



ÉLECTIONS
des délégations
du personnel

Social elections

Create your business eSpace
- User guide

Version of 19/04/2023



Ensemble, valorisons le Travail.

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Log on to MyGuichet.lu

In order to transfer the procedures concerning the social elections electronically, the user must log on to MyGuichet.lu with his/her LuxTrust device (preferably a Luxtrust device belonging to the company) or his/her Luxembourgish eID and register. (LOG ON TO MYGUICHET.LU – in red)

The screenshot shows the MyGuichet.lu website interface. The top navigation bar includes 'CITIZENS', 'BUSINESS', and 'MYGUICHET.LU'. The main content area is titled 'LOG ON TO MYGUICHET.LU' and 'DISCOVER THE MYGUICHET.LU MOBILE APPLICATION'. Below this, there are five featured articles:

- Beware of fraudulent emails or text messages sent on behalf of government institutions** (12.03.2023)
- Transmission of salary and pension account statements (ECSF) for the fiscal year 2022** (27.06.2023)
- Alert the Competition Authority via MyGuichet.lu** (14.06.2023)
- Link your MyGuichet.lu account using your LuxTrust product** (14.06.2023)
- Survey on houses and living conditions** (02.08.2023)

Select your authentication mode.

The screenshot shows the eAccess login page. The header includes 'eAccess' and 'Connection to an online service of the State of Luxembourg'. Below the header, there is a message: 'To access the MyGuichet.lu online service, you must select an authentication mode.' The main content area is titled 'SELECT AN AUTHENTICATION MODE' and features three options:

- LUXTRUST**: Connection using a LuxTrust product (token, smartcard, signing stick) or an eID card.
- GouvID**: Connection using a mobile device and the GouvID application.
- eIDAS**: Connection using a digital identity from another European country (redirection to another authentication interface).

The footer contains links for 'Help', 'Usage conditions', and 'Contact Helpdesk'.

Select your Luxtrust device and follow the instructions in order to authenticate yourself.

The screenshot shows the eAccess MyGuichet.lu authentication interface. At the top, the eAccess logo is on the left, and the text 'Connection to an online service of the State of Luxembourg' is on the right. Below this, there are language selection buttons for 'FR', 'EN', and 'DE'. The main heading reads 'To access the MyGuichet.lu online service, you must authenticate by selecting your device.' Below this is a link 'Change the authentication mode'. A sub-heading states 'Connection to LuxTrust for authentication with session identifier BS5507.' The LuxTrust logo is displayed with the tagline 'Enabling a digital world'. The central instruction is 'PLEASE SELECT YOUR DEVICE'. There are six device options shown in a grid: Token, Smartcard, Signing Stick, Luxembourgish eID, LuxTrust Scan, and LuxTrust Mobile. On the right side, there is a 'First visit?' section with the instruction 'Follow these steps:'. Step 1 says '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.' Step 2 says 'Select your device, then follow the instructions to complete your registration.'

eAccess **o** 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 BS5507.

LUXTRUST
Enabling a digital world

PLEASE SELECT YOUR DEVICE

Token Smartcard Signing Stick Luxembourgish eID

LuxTrust Scan LuxTrust Mobile

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.

