Platform myeduguichet

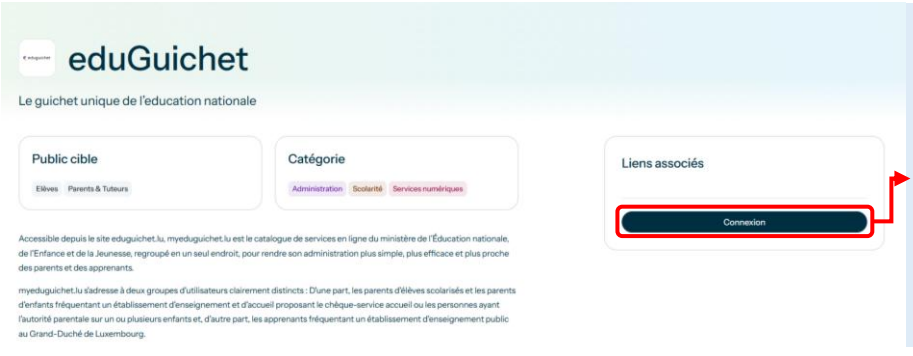
LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère de l'Éducation nationale,
de l'Enfance et de la Jeunesse

# First connection & Access to the intermediate reports

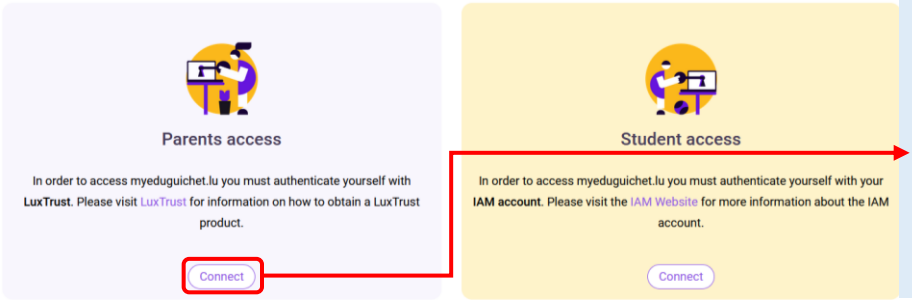
This guide is for parents of pupils attending primary school.

The myeduguichet platform of the Ministry of Education, Children and Youth is accessible online at the following website: https://portal.education.lu/eduguichet/.

## 1. Access the myeduguichet platform




Click on ***Connexion***.




In the Parents access box, click on ***Connect***.

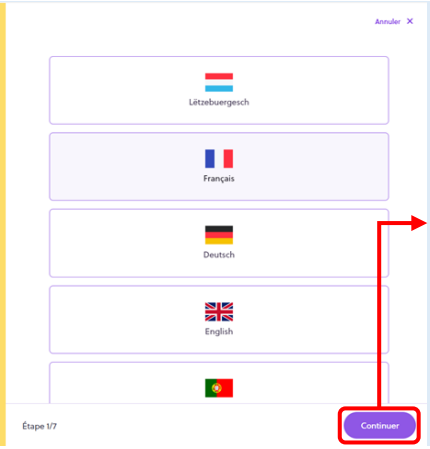





Access to the platform is provided exclusively via a **Luxtrust** product.

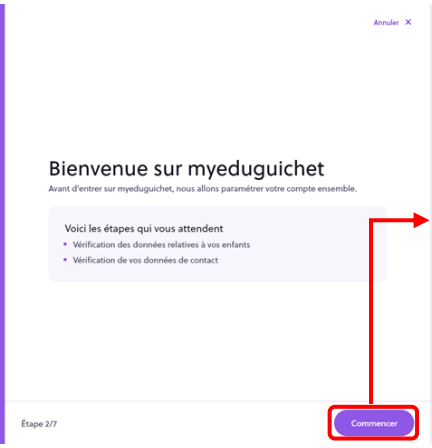
# 2. Setting up your user account



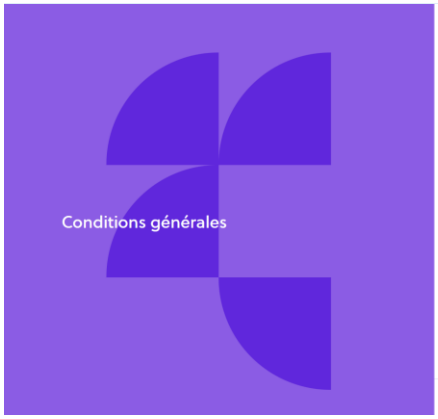




Choose your preferred language and click on ***Continue***.






