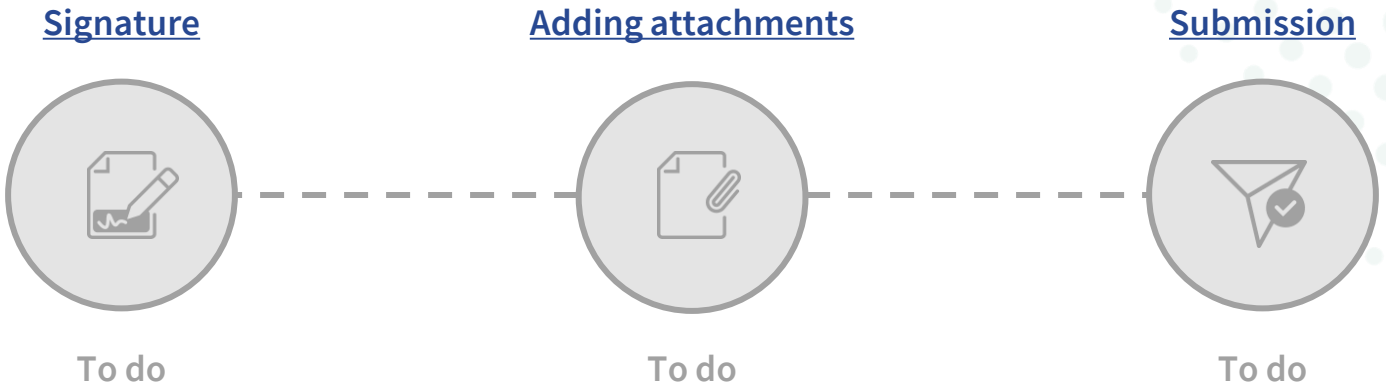
Signing and sending a procedure with authentication

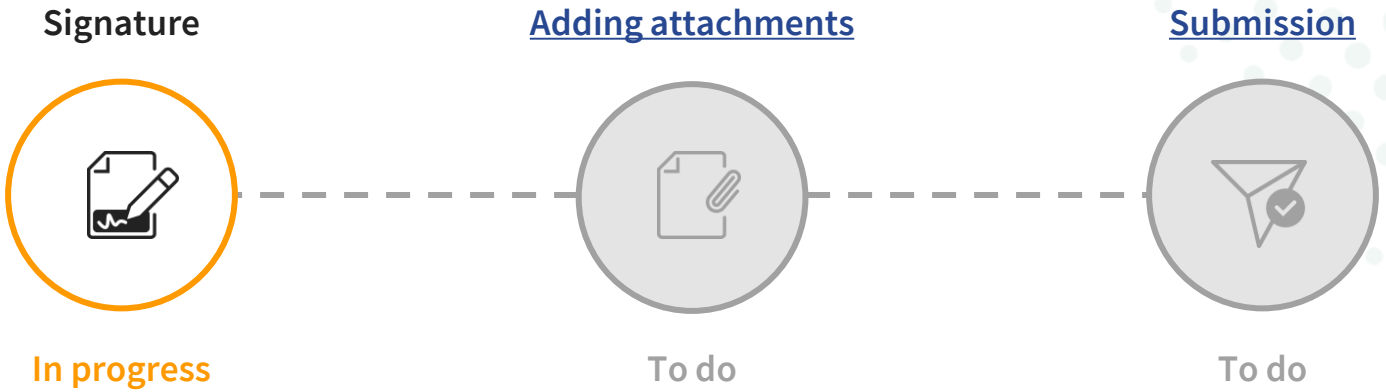
MyGuichet.lu

Using the change of address declaration as an example, this tutorial explains how to **submit a procedure requiring authentication** and an **electronic signature**, in the **browser version** of MyGuichet.lu.

Steps

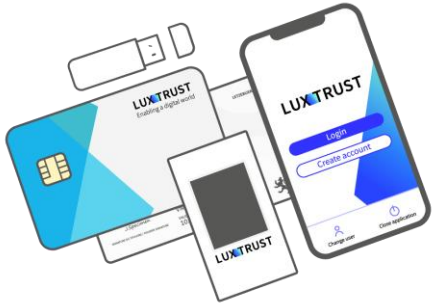


Step 1/3


Signature
Adding attachments
Submission
In progress
To do
To do

Signing and sending a procedure with authentication

You can sign procedures electronically on MyGuichet.lu with a **LuxTrust product** (such as LuxTrust Mobile) or a **Luxembourg eID**.



