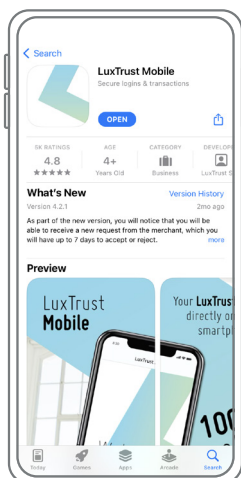
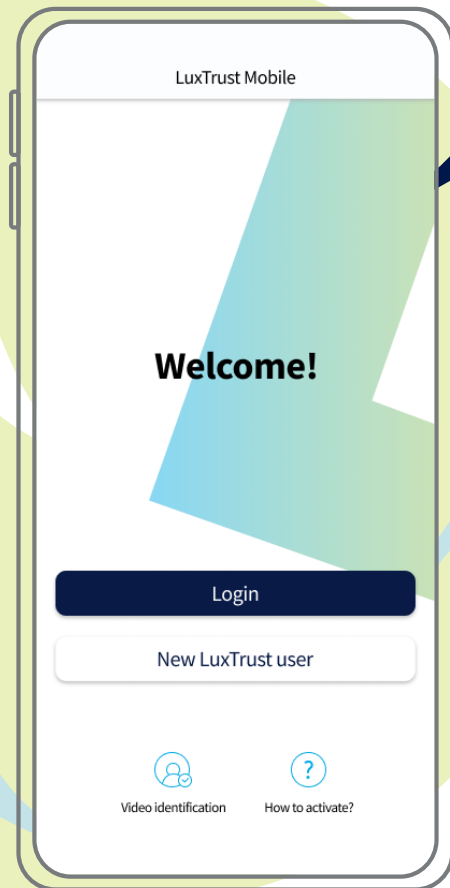


Activation guide LuxTrust Mobile



Download the **LuxTrust Mobile** app on the AppStore or Google Play **typing “LuxTrust Mobile”** in the search bar.



There are two ways to activate LuxTrust mobile. According to your situation, please refer to the chapter that is relevant to you. If ...



... you do not have a **LuxTrust Token**, please go to the chapter **“Activate LuxTrust Mobile as a new user”**.

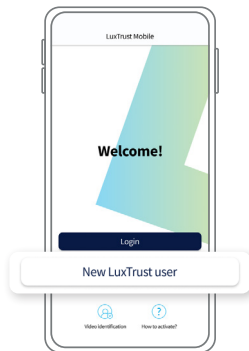


... you already have a **LuxTrust Token**, please go to the chapter **“Activate LuxTrust Mobile with a LuxTrust Token”**.



Activate LuxTrust Mobile as a new user

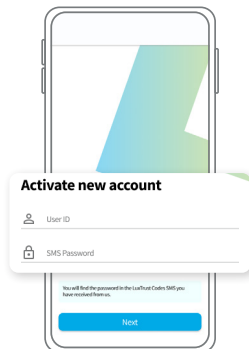
1



To get started, **get your User ID** and your **password**, which you have received by SMS and tap **"New LuxTrust user"**.

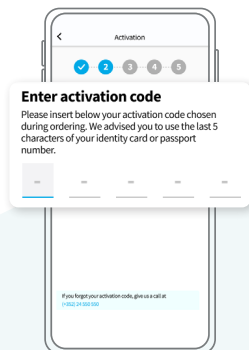
If you have not received an SMS within 48 hours following your order, **please contact our Helpdesk +352 2450 2000**.

2



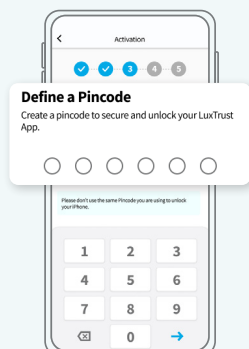
Type your UserID and the **password** received by SMS and **press "next"**. Your UserID consists of 4 letters and 4 numbers.

