



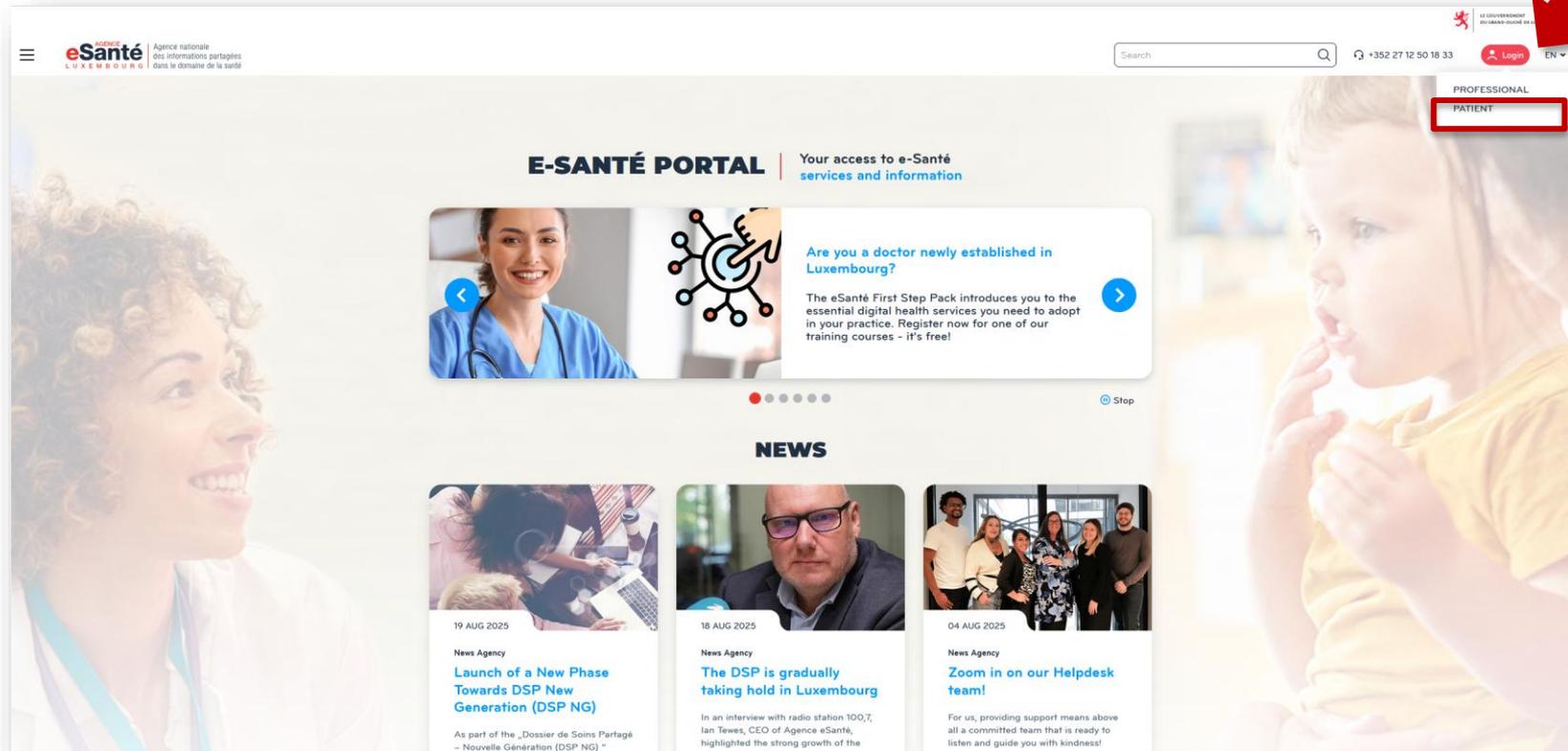
QUICK-GUIDE PATIENT MAIN FUNCTIONALITIES OF THE DSP

Summary of content

- **Access your DSP** p.3
- **Forgot your password?** p.5
- **Associate a LuxTrust device to your account** p.7
- **Set up your profile** p.9
- **Register a doctor to the « Cercle Médical de Confiance »** p.15
- **Consult your recent documents** p.17
- **Setup the confidentiality level of a document** p.19
- **Upload a document in your private space** p.20
- **Define a DSP assistant** p.23
- **Define an emergency access** p.25
- **Modify the organ donor declaration** p.27

Access your DSP

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



The screenshot shows the eSanté Luxembourg website interface. At the top left, the logo for Agence nationale des informations partagées dans le domaine de la santé (eSanté LUXEMBOURG) is visible. On the top right, there is a search bar, a phone number (+352 27 12 50 18 33), and a red 'Login' button. A red arrow points to the 'Login' button. Below the 'Login' button, there are two tabs: 'PROFESSIONAL' and 'PATIENT', with the 'PATIENT' tab highlighted by a red box. The main content area features a banner for 'E-SANTÉ PORTAL' with the text 'Your access to e-Santé services and information'. Below this is a carousel slide titled 'Are you a doctor newly established in Luxembourg?' with a sub-headline 'The eSanté First Step Pack introduces you to the essential digital health services you need to adopt in your practice. Register now for one of our training courses - it's free!'. Below the carousel is a 'NEWS' section with three articles:

- 19 AUG 2025**
News Agency
Launch of a New Phase Towards DSP New Generation (DSP NG)
As part of the „Dossier de Soins Partagé – Nouvelle Génération (DSP NG) “
- 18 AUG 2025**
News Agency
The DSP is gradually taking hold in Luxembourg
In an interview with radio station 100,7, Ian Tewes, CEO of Agence eSanté, highlighted the strong growth of the
- 04 AUG 2025**
News Agency
Zoom in on our Helpdesk team!
For us, providing support means above all a committed team that is ready to listen and guide you with kindness!

