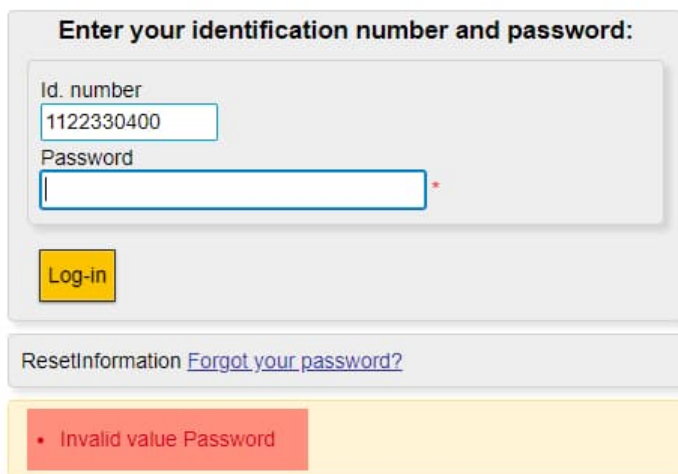


Problems connecting to Idep.Web

The following problems may occur when connecting to Idep.Web application.

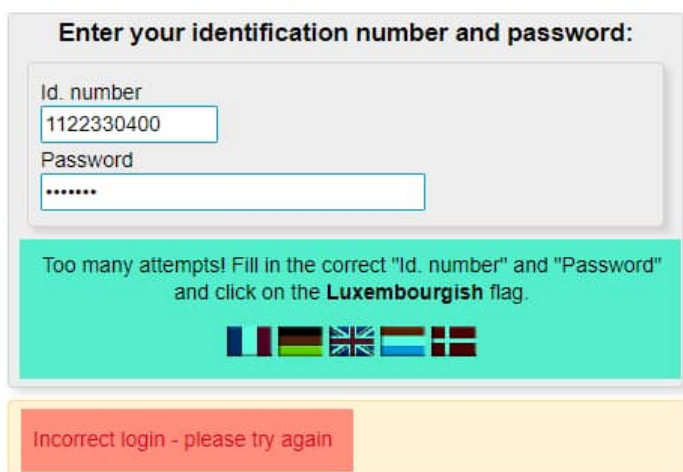
Wrong user/password

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



The screenshot shows a login form titled "Enter your identification number and password:". It contains two input fields: "Id. number" with the value "1122330400" and "Password" which is empty. A yellow "Log-in" button is below the fields. Below the form is a link for "ResetInformation [Forgot your password?](#)". At the bottom, a red error message reads: "• Invalid value Password".

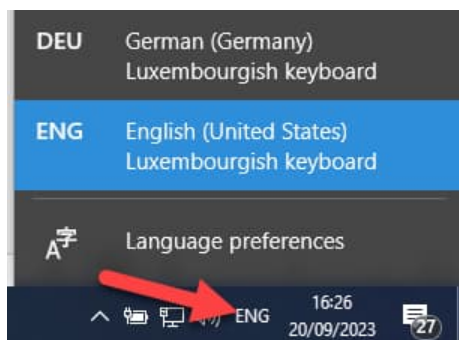
In case of several incorrect attempts, it is necessary to click on the Luxembourg flag.



The screenshot shows the same login form as above, but with the "Password" field filled with six dots. Below the form, a green message box states: "Too many attempts! Fill in the correct 'Id. number' and 'Password' and click on the Luxembourgish flag." Below this message are several flags, including the Luxembourg flag. At the bottom, a red error message reads: "Incorrect login - please try again".

Possible solutions.:

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



- 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»

Enter your identification number and password:

Id. number
1122330400

Password

Please provide the email address where you will receive a one-time access link (you may use any of the known addresses hinted at below).

Je ... sa@St ... lu
Xa ... sa@St ... lu
Yv ... en@St ... lu
Ba ... ce@St ... lu

E-mail
jean-paul.jossa@statec.etat.lu

Check this box to skip email-authentication.
You will be requested to carry out email-authentication at least once every 5 days, therefore this option may not apply until you have successfully logged in.

Log-in

Email address incorrect

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 identification number and password:

Id. number
1122330400

Password

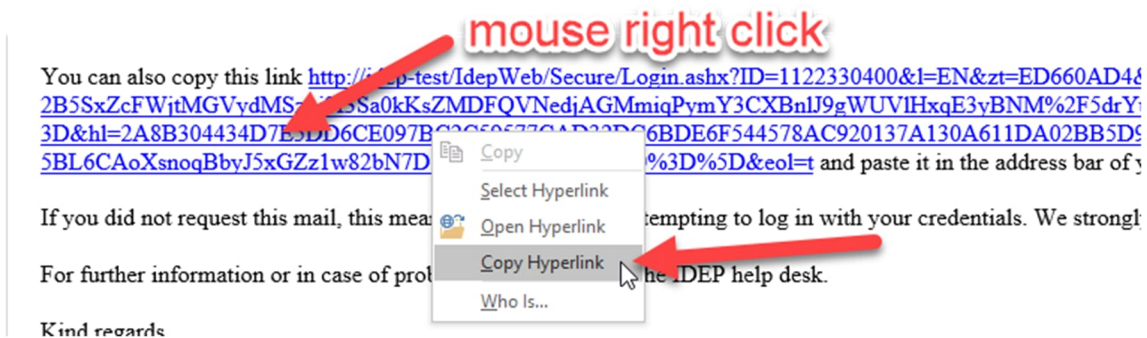
Log-in

One-time access link used and validated.
Please confirm your password.

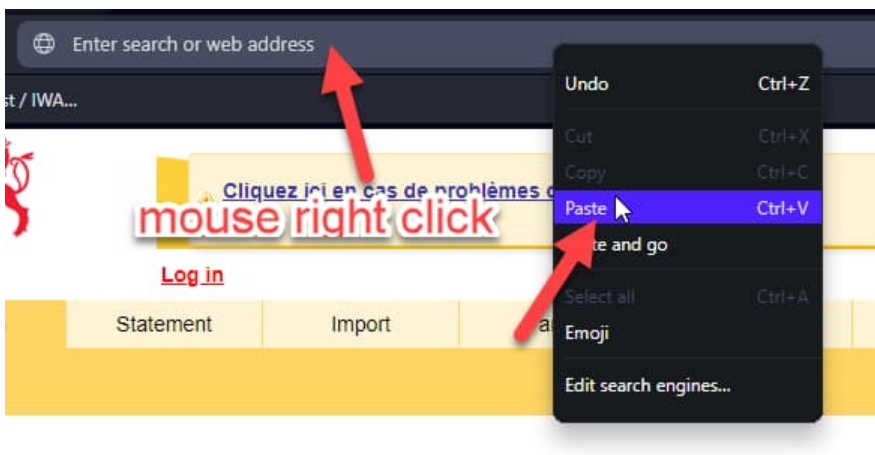
In this case, your browser you are using is not set as default browser.

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.



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



If everything goes well you are connected to the application.