3



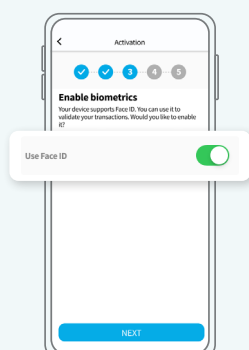
Type in the activation code defined when the LuxTrust device was ordered. This code is the last 5 digits of your ID card.

4



Choose a 6-digit PIN code to secure your connexion to LuxTrust Mobile.

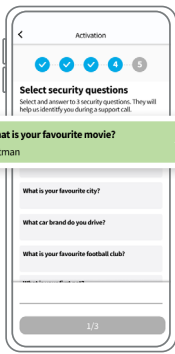
5



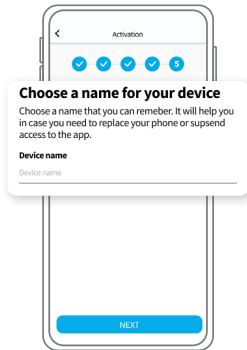
Enable biometric authentication for more security. Depending on your device, it can be TouchID, FaceID or fingerprint.



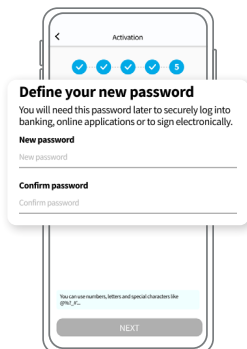
Please note that you will be asked for a PIN code if the biometric authentication is not available.



Choose your **security questions** and **provide a clear and concise answer** for each of them. Then, press "**confirm**".

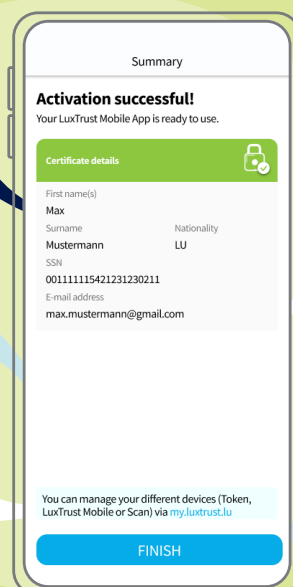


Define a name for the device on which you have installed the LuxTrust Mobile app.



Choose a new password to finalise the activation and "**confirm**".

Congratulations!
LuxTrust Mobile is
now activated.





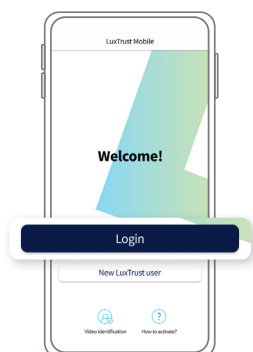
Activate LuxTrust Mobile with a LuxTrust Token

1



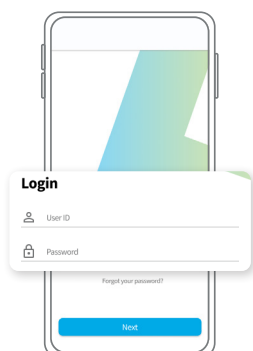
To get started, **get your LuxTrust Token ready.**

2



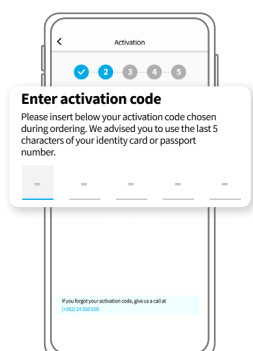
Choose **"Login"**.

3



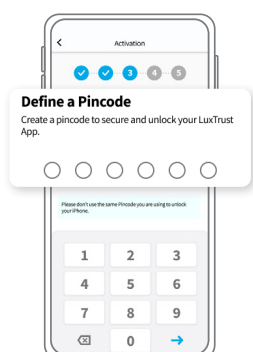
Fill in your usual LuxTrust credentials: User ID and password. Then **type the 6-digits OTP** displayed on your Token. **Accept the terms and conditions** to continue.

4

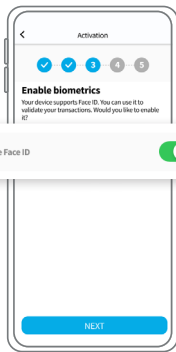


Enter your activation code. This code is found in the order confirmation received by e-mail.