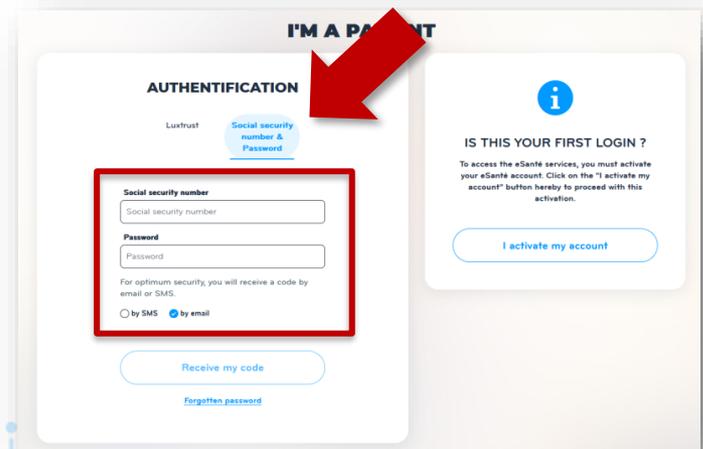
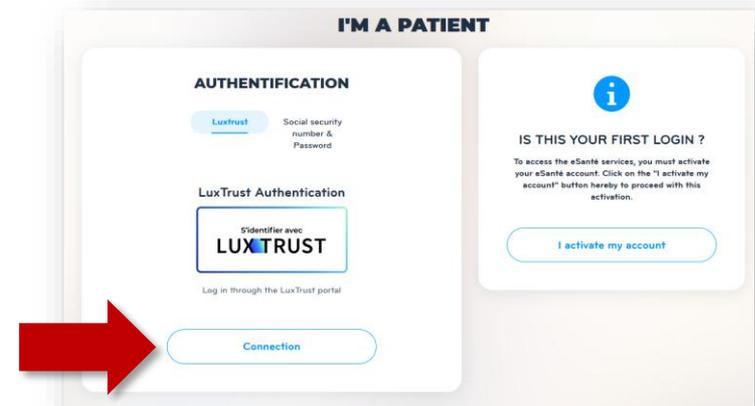
Access your DSP

Click on the authentication method of your choice:

IF YOUR ACCOUNT IS LINKED TO A LUXTRUST DEVICE, click on « Connection »

IF YOUR ACCOUNT IS NOT LINKED TO A LUXTRUST DEVICE, click on « Social security number & Password » and enter:

- your social security number (matricule)
- your defined password
- the code received via SMS or e-mail



Forgot your password?

If you forgot your password, click on « **Forgotten password** »

Enter your social security number and click on « **Validate** »

I'M A PATIENT

AUTHENTICATION

Luxtrust [Social security number & Password](#)

Social security number
Social security number

Password
Password

For optimum security, you will receive a code by email or SMS.

by SMS by email

[Receive my code](#)
[Forgotten password](#)

IS THIS YOUR FIRST LOGIN ?

To access the eSanté services, you must activate your eSanté account. Click on the "I activate my account" button hereby to proceed with this activation.

[I activate my account](#)

FORGOT YOUR PASSWORD ?

Your social security number *

Anti-Robot Verification [Click to start verification](#) FriendlyCapcha

[Validate](#)

Forgot your password?

Select your choice of reception for the one time code and click on « Receiving my code »

Receive the verification code *

by email by SMS

Receiving my code

Enter the code received and click on « Validate »

Please re-enter the code received by SMS : *

Code

Validate

Enter your password. Confirm and click on « Validate »

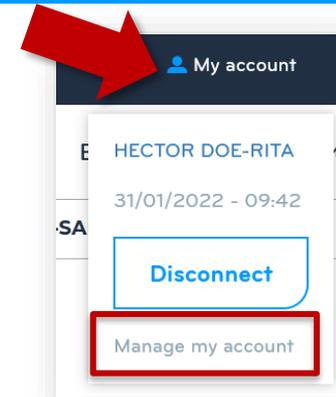
New password *

New password confirmation *

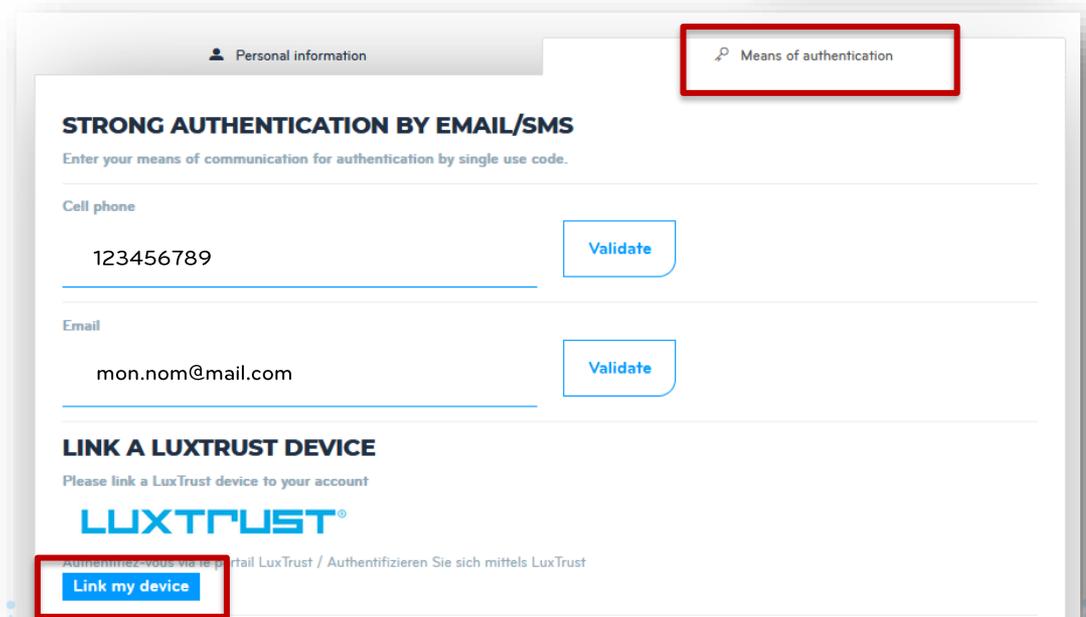
Validate

Associate a LuxTrust device to your account

Once connected, click on « My account » at the top right corner and select « Manage my account »

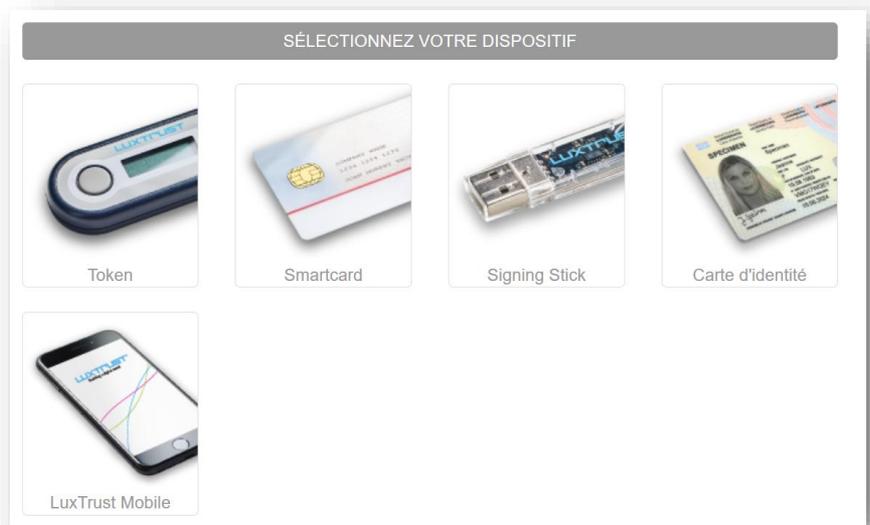


Click on « Means of authentication » move down and click on « Link my device »



