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QUICK-GUIDE PATIENT ACTIVATION ESANTE ACCOUNT

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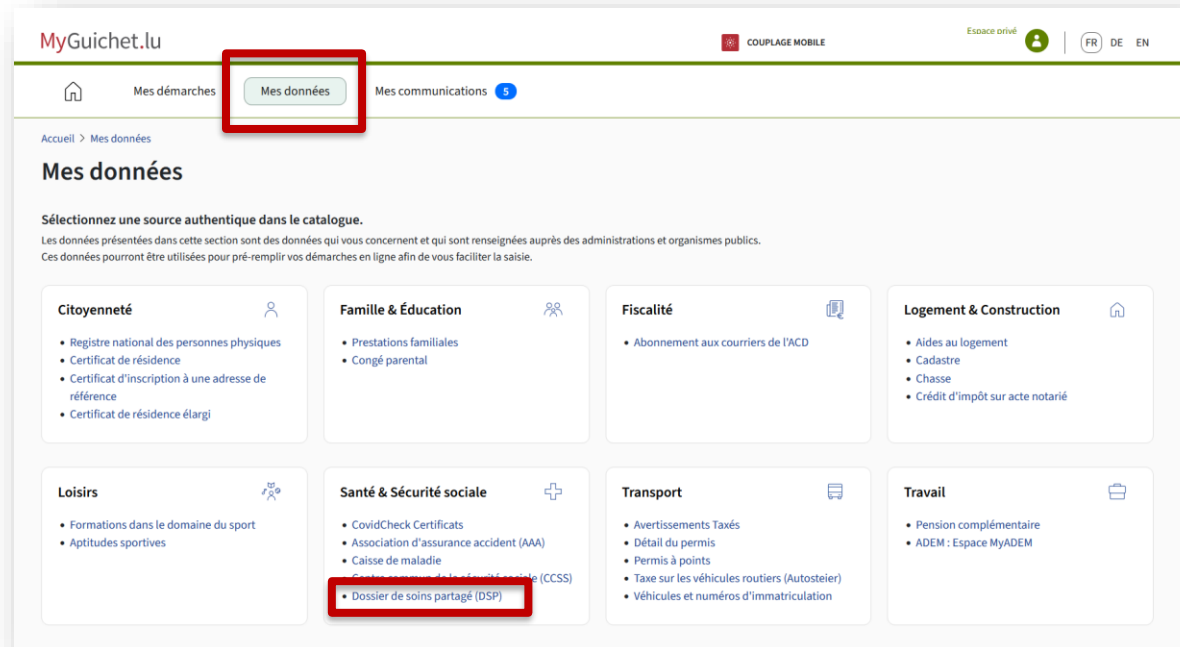
Existing options

As a patient, you can activate your eSanté account:

- ➔ via the MyGuichet portal (www.guichet.lu) : in your private space on MyGuichet.lu, using a LuxTrust device. (slides 4-5)
- ➔ via the eSanté portal (www.esante.lu) : using the activation code contained in the letter sent by Agence eSanté. (slides 6-14)
- ➔ via the MyDSP app: consult the [specific guide](#)

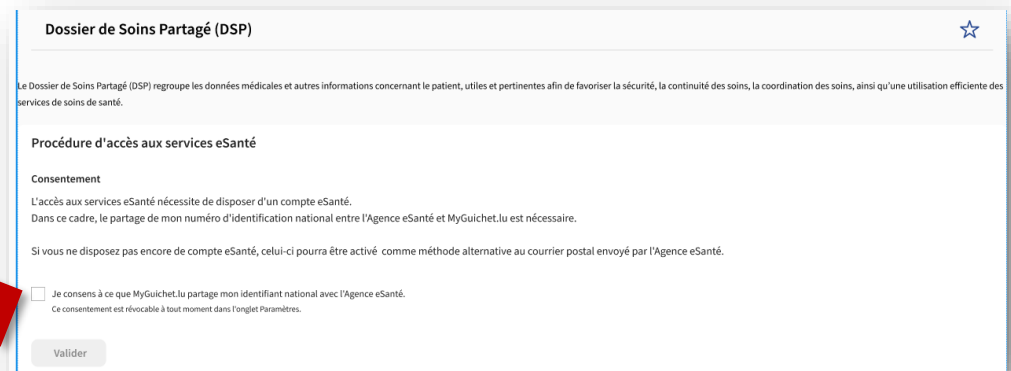
Activation via MyGuichet portal

After logging in to the portal www.myguichet.lu, click on « Mes données » and then on « 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** ».



