Accessing the online questionnaire

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| **We will guide you through the online questionnaire on MyGuichet.lu step by step:**   * **How do I access the questionnaire? → You are here** * How do I resume later? * How do I submit the questionnaire? * How do I delete the questionnaire? |

# What do I need to know about the online questionnaire?

1. **What is the difference between authenticated and non-authenticated mode?**

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| **With authentication** | **Without authentication** |
| * 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 | * 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**.

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

To take part in the EU-SILC survey in authenticated mode via MyGuichet.lu, you need:

* an **authentication device** (LuxTrust product, Luxembourg eID or   
  eIDAS device from another European country);
* a **private eSpace on MyGuichet.lu**;
* an **access code** (made up of capital letters and numbers).

[How do I create a private eSpace on MyGuichet.lu?](https://guichet.public.lu/en/citoyens/support/aide/myguichet/espace-prive.html)

# Where can I find the link to the survey?

1. Go to [**www.guichet.lu/silc-en**](http://www.guichet.lu/silc-en).
2. Click on '**Go to online services and forms**'.
3. Under '**Procedures with authentication**', click on the **1st button**.

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

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

1. Follow the steps that correspond to your **authentication device**.
2. 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**.

1. 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**' 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).
3. Click on '**Delete**' to confirm the deletion.

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

1. 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 French to German).

1. 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).

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| **Also have a look at the other tutorials for the online questionnaire:**   * How do I resume later? * How do I submit the questionnaire? * How do I delete the questionnaire? |

# Need help?

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

* **Website:** <https://statistiques.public.lu/en/enquetes/enquetes-particuliers/silc-conditions-vie.html>
* **Telephone:** (+352) 8002 9000 (Monday to Friday from 10.00 to 12.00 and from 12.30 to 14.00)
* **Email address:** [silc@statec.etat.lu](mailto:silc@statec.etat.lu)

## Do you need technical help with MyGuichet.lu?

* [Online form](https://guichet.public.lu/en/support/aide.html)
* **Telephone:** (+352) 247 82 000 (Monday to Friday from 08.00 to 18.00)
* **Reception desk:** 11, rue Notre-Dame L-2240 Luxembourg (Monday to Friday from 08.00 to 17.00)