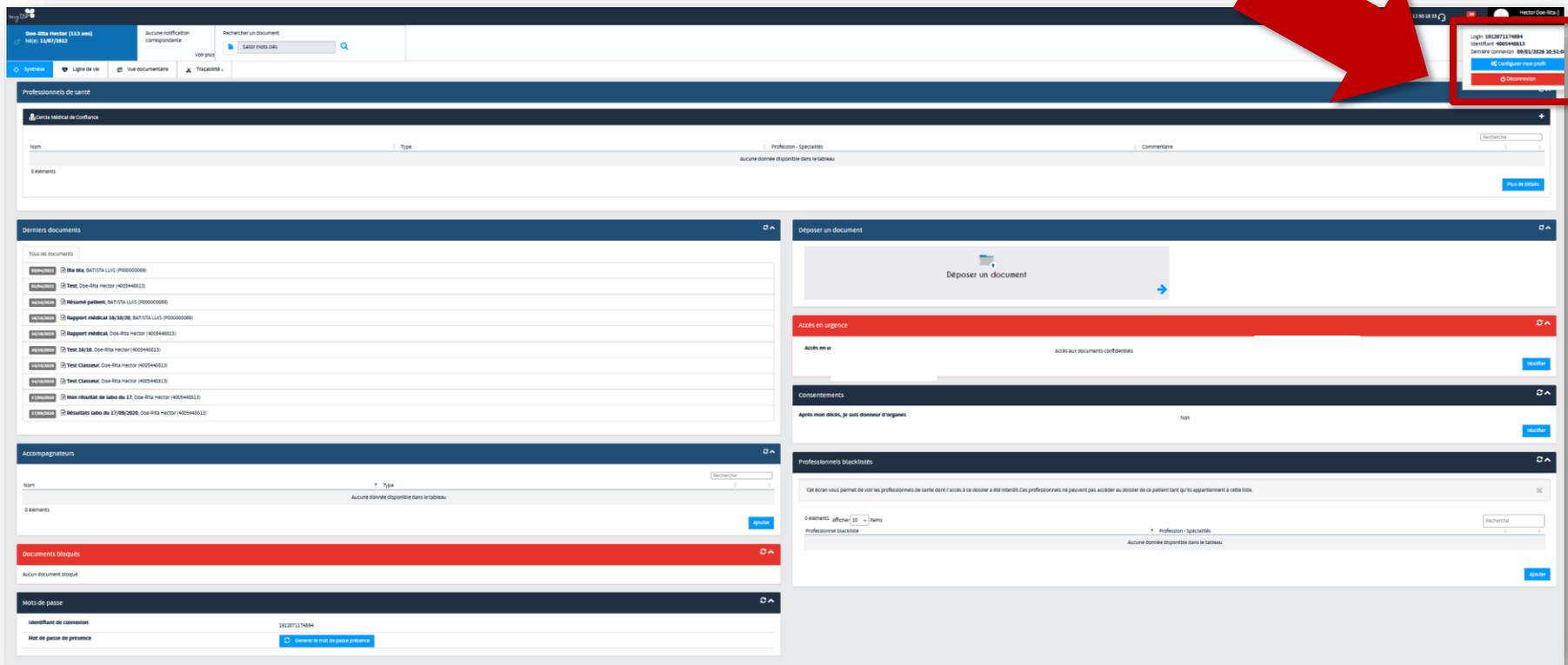
Associate a LuxTrust device to your account

Select the appropriate device and follow the instructions



Set up your profile

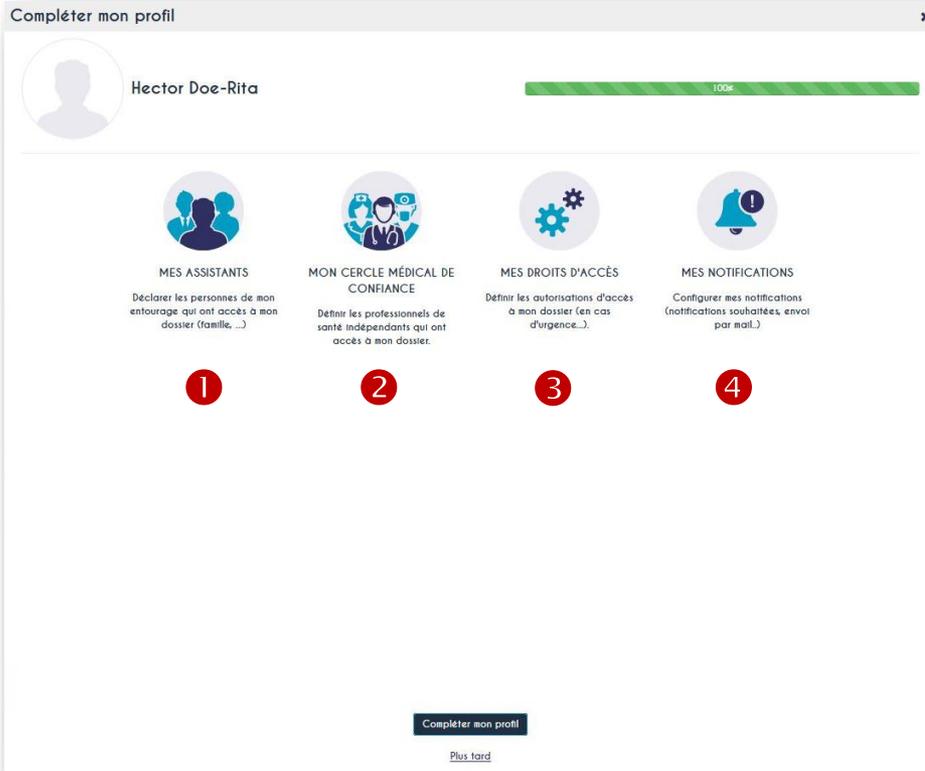
The « Configurer mon profil » section allows you to enter essential information into your DSP. *



* Some of the data that can be defined in the profile configurator can also be accessed on the main page of your DSP.

