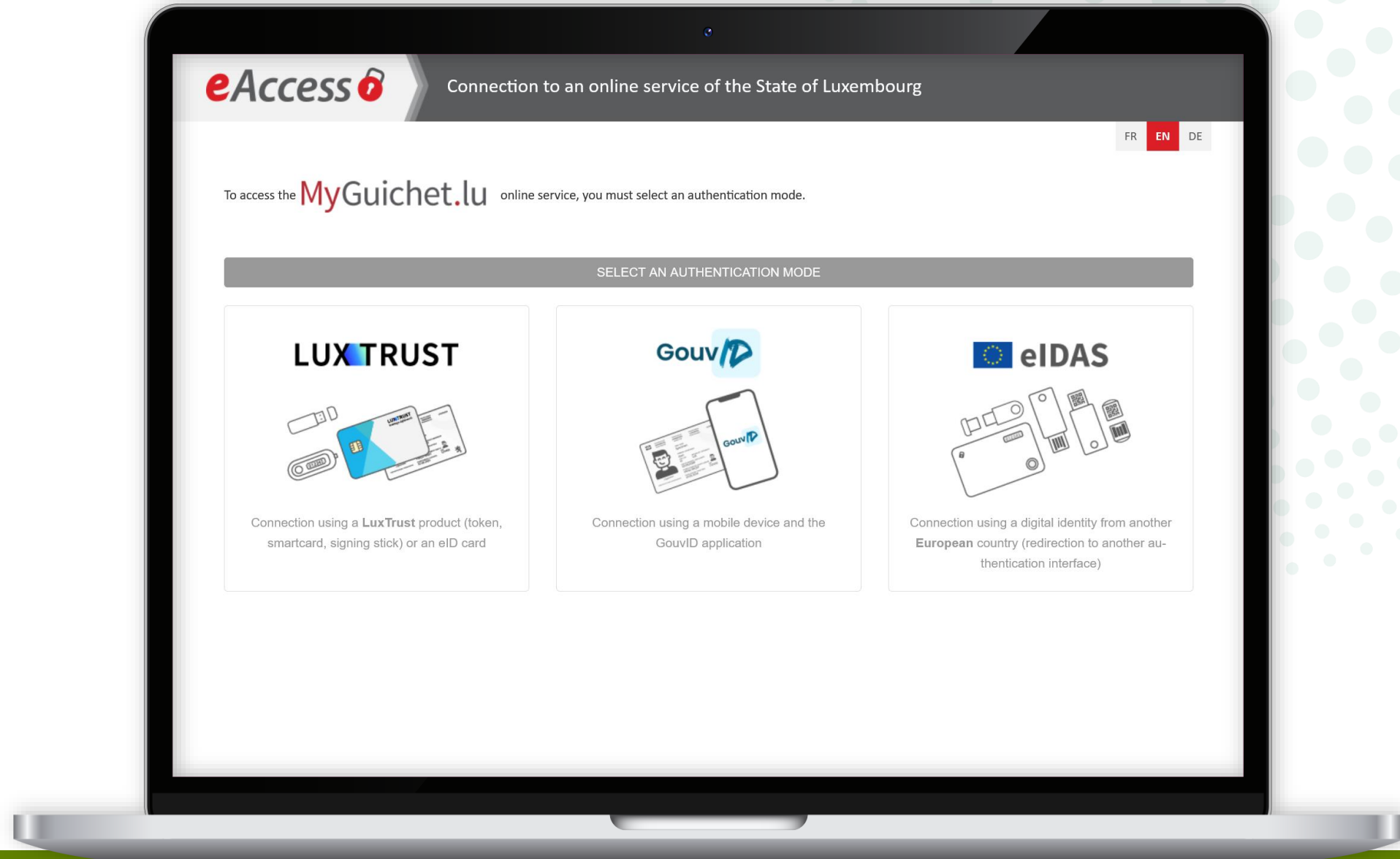


If neither you nor any other member of your household has a LuxTrust, eID or eIDAS device, choose the procedures without authentication.



