LUX TRUST

How to activate the
LuxTrust Mobile app
with your **Token**

User guide

User guide contents

LUX TRUST

Discover the LuxTrust Mobile app

► The **LuxTrust Mobile app** is the mobile extension of your LuxTrust digital identity and the digital equivalent of your physical device (Token or Scan).

► It allows you to access our partner websites (banks, e-government, Guichet.lu etc.), confirm online financial transactions and purchases, even sign documents electronically from your smartphone.

# Key benefits of the LuxTrust Mobile application

PRACTICAL

Secure your sensitive information or validate transactions on your smartphone without carrying around your Token or Scan.

SIMPLER

Confirm online transactions using your biometrics (TouchID, FaceID etc.).

BETTER PROTECTION

The app replaces the use of an OTP with an automatic digital process. It also provides additional protection against phishing attacks.

09:30

LuxTrust Mobile

LUXTRUST

LOGIN

NEW LUXTRUST USER

Video identification   How to activate?
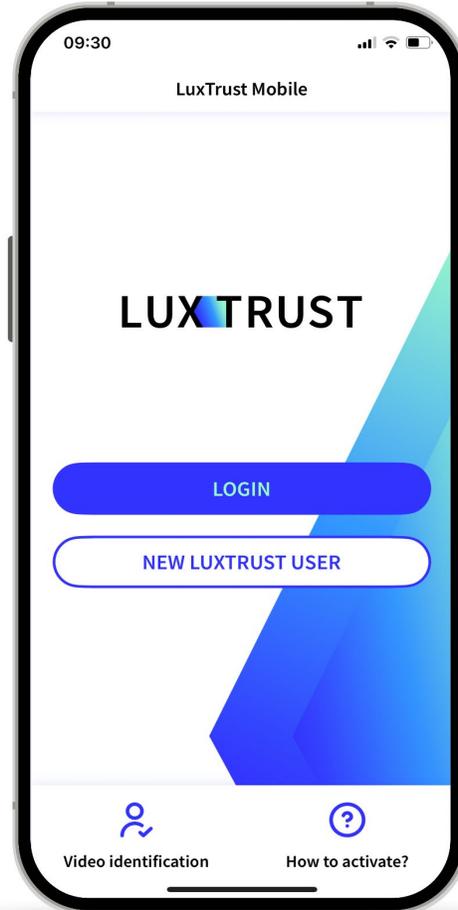
TRANSPARENCY

In the app, you can double check the details of your current transaction before validation.

SECURE

LuxTrust uses state-of-the-art and audited intrinsic security mechanisms to secure the LuxTrust Mobile app.

EASY TO USE

View your certificate data, manage security features (PIN code modification, biometrics activation and geolocation) and access support contact information directly from your smartphone.

How to activate the LuxTrust Mobile app

1 Install the **LuxTrust Mobile app** from your app store

▶ If you already have a **LuxTrust Token**, scan the OR code to download the LuxTrust Mobile app from your **App Store** or **Google Play**.
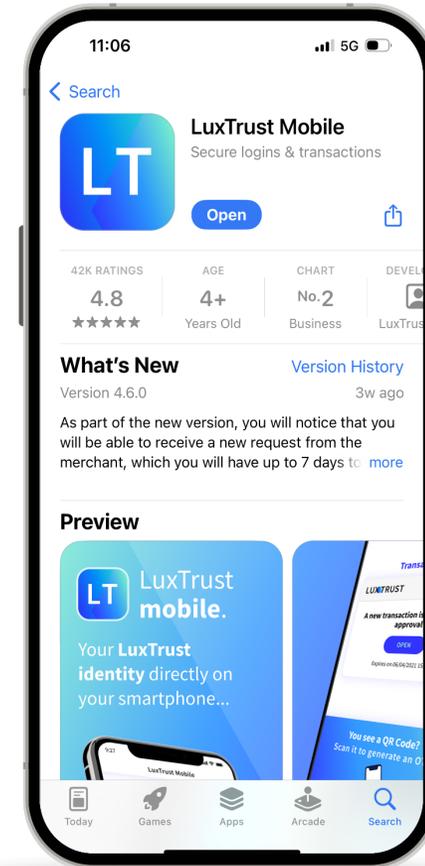
Start the activation of your **LuxTrust Mobile app**

2

► Open your LuxTrust Mobile app on your smartphone.

