LUXTRUST®

User guide

How to activate and use the **LuxTrust Mobile app**

User guide contents

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.
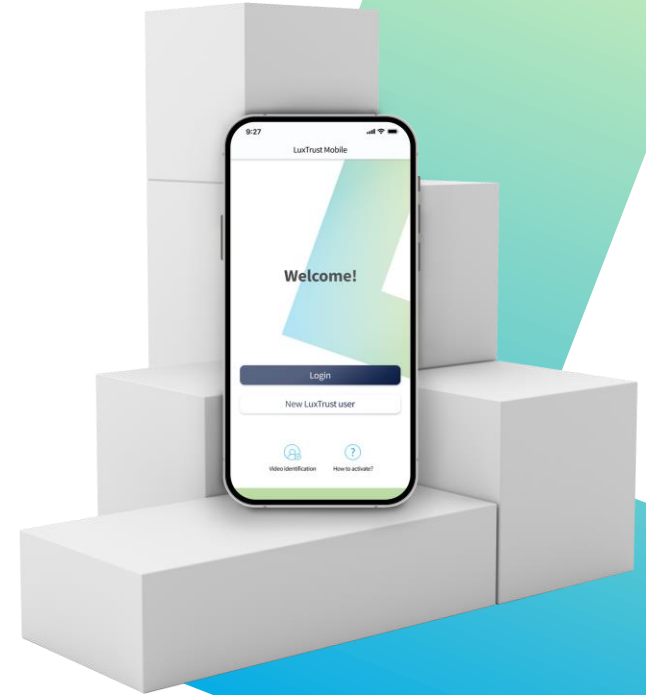
# What are LuxTrust Mobile app's main benefits?

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.
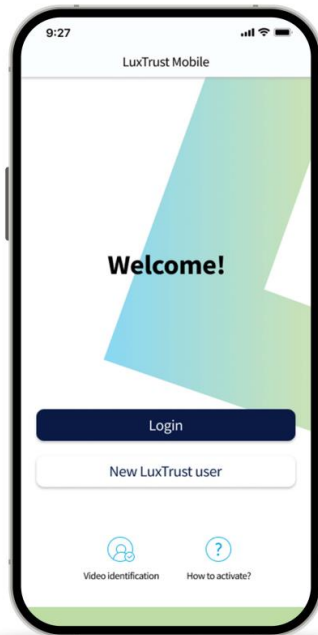
TRANSPARENCY

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.
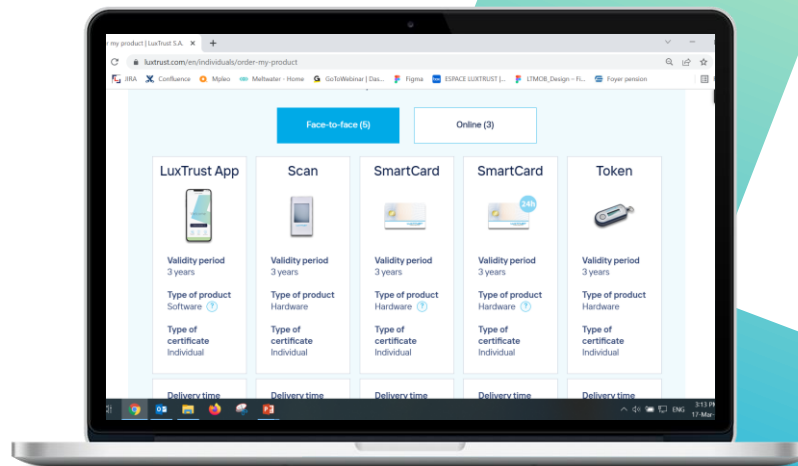
9:27

LuxTrust Mobile

Welcome!

Login

New LuxTrust user

Video identification

How to activate?

How to activate the LuxTrust Mobile app
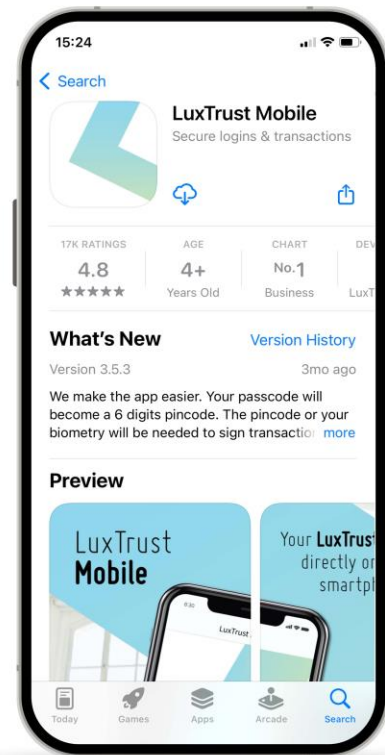
1

Order the LuxTrust Mobile app

If you have never had a **LuxTrust device (Token or Scan)**, you first need to order the LuxTrust Mobile app either on our website or via your bank.