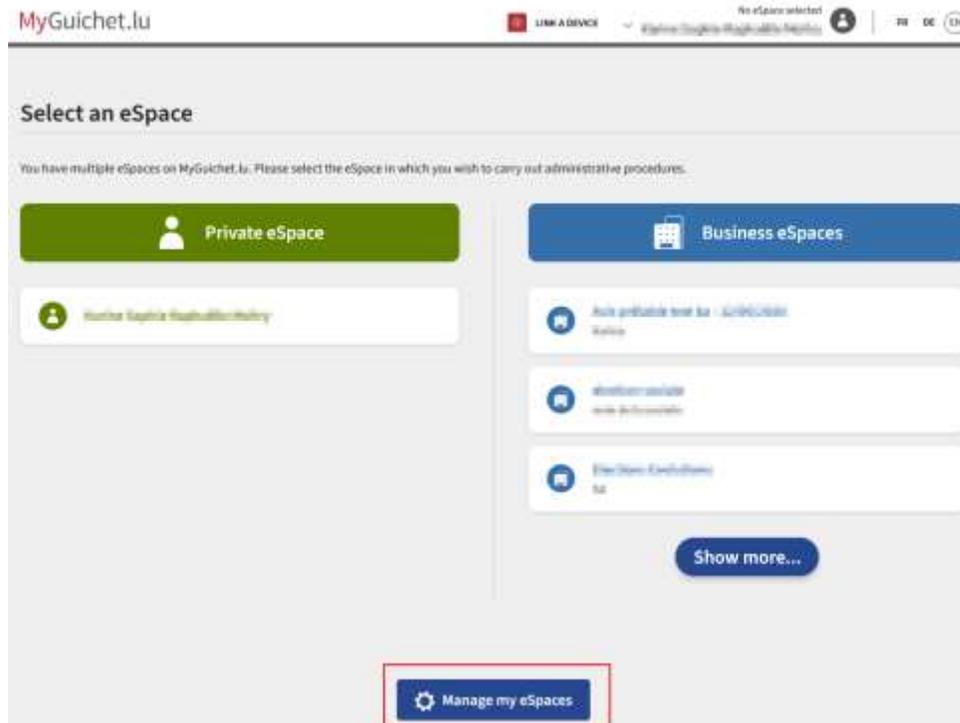
For an initial connection or more detailed information regarding connections, do not hesitate to consult the support section:

- <https://guichet.public.lu/en/support/aide/connexion-myguichet.html>
- <https://guichet.public.lu/en/support/aide/aides-techniques.html>

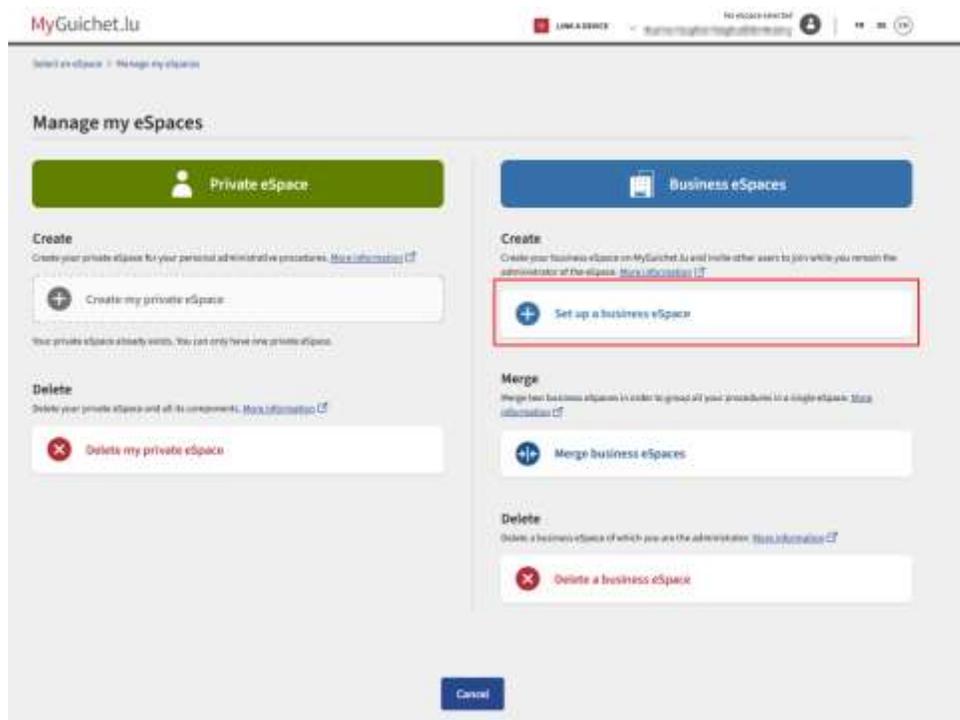
Set up your dedicated business eSpace for the social elections

On MyGuichet.lu, the company must set up a new **dedicated business eSpace for the social elections for each new mandate** with the codes that were sent to it:

- Click on “Manage my eSpaces”



- Click on “Set up a business eSpace”



- Fill in the mandatory fields and “confirm”

MyGuichet.lu

LINK A DEVICE

No eSpace selected

Select an eSpace > Manage my eSpaces > Setting up a business eSpace

Setting up a business eSpace

* Mandatory field

Business eSpace

Enter the name you will use to identify your business eSpace.