Click on ***Start*** to set up your user account.

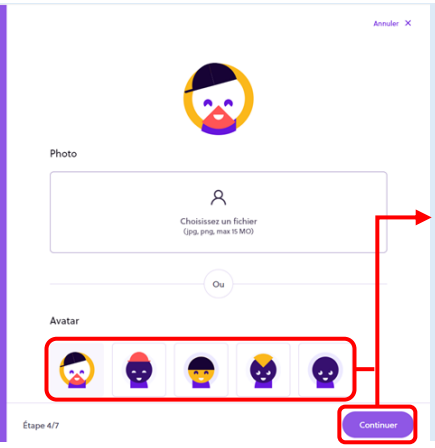




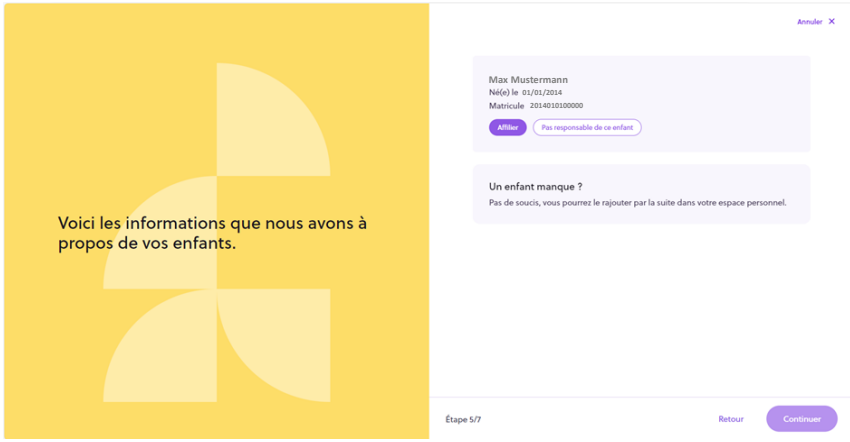


Check and **accept** the general terms of use, the general terms and conditions specific to the myeduguichet.lu service and the personal data protection policy. Then click on ***Continue***.



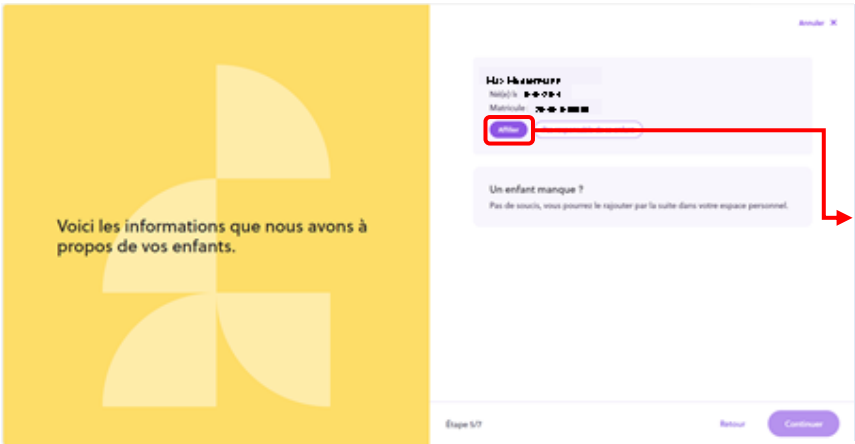




Select the avatar that best suits you or upload your own photo. Then click on ***Continue***.