Dossier de Soins Partagé (DSP)

Le Dossier de Soins Partagé (DSP) regroupe les données médicales et autres informations concernant le patient, utiles et pertinentes afin de favoriser la sécurité, la continuité des soins, la coordination des soins, ainsi qu'une utilisation efficiente des services de soins de santé.

Procédure d'accès aux services eSanté

Consentement

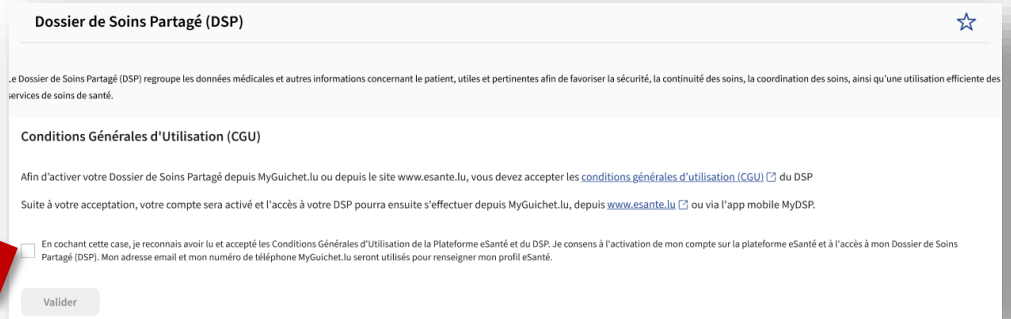
L'accès aux services eSanté nécessite de disposer d'un compte eSanté. Dans ce cadre, le partage de mon numéro d'identification national entre l'Agence eSanté et MyGuichet.lu est nécessaire.

Si vous ne disposez pas encore de compte eSanté, celui-ci pourra être activé comme méthode alternative au courrier postal envoyé par l'Agence eSanté.

☐ Je consens à ce que MyGuichet.lu partage mon identifiant national avec l'Agence eSanté.
Ce consentement est révoquable à tout moment dans l'onglet Paramètres.

Valider

Accept the Terms and Conditions of Use and confirm.



Dossier de Soins Partagé (DSP)

Le Dossier de Soins Partagé (DSP) regroupe les données médicales et autres informations concernant le patient, utiles et pertinentes afin de favoriser la sécurité, la continuité des soins, la coordination des soins, ainsi qu'une utilisation efficiente des services de soins de santé.

Conditions Générales d'Utilisation (CGU)

Afin d'activer votre Dossier de Soins Partagé depuis MyGuichet.lu ou depuis le site www.esante.lu, vous devez accepter les [conditions générales d'utilisation \(CGU\)](#) du DSP. Suite à votre acceptation, votre compte sera activé et l'accès à votre DSP pourra ensuite s'effectuer depuis MyGuichet.lu, depuis www.esante.lu ou via l'app mobile MyDSP.