Name of the business eSpace* :

Information sheet on the legal person, a self-employed or an association

Enter your company details

Company name / Corporate name* :

Your user information

Surname
*Mandatory

First name
*Mandatory

Your email* :

business@guichet.lu ✓

Cancel Confirm

Help | Contact | Legal notice | Accessibility | Sitemap

The dedicated business eSpace for the social elections has been created.

For more information, do not hesitate to consult the support section on MyGuichet.lu concerning the creation of private or business eSpaces: <https://guichet.public.lu/en/support/aide/creation-espace-prive-professionnel.html>

Certification of the business eSpace

The certification with a Luxtrust authentication device **serves to identify the business eSpace** and enables **access to the procedures for the social elections**.

- Click on “My business data”
- In the menu “Social elections” click on “Registration of activation codes”

MyGuichet.lu

LINK A DEVICE Business eSpace

My procedures **My business data** My messages

Home > My business data

My business data

Select an authentic source in the catalogue.
The data presented in this section is the data that concerns your company and that is filed with public administrations and organisations.
This data can be used to pre-fill your online procedures in order to facilitate your input.

Access code needed to consult this authentic source ⓘ
Authentic source available (access code already provided) ⓘ

- Taxation**
 - VAT
 - Tax cards
- Urban planning & Environment**
 - Toxic waiting list
- Agriculture and Viticulture**
 - Registration of activation codes
- Leisure**
 - Hunt
- Social elections**
 - Registration of activation codes
- Food safety**
 - Etablissements alimentaires

MyGuichet.lu

LINK A DEVICE Business eSpace

My procedures My business data My messages

Home > Certifications > Inspection du travail et des mines (ES) - ITM_ELECTIONS — Certifications

My eSpace profile

Information sheet Users **Certifications**

Inspection du travail et des mines (ES) - ITM_ELECTIONS

Main mandate

You want to access the certified data of your company.
By validating this code, all users of this business eSpace will have access to this information.

Holder access code *

Confirm

Mandates obtained

You currently do not have any access mandates.

Add access

Add access [X]

You have received an access code for consulting data from another company,
By validating this code, all users of this business eSpace will have access to this information.

Agent access code *

Confirm

In red - For the “**holder**” company: enter the activation code received by mail to certify its business eSpace in the field provided for that purpose.

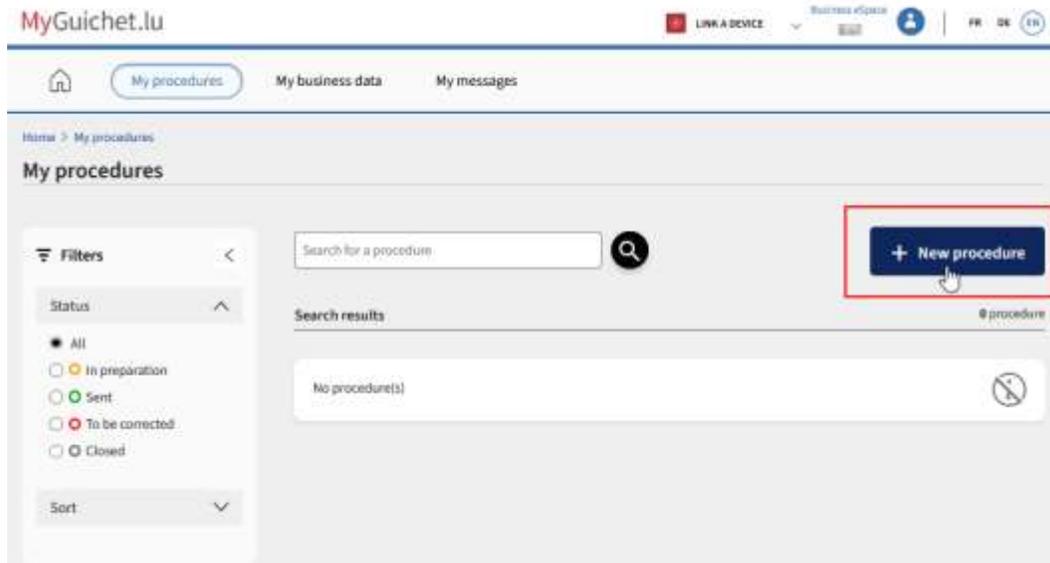
In green - For the “**agent**” company: click on “Add access” in order to enter the code provided to it by a holder company.