► Since you already are a LuxTrust user and you have a LuxTrust Token, tap on **Login** on the Welcome screen.
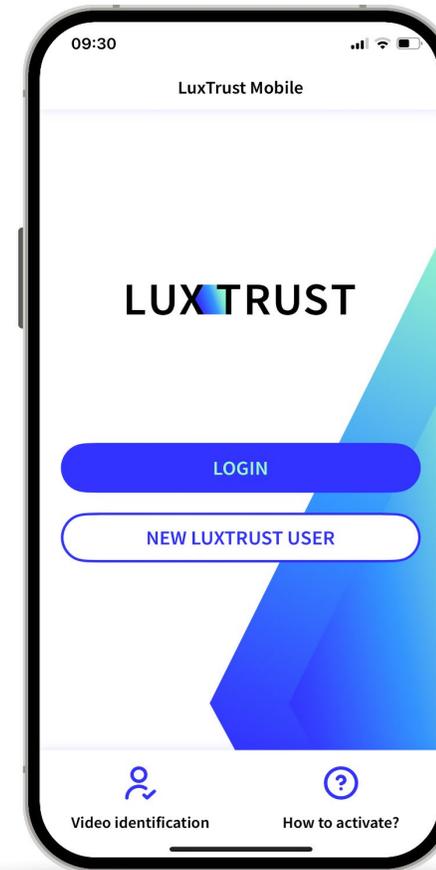
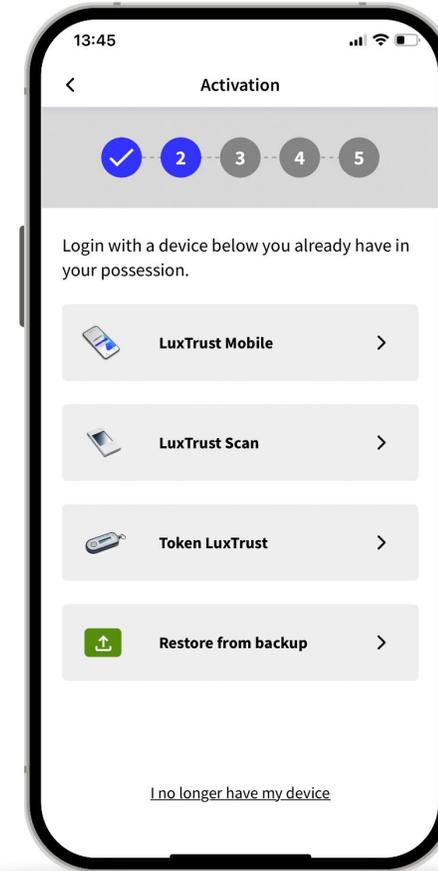**LUX TRUST**

3 Log in using your **LuxTrust credentials**

▶ Enter your LuxTrust **User ID** and **password.**

You will find your User ID in the SMS or letter you received after ordering your Token. They are the same as the User ID and password you are using when authenticating with your Token.

▶ Tap on **Next** to continue.
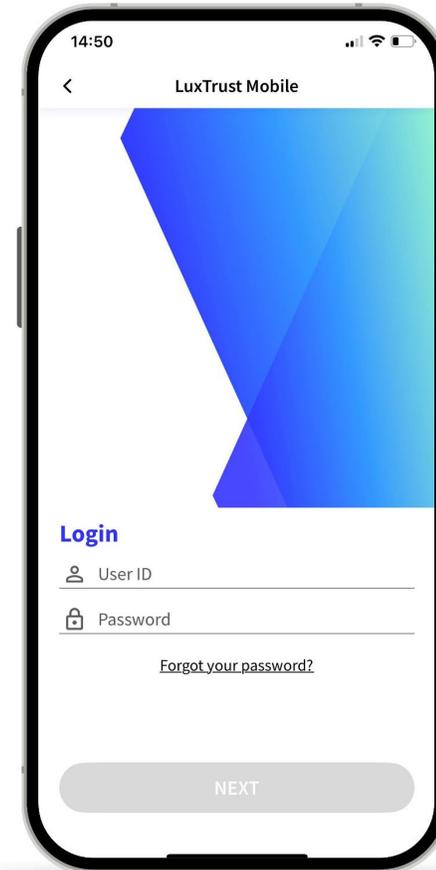
4 Select your preferred authentication device