Can I also use an eIDAS device from another country?

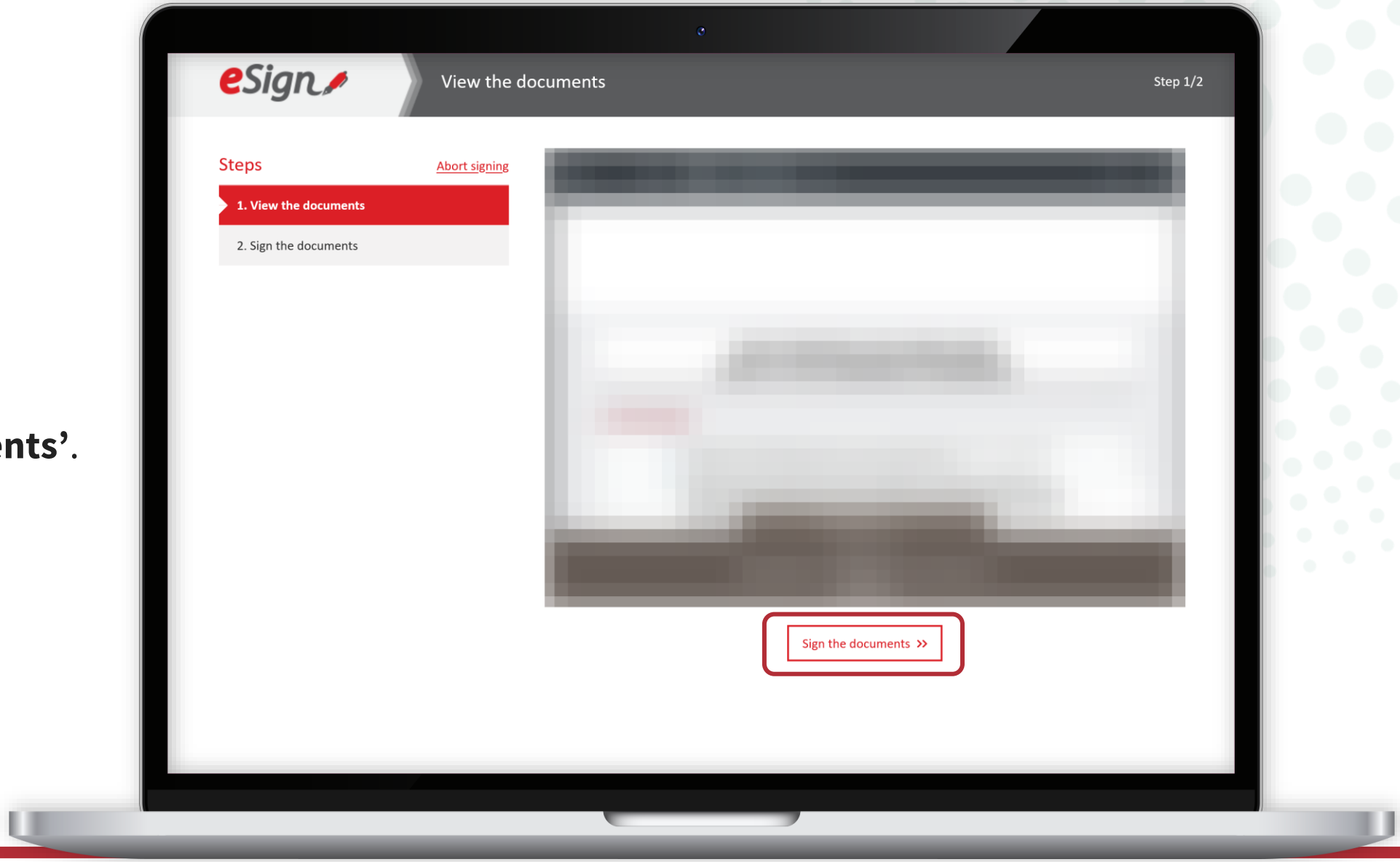
You can register on MyGuichet.lu with an eIDAS means of identification from another country, but **you cannot use it to sign procedures**.

After filling in all the fields on the online form, you will be automatically redirected to **eSign**, the Luxembourg government portal for electronic signatures.