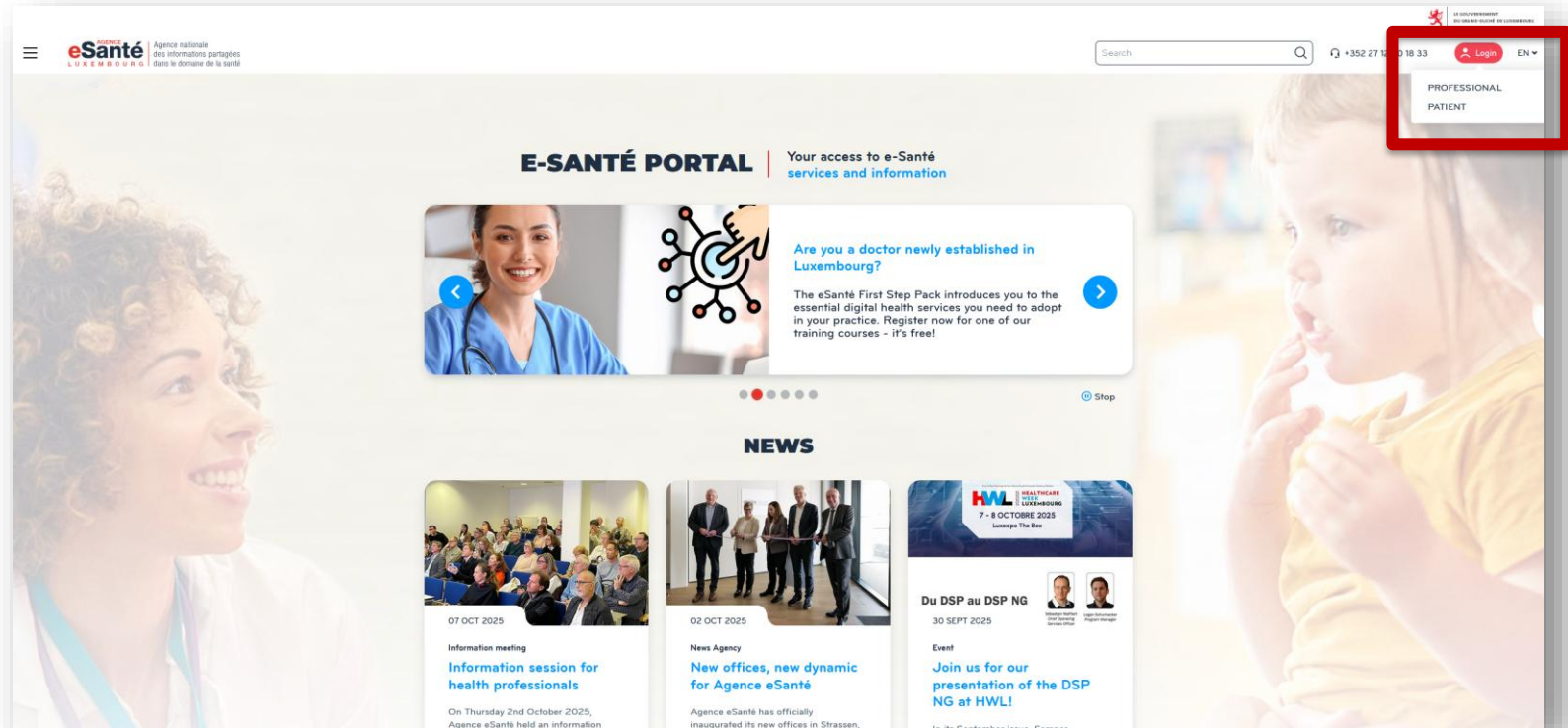
☐ En cochant cette case, je reconnais avoir lu et accepté les Conditions Générales d'Utilisation de la Plateforme eSanté et du DSP. Je consens à l'activation de mon compte sur la plateforme eSanté et à l'accès à mon Dossier de Soins Partagé (DSP). Mon adresse email et mon numéro de téléphone MyGuichet.lu seront utilisés pour renseigner mon profil eSanté.

Valider

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

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 »

I'M A PATIENT

AUTHENTIFICATION

Luxtrust Social security number & Password

LuxTrust Authentication

S'identifier avec
LUXTRUST

Log in through the LuxTrust portal

Connection

i

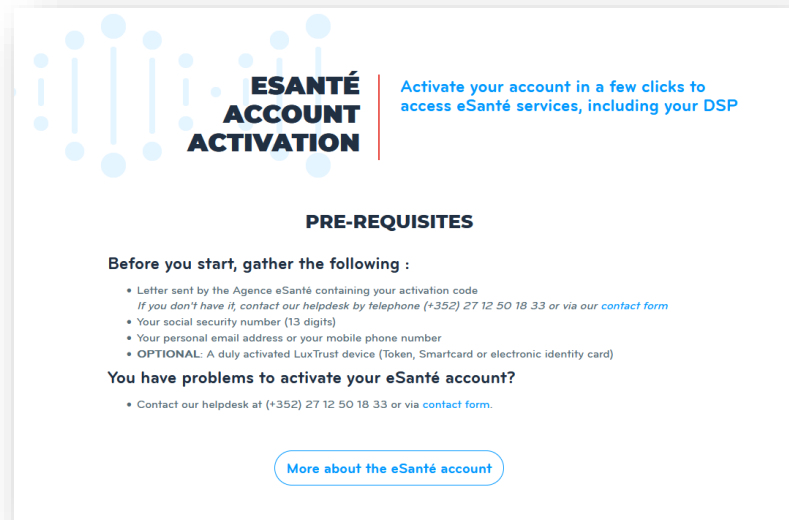
IS THIS YOUR FIRST LOGIN ?