Set up your profile

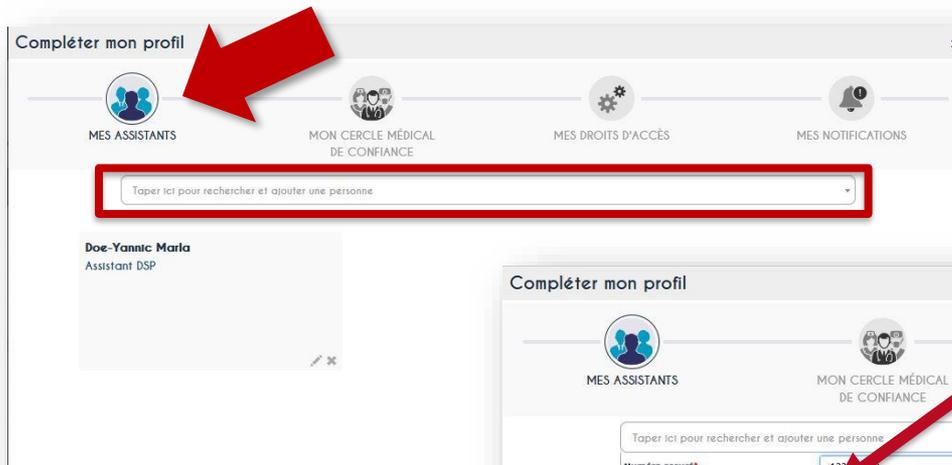
In this section you can:



- 1 Determine who you want to define as your **assistant** (an assistant can help you manage your DSP; they have the same rights as you).
- 2 Include doctors in your **medical circle of trust** to give them permanent access to your DSP.
- 3 Define **access rights** (consent for organ donation, emergency access, consent for cross-border exchange of Patient Summary).
- 4 Manage the **notifications** you wish to receive by email.

Set up your profile

To define someone you know as a DSP assistant, click on « Mes Assistants » and enter his social security number (13-digit national identification number) in the search box.



Click on the name of the person who appears. He or she will then be added to your list of assistants.



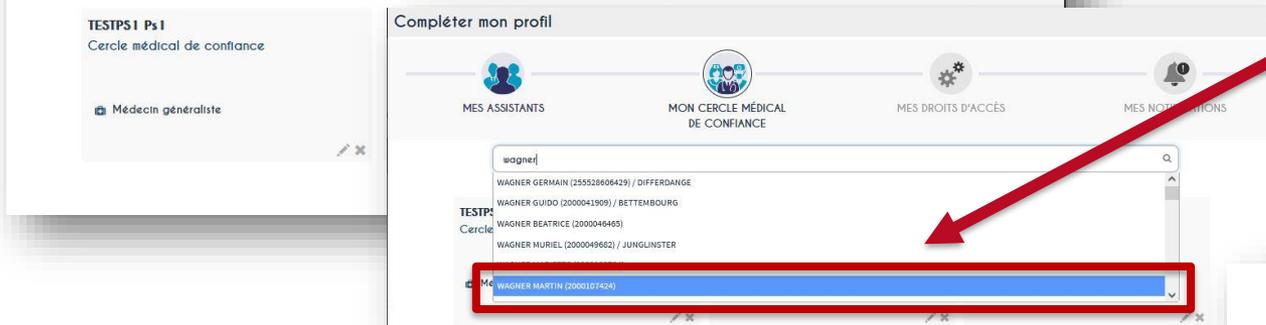
You can remove a person from your list of assistants at any time by clicking on "x".

Set up your profile

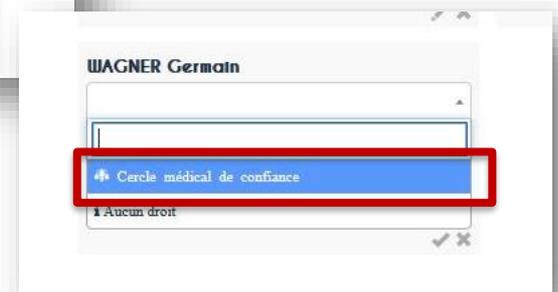
To give a health professional permanent access to your DSP, click on « **Mon cercle médical de confiance** » and enter the name in the search box.



Click on the respective name. This health professional will be included in your list.



For the first box, select the « **Cercle médical de confiance** ». Leave the « **Rôle** » box blank. You can remove access at any time by clicking on "x".



Set up your profile

Compléter mon profil

MES ASSISTANTS MON CERCLE MÉDICAL DE CONFIANCE **MES DROITS D'ACCÈS** MES NOTIFICATIONS

1 Consentement
Après mon décès, je suis donneur d'organes
Oui
Non

2 Accès en urgence
Accès en urgence
Accès normal
Accès aux documents confidentiels
Aucun accès

3 Consentement transfrontalier
Cliquez ici pour plus d'informations.
Par la présente, je donne mon consentement explicite et avisé pour l'accès à mon résumé patient dans le cadre d'échanges transfrontaliers, d'après les conditions décrites ci-dessus.
Oui
Non

Précédent Suivant

1 In the « **Consentement** » section you can determine whether you are an organ donor or not.

2 In the « **Accès en urgence** » section you can choose between:

- « **Accès normal** » (access to all documents except those you have marked confidential)
- « **Accès aux documents confidentiels** » (access to all documents)
- « **Aucun accès** »

3 In section « **Consentement frontalier** » you can determine whether you agree to share your patient summary with a health professional you consult when you are **abroad**. (Currently this service is only available for patients followed by a primary care physician)

Set up your profile

The « Mes notifications » section allows you to determine for which specific actions you wish to receive an email notification.

The screenshot shows the 'Compléter mon profil' (Complete my profile) interface. At the top, there are four tabs: 'MES ASSISTANTS', 'MON CERCLE MÉDICAL DE CONFIANCE', 'MES DROITS D'ACCÈS', and 'MES NOTIFICATIONS'. A red arrow points to the 'MES NOTIFICATIONS' tab. Below the tabs, the 'Mes notifications' section is expanded, showing three categories: 'Accès au dossier', 'Cercle médical de confiance', and 'Documents'. Each category contains several notification items, each with a 'Oui/Non' toggle button. A red box highlights these toggle buttons, showing that the 'Oui' button is selected for the first item in the 'Accès au dossier' category, while 'Non' is selected for all other items. At the bottom of the interface, there are 'Précédent' and 'Terminer' buttons.

Make your selection by sliding the « Oui/Non » button to the desired position.

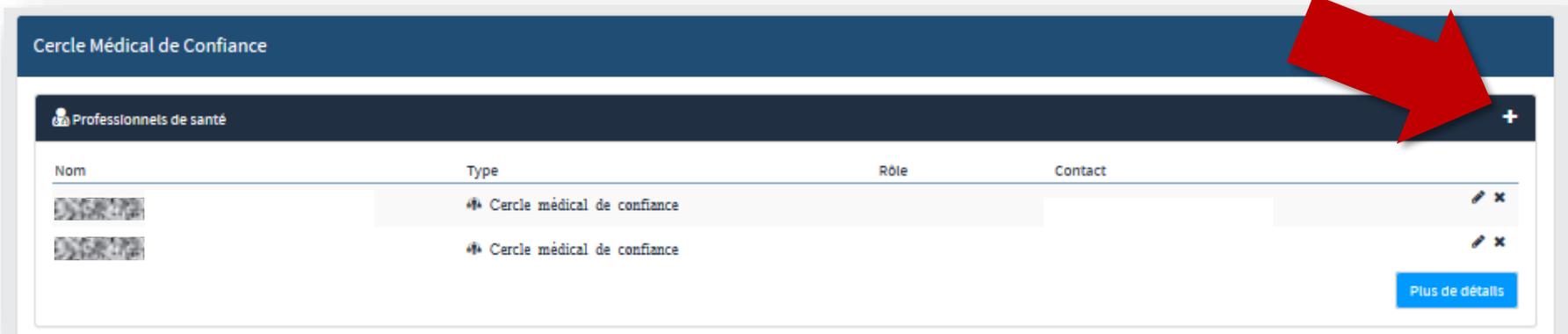
Insert a doctor in your « Cercle Médical de Confiance »

