QUICK-GUIDE PATIENT
ACTIVATION ESANTE ACCOUNT

AGENCE eSanté LUXEMBOURG | Agence nationale des informations partagées dans le domaine de la santé

Version 6.3 / August 2026

Classification: Public

Summary

Existing options p.3
Activation via MyGuichet portal and mobile app p.4
Activation via eSanté portal p.9
Connecting to the DSP via eSanté portal p.18

Existing options

As a patient, you can activate your eSanté account:

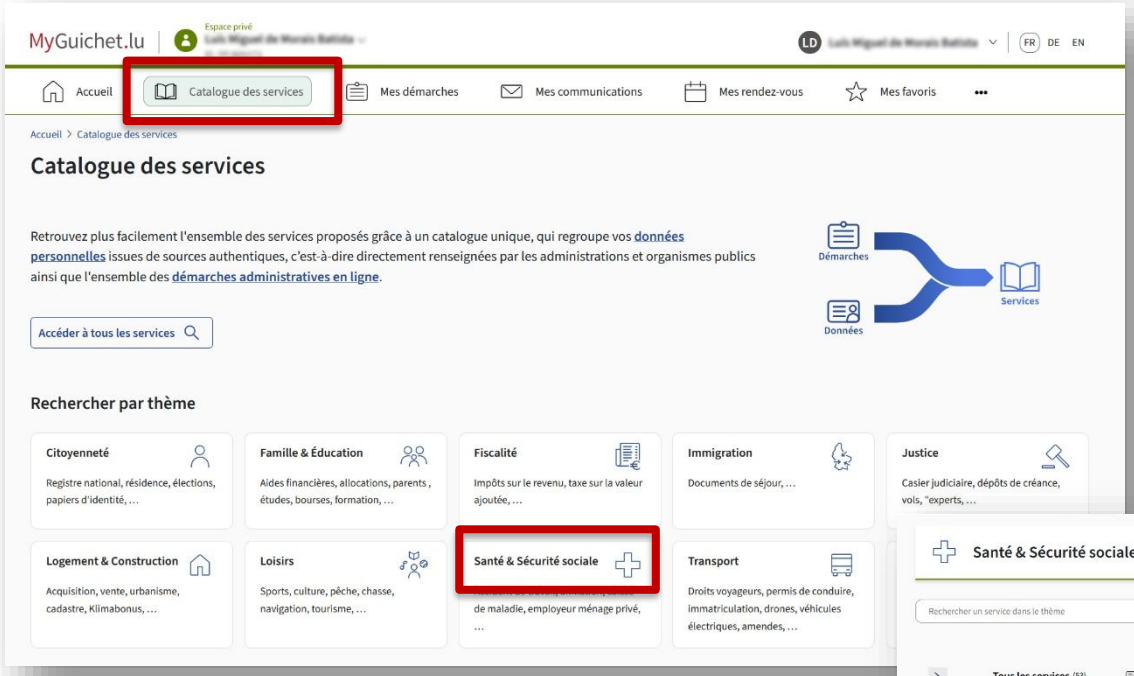
➔ **via MyGuichet portal (www.guichet.lu) and mobile app :** in your private space, using a LuxTrust device or a Luxembourg electronic identity card. *(slides 4-8)*

➔ **via the eSanté portal (www.esante.lu) :** using the activation code contained in the letter sent by Agence eSanté. *(slides 9-17)*

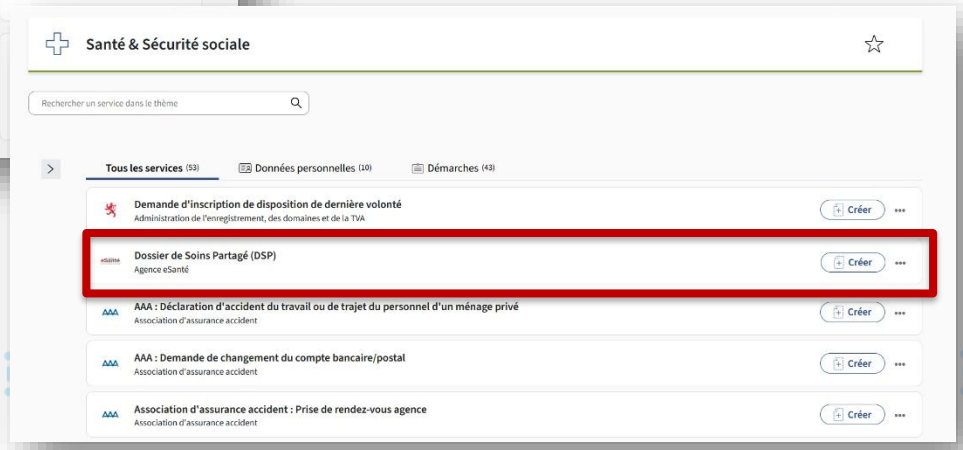
➔ **via the MyDSP app:** consult the specific guide

Activation via MyGuichet portal

After logging in to the portal www.myguichet.lu, click on « **Catalogue des services** » and then on « **Santé & Sécurité sociale** »

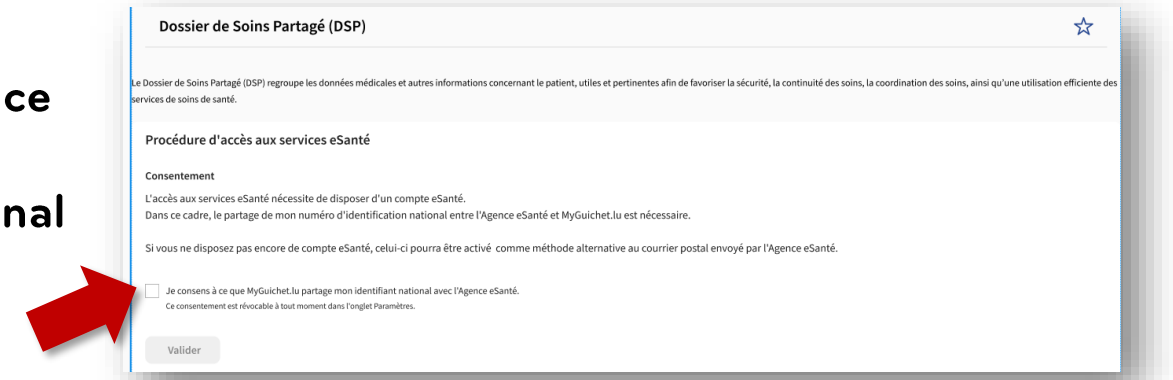


In the list that appears, click the button « **Créer** » from the section « **Dossier de Soins Partagé (DSP)** »