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

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 »



ESANTÉ ACCOUNT ACTIVATION

Activate your account in a few clicks to access eSanté services, including your DSP

PRE-REQUISITES

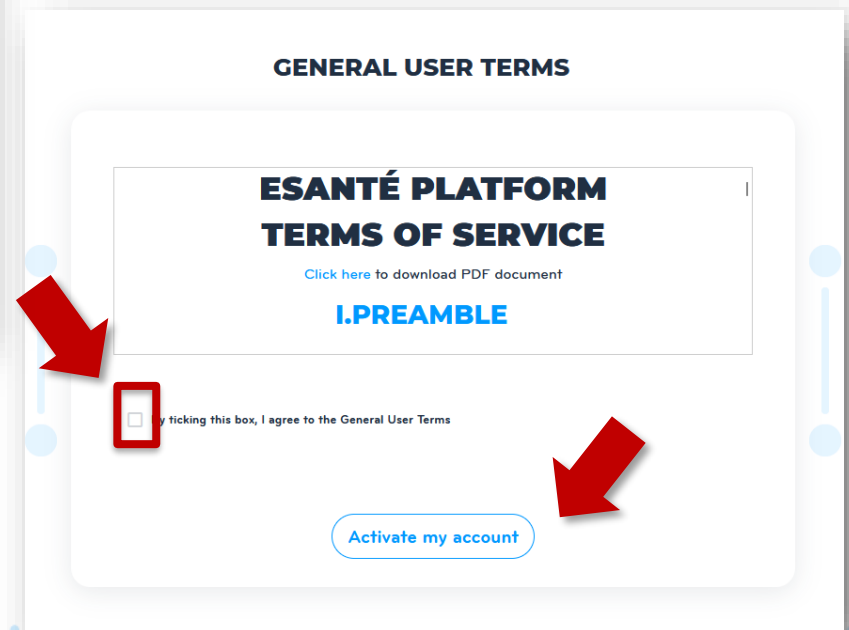
Before you start, gather the following :

- Letter sent by the Agence eSanté containing your activation code
- If you don't have it, contact our helpdesk by telephone (+352) 27 12 50 18 33 or via our [contact form](#)
- Your social security number (13 digits)
- Your personal email address or your mobile phone number
- **OPTIONAL:** A duly activated LuxTrust device (Token, Smartcard or electronic identity card)

You have problems to activate your eSanté account?

- Contact our helpdesk at (+352) 27 12 50 18 33 or via [contact form](#).

[More about the eSanté account](#)



GENERAL USER TERMS

ESANTÉ PLATFORM TERMS OF SERVICE

[Click here](#) to download PDF document

I.PREAMBLE

☐ By ticking this box, I agree to the General User Terms

[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.

STEP 1: Get your activation code from the letter sent by the Agence eSanté.

Do you have a social security number ?

Social security number *

Confirm

STEP 1: Get your activation code from the letter sent by the Agence eSanté.

Do you have a social security number ?

190311111158

Did you receive your activation code?

☒ Yes ☐ No

Activation code *

Next step

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.

The screenshot displays the activation process for an eSanté account. At the top, a progress bar shows five steps: 1. Activation code, 2. Password, 3. Securing your account, 4. Other authentication methods, and 5. Confirmation. Step 2 is currently active. Below the progress bar, a light blue box contains the instruction: "STEP 2: Set a personal password and confirm it. It must be at least 8 characters long and contain at least one alphabetical character and at least one numerical character." The main form area contains two input fields, both highlighted with red borders. The first field is labeled "Your password *" and the second is labeled "Confirmation of your password *". At the bottom of the form, there are two buttons: "Previous step" (a text link) and "Next step" (a button). A large red arrow points to the "Next step" button.

1 Activation code 2 Password 3 Securing your account 4 Other authentication methods 5 Confirmation

STEP 2: Set a personal password and confirm it. It must be at least 8 characters long and contain at least one alphabetical character and at least one numerical character.

Your password *

Confirmation of your password *

[Previous step](#) [Next step](#)

Activation via eSanté portal

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

The screenshot shows the activation process in five steps: 1. Activation code, 2. Password, 3. Securing your account, 4. Other authentication methods, and 5. Confirmation. Step 3 is the current step, titled "STEP 3: Choose how you would like to receive your one-time code." Below the title, it says "One time code to receive via:". There are two radio buttons: "Mobile" (selected with a blue checkmark) and "E-mail". Below the "Mobile" radio button is a text input field labeled "Mobile *". At the bottom, there is a "Previous step" link and a "Validate" button. A large red arrow points to the "Validate" button.