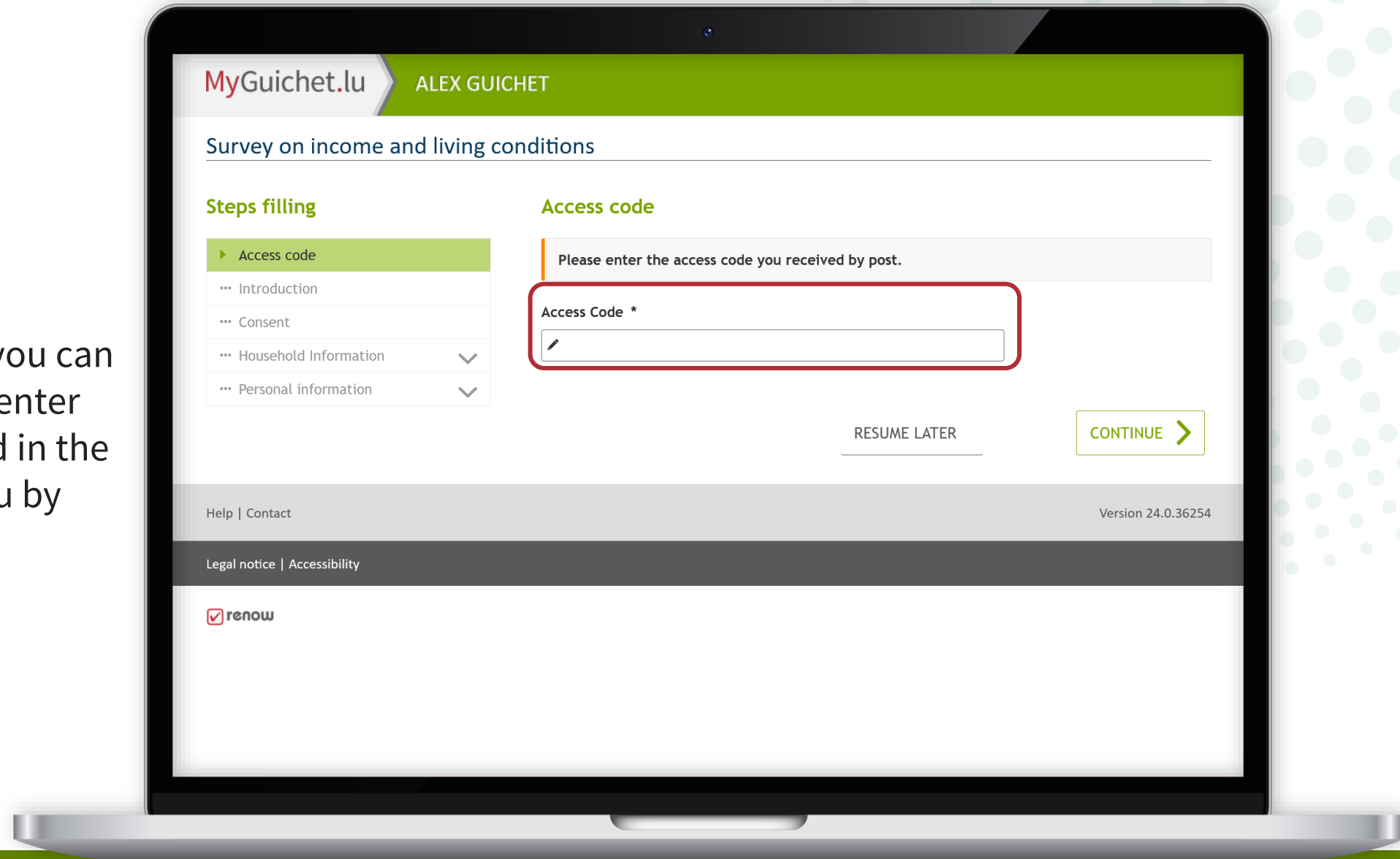
3

Follow the steps that correspond to your **authentication device**.



4

Once you have logged in, you can access the questionnaire: enter the **access code** contained in the invitation letter sent to you by STATEC.