Note: the “holder” and “agent” codes can only be registered once.

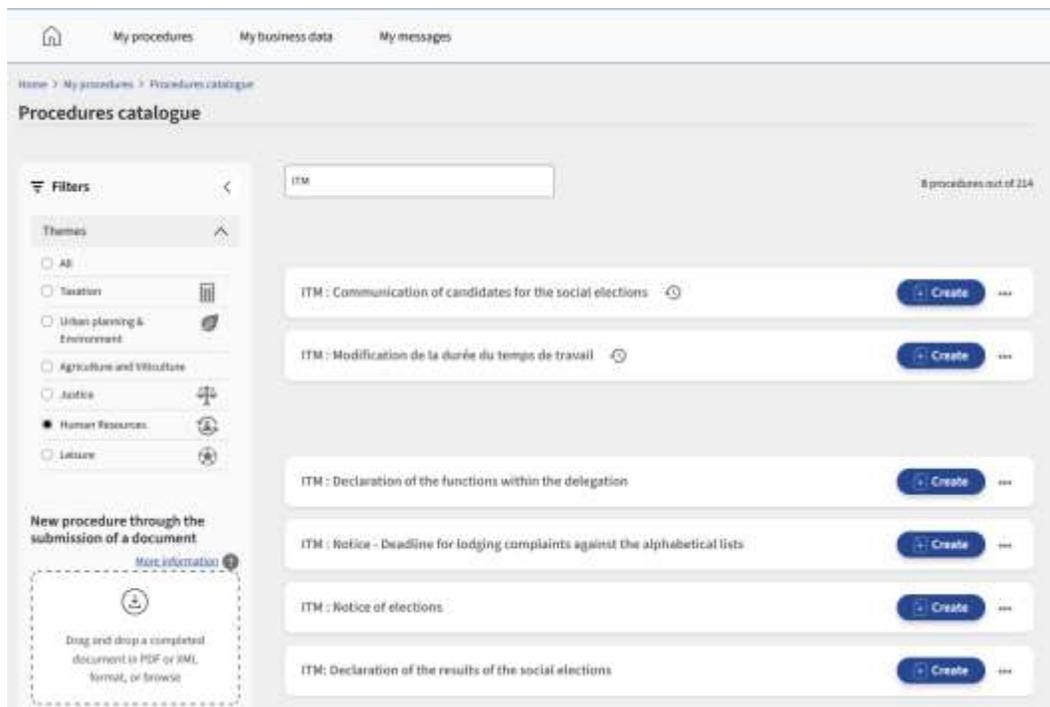
Procedures accomplished by the head of the company himself/herself

If the **head of the company** carries out the procedures for the social elections **himself/herself**, the creation of the dedicated business eSpace is sufficient.

1. Select the dedicated business eSpace
2. Click on “New procedure” in order to browse the procedures catalogue for the social elections.



3. Search by keyword: **ITM** in order to find all the procedures pertaining to the administration



Procedures accomplished by a designated person in the company

If the **head of the company** does not carry out the procedures himself/herself, but designates a **person responsible for the accomplishing the procedures concerning the social elections in his/her stead, this person must also have a professional or private Luxtrust device**, or a Luxemburgish eID (such as a webbanking token).