Activation via eSanté portal

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

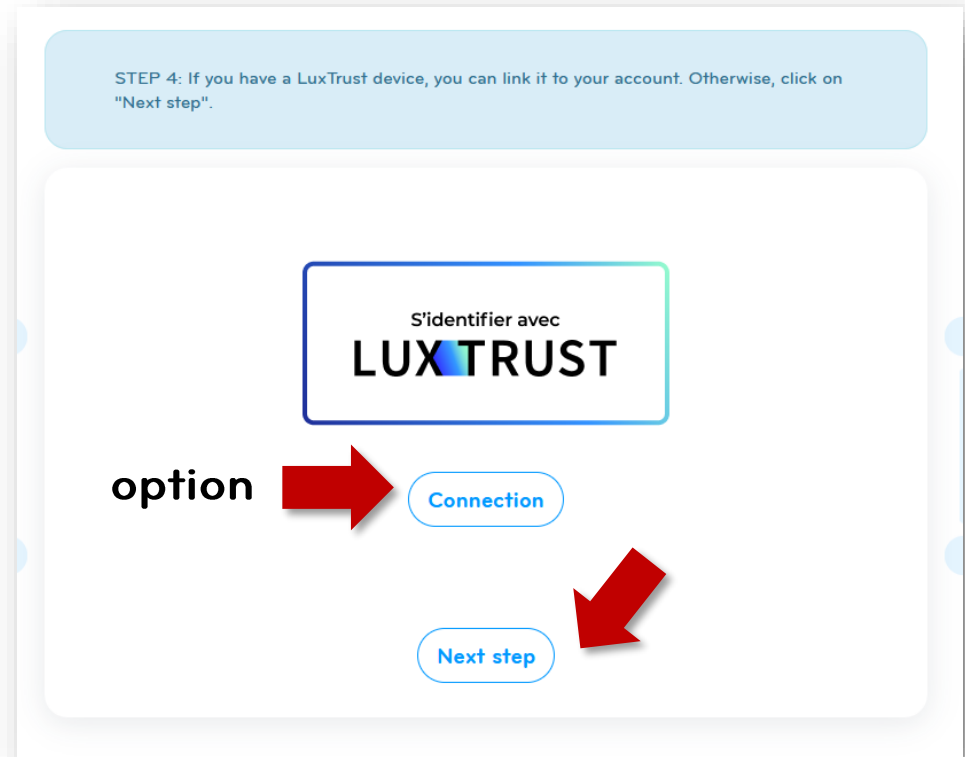
The screenshot shows the activation process in five steps: 1. Activation code, 2. Password, 3. Securing your account, 4. Other authentication methods, and 5. Confirmation. Step 3 is highlighted with a blue bar containing the text: "STEP 3: Choose how you would like to receive your one-time code." Below this, there is a text input field containing the code "sqS5j7". A red rectangle highlights the input field. At the bottom right, there is a "Previous step" link and a "Validate" button. A large red arrow points to the "Validate" button.

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.

The screenshot shows a five-step activation process at the top: 1. Activation code, 2. Password, 3. Securing your account, 4. Other authentication methods, and 5. Confirmation. Step 5 is highlighted. Below the steps, a light blue box contains the text: "STEP 5: Your activation is complete. To access the eSanté services, including the DSP, click on 'Login'". The main content area is a white box with a blue border, featuring the word "CONFIRMATION" in bold blue letters. Below this, it says "Your account is activated. You can now access your DSP." At the bottom right of this box is a blue "Login" button. The entire interface is set against a white background with blue decorative elements on the sides.

1 Activation code

2 Password

3 Securing your account

4 Other authentication methods

5 Confirmation

STEP 5: Your activation is complete. To access the eSanté services, including the DSP, click on "Login".