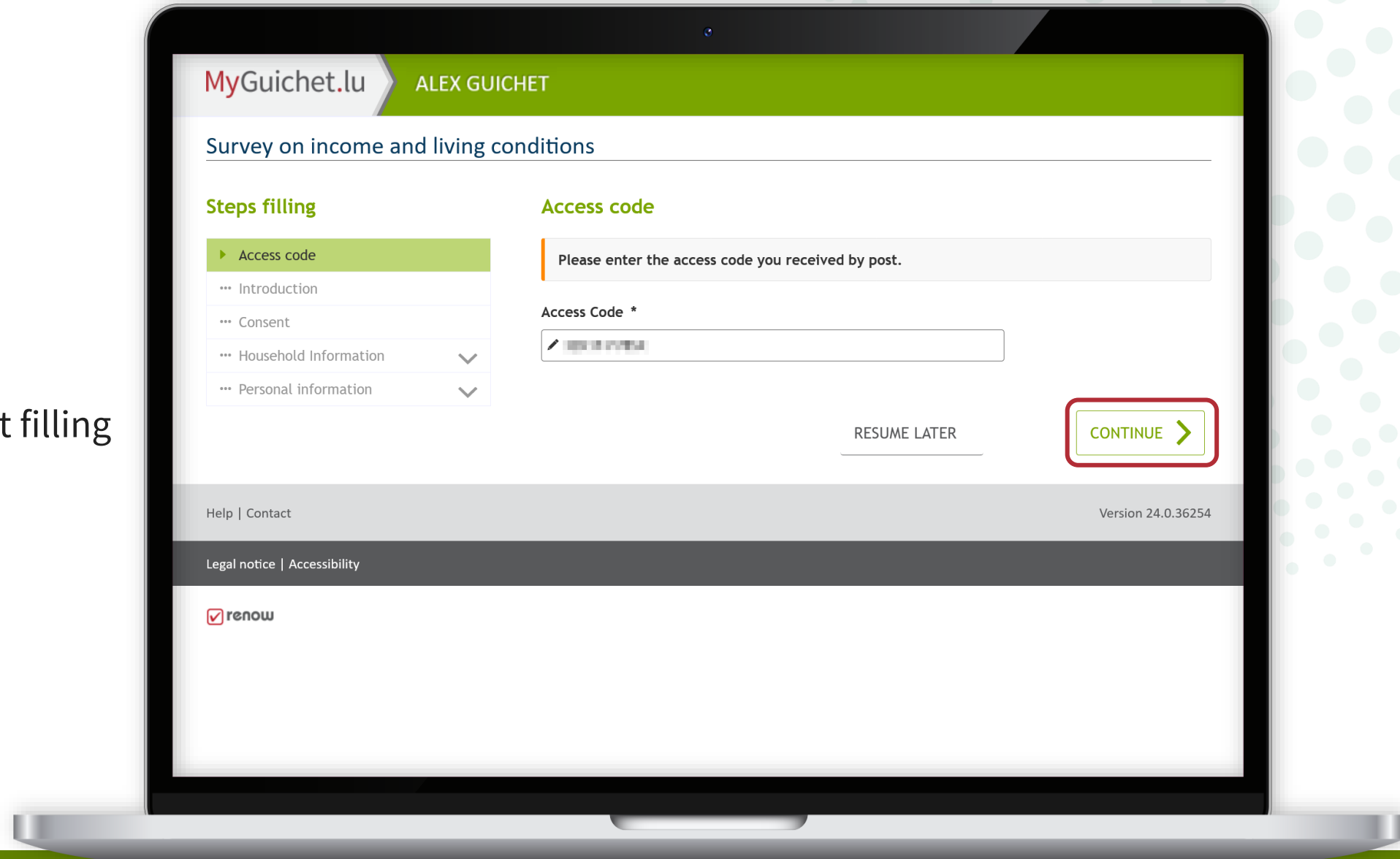




Each access code may only be used **once per household.**

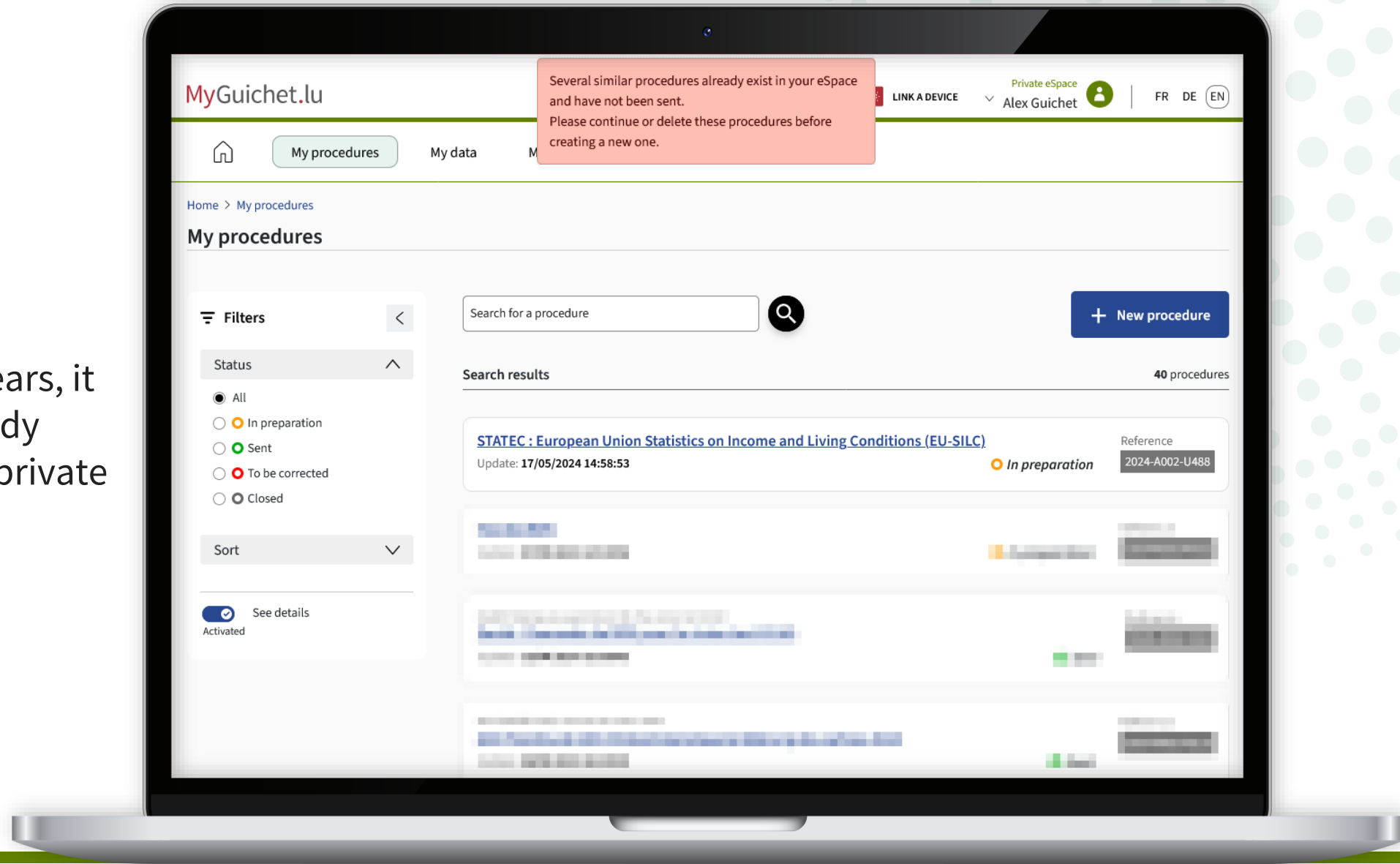
5

Click on '**Continue**' to start filling in the questionnaire.



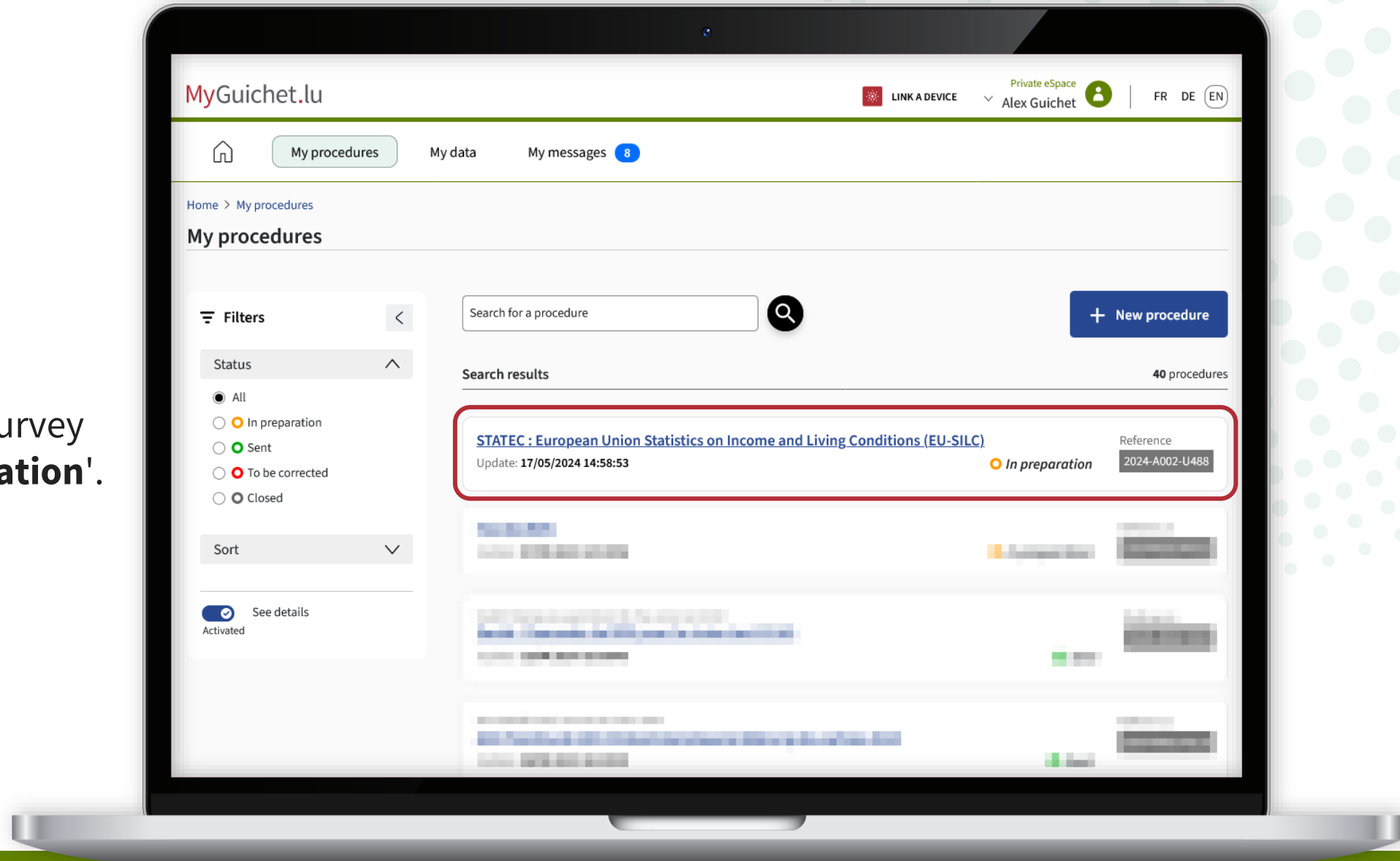


If this **error message** appears, it means that you have already started the survey in your private eSpace.