A doctor appointed in the « Cercle Médical de Confiance » has a permanent access to your DSP

The screenshot displays the patient portal interface. At the top, the user is logged in as 'Doctor Doe 123'. The main navigation bar includes 'Accueil', 'Mon dossier', and 'Professionnels de santé'. The 'Professionnels de santé' section is expanded, showing a table with columns for 'Nom', 'Type', 'Profession - Spécialité', and 'Commentaire'. A red arrow points to the entry 'Cercle Médical de Confiance'. Below this, there are sections for 'Derniers documents', 'Accompagnateurs', 'Documents bloqués', and 'Mots de passe'. On the right side, there is a 'Déposer un document' section and a 'Professionnels blacklistés' section.

Insert a doctor in your « Cercle Médical de Confiance »

1. Click on « + » to insert a new doctor



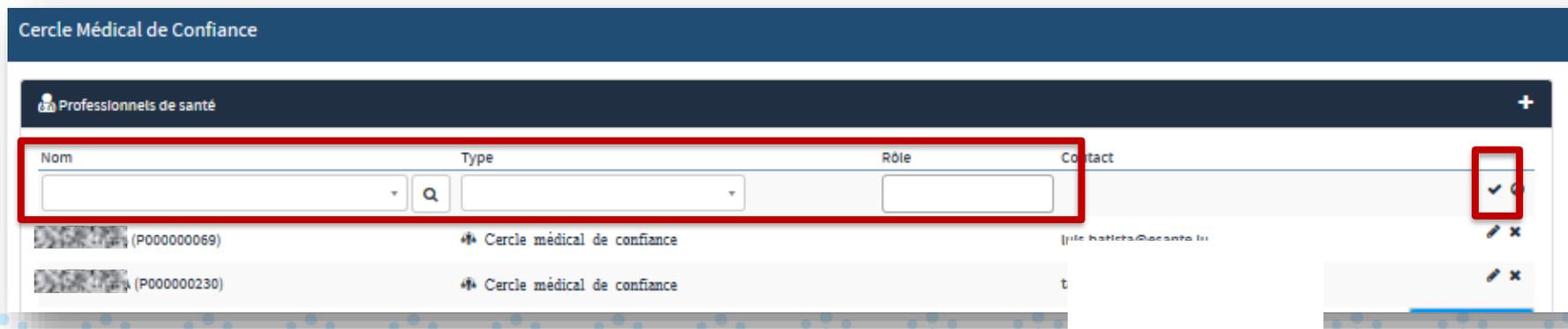
Cercle Médical de Confiance

Professionnels de santé

Nom	Type	Rôle	Contact
[Placeholder]	Cercle médical de confiance		
[Placeholder]	Cercle médical de confiance		

Plus de détails

2. Enter the name of the doctor, select « Cercle Médical de Confiance » in « Type » and leave the field « Rôle » blank. Finish by clicking on « ✓ »



Cercle Médical de Confiance

Professionnels de santé

Nom	Type	Rôle	Contact
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
[Placeholder] (P000000069)	Cercle médical de confiance		[Placeholder]
[Placeholder] (P000000230)	Cercle médical de confiance		t

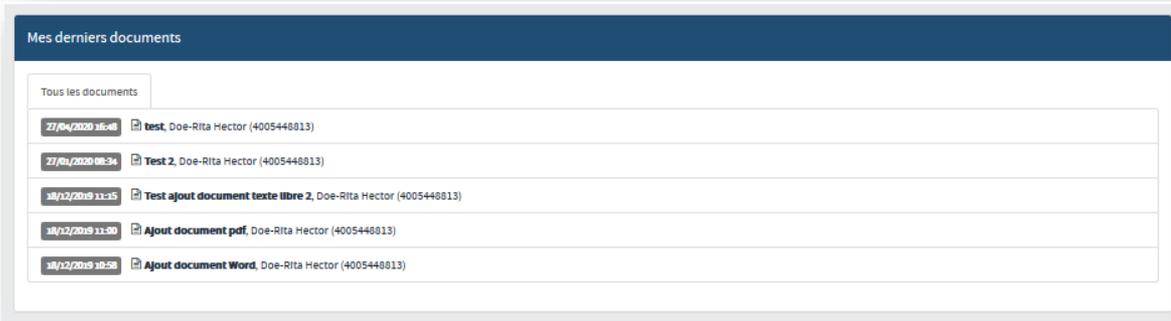
Consult your recent documents

The documents filed in your DSP can be viewed in the tab « Mes derniers documents »

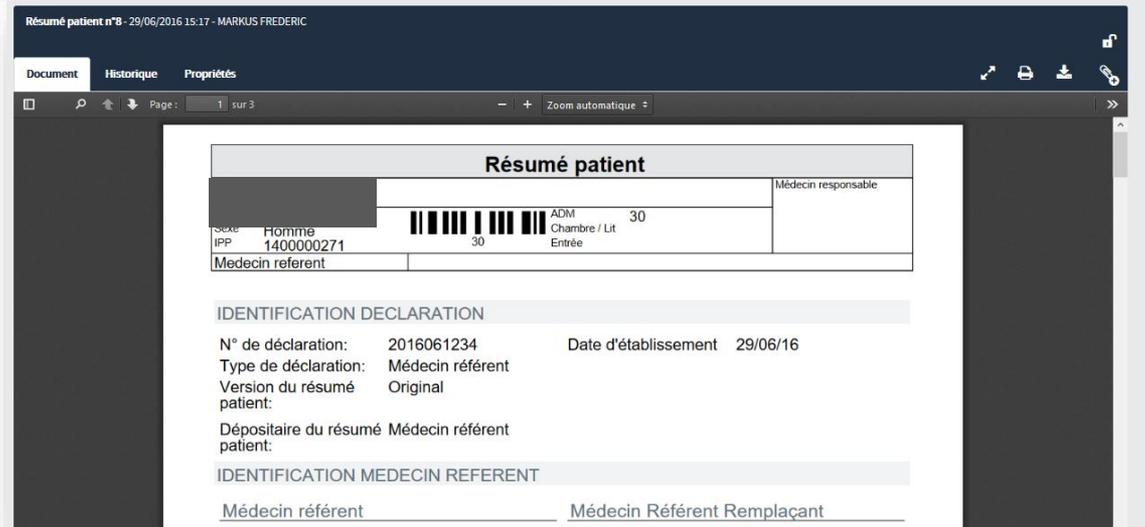
The screenshot displays the patient portal interface. At the top, there is a navigation bar with the user's name 'Doe Rita Hector (33 ans)' and a search bar. Below this, the main content area is divided into several sections. The 'Professionnels de santé' section is currently active, showing a list of healthcare professionals. A large red arrow points to the 'Mes derniers documents' tab, which is highlighted in red. This tab contains a list of recent documents, including 'Rapport médical', 'Test', and 'Résultat de laboratoire'. Other tabs visible include 'Accompagnateurs', 'Documents bloqués', 'Mots de passe', 'Déposer un document', 'Accès en urgence', 'Consentements', and 'Professionnels blacklistés'. The interface is clean and modern, with a blue and white color scheme.