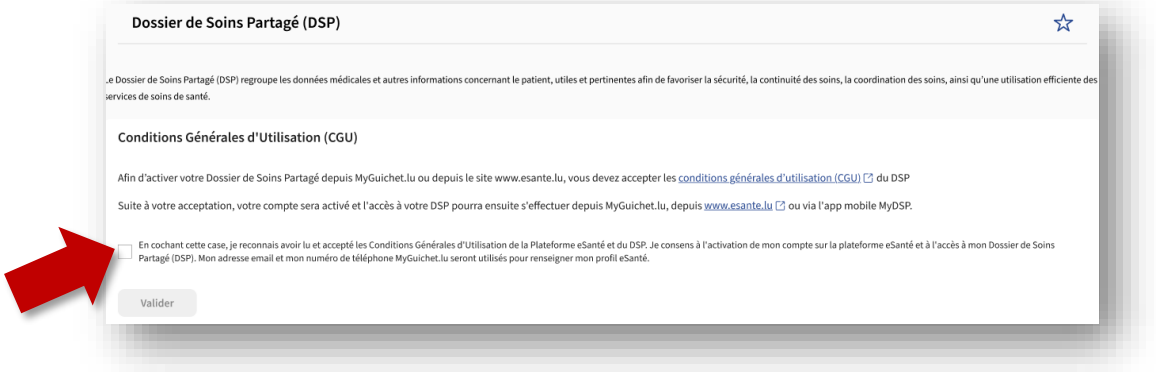


Activation via MyGuichet portal

Then click on « **Je consens à ce que MyGuichet.lu partage mon identifiant national avec l'Agence eSanté** ».



Accept the **Terms and Conditions of Use** and **confirm.**



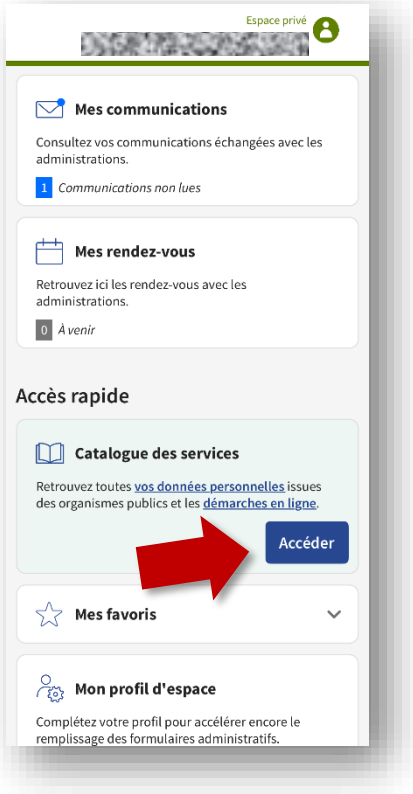
Your eSanté account is activated! You can now access your DSP

Activation via MyGuichet portal and mobile app

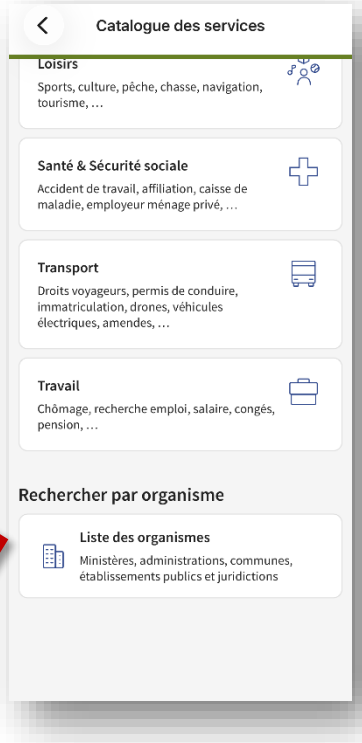
On your smartphone, **log in** to the MyGuichet app

Under the heading **"Accès rapide"** you will find the **"Catalogue des services"**.

Click on **« Accéder »**.



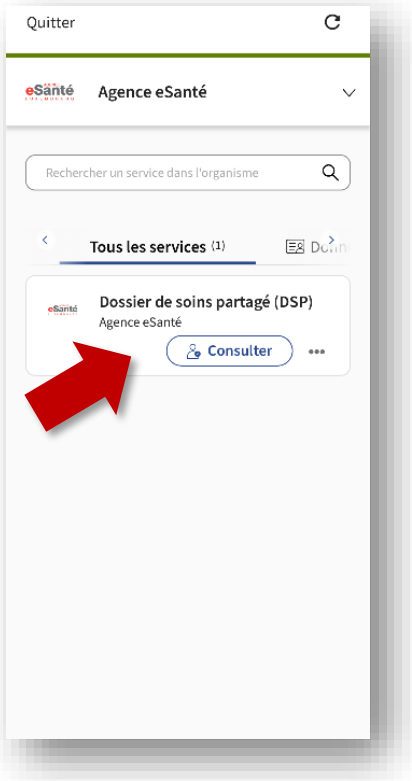
Scroll down to the section **"Rechercher par organisme"** and then click on **"Liste des organismes"**



Activation via MyGuichet portal and mobile app

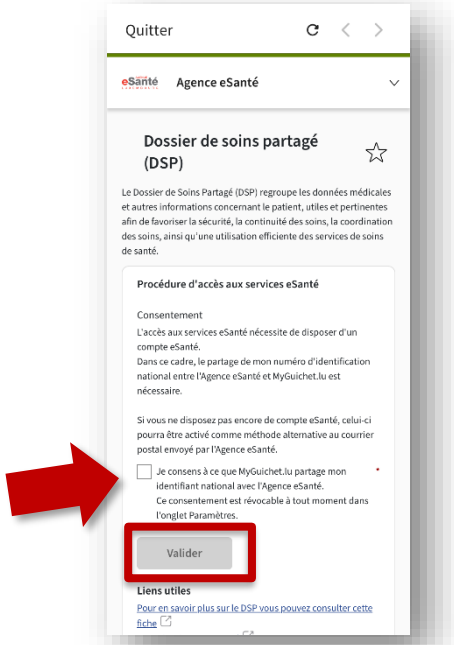
Search for **"Agence eSanté"** and click on it.