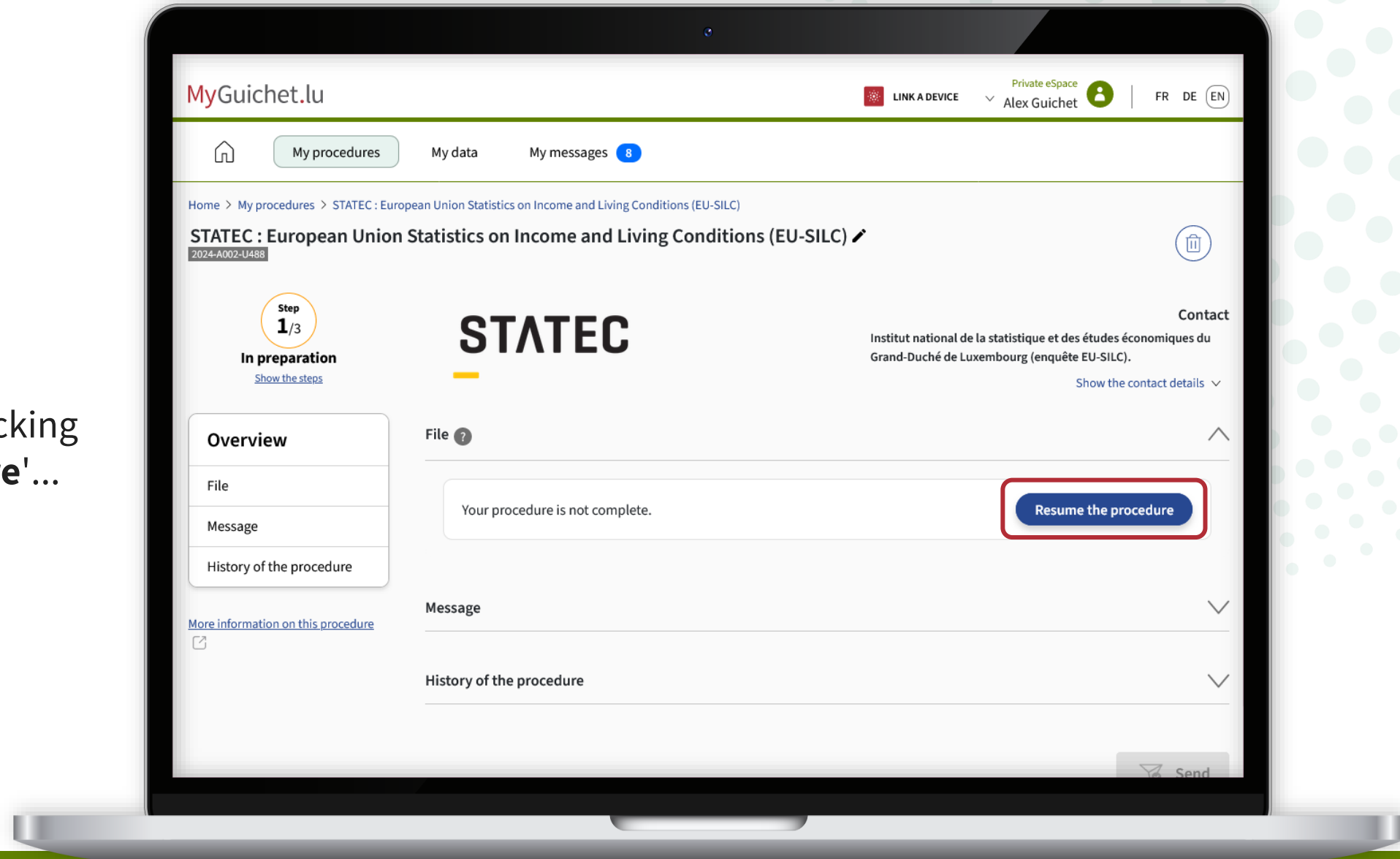
1

To continue, click on the survey whose status is '**In preparation**'.