Consult your recent documents

Click on the document to open it



The document will be displayed.
It can be printed, downloaded or changed to confidential.



Set up the confidentiality level of a document

You have the choice of **3** different levels of confidentiality

Modifier le niveau de confidentialité du document

Attention, le masquage induit des risques sérieux et unanimement reconnus pour la santé du patient.

Je comprends et j'accepte les risques du masquage de documents médicaux.

Niveau de confidentialité

- Niveau de confidentialité : Standard
- Niveau de confidentialité : Confidentiel
- Niveau de confidentialité : Privé

Annuler Valider

STANDARD:

Document can be viewed by:

- the patient and his legal representative (if applicable)
- the DSP assistant
- the primary care physician (Médecin Référent)
- health professionals being part of the « Cercle Médical de Confiance »
- any professional having an active mandate and rights
- the author of the document

CONFIDENTIEL:

Document can be viewed by:

- the patient and his legal representative (if applicable)
- the DSP assistant
- the primary care physician (Médecin Référent)
- health professionals being part of the « Cercle Médical de Confiance »
- the author of the document

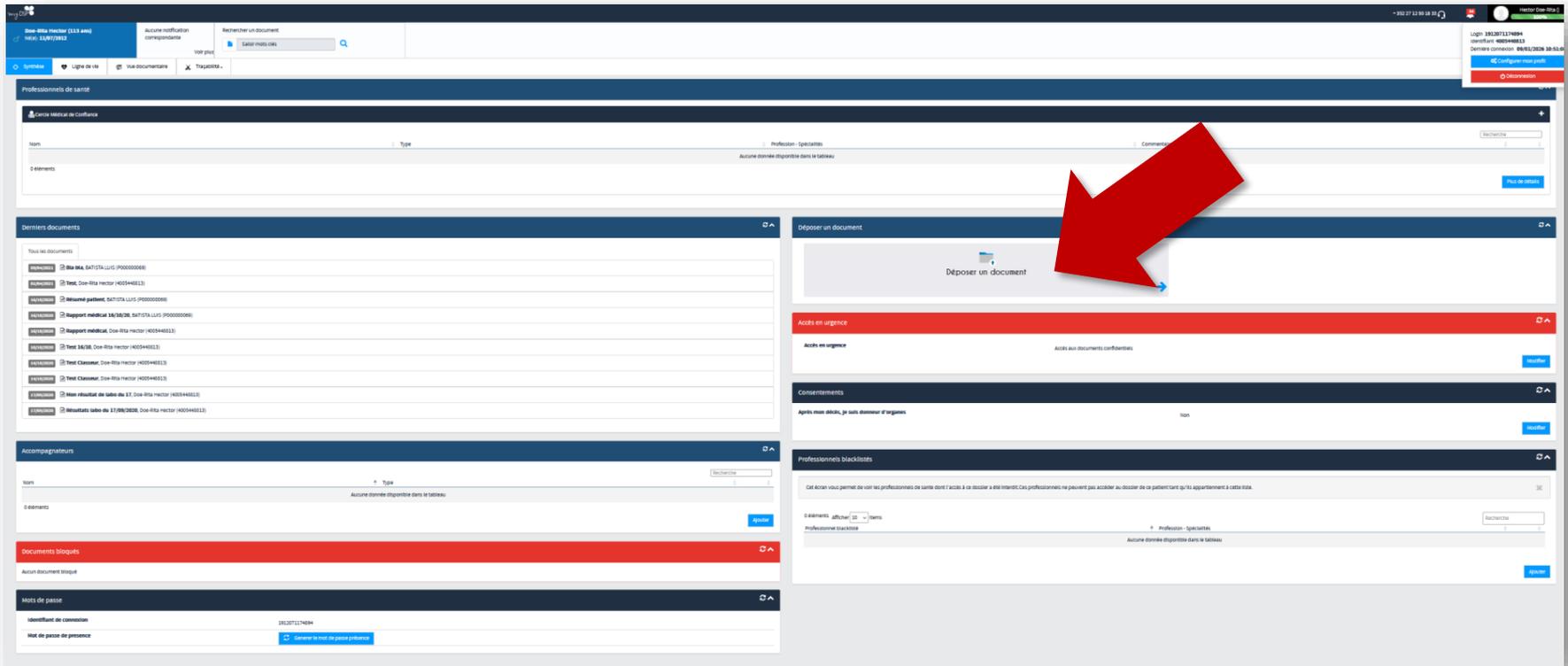
PRIVÉ:

Document can be viewed by:

- the patient and his legal representative (if applicable)
- the DSP assistant
- the author of the document

Upload a document in your private area

You can deposit a document relating to your health in your DSP

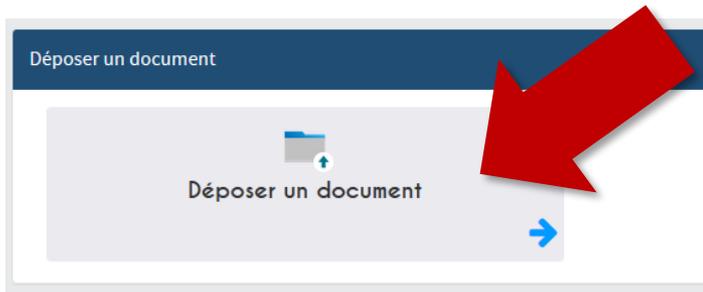


The screenshot displays the patient's private area in the DSP. The interface is divided into several sections:

- Professionnels de santé:** A section for managing health professionals, currently showing no data.
- Derniers documents:** A list of recent documents, including medical reports, test results, and prescriptions.
- Accompagnateurs:** A section for managing caregivers, currently showing no data.
- Documents bloqués:** A section for managing blocked documents, currently showing no data.
- Mots de passe:** A section for managing passwords, with a button to generate a new private password.
- Deposer un document:** A prominent section with a large red arrow pointing to a "Déposer un document" button, indicating the process of uploading a new document.
- Accès en urgence:** A section for emergency access to confidential documents.
- Consentements:** A section for managing consent, with a "non" response for organ donation.
- Professionnels blacklistés:** A section for managing blacklisted professionals.