2

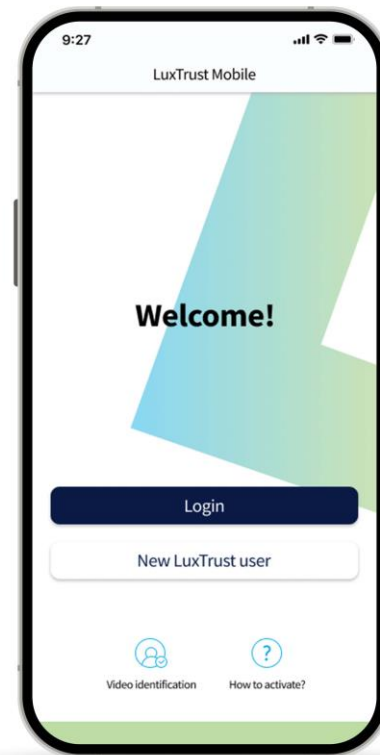# Install the LuxTrust Mobile app from your app store

Scan the QR code to download free of charge the app from your **App Store** or **Google Play.**

3

Start the activation of your
LuxTrust Mobile app

Open your LuxTrust Mobile app on your smartphone.
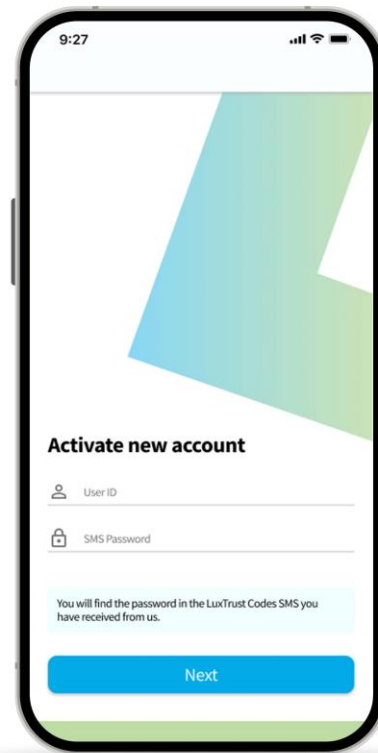
Tap on **New LuxTrust user** on the Welcome screen.

4

Log in using your **LuxTrust credentials**

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

You will find your User ID in the SMS you received after ordering the app.

Tap on **Next** to continue.

Activate new account

User ID

SMS Password

You will find the password in the LuxTrust Codes SMS you have received from us.

Next

5   **Accept LuxTrust's General Terms & Conditions**

__After reading the General Terms & Conditions, swipe the toggle button from left to right in order to accept LuxTrust's **Terms & Conditions.**

__Tap on **Confirm** to continue.

6

Enter your activation code

Enter your **activation code.** You defined this code when ordering the app. We advised you to use the last 5 characters of your ID card or passport number.

You will find this code in the order confirmation you received by email. If you no longer find it, please contact our **Customer Service Desk** at (+352) 24 550 550.

LUXTRUST
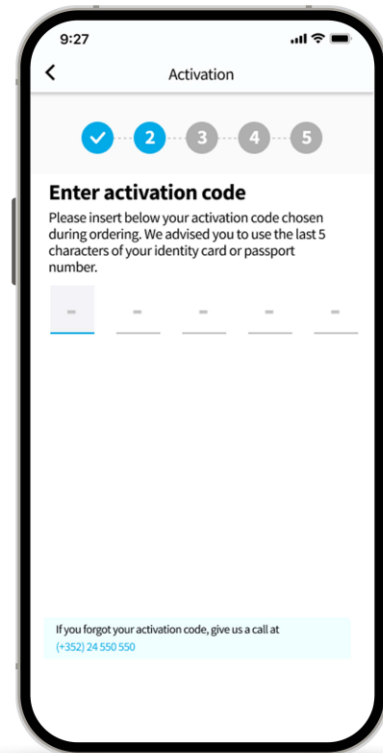
Enable **biometrics functionality (optional)**

7

You can decide to activate the **biometric recognition** (FaceID, TouchID or FingerPrint), which will allow you validate transactions without having to insert the PIN code.