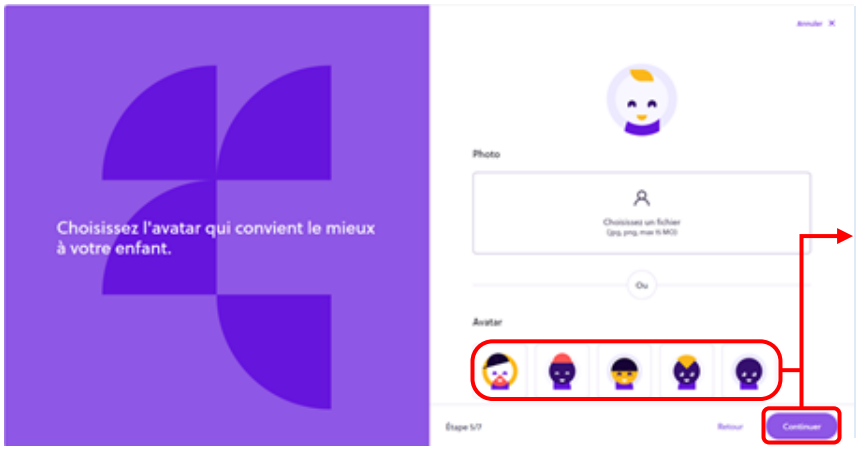



The information that the platform has about your child/children is displayed.

## 3. Affiliate your child to your user account




***Affiliate*** your child to your user account.

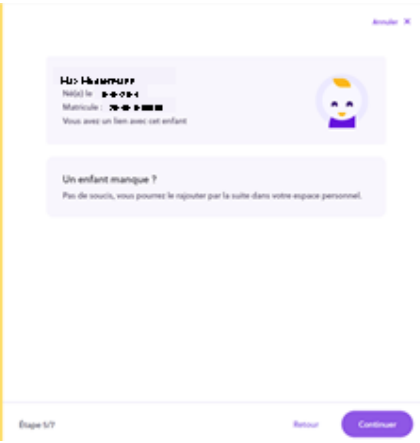



Select the avatar that most corresponds to your child or upload a picture of your child. Then click on ***Continue***.




Complete the form and click on ***Sign***. You will now be asked to sign the document with your ***Luxtrust*** product.

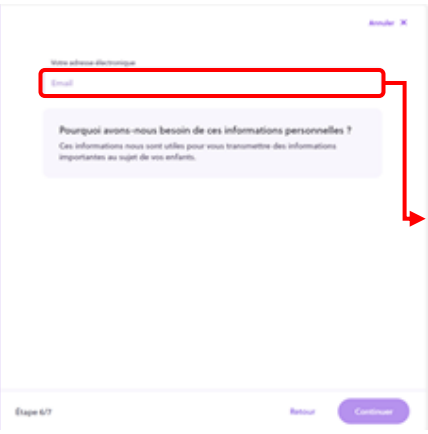



Your child has been added to your user account.

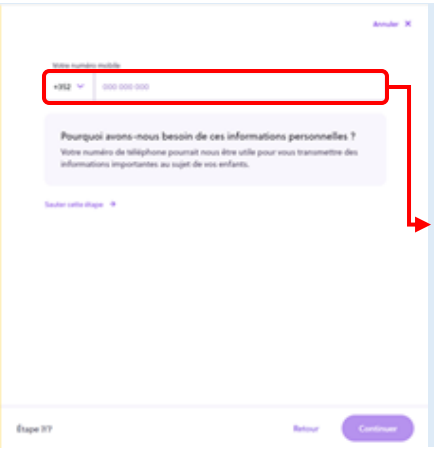
## 4. Complete your registration on the myeduguichet platform



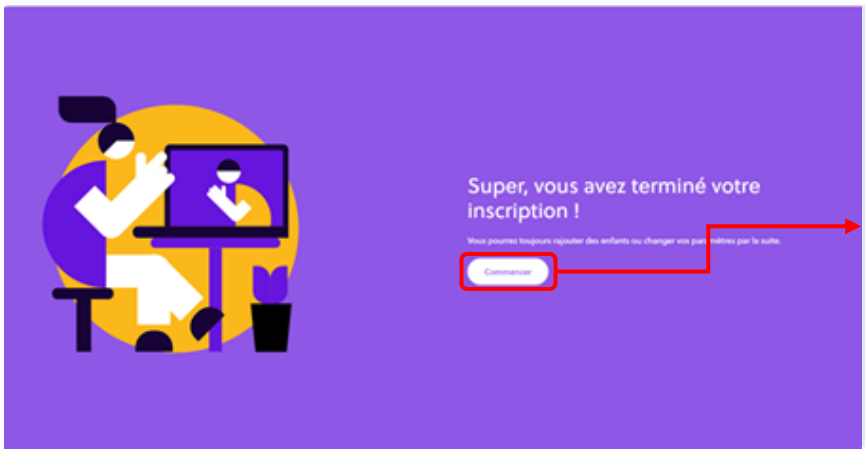




Enter your e-mail address and insert the confirmation code that will be sent to your e-mail address.