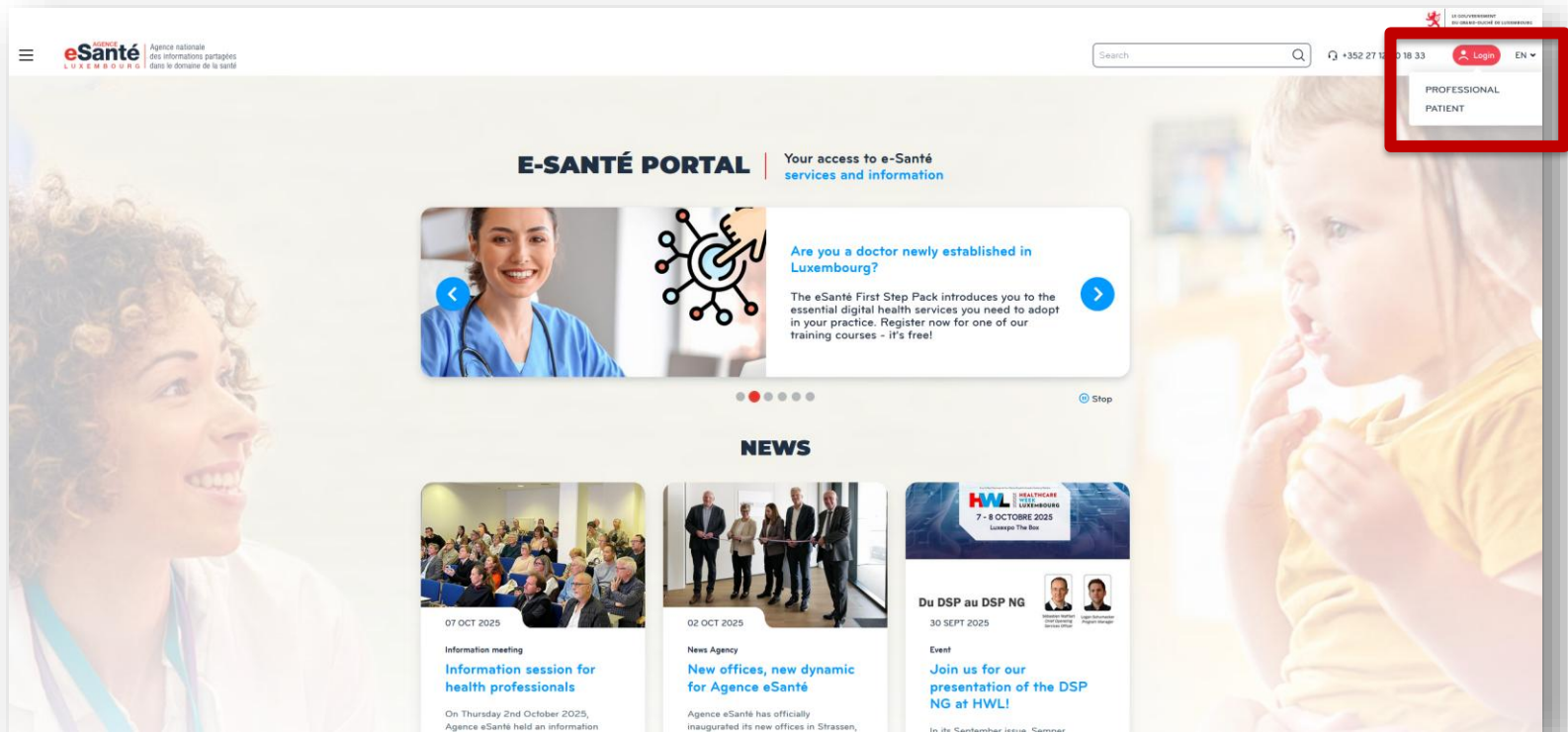
CONFIRMATION

Your account is activated. You can now access your DSP.

Login

Connection to the DSP via eSanté portal

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



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

The screenshot shows the 'AUTHENTIFICATION' screen with a red box highlighting the 'Luxtrust' button. Below it, the text 'Social security number & Password' is visible. Further down, there is a section titled 'LuxTrust Authentication' with a box containing 'S'identifier avec LUXTRUST' and the instruction 'Log in through the LuxTrust portal'. At the bottom is a 'Connection' button.

2

The screenshot shows the 'AUTHENTIFICATION' screen with a red box highlighting the 'Social security number & Password' button. Below it, there are input fields for 'Social security number' and 'Password'. A note states: 'For optimum security, you will receive a code by email or SMS.' There are radio buttons for 'by SMS' and 'by email', with 'by email' selected. At the bottom is a 'Receive my code' button and a link for 'Forgotten password'.

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

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www.esante.lu