▶ On this new screen, select the device you usually use to connect to your banking or online applications, in this case the **LuxTrust Token**.
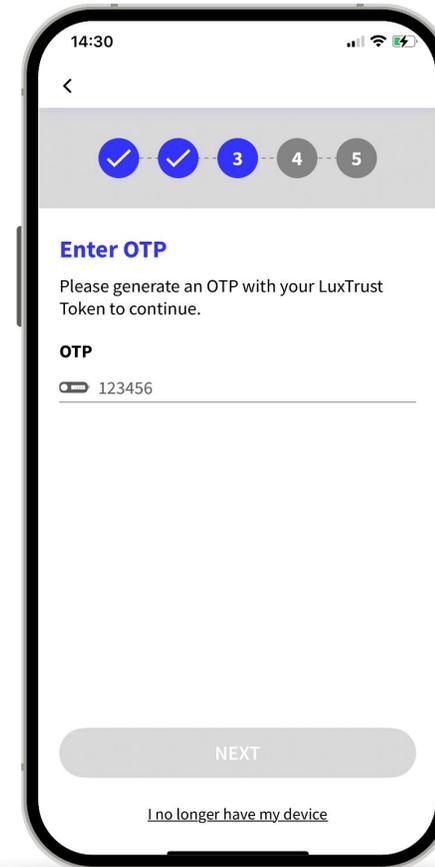
5 Authenticate using the **LuxTrust Token**

▶ Enter the OTP (One Time Password) generated by your Token.

The OTP (One Time Password) is a 6 digit code that appears on the LCD screen when pressing the button of your Token.
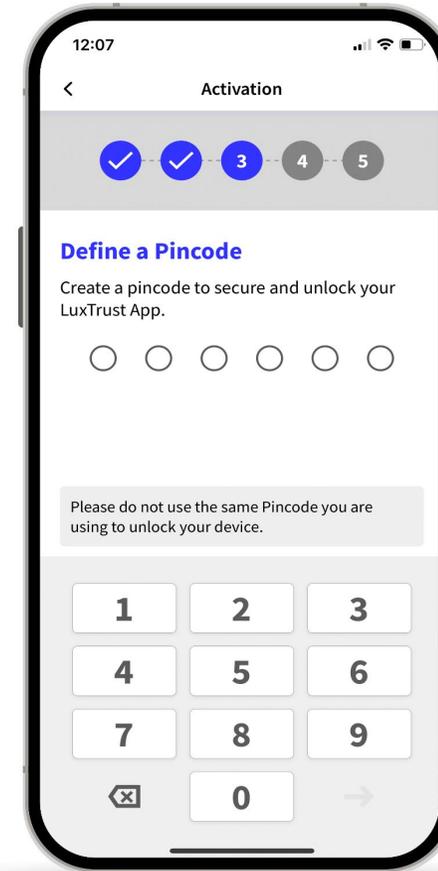
▶ Tap on **Authenticate**.

6 **Define a PIN code**

▶ Define a **PIN code** (of 6 digits) to secure the access to your LuxTrust Mobile app. It will help you unlock the app or confirm transactions.

▶ LuxTrust recommends to use a different PIN than the one you use to unlock your smartphone.

7 Choose a **name** for your smartphone

▶ Define a name for your device that you can remember. It will help you in case you need to replace this device or suspend access to the app

▶ Tap on Next to continue.
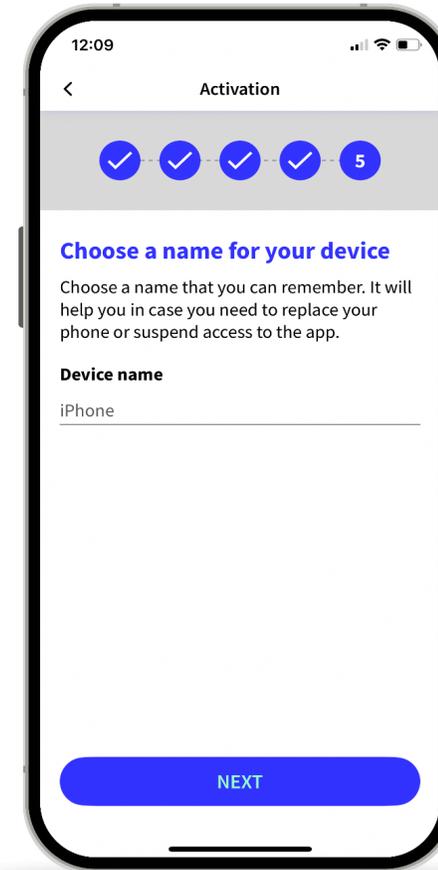
Wait for an SMS from LuxTrust to complete the activation

▶ LuxTrust will now send you **an SMS** containing a **link** to finalise the activation. It can take up to 360 minutes to receive it. In the meantime, you can exit the app.