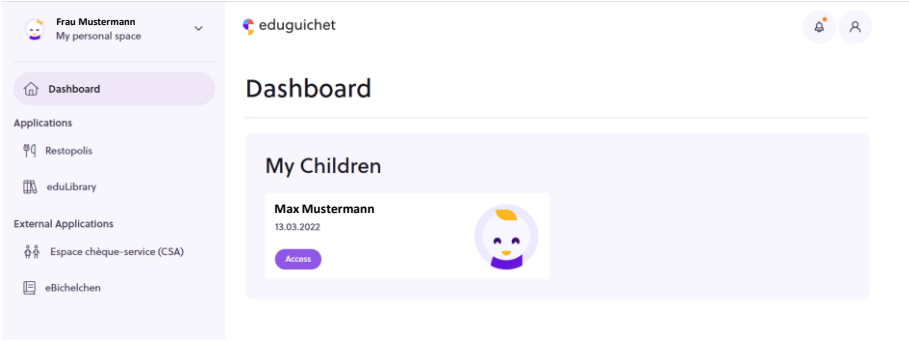



Finally, please enter your mobile phone number and insert the confirmation code that will be texted to you.

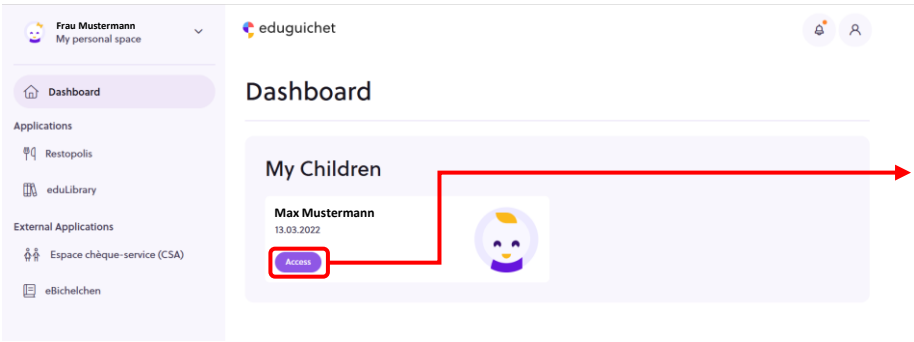



You have successfully logged in! Click on Start to go to your dashboard.

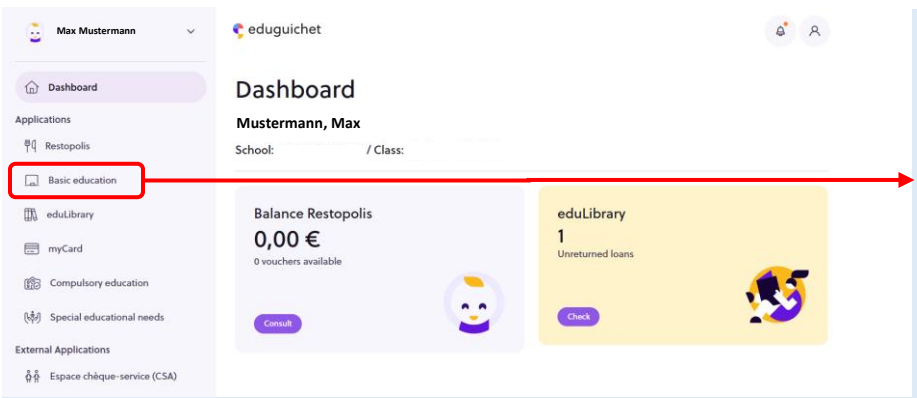



Here is an example of a dashboard.