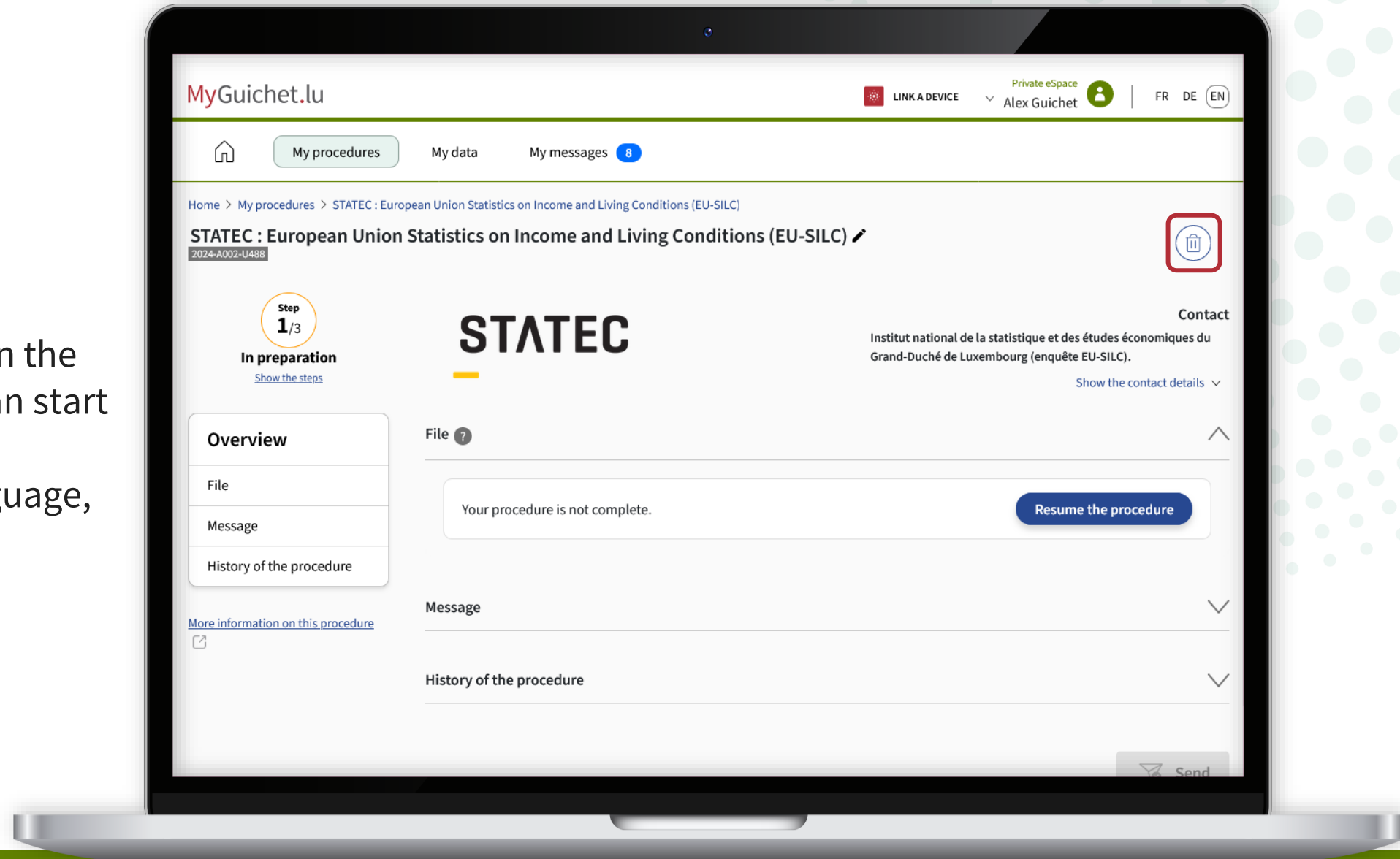
2

Continue the survey by clicking on '**Resume the procedure**'...



3

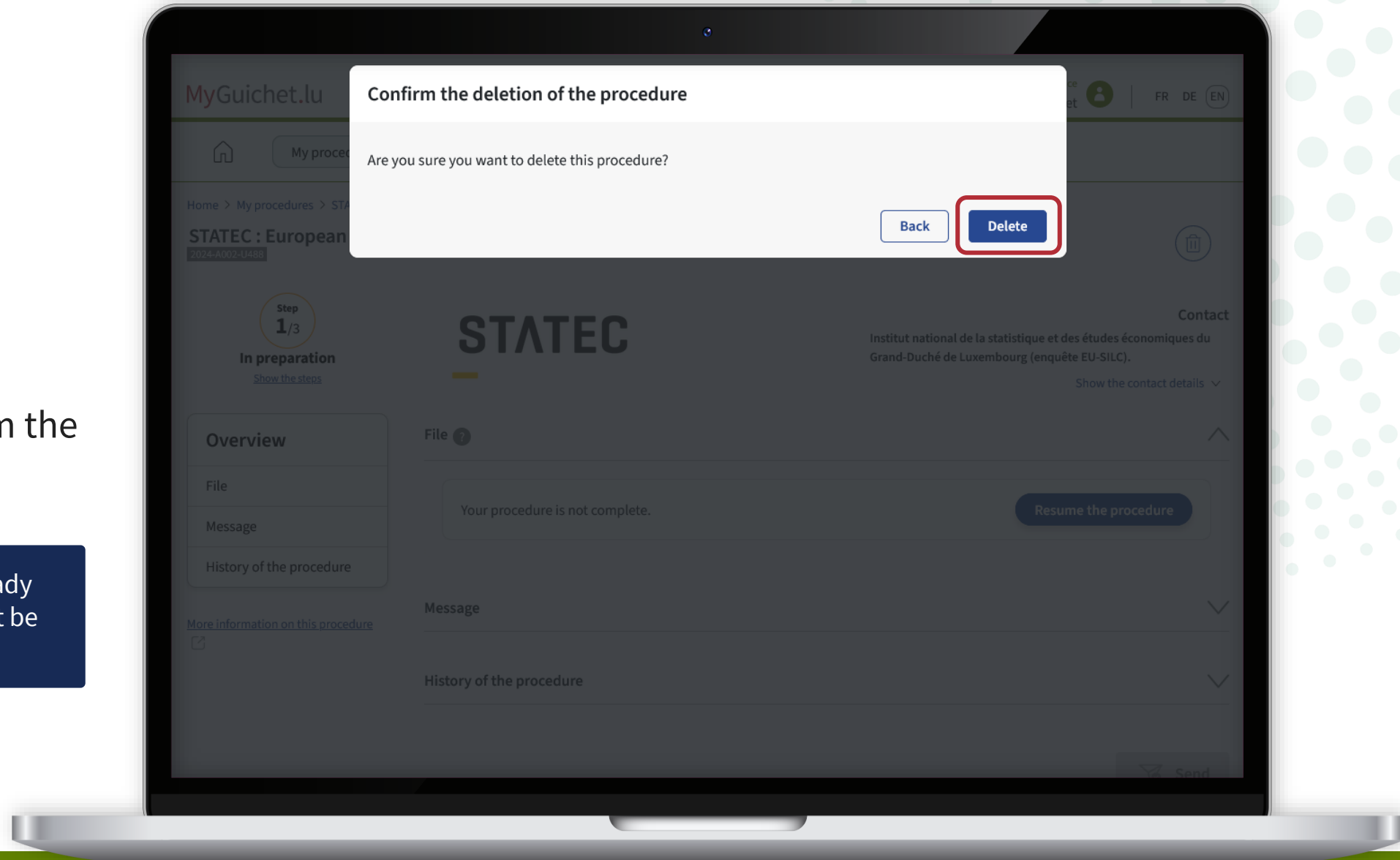
... or delete it by clicking on the **recycle bin**, so that you can start the survey again from the beginning (in another language, for example).