1

eSign

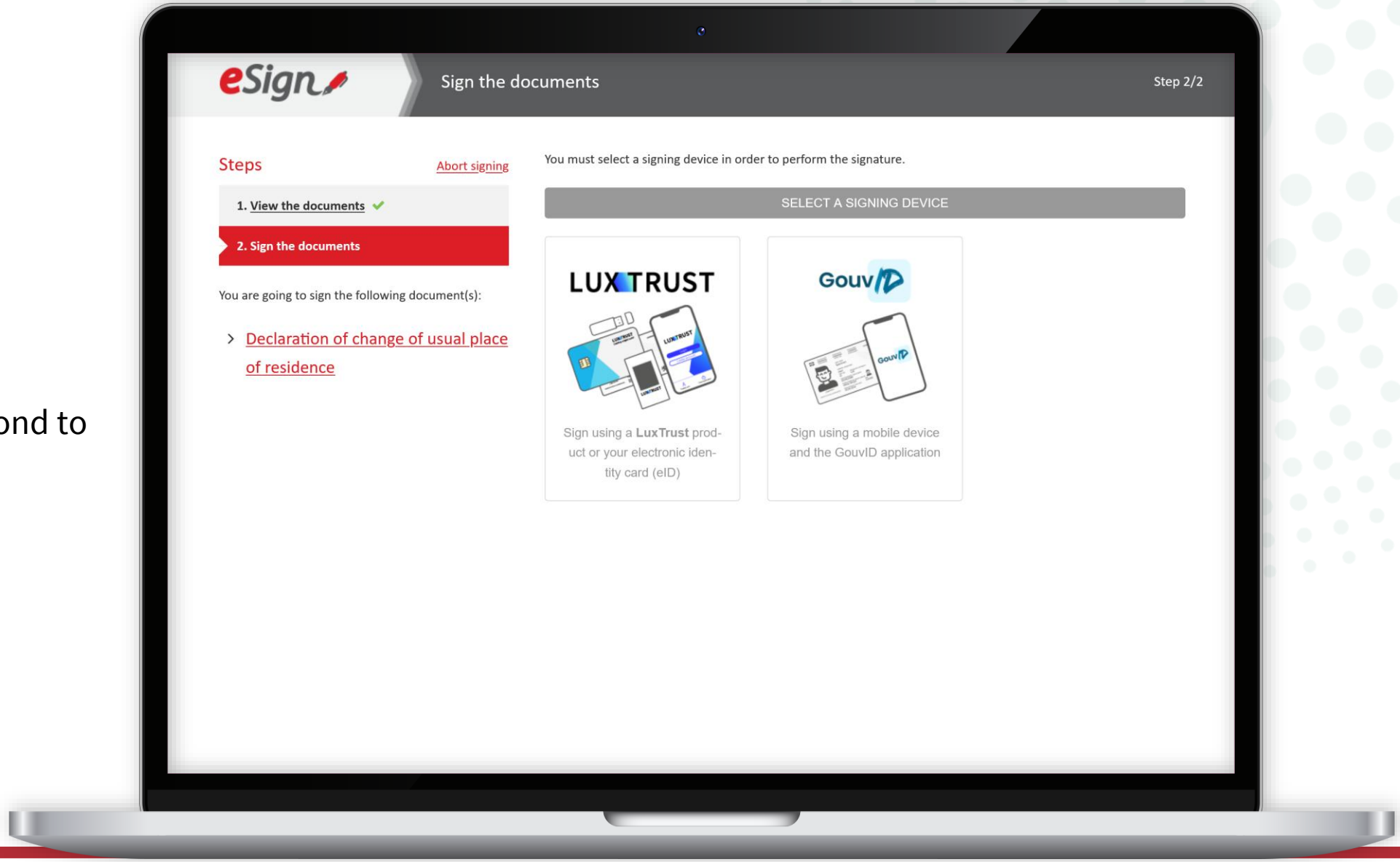
Click on **'Sign the documents'**.