5



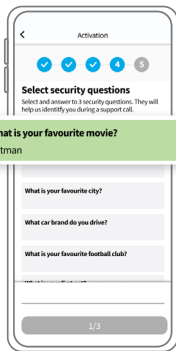
Choose a 6-digit PIN code and confirm.



If you want, and for more security, **enable biometric authentication**. Depending on your smartphone, it can be TouchID, FaceID or fingerprint.



Please note that you will be asked for the PIN code if the biometric authentication is not available.



Choose your 3 security questions and provide a clear and concise answer for each of them. Then, press "confirm".

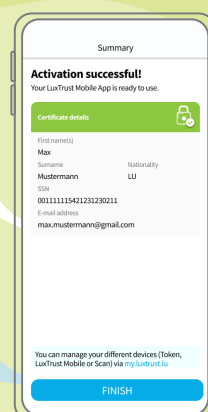


Define a name for the device on which you have installed the LuxTrust Mobile app.

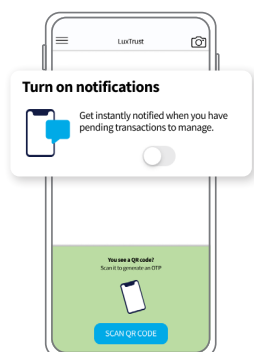


You will receive a confirmation SMS within 10 to 20 min. **Click on the link** to confirm the activation.

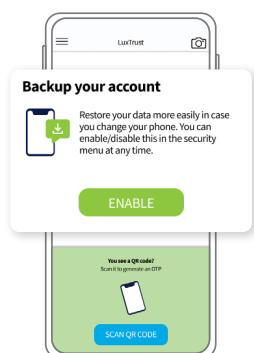
Congratulations!
LuxTrust Mobile is now activated and you can do without your Token.



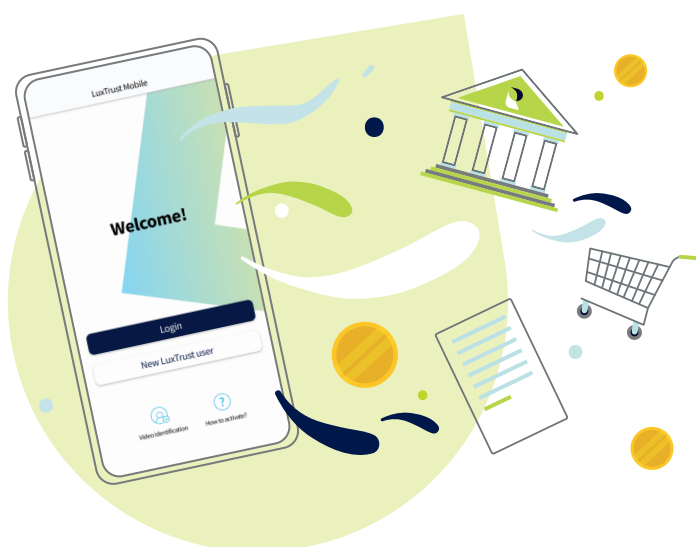
Further information ...



Enable push notifications to verify your transactions and connect to R-Net more easily.



Enable your LuxTrust certificate backup to **keep your data secured.**



Need help?

- If you cannot find your LuxTrust login information (UserID, password), **this information is provided in the initial mail (or sms)** you received when you ordered your token. **If you can no longer find this information, please contact LuxTrust.**
- If you have problems activating your LuxTrust Mobile product or are unable to connect to R-Net after activation, please **contact our HelpDesk on +352 2450 2000.**
- For all other questions regarding LuxTrust Mobile: **<https://www.luxtrust.com/en/support>** or **+352 24 550 550.**

Notes

Handwriting practice lines consisting of 20 horizontal dotted lines.



Banque Raiffeisen
Société coopérative

Adresse siège
4, rue Léon Laval
L-3372 Leudelange
Luxembourg

T +352 24 50-1
www.raiffeisen.lu

Adresse postale
B.P. 111
L-2011 Luxembourg