4

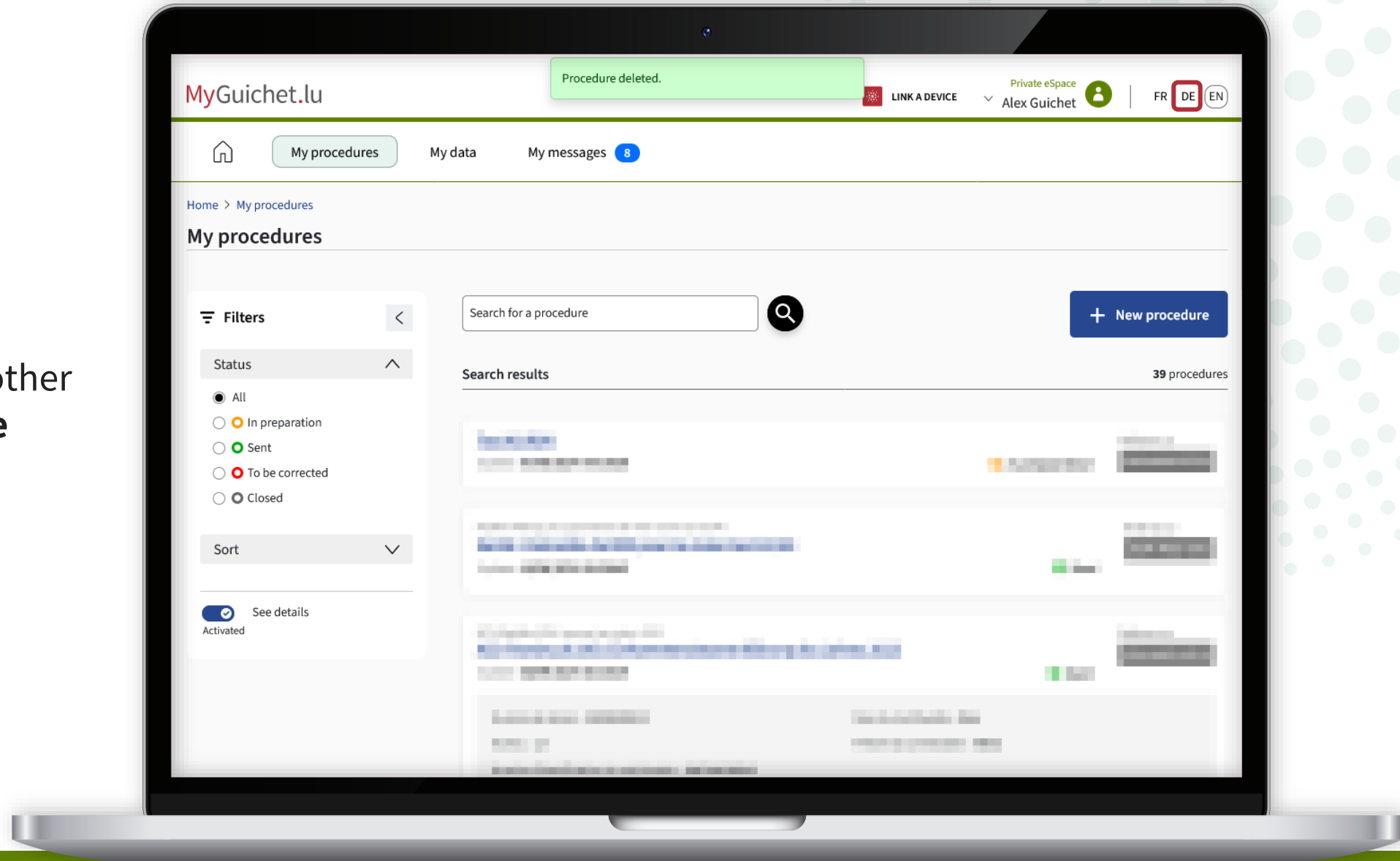
Click on '**Delete**' to confirm the deletion.

Any information you have already entered **will be lost** and cannot be recovered.