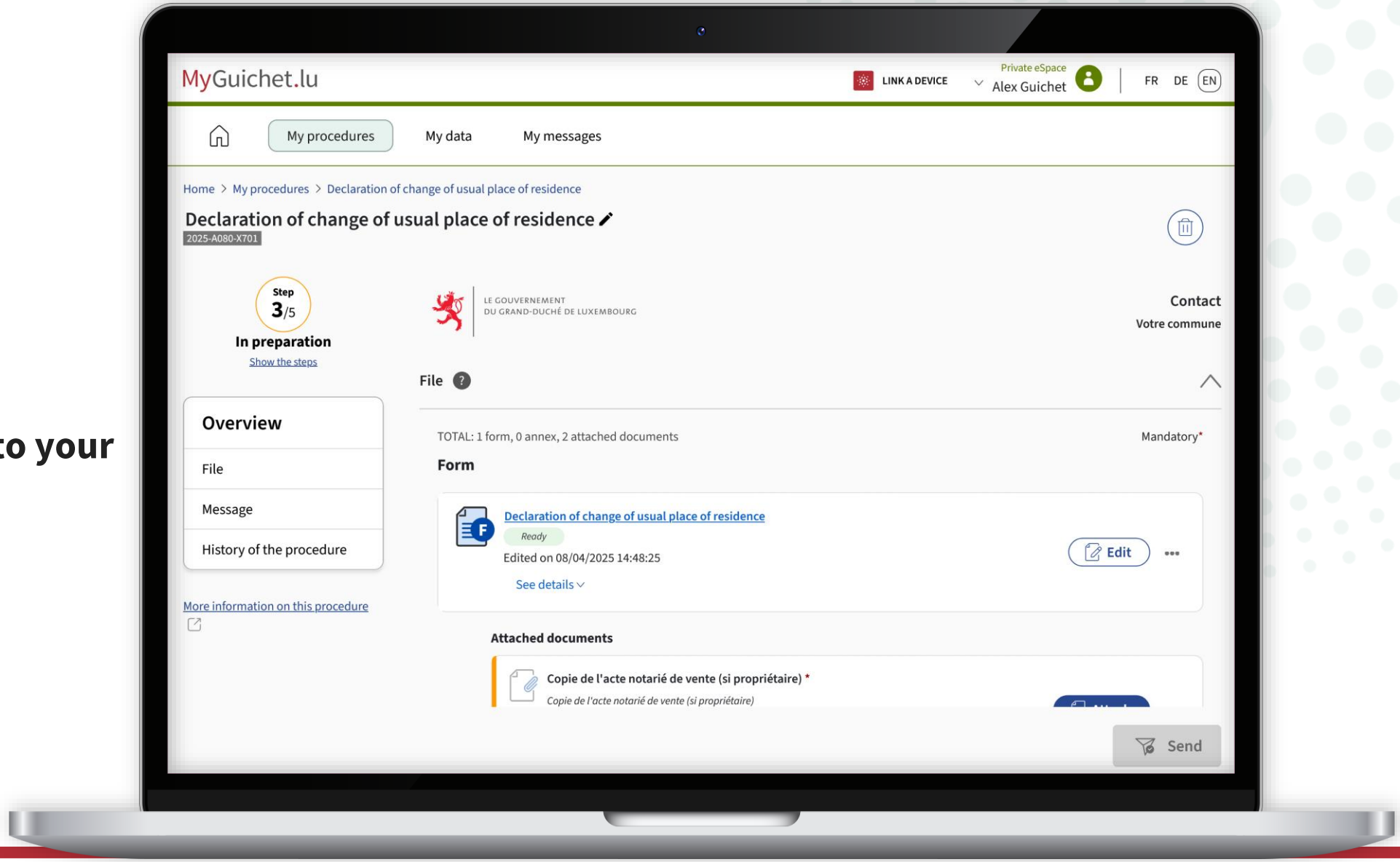
2

eSign

Follow the steps that correspond to **your certificate**.



After signing, you are automatically **redirected to your private eSpace**.

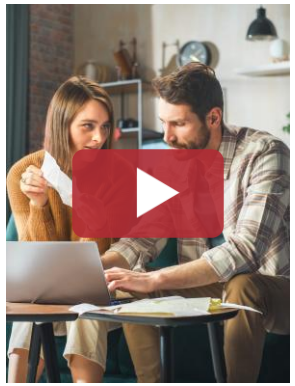


On MyGuichet.lu, there are some procedures that require the **electronic signature of 2 people**. Some of these procedures (for example, tax returns via the electronic assistant in the case of joint taxation) work with a double signature and a transfer to another eSpace.

Double signature with transfer to another eSpace

If you want to know how a **double signature with transfer to another eSpace works**, please consult our tutorial on this subject.