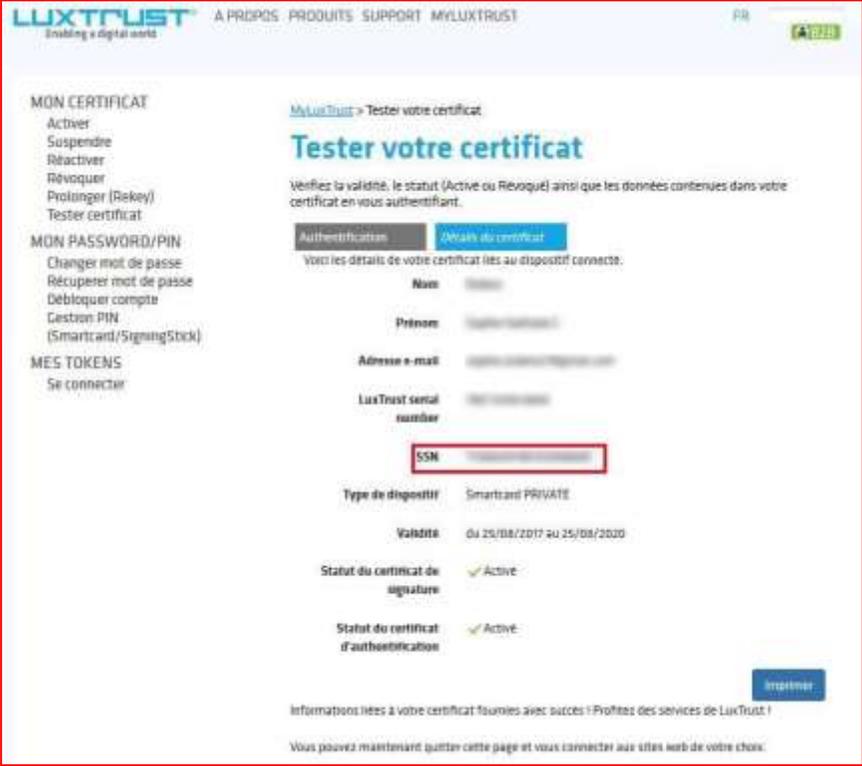
The head of the company must indeed know and enter his/her **SSN number/Luxtrust ID number** to add and authorise access to the dedicated business eSpace.

Designated person: How to find his/her SSN number

The designated person may use a private Luxtrust device, e.g. webbanking token (or mobile, card, USB stick, etc.)

In order to find your **SSN number** and communicate it to the head of the company:

- Connect to <https://www.luxtrust.lu/en/management/status>
- Select your Luxtrust device,
- And follow the instructions to find your SSN number



The screenshot displays the 'Tester votre certificat' page on the LuxTrust website. The page is in French and shows the details of a certificate. The SSN number is highlighted with a red box. The page includes a navigation menu on the left with sections for 'MON CERTIFICAT', 'MON PASSWORD/PIN', and 'MES TOKENS'. The main content area shows the certificate details, including the name, primary name, address, LuxTrust serial number, type of device (Smartcard PRIVATE), validity dates (du 25/08/2017 au 25/08/2020), and status (Active). There is an 'Imprimer' button at the bottom right.

Field	Value
Nom	XXXXXX
Prénom	XXXXXXXXXX
Adresse e-mail	XXXXXXXXXX@XXXXXX.lu
LuxTrust serial number	XXXXXXXXXX
SSN	123456789
Type de dispositif	Smartcard PRIVATE
Validité	du 25/08/2017 au 25/08/2020
Statut du certificat de signature	✓ Active
Statut du certificat d'authentification	✓ Active