A new window will open. Then click on **"Consulter"** under **"Dossier de soins partagé (DSP)"**

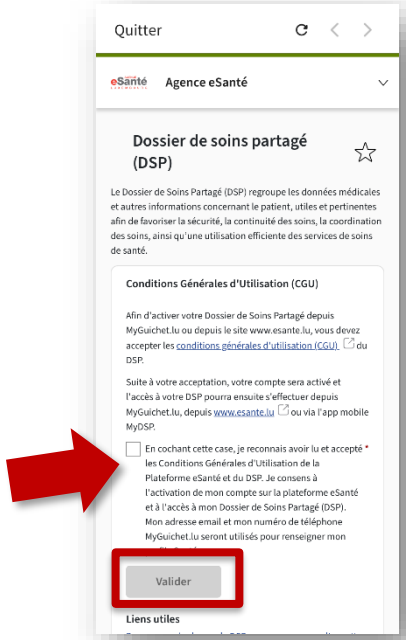


Activation via MyGuichet portal and mobile app

Tick the box
"Je consens ..."
and click on
"Valider".



Then tick
the box
"En cochant ..."
and click on
"Valider".

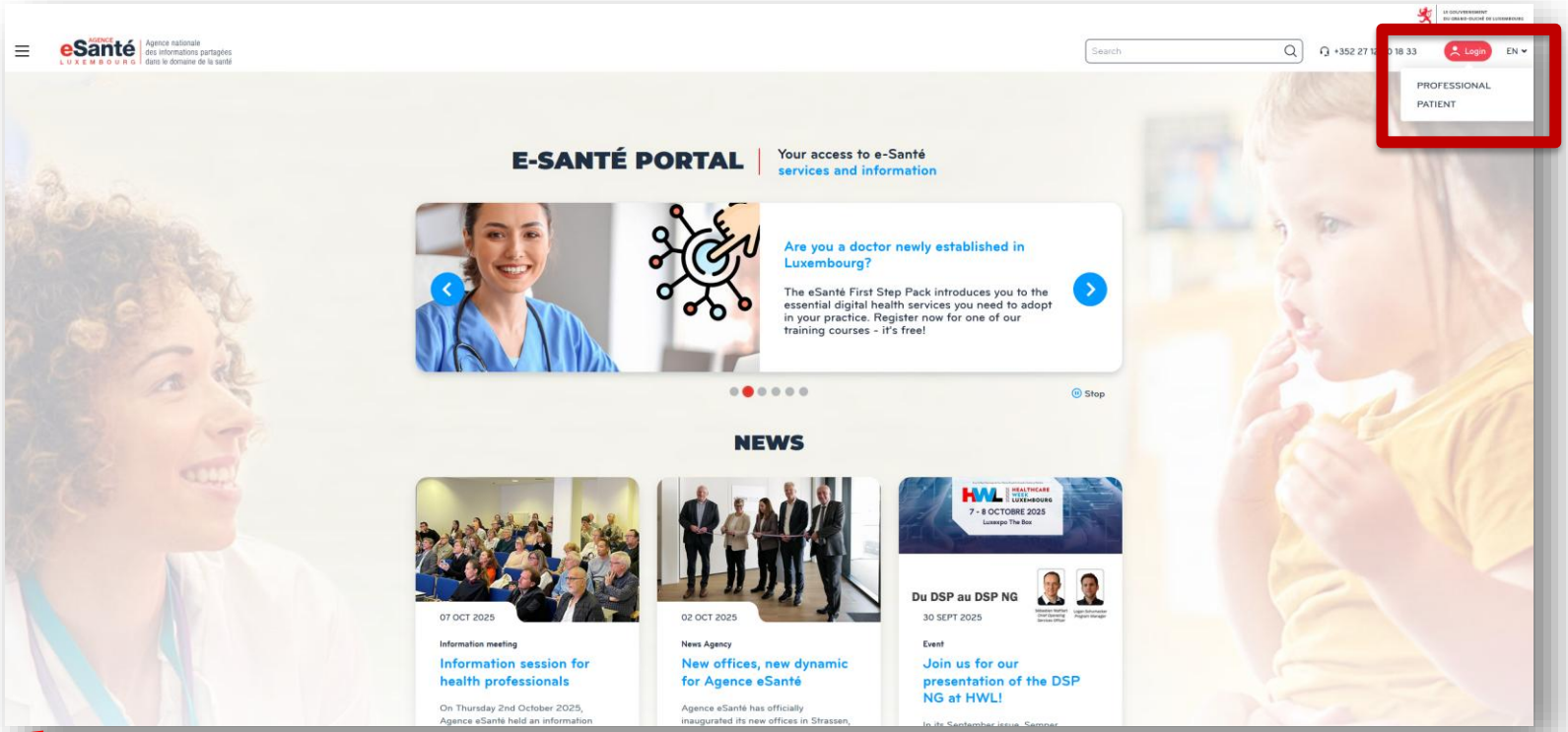


Your account has been activated!
You can now access your DSP via:

- the MyGuichet.lu portal
- the www.esante.lu portal
- the MyDSP mobile app

Activation via eSanté portal

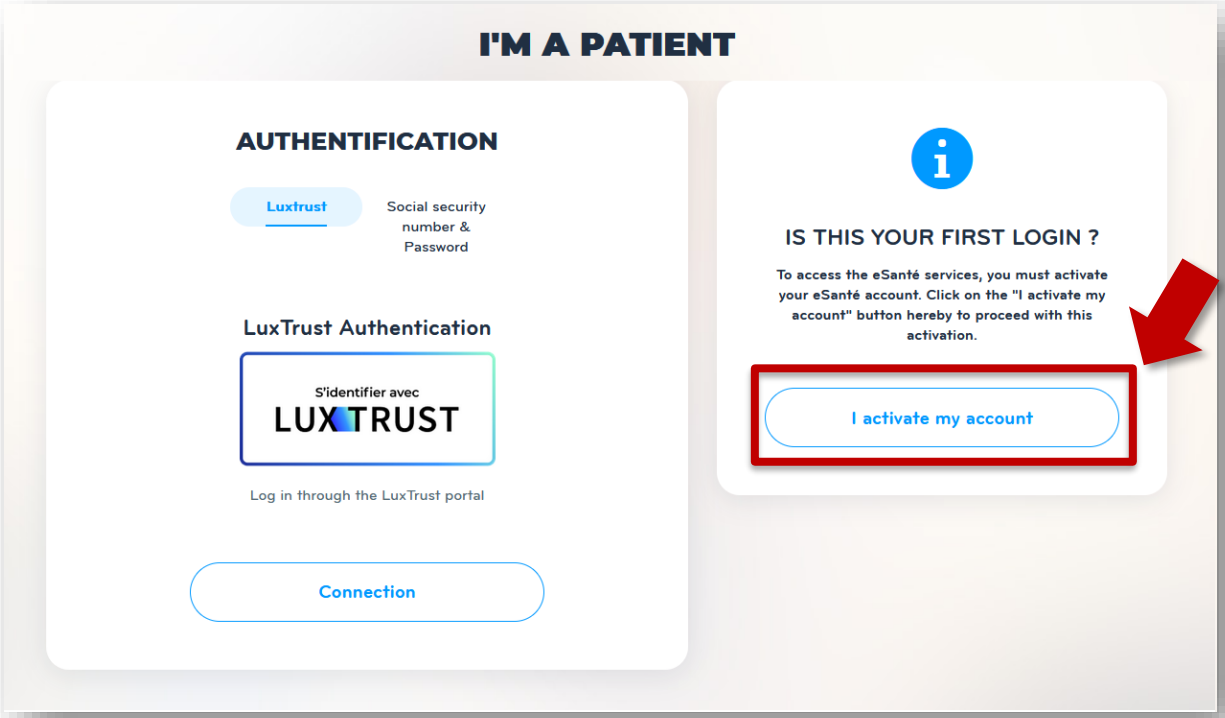
Go to www.esante.lu; click on « Login » and than on « Patient ».



Activating your « eSanté account », gives you access to the different « eSanté services », including your **DSP**.

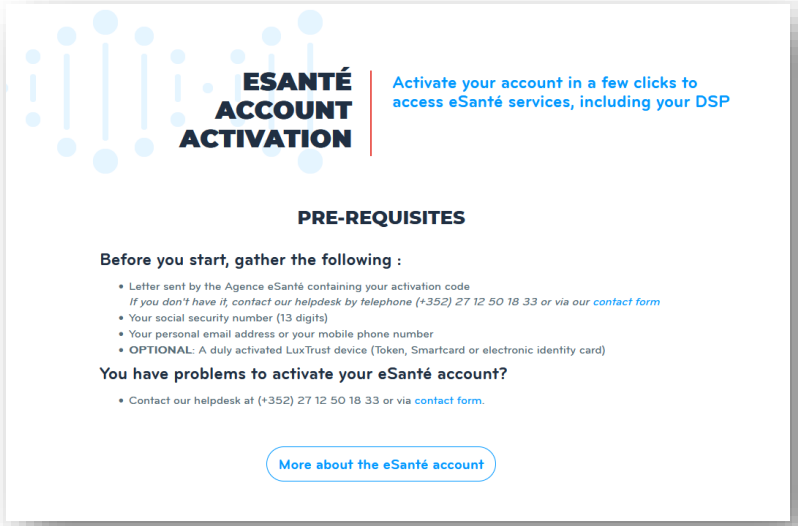
Activation via eSanté portal

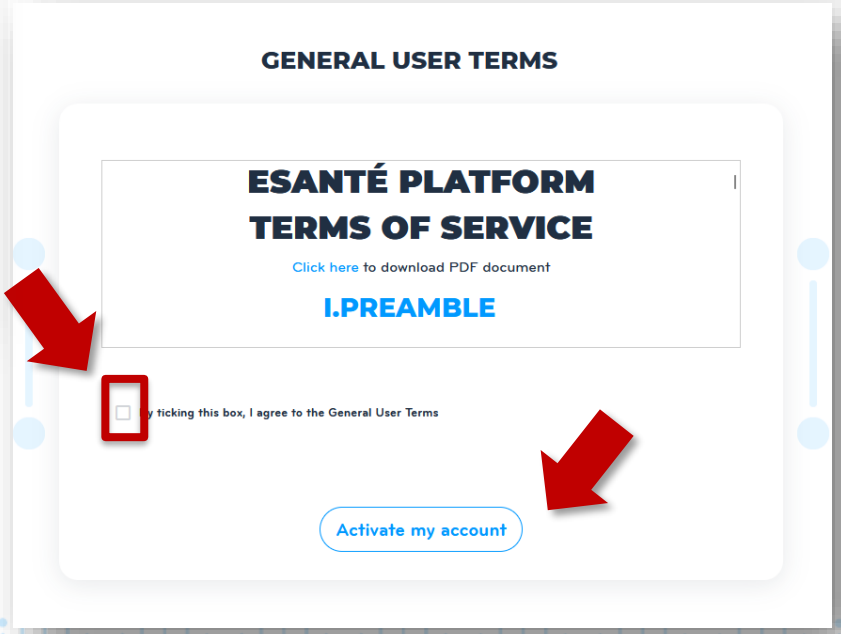
You are on the patient authentication/activation page.
Click on « **I activate my account** »



Activation via eSanté portal

At the bottom of the page, you have to accept the general terms and conditions of service and click on the button **« Activate my account »**