Swipe the toggle button from left to right in order to enable it. You can choose to enable it later, from the main menu.
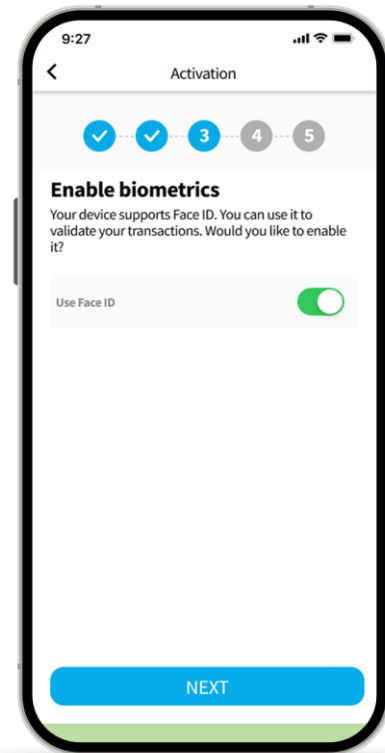
8 **Define a** PIN code

Define a **PIN code** (of 6 digits) to secure the access to your LuxTrust app and to validate your transactions.

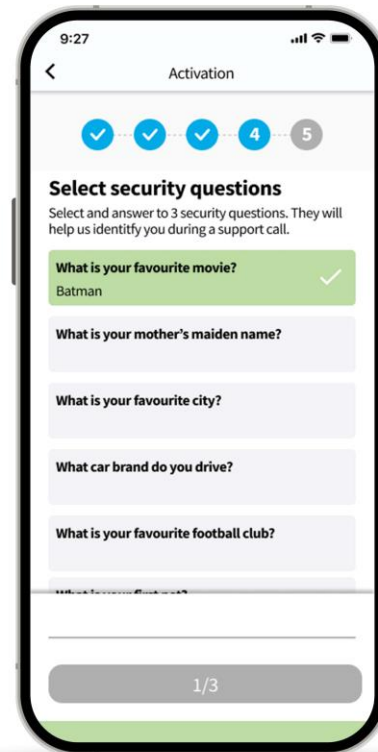LuxTrust recommends to use a different PIN than the one you use to unlock your smartphone.
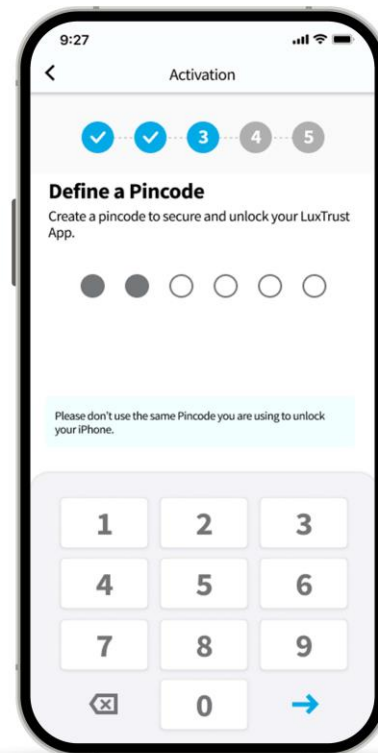
9

Select your security questions

Select and answer **3 security questions.** They are a security measure that will help us identify you during a call to our Customer Service Desk.

Make sure your answers are personal and easy to remember. LuxTrust advises you to not share this information with anyone.

10 **Confirm your security questions**

__Review and confirm your chosen security questions.

__If everything is ok, tap on **Confirm** to continue.

11 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 to suspend access to the app.

_Tap on **Next** to continue.

12 Define a **password**

__Define a **password** to securely log into banking, online applications or to sign electronically. You can use numbers, letters and special characters (such as @%?_#'...).

__Confirm your password.

__When you are done, tap on **Next** to continue.

13 LuxTrust Mobile app is successfully activated

On this screen, you can check your certificate details.

