



macommune.lu



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.



## IMPORTANT

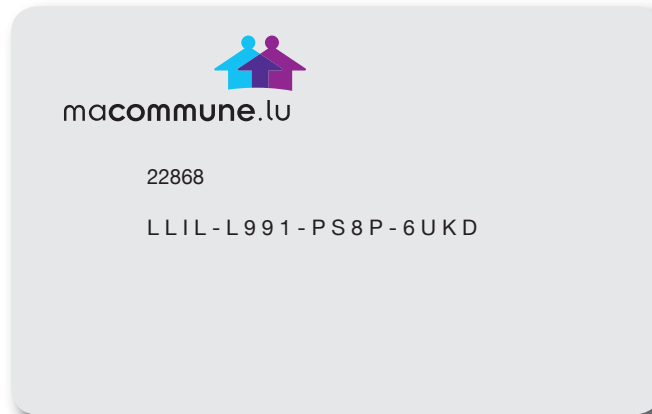
To **protect your personal data**, access to all tele-services is controlled by the use of a **security card, your TanCard**. This is used in addition to your log-in details for **macommune.lu** (email and password). One **TanCard** is allocated to each household.

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:



Administration Communale de Schengen  
75, Wäistrooss

L-5440 Remerschen  
Tél.: 23 66 40 28  
Fax: 23 66 48 25  
www.schengen.lu

### Step 5



HOME • REGISTRATION

#### REGISTRATION

Your account has been created.  
In a few minutes you will receive an e-mail to validate your account.  
Click on this [link](#) if you have not been redirected.

### Step 6

Click on this link

<https://register.macommune.lu/validate?validate=7f25fd7a15fcb665h5gfe87gk&40live.lu>  
in order to validate your macommune.lu account.



Click the account activation link given in your confirmation email.

### Step 7



HOME • ACCOUNT VALIDATION

#### ACCOUNT VALIDATION

email:

(ex: nom@example.com)

Please enter the characters you see:



Please enter the CAPTCHA again

Validate

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

### Step 8



HOME • ACCOUNT VALIDATION

#### ACCOUNT VALIDATION

Your account has been activated.  
Click on this [link](#) if you have not been redirected.

## 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 queuing.

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
- Request a "childcare-service voucher" card
- Consult municipal bills
- Download various forms



## 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 1

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

### Step 2

Click **PROCEDURES** at the top of the screen.

### Step 3

Click **REGISTER**

### Step 4

HOME • REGISTRATION  
**REGISTRATION**

**email:**   
(ex: nom@example.com)

**Confirm email address:**

**Password:**   
(Your password must contain at least 8 characters, and at least one number, one capital letter and one small letter.)

**Confirm password:**

**Municipality:**

**Mobile number (optional):**   
(ex: +352xxxxxxxx)

**Registration number (socialsecurity number):**   
(The registration number consists of 11 consecutive numbers with no spaces, e.g.: 19700101100.)

**Activation code:**

**Enter your Tan Card details:**

**By ticking this box, I authorise macommune.lu to send me notifications by email.**

**Please enter the characters you see:**   
Click here to change the CAPTCHA

BY CLICKING ON "I ACCEPT" BELOW, I CERTIFY THAT I HAVE READ AND ACCEPTED THE TERMS AND CONDITIONS OF USE OF MACOMMUNE.LU.

Enter the compulsory fields and validate the form by clicking **I accept**

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