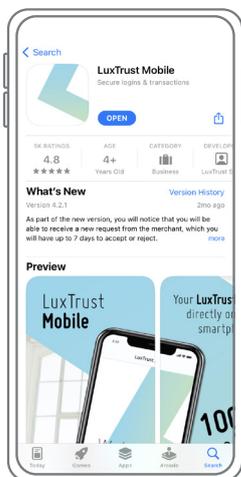
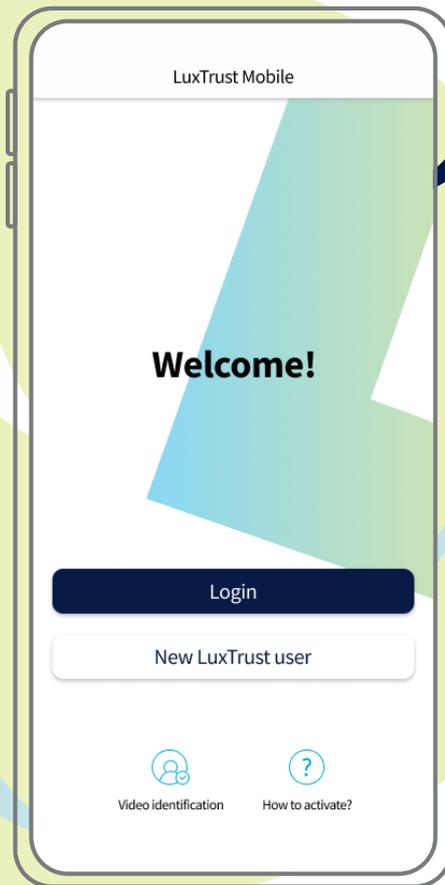


# Activation guide LuxTrust Mobile



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

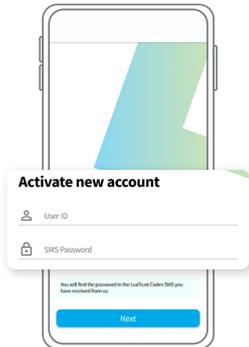
1



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

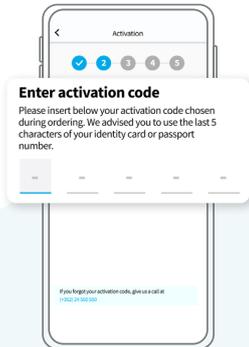
If you have not received an SMS within 48 hours following your order, **please contact our Helpdesk +352 2450 2000**.

2



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

3



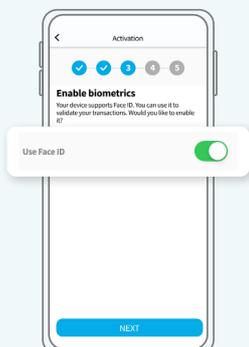
**Type in the activation code** defined when the LuxTrust device was ordered. This code is the last 5 digits of your ID card.

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.



6

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



7

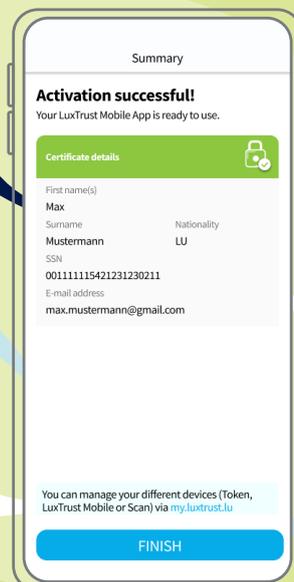
**Define a name** for the device on which you have installed the LuxTrust Mobile app.



8

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

**Congratulations!**  
LuxTrust Mobile is  
now activated.



3

# Activate LuxTrust Mobile with a LuxTrust Token

1



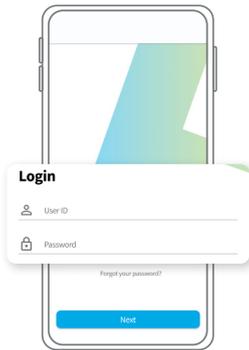
To get started, **get your LuxTrust Token ready.**

2



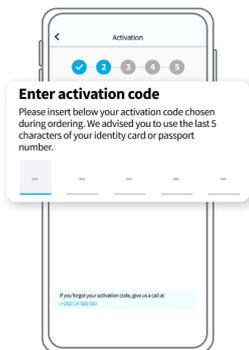
Choose "Login".