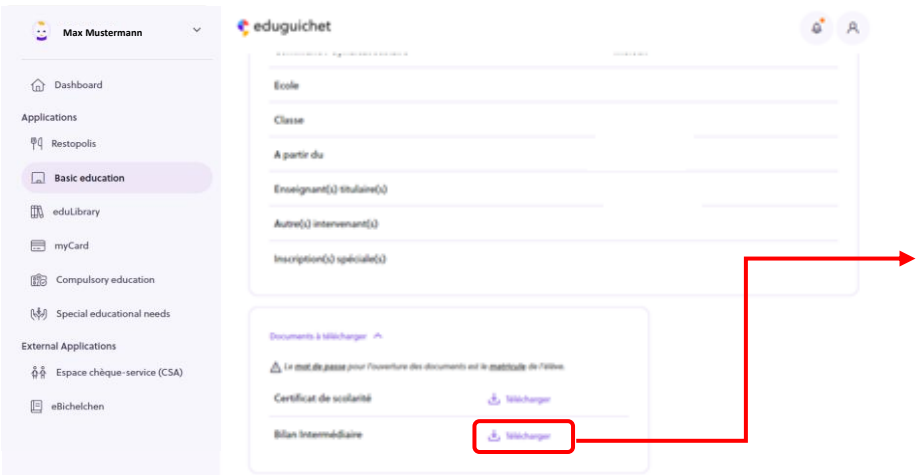
# 5. Accès aux bilans intermédiaires de votre/vos enfant(s)



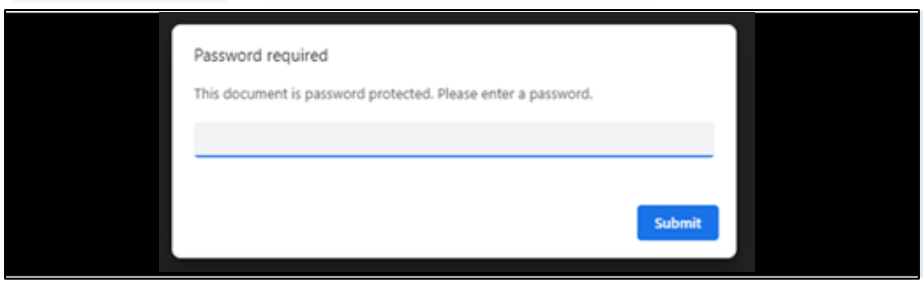

Click on ***View*** to access your child's/children's information.




Click on ***Basic Education*** on the leftside menu.

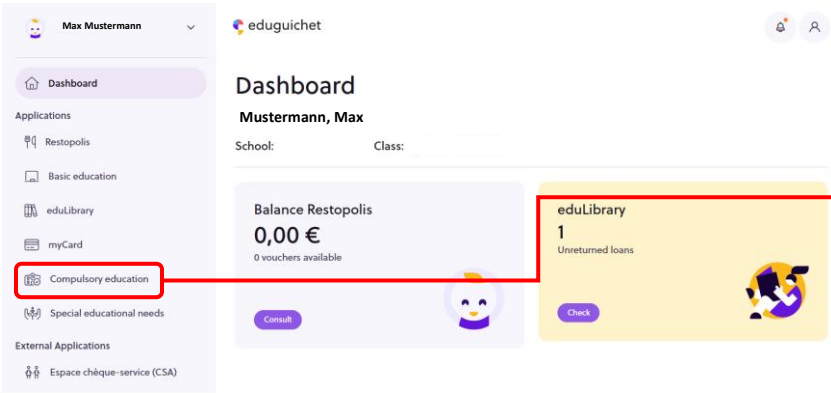



Click on ***Téléchargez*** to download your child's intermediate reports.

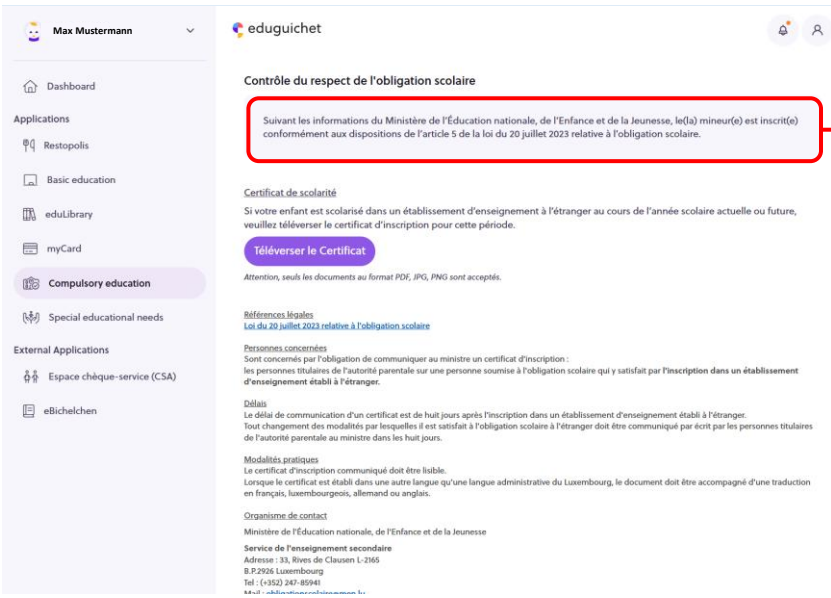



The password to open the downloaded document is your child's social security number (matricule).