Signing and sending a procedure with authentication



Step 2/3

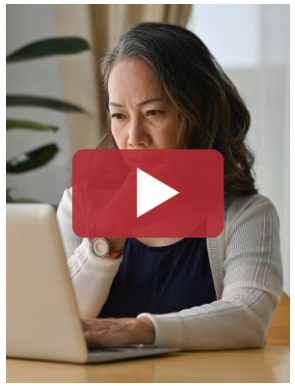
Signature
Adding attachments
Submission
Done
In progress
To do

For some procedures, you must first **add all the mandatory attachments** (marked with an *) before you can send them to the competent body.

Adding attachments

If you want to know how to **add attachments to a procedure with authentication** please consult our tutorial on this subject.

Adding attachments to a procedure with authentication

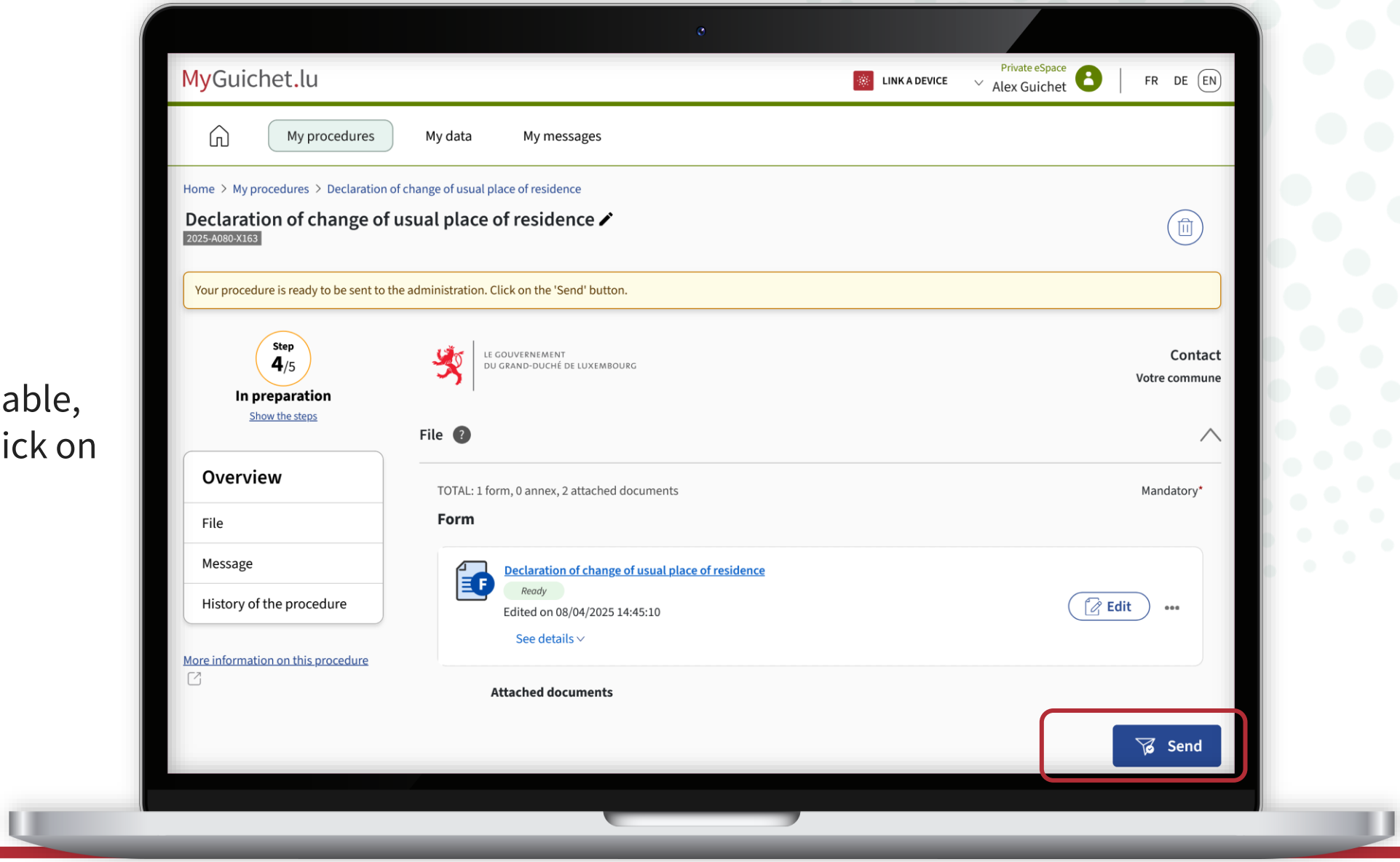


Step 3/3

Signature
Adding attachments
Submission
Done
Done
In progress

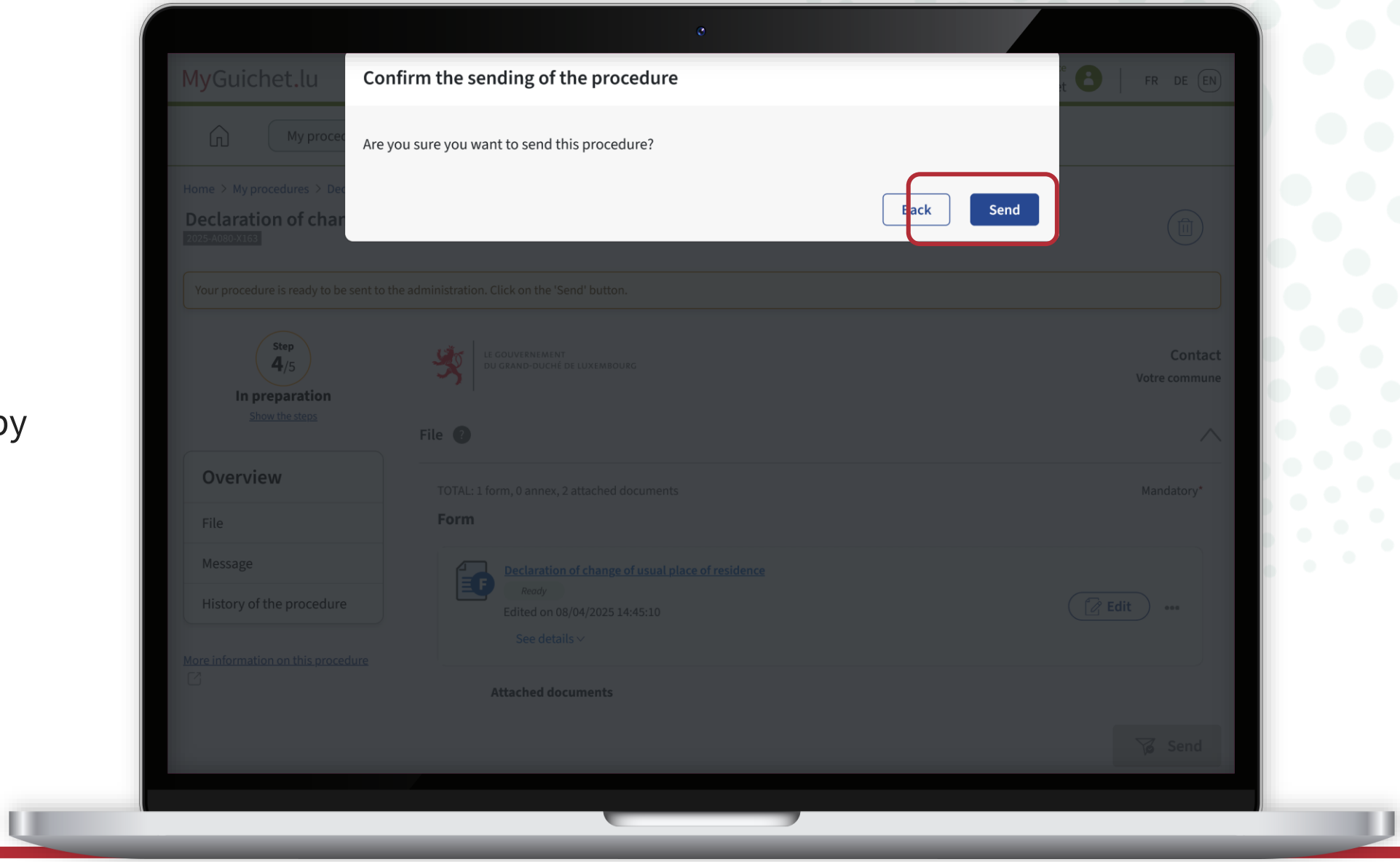
3

After signing (and, if applicable, adding all attachments), click on **'Send'**.