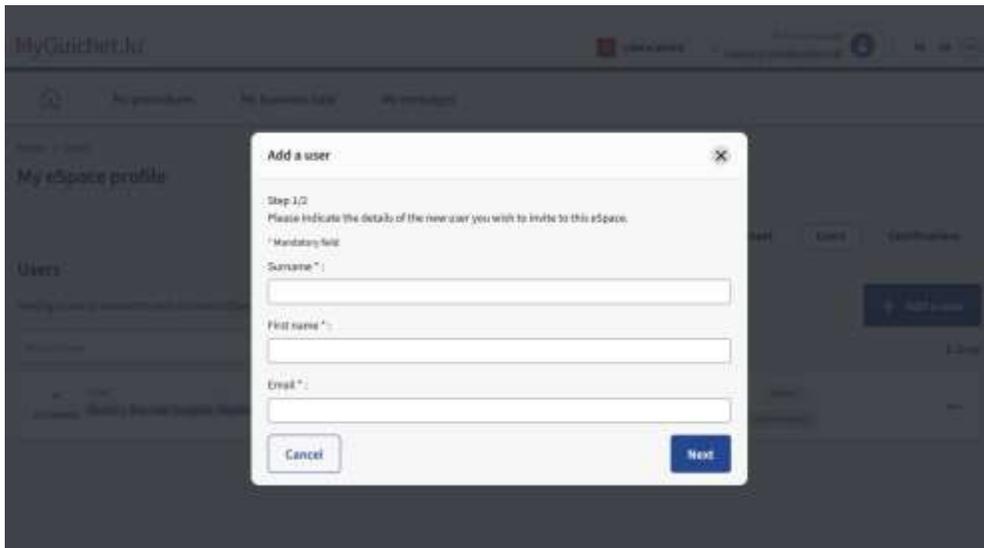
Head of the company: Add a person to the dedicated business eSpace for the social elections

In order to grant the designated person access to the dedicated business eSpace for the social elections, it is necessary to add this person.

1. Click on “Business eSpace”, then in the menu “My eSpace profile”
2. Select the tab “Users”
3. Click on the button “Add a user”

The screenshot displays the MyGuichet.lu web application interface. At the top, the logo 'MyGuichet.lu' is on the left, and a navigation bar includes 'LINK A DEVICE', 'Business eSpace', and user profile information. Below this, a menu contains 'My procedures', 'My business data', and 'My messages'. The main content area is titled 'My eSpace profile' and features a sub-menu with 'Information sheet', 'Users', and 'Certifications'. The 'Users' tab is selected and highlighted with a red box and a red circle labeled '2'. Below the sub-menu, a blue button with a plus sign and the text '+ Add a user' is highlighted with a red box and a red circle labeled '3'. A search bar for users is visible, and a table below shows one user entry with details like 'Activated', 'User', 'Email', and 'Certificate number'. A red box and circle labeled '1' are also present near the top right of the page, pointing to the 'Business eSpace' link in the navigation bar.

4. Fill in the mandatory fields (*) and click on "Next":



MyGuichet.lu

Step 1/2

Please indicate the details of the new user you wish to invite to this eSpace:

* Mandatory field

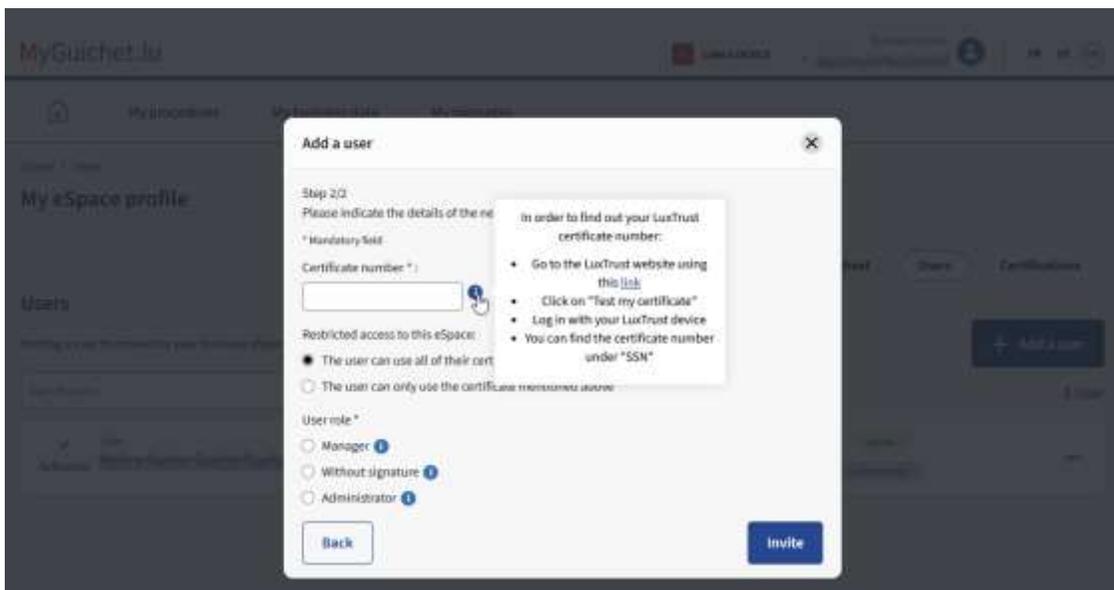
Surname* :