# 6. Access to the section regarding Compulsory education



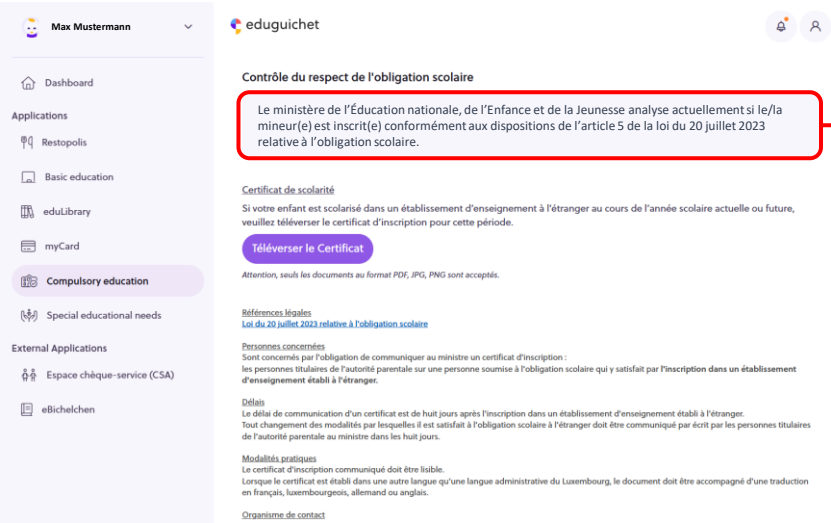

Click on ***Compulsory education*** on the leftside menu.




One of the following three messages will be displayed to you:

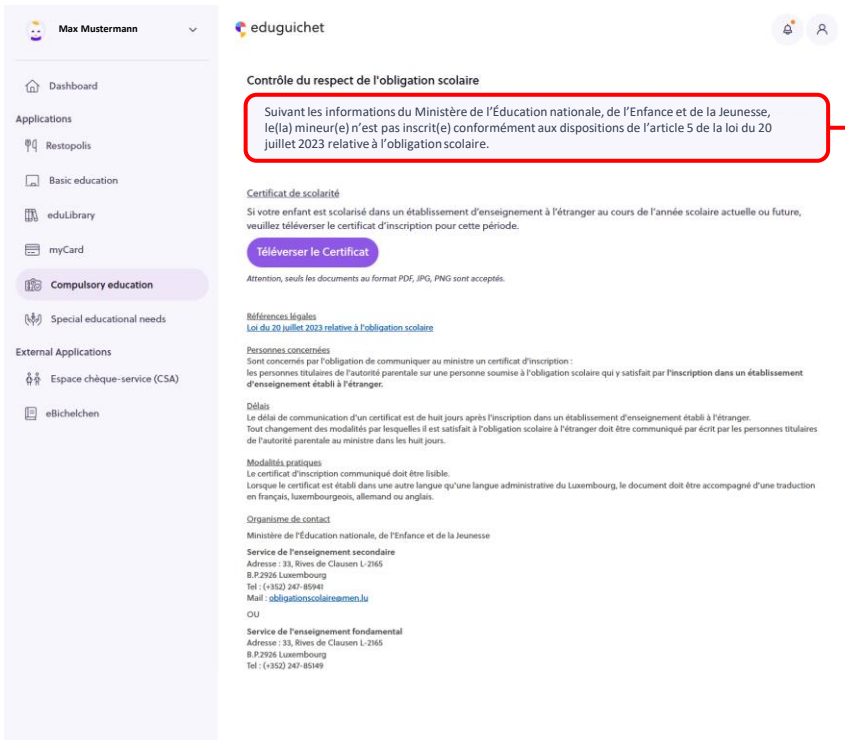
*a. « Suivant les informations du Ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse, le(la) mineur(e) est inscrit(e) conformément aux dispositions de l'article 5 de la loi du 20 juillet 2023 relative à l'obligation scolaire. »*