Upload a document in your private area

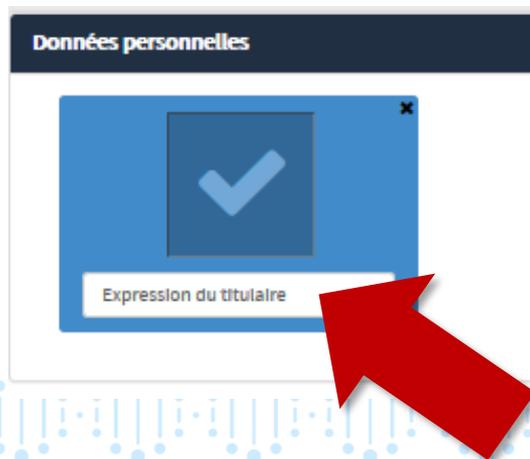
1. Click on « Déposer un document »



2. Click on « Déposer ici votre » and import the document.



3. Name your file in the area « Expression du titulaire »



4. Click on « Valider »



Upload a document in your private area

ATTENTION:

The DSP only accepts documents in « Word » or « PDF/A1 » format (as these ensure longtime content preservation)

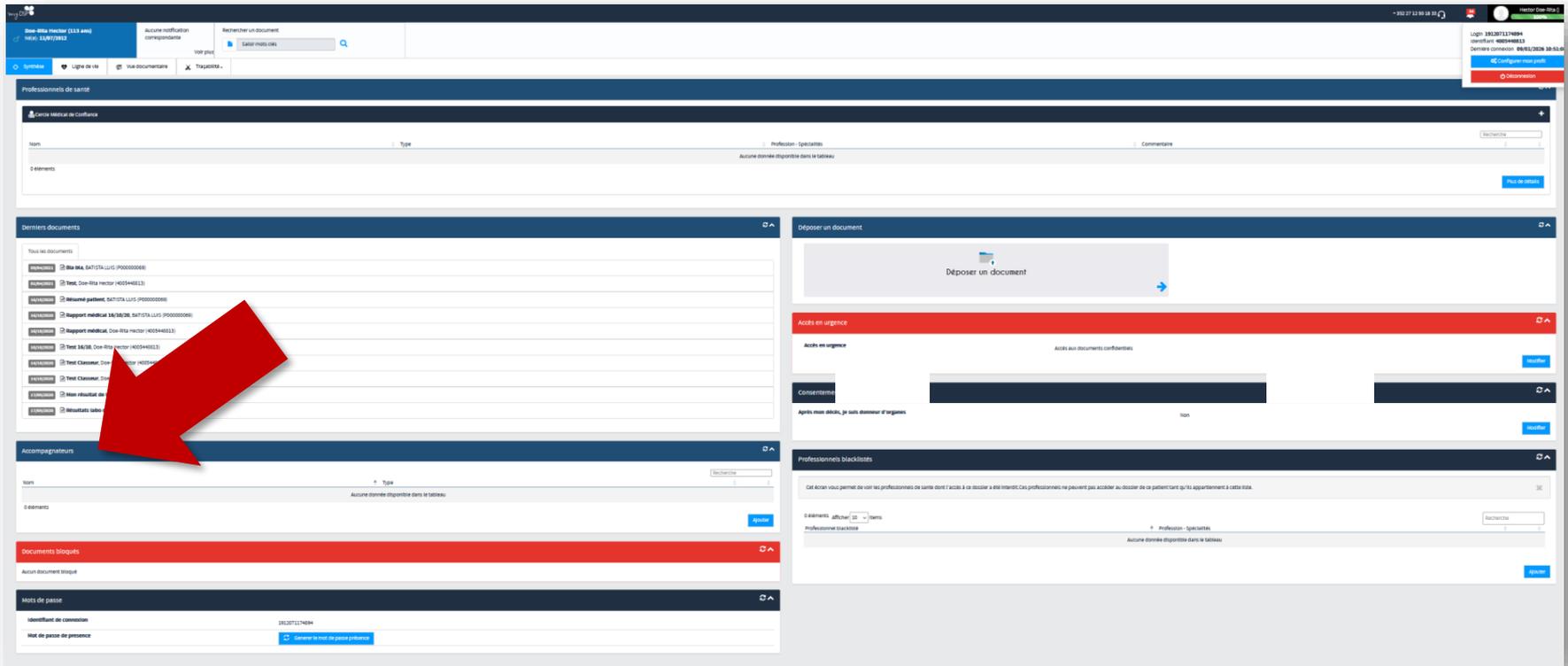
What if a failure message appears while trying to upload a document in PDF format into my DSP?

The easiest is to convert the PDF file into a Word document, using the function «Save as» and then upload it to your DSP. It will be automatically converted to PDF/A1 format.

Another solution is to take screenshots of the document (ALT+Prt Scr or by a special tool for screenshots) and paste (Control+V) them into the Word document that you want to upload to your DSP.

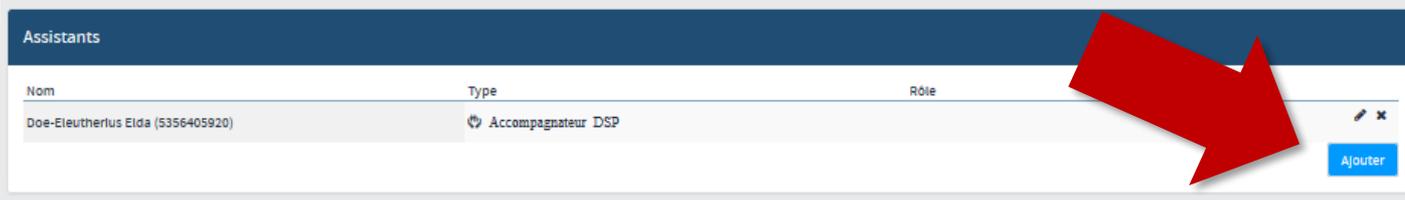
Define a DSP assistant

You can define a person of your choice as an assistant, to assist you in managing your DSP. This person must also have a DSP.