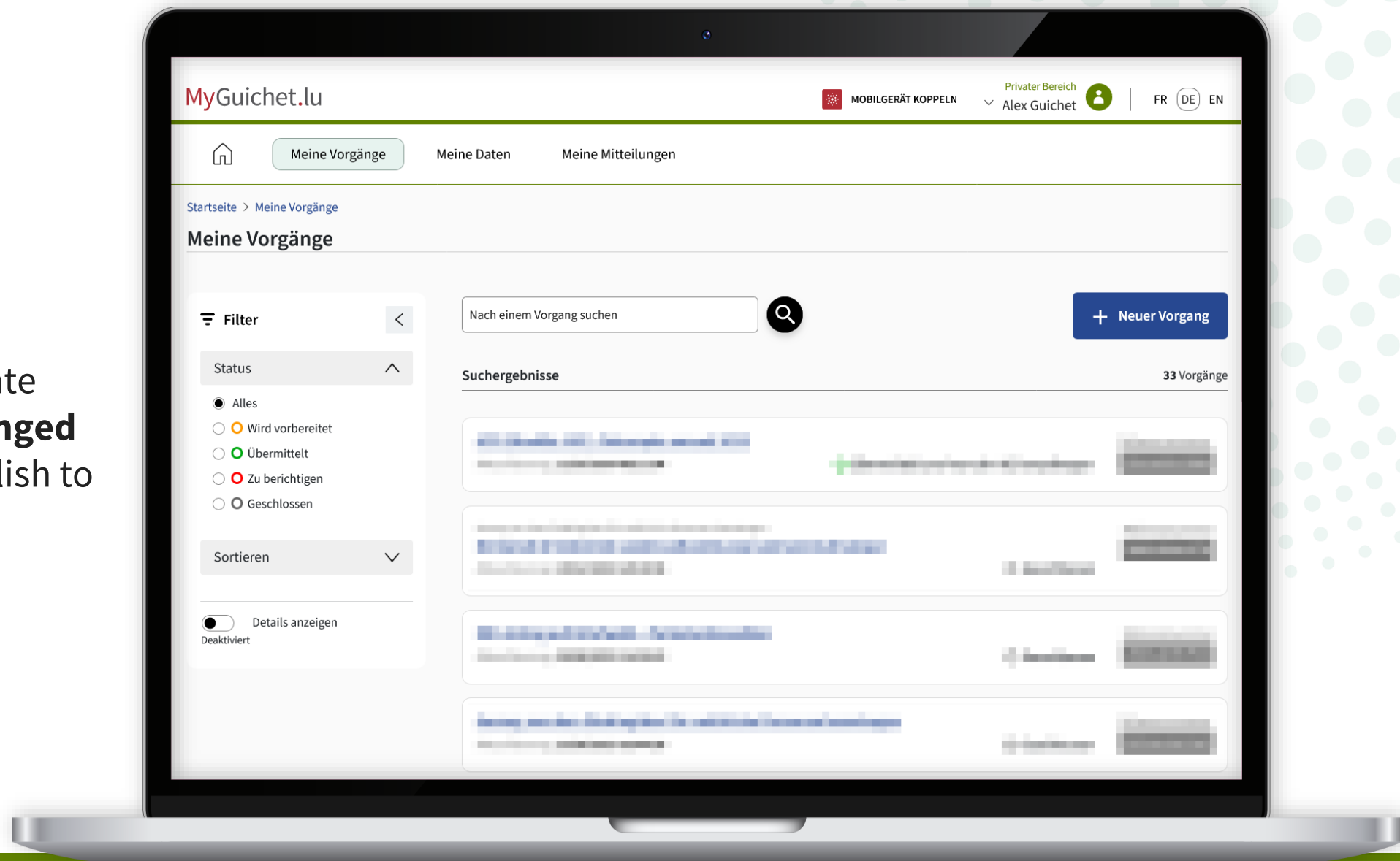


If you wish to start the questionnaire again in another language, **first change the language of your private eSpace** (in this example, German).



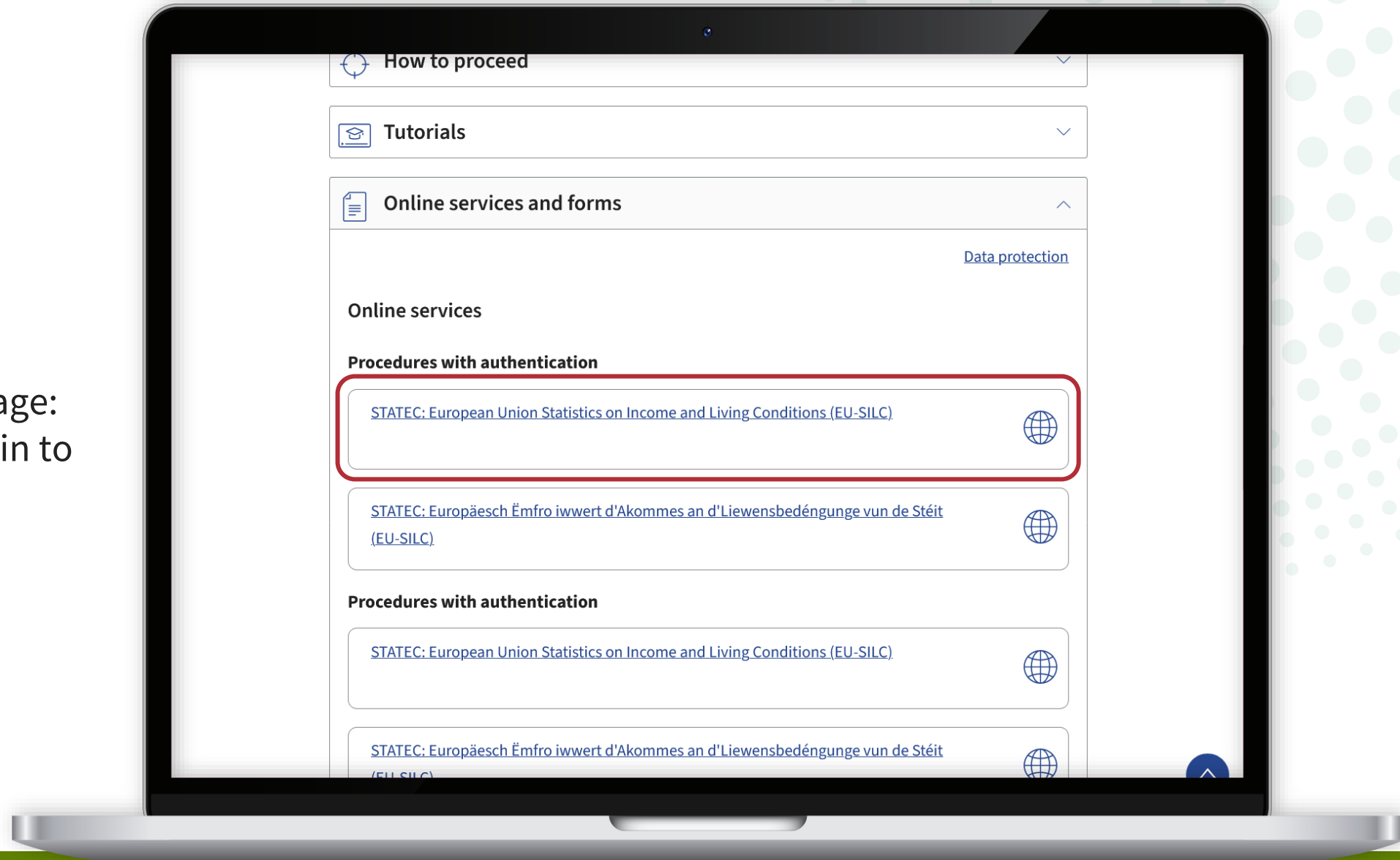


The language of your private eSpace has now been **changed** (in this example, from English to German).