In case this message appears, you do not need to take any further action.




b. *« Le ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse analyse actuellement si le/la mineur(e) est inscrit(e) conformément aux dispositions de l'article 5 de la loi du 20 juillet 2023 relative à l'obligation scolaire. »*

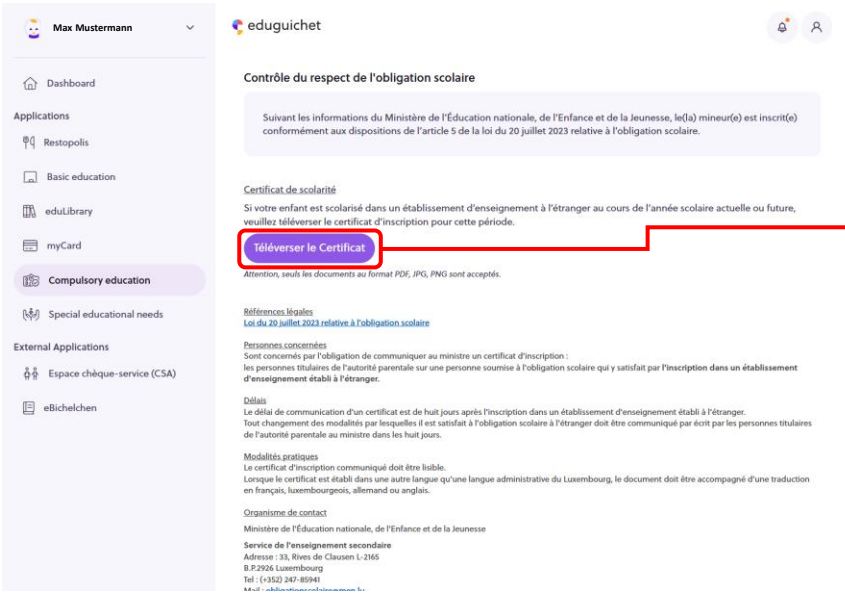
In case this message appears, you do not need to take any further action.




*3. « Suivant les informations du Ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse, le(la) mineur(e) n'est pas inscrit(e) conformément aux dispositions de l'article 5 de la loi du 20 juillet 2023 relative à l'obligation scolaire. »*

In case this message appears, there are two possibilities:

1. Your child is enrolled in a public or private school in the Grand Duchy of Luxembourg. In this case, please contact the school directly.

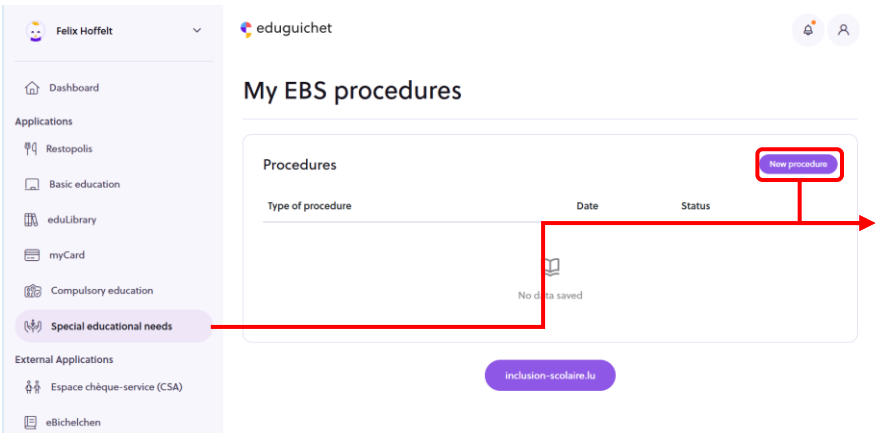



2. Your child is enrolled in a school abroad.
In this case, please upload the enrollment certificate for the current school year.

Click on 'Téléverser le Certificat.'

! Attention: Only documents in PDF, JPG, and PNG formats are accepted.

# 7. Access to the section regarding special educational needs (EBS)




Click on the "Special educational needs" button to initiate a new procedure.
Before submitting a request to the CNI, it is recommended to contact the CI of the relevant Regional Directorate in advance to discuss the pupil's situation and determine the most appropriate course of action.