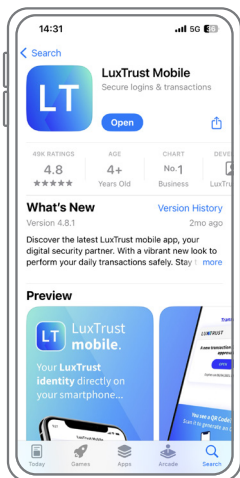


Activation guide LuxTrust Mobile



Download the **LuxTrust Mobile** app on the App Store 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”**.

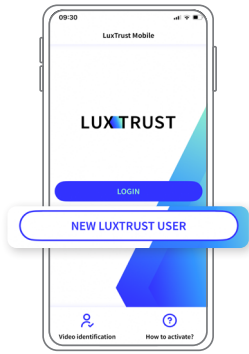


... you already have a LuxTrust Token, please go to the chapter **“Activate LuxTrust Mobile with a LuxTrust Token”**.



Activate LuxTrust Mobile as a new user

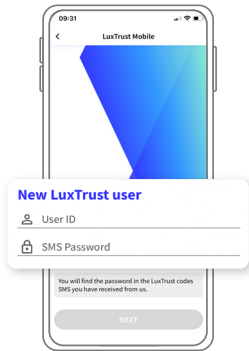
1



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

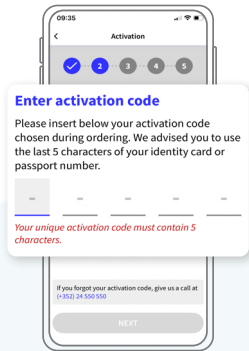
If you have not received an SMS within 48 hours following your order, **please contact our Helpdesk +352 2450 2000**.

2



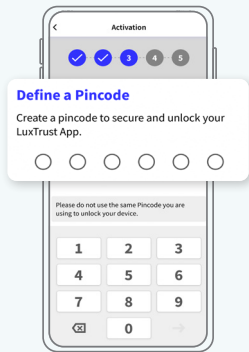
Type your UserID and the **password** received by SMS and **press next**. Your UserID consists of 4 letters and 4 numbers.

3



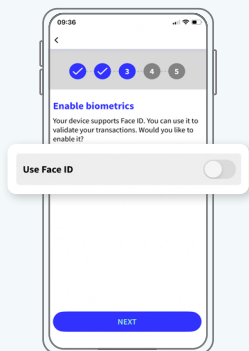
Type in the activation code defined when the LuxTrust device was ordered.

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. This step is optional.

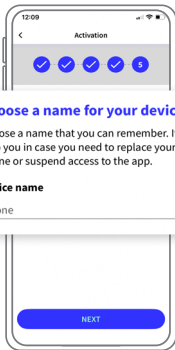


Please note that you will be asked for a PIN code if the biometric authentication is not available.



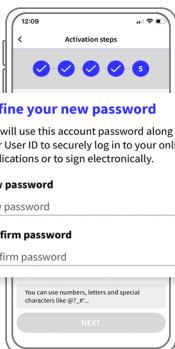
6

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



7

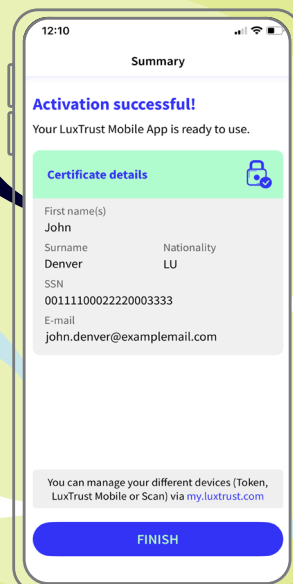
Define a name for the device on which you have installed the LuxTrust Mobile app.



8

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

Congratulations!
LuxTrust Mobile is
now activated.



3

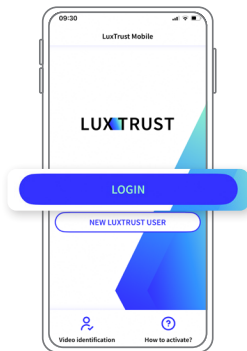
Activate LuxTrust Mobile with a LuxTrust Token

1



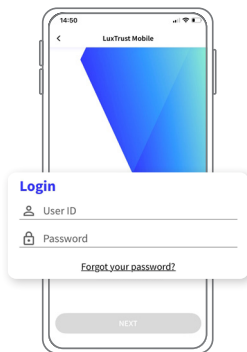
To get started, **get your LuxTrust Token ready.**

2



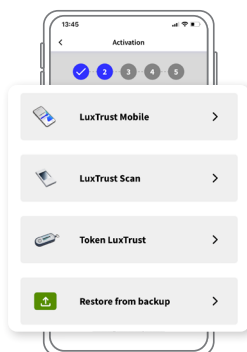
Choose "Login".