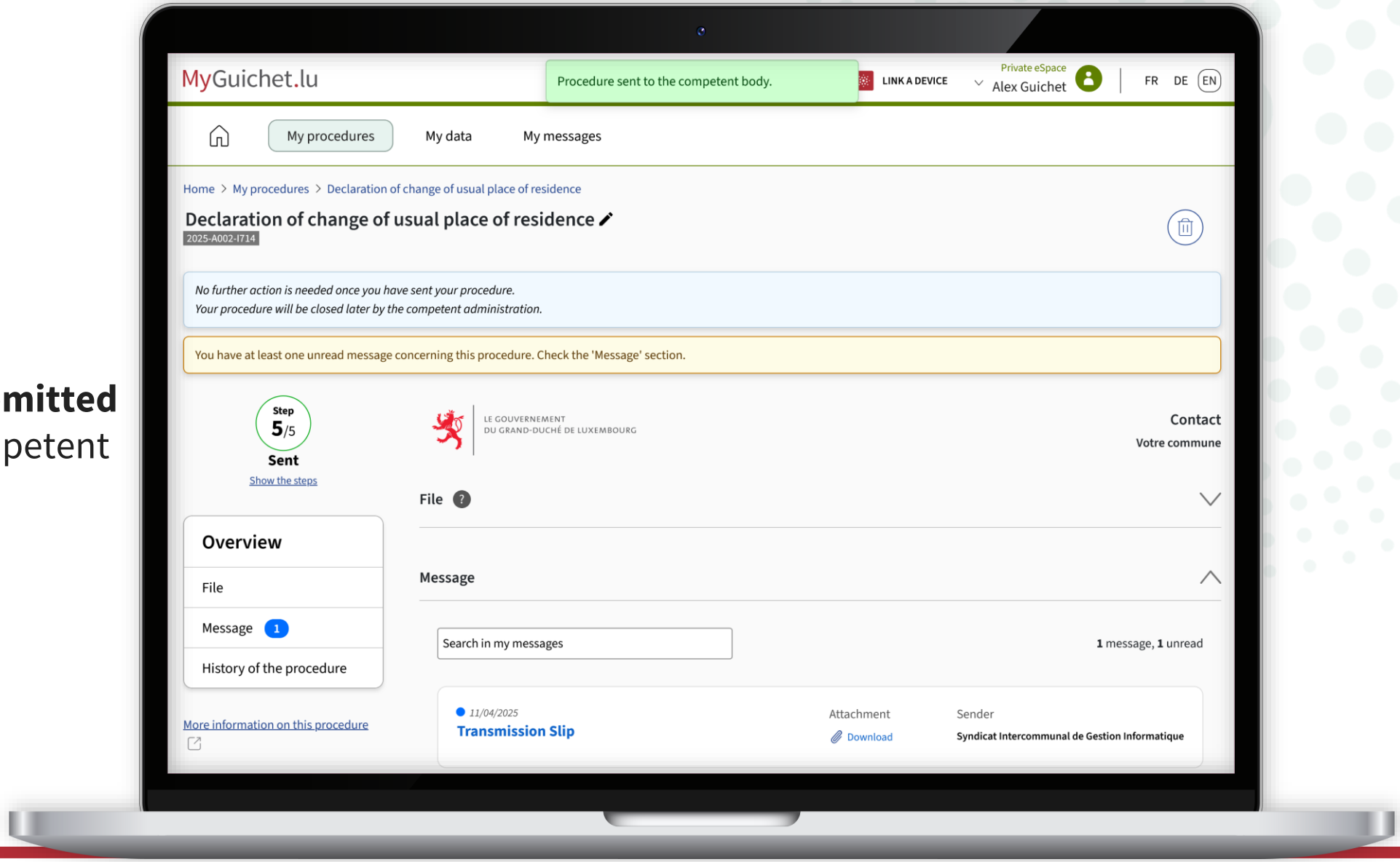


4

Confirm the transmission by clicking on **'Send'**.