Tap on **Finish** to finalise the activation and start using your LuxTrust Mobile App.
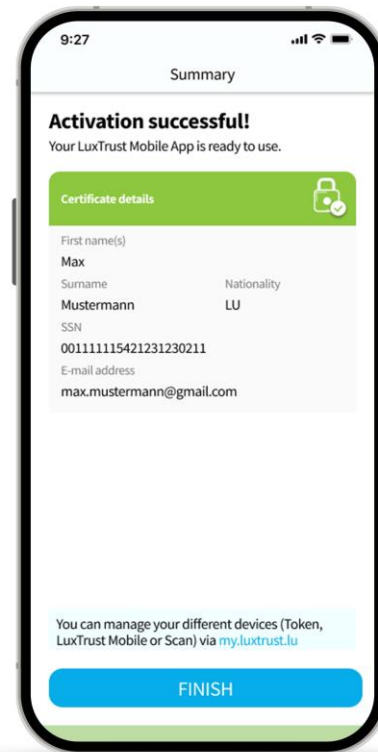
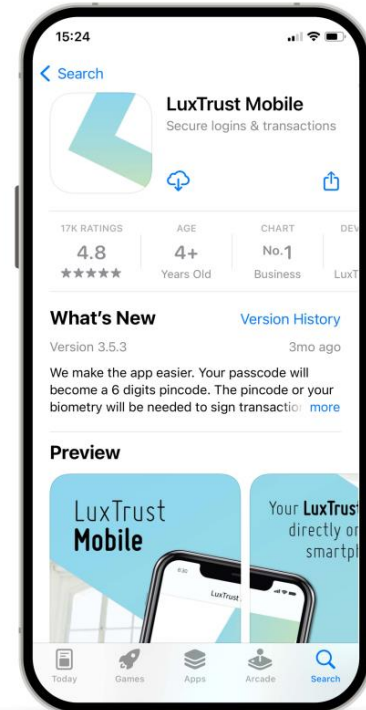# How to activate the LuxTrust Mobile app with your Token

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**.

2 **Start the activation of your LuxTrust Mobile app**

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.
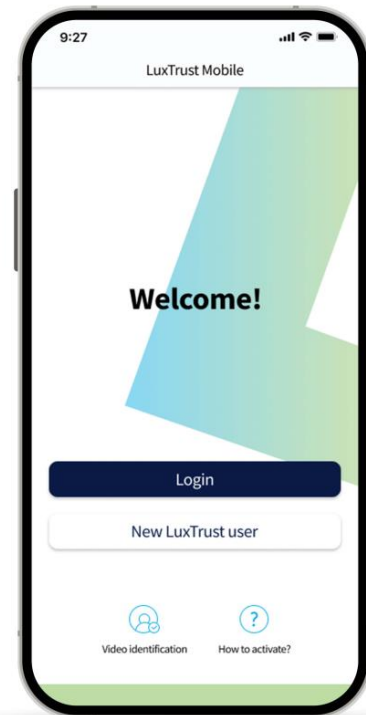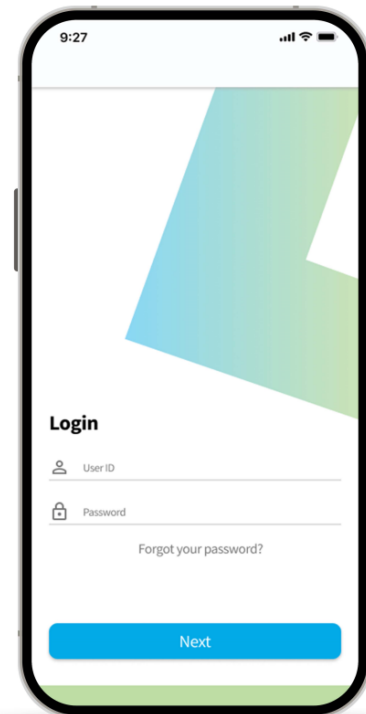
3 Log in using your **LuxTrust credentials**

__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
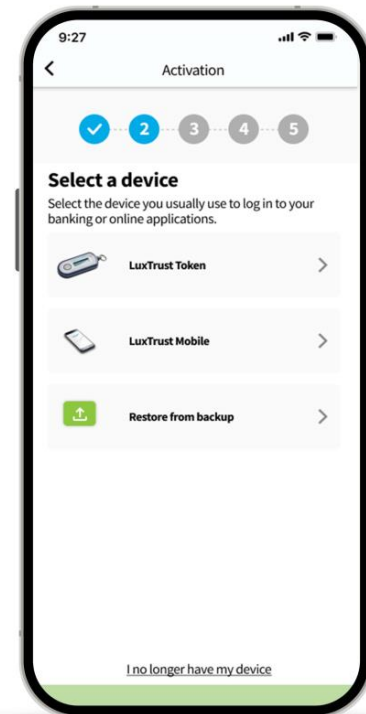
Authenticate using the LuxTrust Token