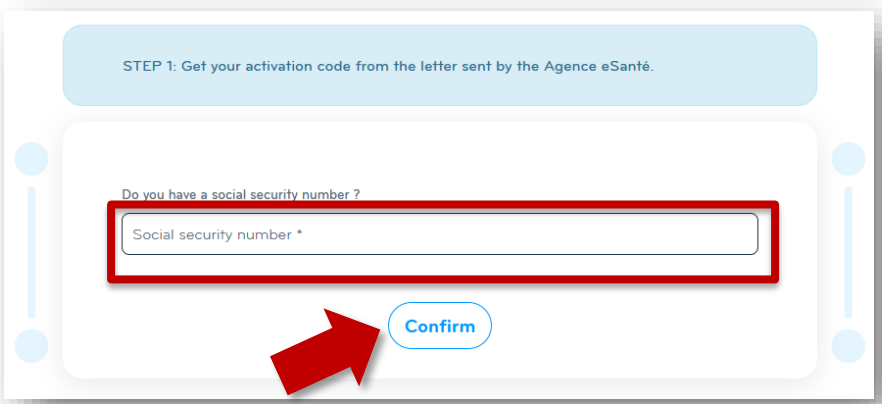


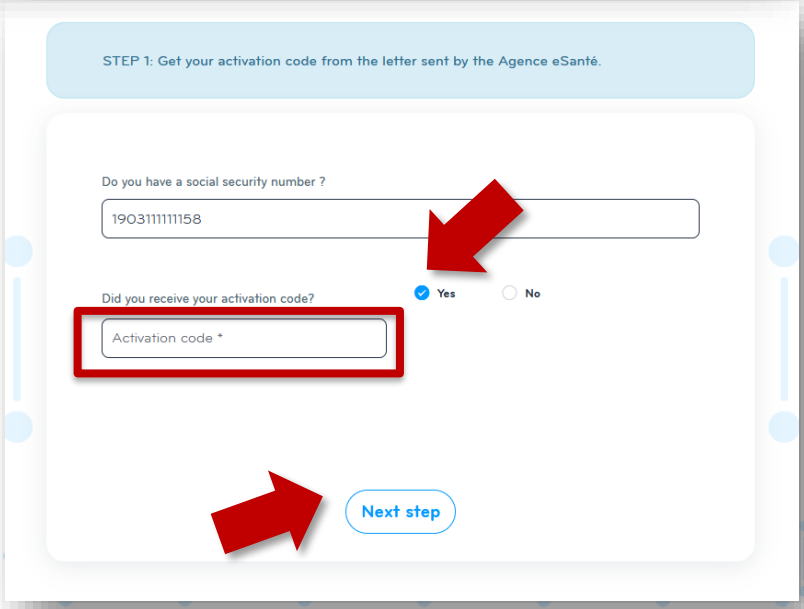


Activation via eSanté portal

1) Enter your social security number (matricule) and click on « **Confirm** »
2) Click on « **Yes** » and enter your activation code *
   (contained in the letter sent by Agence eSanté) *
3) Click on « **Next step** »