3



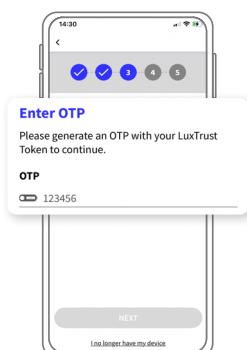
Fill in your usual LuxTrust credentials: User ID and password. Then type your password. **Accept the terms and conditions** to continue.

4

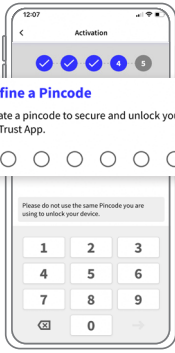


Select the device you wish to use to activate LuxTrust Mobile.

5

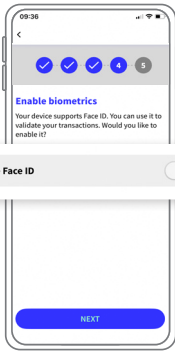


Enter the OTP code generated on your LuxTrust Token and click 'Next'.




6

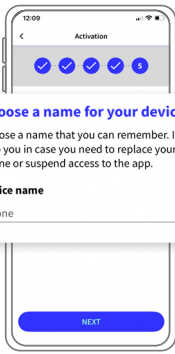
Choose a 6-digit PIN code and confirm.



7

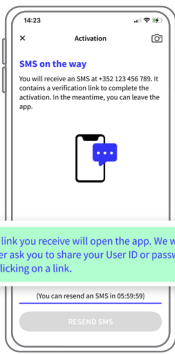
Enable biometric authentication for more security. Depending on your device, it can be TouchID, FaceID or fingerprint. This step is optional.

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



8

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



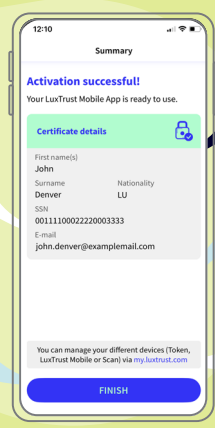
9

The link you receive will open the app. We will never ask you to share your User ID or password by clicking on a link.

You will receive a confirmation SMS within 360 min. **Click on the link** to confirm the activation.

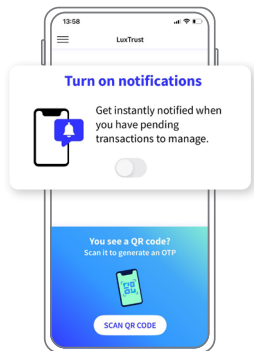


Congratulations!
LuxTrust Mobile is now activated and you can do without your Token.

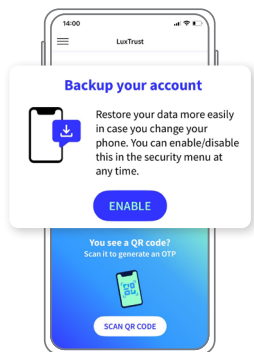


5

Further information ...



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



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

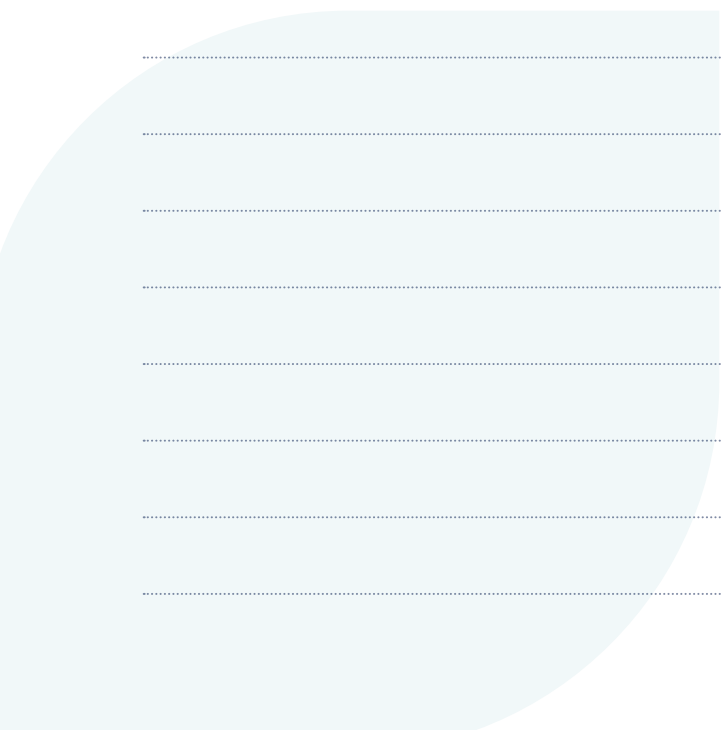


Need help?

- 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 LuxTrust product. 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.**
- **If you do not have a smartphone, you can continue to use LuxTrust services using LuxTrust Scan. For more information, please contact LuxTrust.**

Notes

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





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