First name* :

Email* :

Cancel Next

5. Fill in the mandatory fields (*)
Note: the certificate number (SSN) comprises 20 digits. (see page 9)



MyGuichet.lu

Step 2/2

Please indicate the details of the new user you wish to invite to this eSpace:

* Mandatory field

Certificate number* :

Restricted access to this eSpace:

The user can use all of their certificates

The user can only use the certificate mentioned above

User role*

Manager

Without signature

Administrator

Back Invite

In order to find out your LuxTrust certificate number:

- Go to the LuxTrust website using [this link](#)
- Click on "Find my certificate"
- Log in with your LuxTrust device
- You can find the certificate number under "SSN"

6. Choose: **Manager** (here in red) as the user role

The screenshot shows the 'Add a user' dialog box in the MyGuichet.lu interface. The dialog is titled 'Add a user' and is at 'Step 2/2'. It asks for 'Certificate number *' and 'User role *'. The 'Manager' role is selected and highlighted with a red box. A tooltip provides instructions on how to find the certificate number: 'Go to the LuxTrust website using this link', 'Click on "test my certificate"', 'Log in with your LuxTrust device', and 'You can find the certificate number under "SSN"'. There are 'Back' and 'Invite' buttons at the bottom.

7. And **invite** the person responsible.

This person will receive an e-mail entitled "MyGuichet: Business eSpace - Invitation to join the Business eSpace" which will ask him/her to connect to the said business eSpace.

For more information concerning the management of your business eSpace(s), do not hesitate to consult the dedicated support section on MyGuichet.lu:

- <https://guichet.public.lu/en/support/aide/creation-espace-prive-professionnel.html>

Procedures accomplished by a representative

While many representatives have already worked with and have their own approach to structuring their business eSpaces on MyGuichet.lu, it is **however recommended** to regroup the companies for which they have been mandated into distinct groups, creating as many work groups as necessary and therefore as many distinct professional spaces.

The reason for this recommendation is that all the users of a PRO space have equal rights of consultation. If everybody in a fiduciary has access to the entire information, it is not necessary to make a distinction.

Examples :

- Group A: companies with 15 to 150 employees
- Group B: companies with 151 to 300 employees
- Group C: companies with 301 to 500 employees
- etc.

The representative may set up a total of **up to 10 business eSpaces**. The **accepted number of tokens per business eSpace is unlimited**.

Note

For each token used, all the documents returned by the procedures (Notice, Posting, Record requiring signature...) will be deposited in the section “My procedures > My Messages” of the dedicated business eSpace set up for this group.

It is thus essential for the representative(s) to rename each company’s procedures with the appropriate nomenclature, in order to more easily keep track of them.



The information provided in this presentation is not exhaustive, but of general nature. It must not be considered as legal advice, and cannot, under any circumstances, replace specific and personal advice that may need to be sought for specific cases.

The information provided in this presentation is merely informative and reflects the ITM's opinion on certain aspects, based on the information received from users. As such, the ITM's liability cannot be engaged for any inaccuracies, gaps in the answers or failure to update the information.

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