



Rendez-vous sur

macommune.lu

De Biergerzenter um Internet



MY MUNICIPALITY ONLINE WITH ME

macommune.lu:
my teleservices online
24 / 7

A **free made-to-measure service** that
brings me closer to my local municipality.

bigi Syndicat Intercommunal
de Gestion Informatique

What is macommune.lu ?

macommune.lu is a citizens' portal providing you with a range of services.

The system, accessible in many municipalities, was set up in cooperation with municipality officials and enables you to deal with administrative procedures in a perfectly secure way. Just send your pre-completed forms directly to the municipal offices. It's as simple as that!

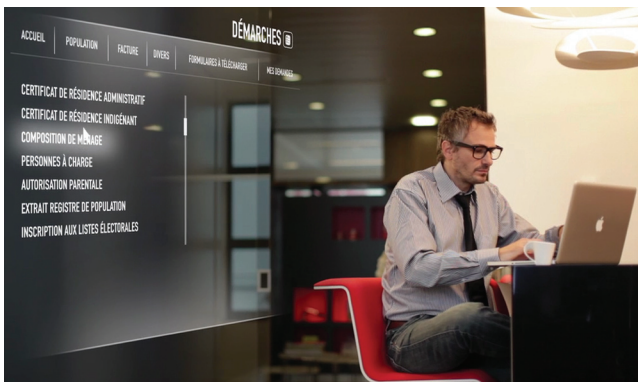
Always open, no queues!

These are the two great advantages of macommune.lu. You are not restricted to opening hours, as macommune.lu is accessible **24/7, 365 days a year**. Furthermore, you do not have to waste time queueing.

You can visit **macommune.lu** whenever you wish and make your request immediately without having to wait.

Services offered to date:

- Submit a certificate request
- Submit a request for parental authorisation
- Order dustbins
- Consult municipal bills

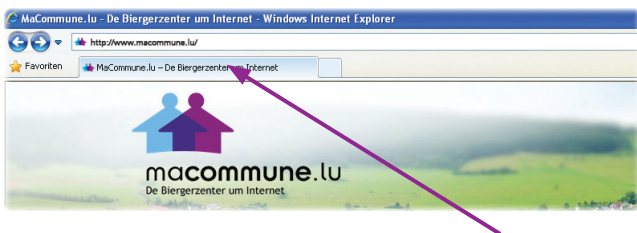


How do I subscribe to the teleservices of macommune.lu once I received both of my letters ?

You can access the **secure teleservices** for your local municipality **simply using a TanCard**. As the head of the household, you will receive **two letters**. The **first** will contain your **activation code**, the **second** will contain your **TanCard**.

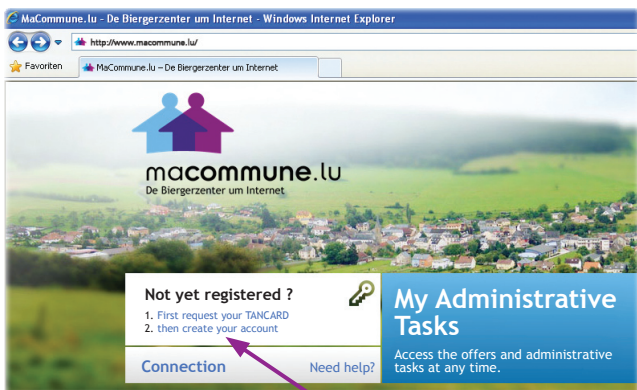
Below is a **step-by-step guide** on how to subscribe to the free teleservices offered by your local municipality:

Step n°1




Enter the URL **www.macommune.lu**

Step n°2




Click on **account creation**

Step n°3

**Not registered yet?**

My Administrative Tasks

**My Municipality
At A Glance**



ABCD
0123 4567 8910 1112

Create your account

If you have a TAN card, create your MaCommune.lu account and immediately access your commune's online procedures.

You do not yet have a TAN card ?
[Before creating your account, apply for your TAN card](#)

E-mail address

Confirmation of the e-mail address
Type the e-mail address again to ensure it is the same.
An verification e-mail will be sent to this address.

Password
Your password must contain at least 8 characters, and at least one number, one capital letter and one small letter. [How to choose a secure password](#)

Confirm password

Municipality


Registration number
(social security number)

Mobile number (optional)
Type your mobile phone number to benefit from the service [sms2citizen](#)

Activation code
This code has been sent to you with the TAN card - [Forgotten code?](#)

TAN card features ☐

For security reasons, please type the following characters



[Change the image](#)


☐ Tick this box if you authorise MaCommune.lu to send you notifications via e-mail

By clicking on the " Create your account " button you certify that you have read and accepted the terms and conditions [and conditions of use for macommune.lu](#)

[Create your account](#)


Enter the compulsory fields

Step n°4

**Not registered yet?**

My Administrative Tasks

**My Municipality
At A Glance**



ABCD
0123 4567 8910 1112

Your account has been created

You are now registered and can benefit from all the procedures offered by your communal offices on MaCommune.lu.

[Return to the homepage](#), connect to your account with your new password and check out all MaCommune.lu features !

A **confirmation email** will be sent to you to activate your account.

Step n°5

Click on this link

<https://register.macommmune.lu/validate?validation=7f25fd7a55fcb665h5gfe87gk&40live.lu>

in order to validate your macommune.lu account.



Click the account activation link given in your **confirmation email**.

Step n°6

The screenshot shows the 'Validate your e-mail address' page. At the top, there are three tabs: 'Connection', 'My Administrative Tasks', and 'My Municipality At A Glance'. Below the tabs, there is a large key icon and the title 'Validate your e-mail address'. The main form area has a dark background. It contains an 'E-mail address' field with the value 'macommune_en@mailinator.com'. Below this, there is a security check section with the text 'For security reasons, please type the following characters'. It features a CAPTCHA image showing the characters 'by65' and a 'Change the image' button. A 'Validate' button is at the bottom of the form. A purple arrow points from the 'Validate' button to the text in Step 7.

Enter the compulsory fields and validate by clicking **Validate**

Step n°7

The screenshot shows the confirmation page. At the top, there are three tabs: 'Connection', 'My Administrative Tasks', and 'My Municipality At A Glance'. Below the tabs, there is a large key icon and the title 'Your e-mail address has been successfully confirmed'. Below the title, there is a link that says 'Return to the home page, or connect to home account.'

IMPORTANT

To **protect your personal data**, access to all tele-services is controlled by the use of a **security card, your TanCard**. This is used in addition to your log-in details for **macommune.lu** (email and password). One **TanCard** is allocated to each household.

Do not write any identifying information on the card, not your name and especially not your password.

Keep your card in a secure place.

Destroy the first letter you received once you have activated your teleservices.

Below, we have reproduced the TanCard to give you an idea of what it looks like:



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