Problems connecting to Idep.Web

The following problems may occur when connecting to Idep.Web application. Wrong user/password

In case of an incorrect password/user, the following message is displayed:

Enter your identification	number and password:
ld. number	
Password	
Log-in	
ResetInformation Forgot your passy	vord?
Invalid value Password	

In case of several incorrect attempts, it is necessary to click on the Luxembourg flag.

Enteryo	ur identification number and password:
ld. number	
1122330400	
Password	
Too many att	emotst Fill in the correct "Id number" and "Password"
Too many att	empts! Fill in the correct "Id. number" and "Password" and click on the Luxembourgish flag.

Possible solutions.:

- Check that Caps Lock is not enabled
- Check your settings for the correct keyboard

DEU	German (Germany) Luxembourgish keyboard
ENG	English (United States) Luxembourgish keyboard
A [≇]	Language preferences
^	● 〒16:26 20/09/2023 〒27)

• Check that the password has not been changed by the company respectively that a new password has been sent by STATEC

Email address not registered in Idep.Web

It is necessary to provide an email address previously registered in the customer's account. Idep displays a hint for registered Email addresses indicating the beginning letters and end letters of the registered email addresses.

If a wrong address has been entered, Idep displays the message «Incorrect email address»

a. number	
1122330400	
Password	
Please provide time access lin hinted at belov Je sa@S	e the email address where you will receive a one- ik (you may use any of the known addresses v).
Xa sa@9 Yv en@9 Ba ce@9 E-mail	8t lu 8t lu 8t lu
jean-paul.joss	a@statec.etat.lu
Check this box	to skip email-authentication. Juested to carry out email-authentication at least days, therefore this option may not apply until you
You will be rec once every 5 o have succesfu	ny logged in.
You will be reconce every 5 of have succesfu	ny roggod m.

Please enter the address on the Idep.Web portal

OTP problems

If you receive a similar message respectively by clicking on the email, the application asks for the password again.

Enter your identifie	cation number and password:
1122330400	
Password	
Log-in	
One-time access link used Please confirm your passv	l and validated. vord.

In this case, your browser you are using is not set as default browser.

To solve this problem there are two solutions:

- Set your browser as the default browser in your system. Consult the Internet for more details on how to proceed.
- In the email, there is a copy of the hyperlink. Copy this link by right clicking on it. In the menu chose copy hyperlink.

		mouse	ľ	ight click
You can also copy this link http://www.p-te	st/Id	lepWeb/Secure	/Lo	ogin.ashx?ID=1122330400&1=EN&zt=ED660AD4&
2B5SxZcFWjtMGVydMS	ZMI	DFQVNedjAG	Mr	niqPymY3CXBnIJ9gWUV1HxqE3yBNM%2F5drY
3D&hl=2A8B304434D7E5DD6CE097B	Fa	SEASTIC A DOD	DC	6BDE6F544578AC920137A130A611DA02BB5D5
5BL6CAoXsnoqBbyJ5xGZz1w82bN7D	E	<u>С</u> ору		%3D%5D&eol=t and paste it in the address bar of y
		Select Hyperlink		
If you did not request this mail, this mea	@ ?	Open Hyperlink		tempting to log in with your credentials. We strongly
For further information or in case of prol		<u>C</u> opy Hyperlink	67	he IDEP help desk.
		Who Is		
Kind regards				

In your browser, paste the link. Click in the address field of your browser the right mouse button and choose in the shown menu paste

st / IWA		-	Undo	Ctrl+Z
			Cut	Ctrl+X
D	Clim	iez iei en eas de prot	Copy	Ctrl+C
5	mouse	right clic	Paste	Ctrl+V
	Log in		Select all	Ctrl+A
	Statement	Import	e Emoji	
			Edit search engi	nes

If everything goes well you are connected to the application.

	Log off	LU1122330400 Jossa	Test1	
Actions	Statement	Import	Parties	Tools
Please disconnect	t IDEP via the but	ton "Log off" at the top o	f the screen. By cl	losing only the browser
Please disconnect	t IDEP via the but	ton "Log off" at the top o	f the screen. By cl	losing only the browser
Please disconnect	t IDEP via the but	ton "Log off" at the top o	f the screen. By cl	losing only the browser
Please disconned Deadlines	t IDEP via the but	ton "Log off" at the top o	f the screen. By cl	losing only the browser
 Please disconned Deadlines Deadline for Intras 08-2023 : the 22.0 	stat	ton "Log off" at the top of Statec IDEP.Web data	f the screen. By cl	losing only the browser
Please disconned	stat 19.2023 I	ton "Log off" at the top o Statec IDEP.Web data	f the screen. By cl	losing only the browser
 Please disconned Deadlines Deadline for Intras 08-2023 : the 22.0 NA 	stat 99.2023 I	ton "Log off" at the top o Statec IDEP.Web data	f the screen. By cl	losing only the browser