** If you don't have your activation code, click on « No » and fill out the form.*

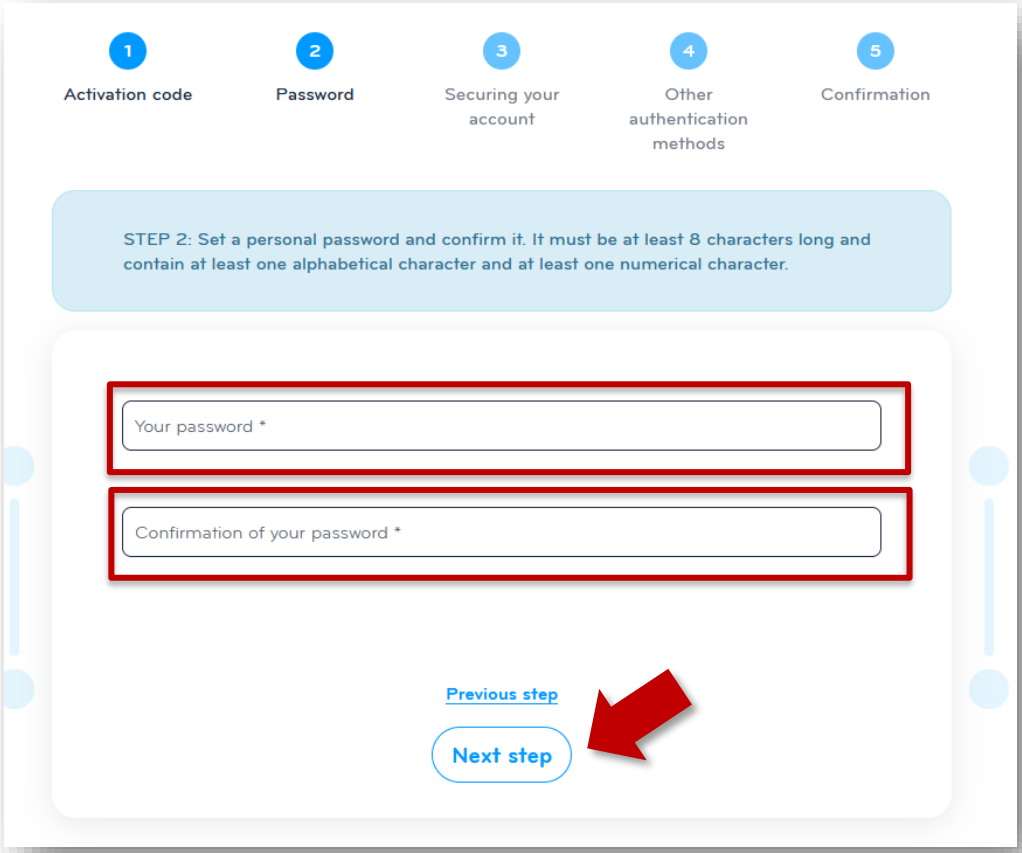




Activation via eSanté portal

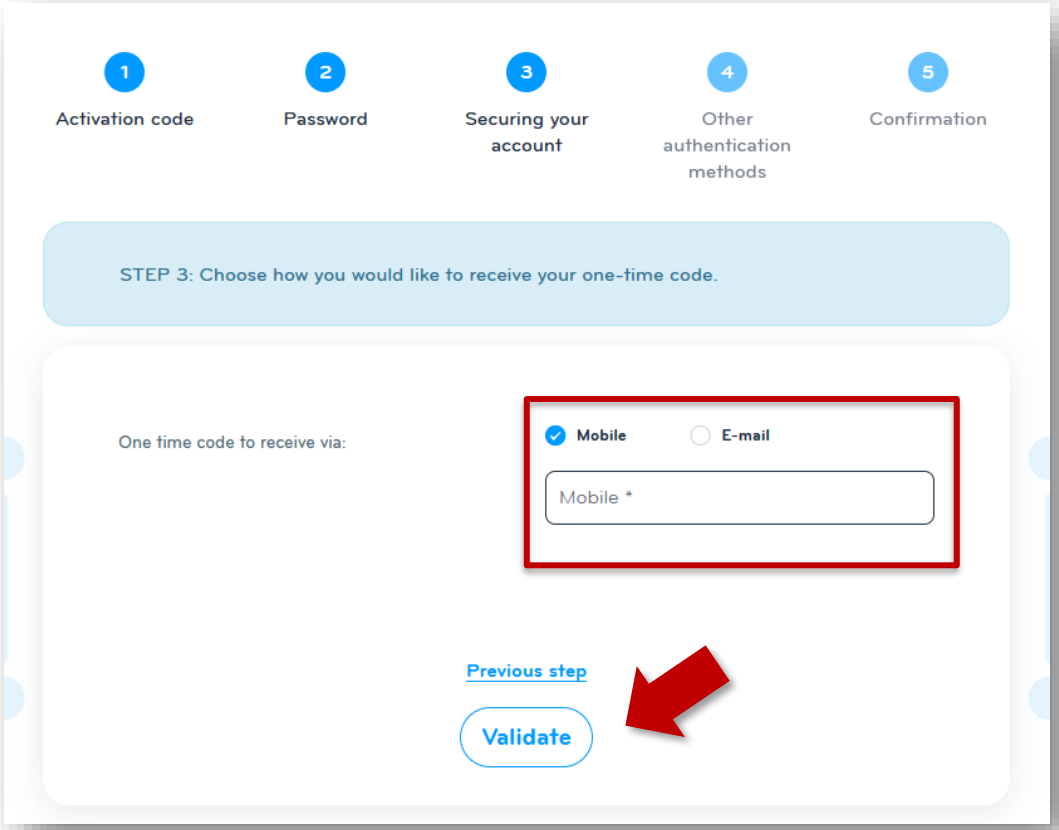
Enter a **personal password*** and confirm it

* The password has to contain at least 8 characters, 1 alphabetic character and 1 numeric character.



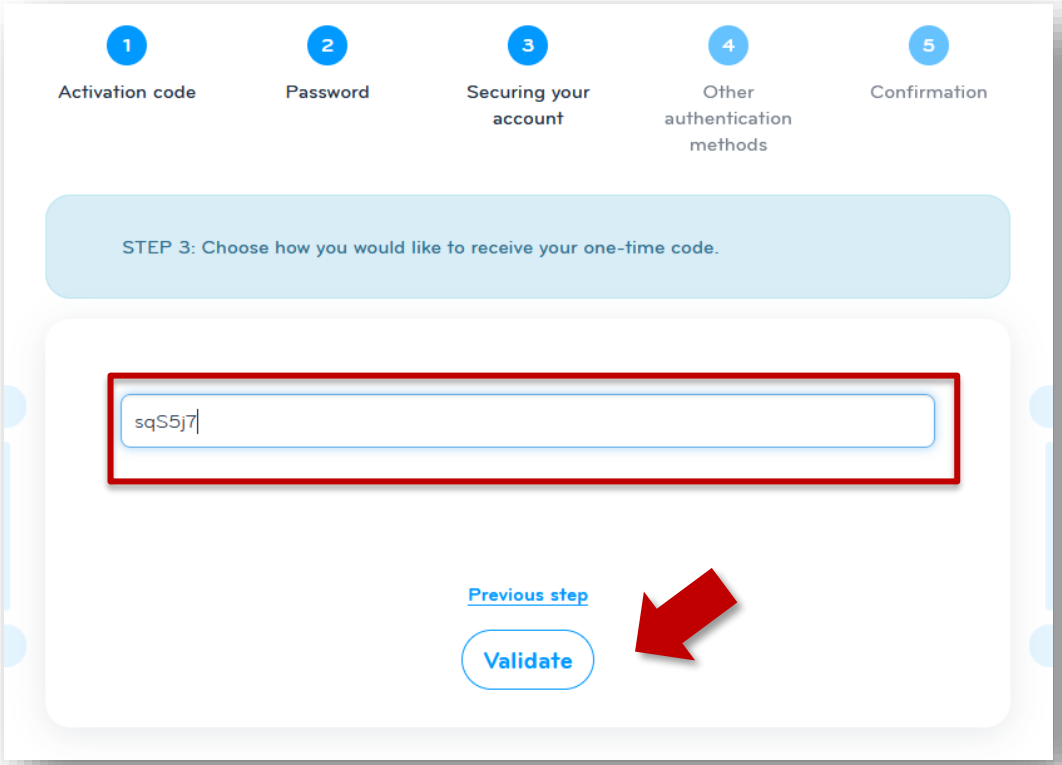
Activation via eSanté portal

Select how (E-mail or mobile) you wish to receive the **one time code**, and click on **« Validate »**



Activation via eSanté portal

Enter the one time code (received by e-mail or sms), and click on « **Validate** »