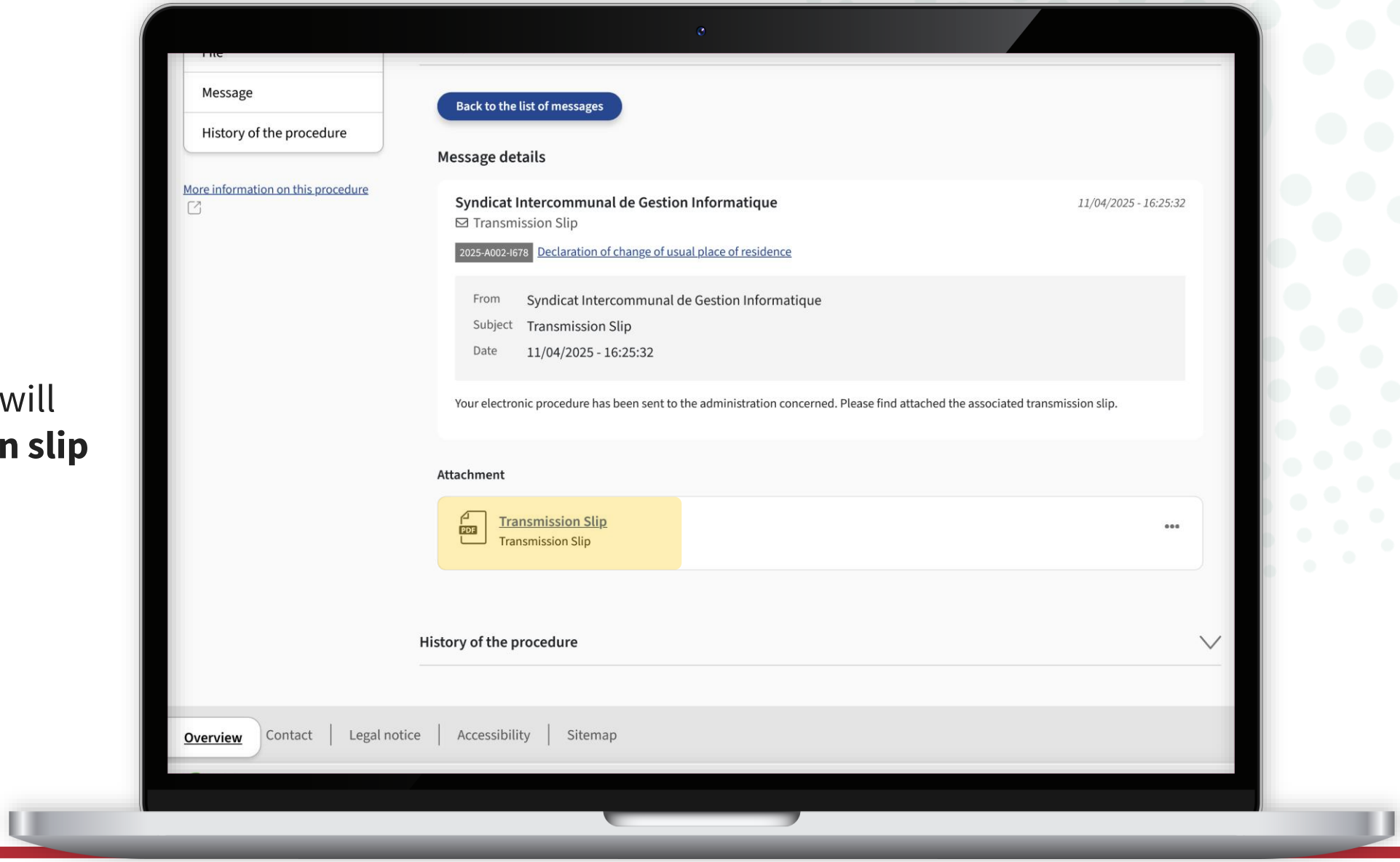


You have **successfully submitted** your procedure to the competent body !



You will also receive an **automatic email** informing you that the procedure has been successfully submitted.

For some procedures, you will also receive a **transmission slip** in your personal eSpace.



The transmission slip constitutes **proof that your procedure has been transmitted**. It is intended to be enforceable against the recipient body or a third party.

You have successfully signed and submitted your procedure!

Do you need help?

Contact form

Physical reception desk

11, rue Notre-Dame
L-2240 Luxembourg
open on working days from 8.00 to 17.00
(with or without appointment)

Telephone

(+352) 247 82 000
available on working days from 8.00 to 18.00

Video call with the Guichet.lu Helpdesk

by appointment on working days from 8.30 to 17.30

Appointment

via MyGuichet.lu

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