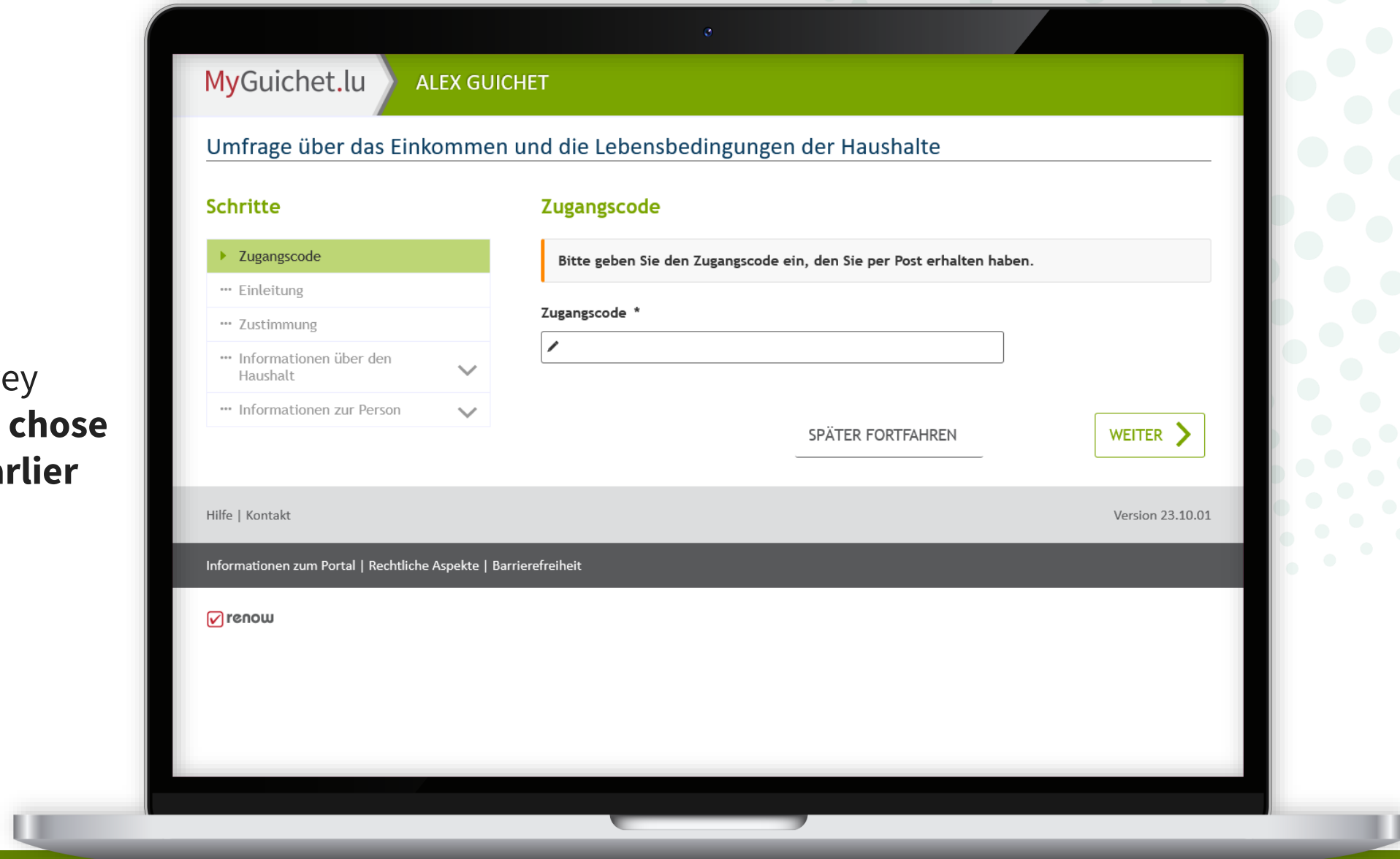
6

Return to the Guichet.lu page:
click on the **1st button** again to
begin the survey.

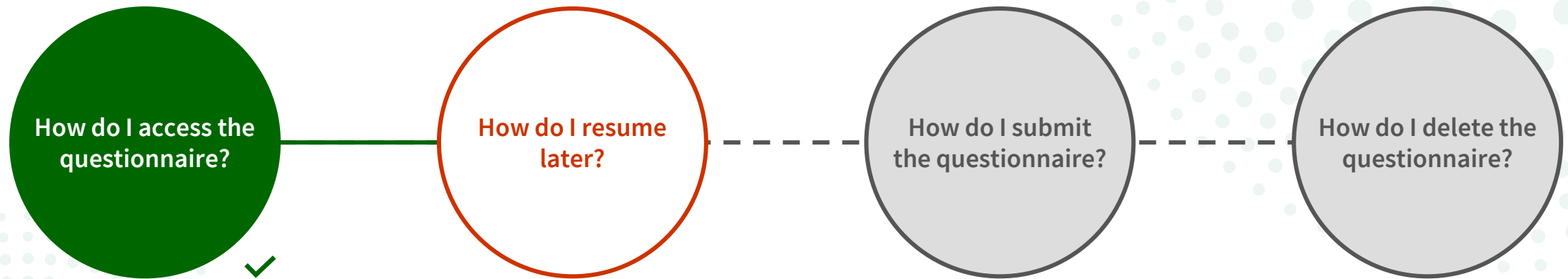




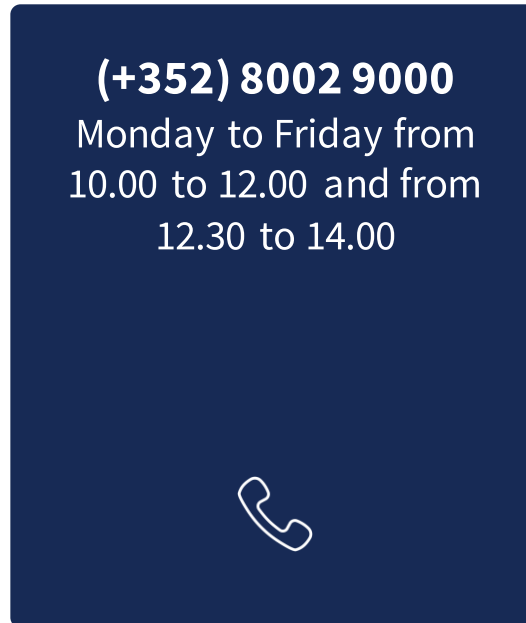
You can now start the survey again in the **language you chose in your private eSpace earlier** (in this example, German).



Also have a look at the other tutorials for the online questionnaire:



Do you have any questions about the survey or need help completing the online questionnaire?



Do you need technical help with MyGuichet.lu?



Online form

(+352) 247-82 000

Monday to Friday from
08.00 to 18.00



**11, Rue Notre-Dame
L-2240 Luxembourg**

Monday to Friday from
08.00 to 17.00



STATEC



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