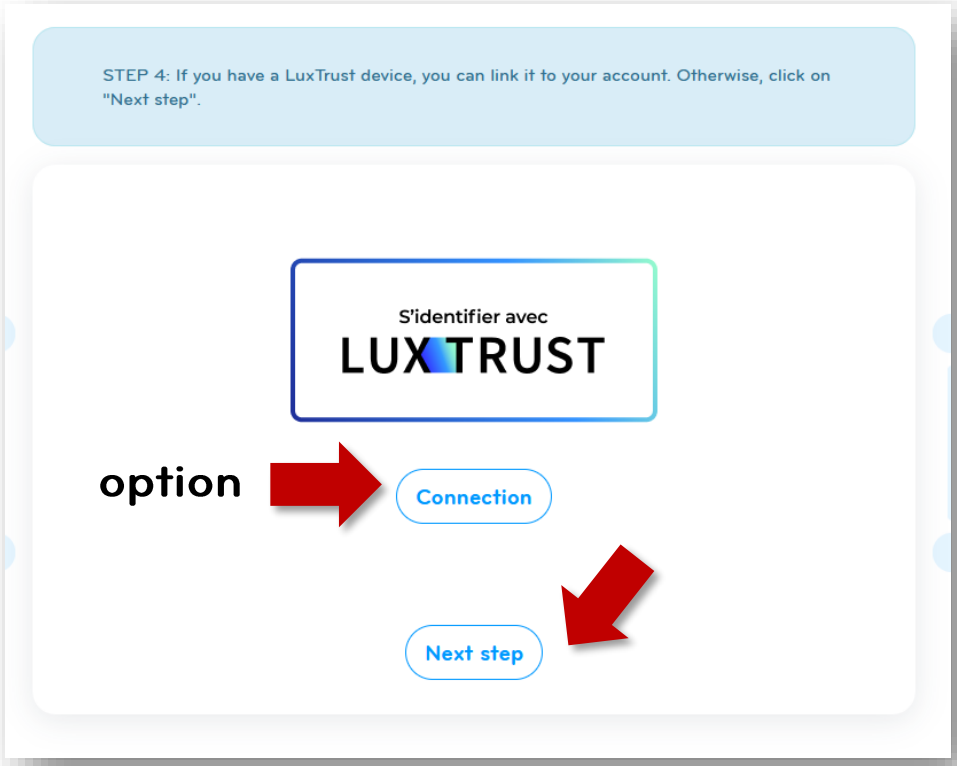


Activation via eSanté portal

You have the possibility **(not mandatory)** to associate a **LuxTrust device** to your account.

In order to add your **LuxTrust device**, click on **« Connection »** and follow the instructions on your screen.