Define a DSP assistant

1. Click on « Ajouter »

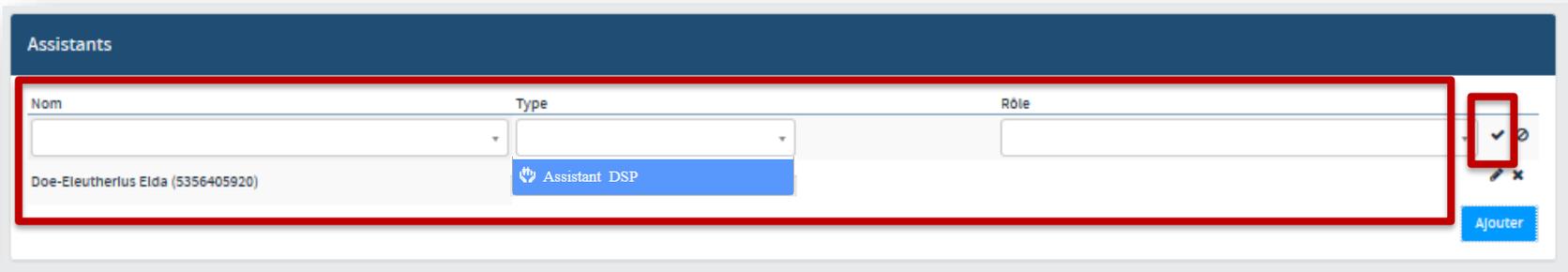


The screenshot shows a table titled "Assistants" with columns for "Nom", "Type", and "Rôle". A single row is visible with the name "Doe-Elleutherlus Elda (5356405920)" and the role "Accompagnateur DSP". A red arrow points to the "Ajouter" button in the bottom right corner of the table.

Nom	Type	Rôle
Doe-Elleutherlus Elda (5356405920)	Accompagnateur DSP	

Ajouter

2. Indicate the person's social security number (matricule), select « Assistant DSP » in « Type » and leave the field « Rôle » blank. Finish by clicking « ✓ ».



The screenshot shows the "Assistants" form with three input fields: "Nom", "Type", and "Rôle". The "Nom" field contains "Doe-Elleutherlus Elda (5356405920)". The "Type" dropdown menu is open, showing "Assistant DSP" selected. The "Rôle" field is empty. A red box highlights the input fields, and another red box highlights the confirmation button (✓) in the bottom right corner.

Nom	Type	Rôle
Doe-Elleutherlus Elda (5356405920)	Assistant DSP	

Ajouter

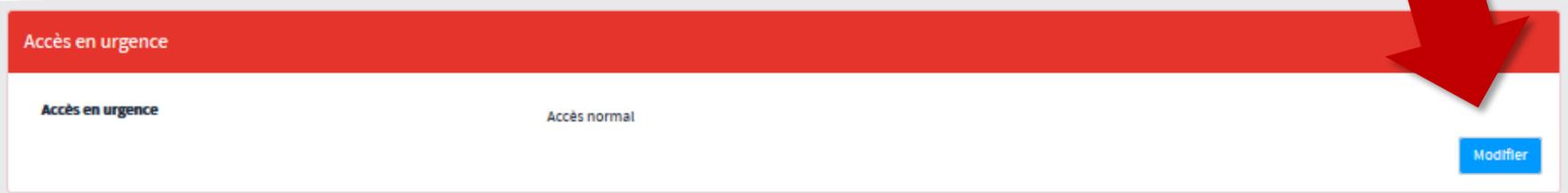
Define an emergency access

You can define the type of an access to your DSP in case of an emergency hospitalisation.

The screenshot displays the DSP interface with a sidebar on the left and a main content area on the right. The sidebar includes sections for 'Professionnels de santé', 'Derniers documents', 'Accompagnateurs', 'Documents bloqués', and 'Mots de passe'. The main content area shows the 'Accès en urgence' section, which is highlighted in red. Below this section, there are sections for 'Consentements' and 'Professionnels blacklistés'. A red arrow points to the 'Déposer un document' button in the 'Accès en urgence' section.

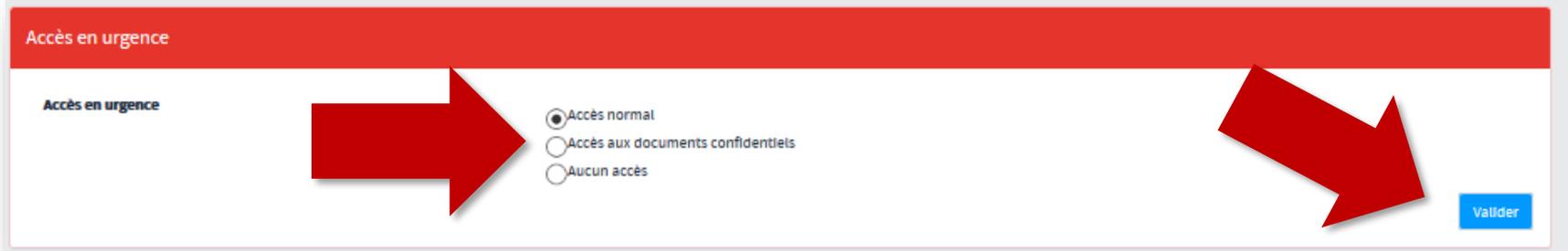
Define an emergency access

1. Click on « Modifier »



The screenshot shows a form titled 'Accès en urgence' with a red header bar. Below the header, there are two radio buttons: 'Accès en urgence' (selected) and 'Accès normal'. A blue button labeled 'Modifier' is located in the bottom right corner. A large red arrow points to the 'Modifier' button.

2. Choose the relevant access type and click on « Valider »



The screenshot shows the same form as above, but with the 'Accès normal' radio button selected. A large red arrow points to the 'Accès normal' radio button. Another large red arrow points to the blue 'Valider' button in the bottom right corner.

Modify the organ donor declaration

Please note that under [Luxembourg law](#), a person who has not entered an objection is automatically considered an organ donor by default. Thus, the « Yes » is systematically ticked in the DSP.

If you want to change this setting, please follow the instructions below and click on the tab « **Consentements** » and then on « **Modifier** ».

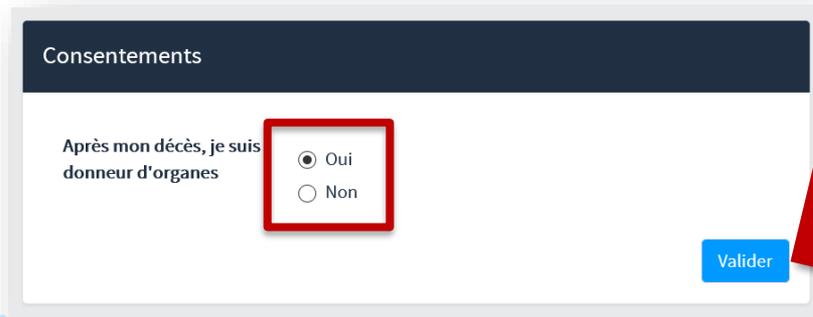


Consentements

Après mon décès, je suis donneur d'organes Oui

Modifier

Select your choice and click on « **Valider** »



Consentements

Après mon décès, je suis donneur d'organes

Oui
 Non

Valider

Any questions?

Please contact our helpdesk

- by phone: (+352) 27 12 50 18 33
- via [Online form](#)



Agence eSanté G.I.E.

Agence nationale des informations partagées dans le domaine de la santé

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