▶ When you receive the SMS, click on the link. The LuxTrust Mobile app will open automatically.

▶ Please, **do not share this SMS with anyone**. LuxTrust will never ask you to share your credentials by clicking on this link.
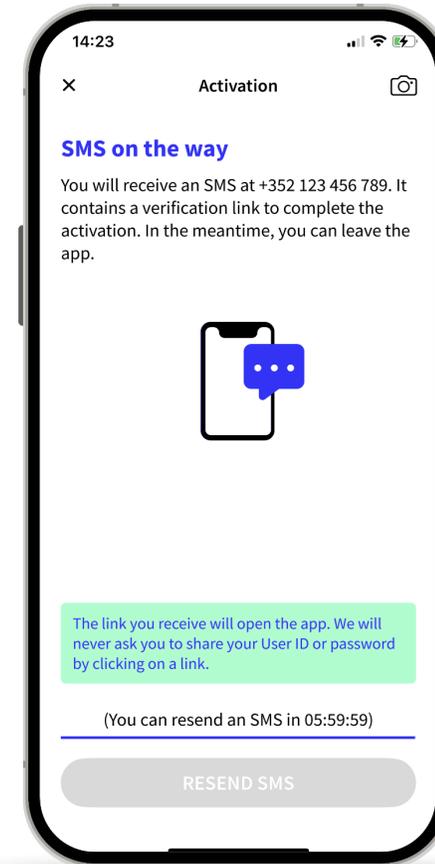
LUX TRUST

LuxTrust Mobile app is **successfully** activated

9

▶ On this screen, you can check your certificate details.

▶ Tap on **Finish** to finalise the activation and start using your LuxTrust Mobile app.
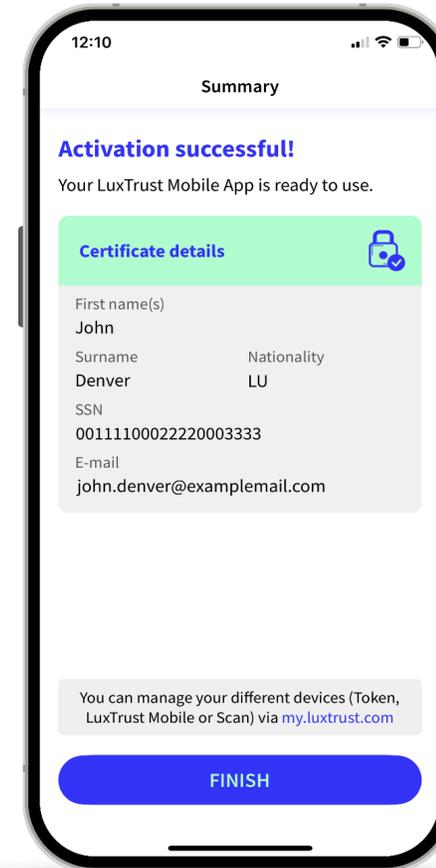
Need help?

LUXTRUST

Frequently asked questions

01

Can I install the LuxTrust Mobile app on a second phone ?

Yes, you can install the app on a second device (smartphone or tablet).

02

Can I use my LuxTrust Mobile app for online shopping?

You can use your LuxTrust Mobile app for all your online purchases (through **3D Secure**). To choose this option, you just have to go on the 3D Secure website or your e-banking.

03

Do I still have to keep my Token if I activated my LuxTrust Mobile app?

We advise you to keep your LuxTrust Token safe. It may serve as a backup solution in case your phone gets lost or stolen.

LUXTRUST

Frequently asked questions

04

What if I did not receive my verification SMS to complete the activation?

Please contact our Customer Service Desk at +(352) 24 550 550 (Monday to Friday from 8am to 6pm) or by email at questions@luxtrust.lu in order to update your client profile and complete the activation.

05

What are the technical requirements to use the LuxTrust Mobile app?

The LuxTrust Mobile app is compatible with iOS 12 (or newer) or Android 6 (or newer). For security reasons, LuxTrust does not accept rooted or jailbroken devices.

LUX TRUST

Thank you

LUX TRUST

Luxembourg | France | Belgium | Monaco

Support & Helpdesk
+352 24 550 550
questions@luxtrust.lu