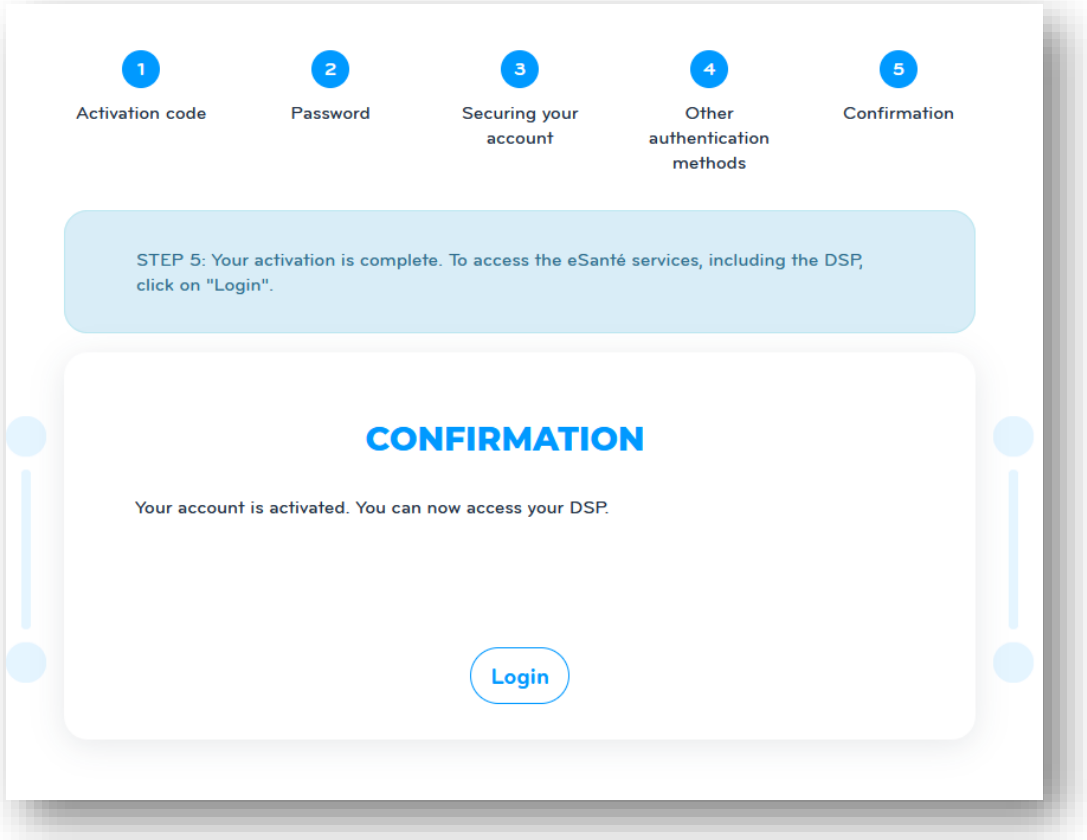
Otherwise, click on **« Next step ».**



Activation via eSanté portal

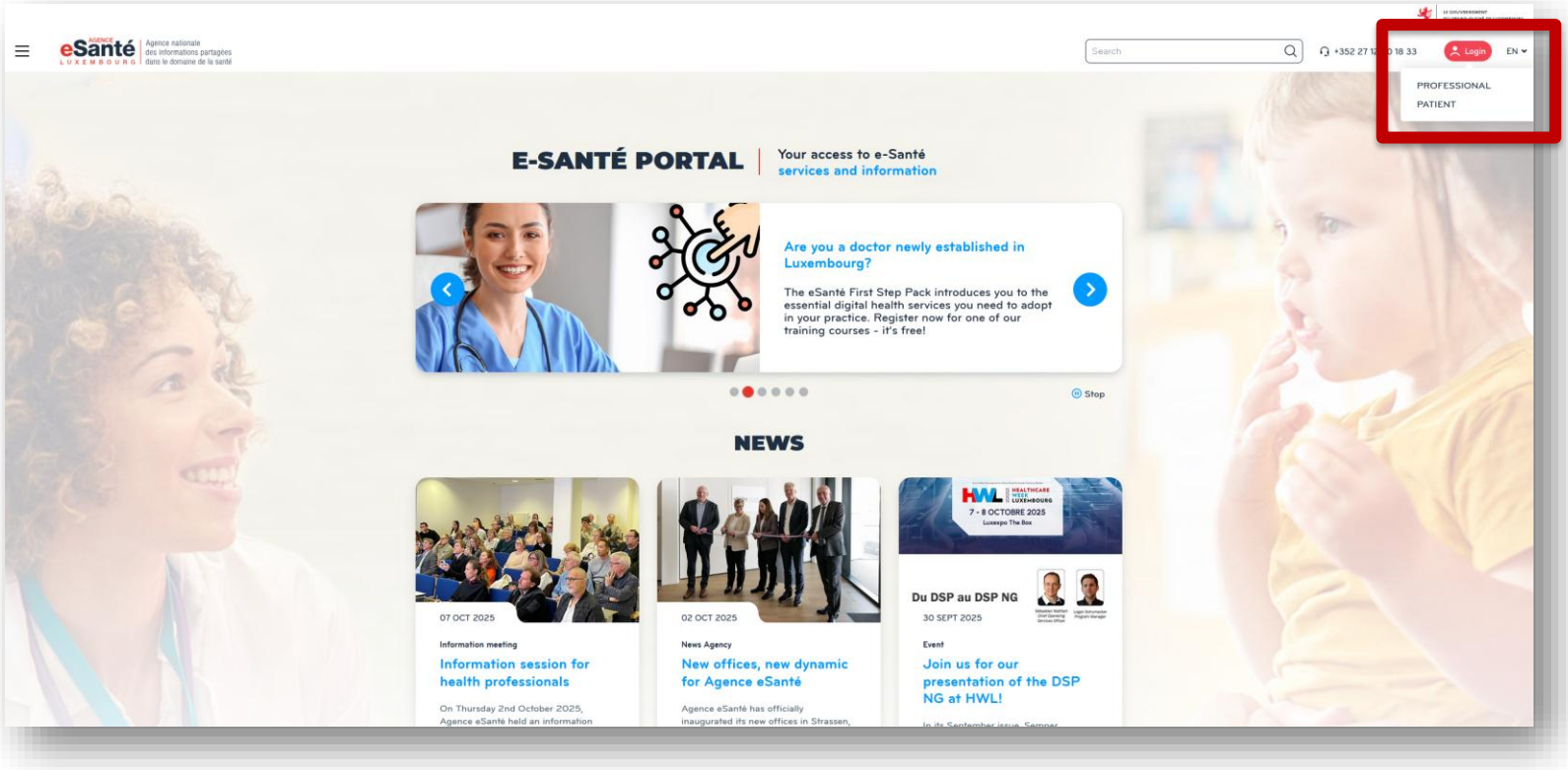
Your activation is **complete!**

You can now connect to your DSP.



Connection to the DSP via eSanté portal

To connect to your DSP* click on the red button « **Login** » and then on « PATIENT »



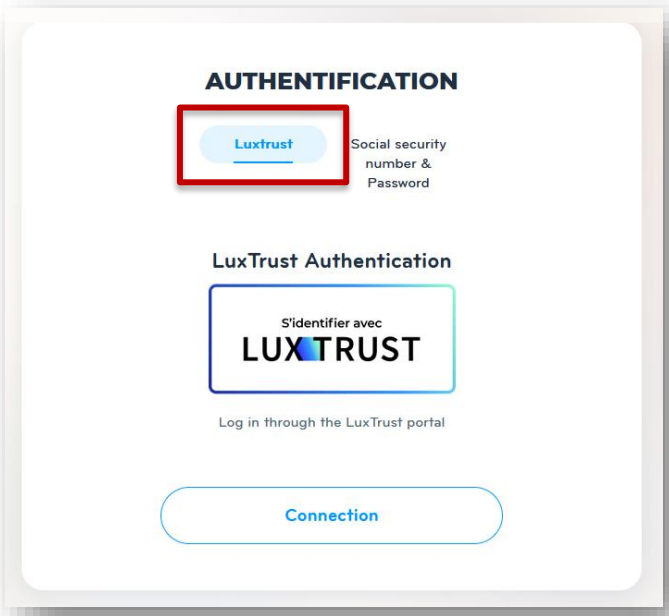
*You can also connect to your DSP via the MyDSP mobile app or your private space on MyGuichet.lu

Connection to the DSP via eSanté portal

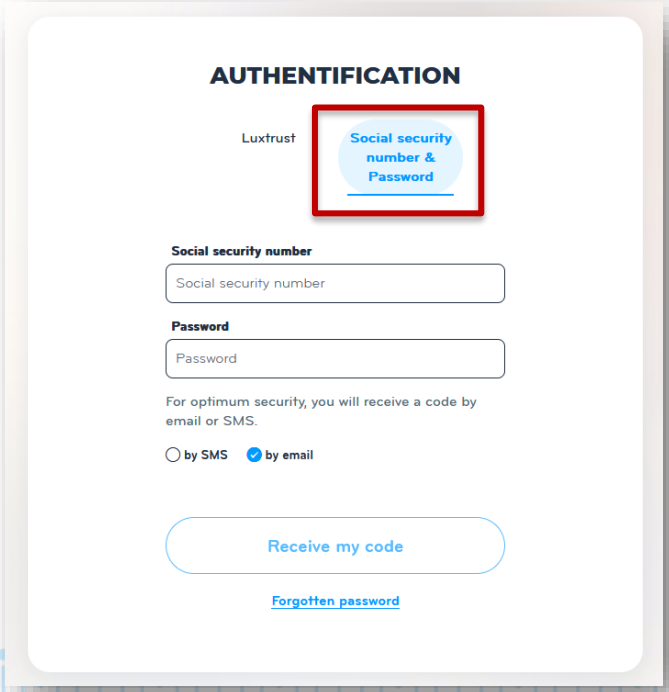
Click on the authentication method of your choice:

1. « **Luxtrust** » (if you have linked a Luxtrust device to your account)
2. « **Social security number & Password** » (in case no Luxtrust device is linked).

1



2



Connection to the DSP via eSanté portal

Once connected, the following window will appear:

« **Mes services eSanté** » will give you access to the different services available, including your DSP.

Any questions?

Contact our helpdesk

- via telephone: (+352) 27 12 50 18 33
- via online form

Agence eSanté G.I.E.
Agence nationale des informations dans le domaine de la santé

B.P 2511 L-1025 Luxembourg
www.esante.lu

AGENCE eSanté LUXEMBOURG | Agence nationale des informations partagées dans le domaine de la santé