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.



6

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.



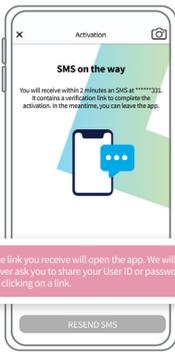
7

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



8

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

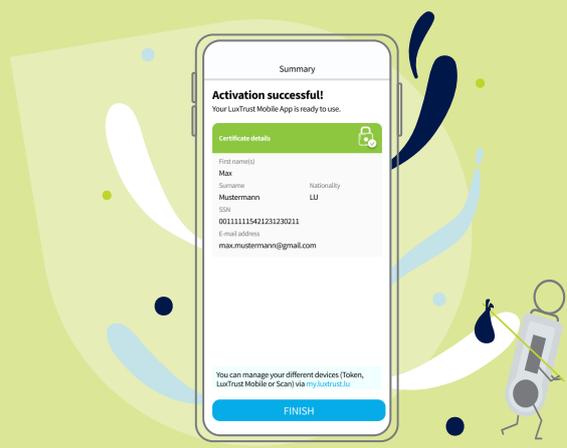


9

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.



5

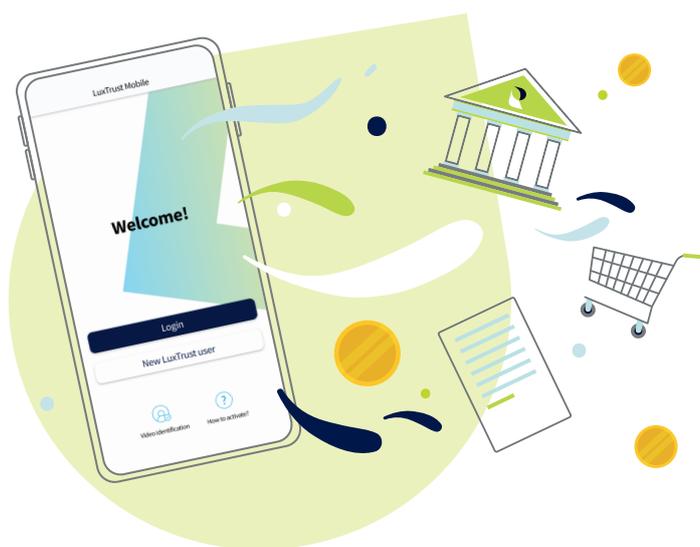
## Further information ...



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



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

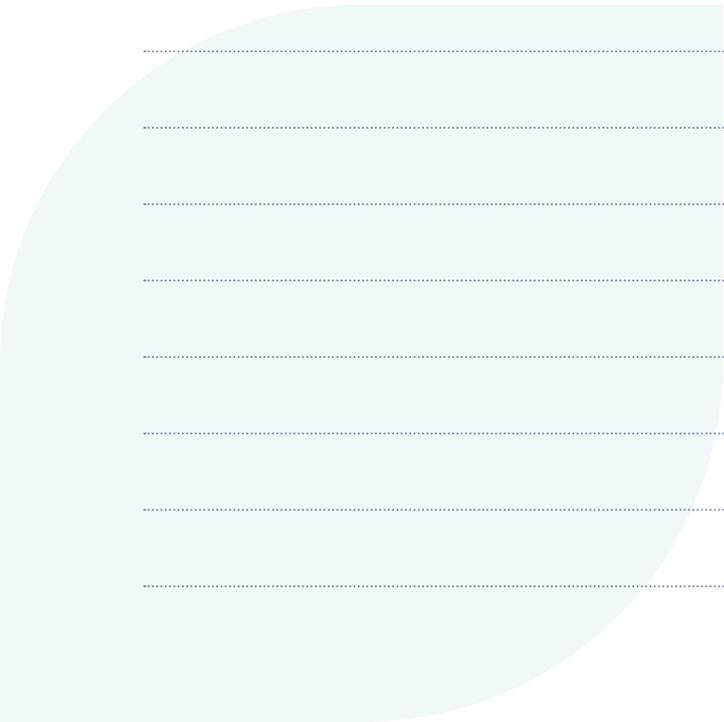


### Need help?

- 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

A series of horizontal dotted lines for writing notes, spanning the width of the page.





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