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**

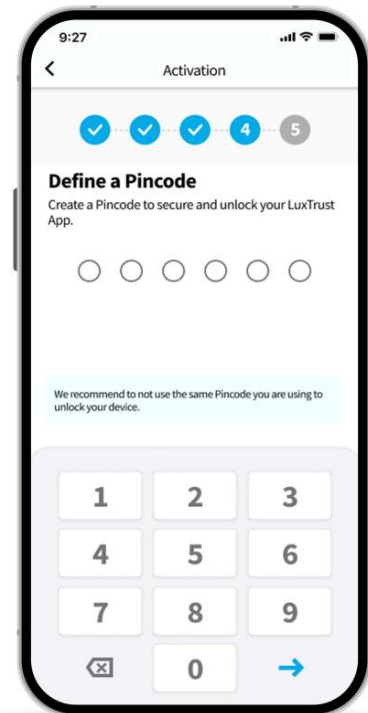Define a **PIN code** (of 6 digits) to secure the access to your LuxTrust Mobile app. It will help you unlock the app or confirm transactions.

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.

8 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 20 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.
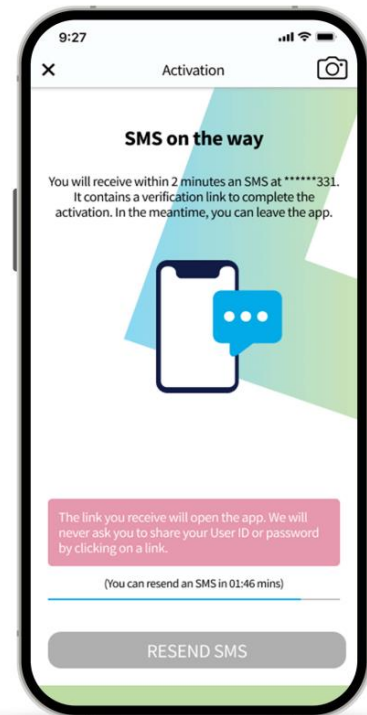
9 **LuxTrust Mobile app is successfully activated**

On this screen, you can check your certificate details.

Tap on **Finish** to finalise the activation and start using your LuxTrust Mobile app.
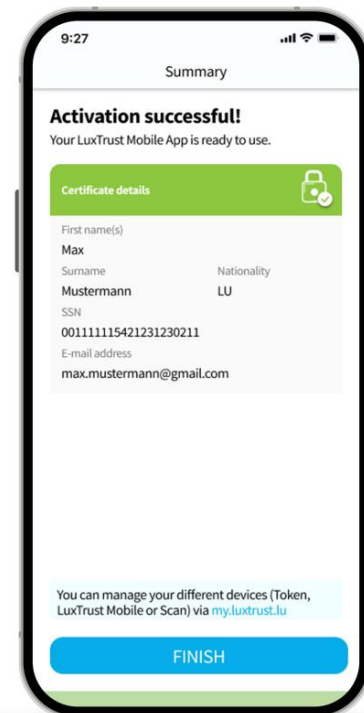
How to activate the LuxTrust Mobile app with your Scan

1 Install the LuxTrust Mobile app from your app store

If you already have a **LuxTrust Scan**, scan the QR code to download the LuxTrust Mobile app from your **App Store** or **Google Play**.
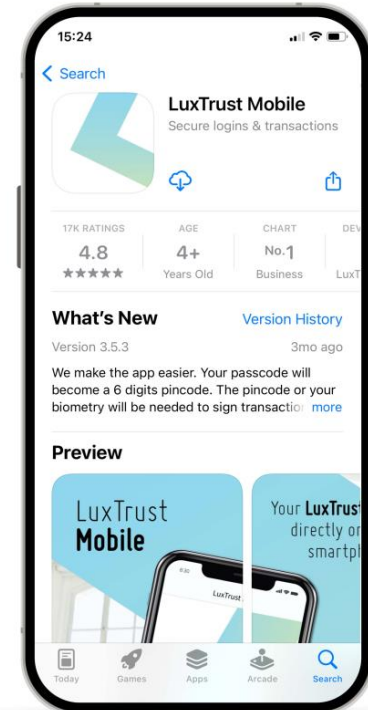
(2) **Start the activation of your LuxTrust Mobile app**

Open your LuxTrust Mobile app on your smartphone.

Since you already are a LuxTrust user and you have a LuxTrust Scan, tap on **Login** on the Welcome screen.
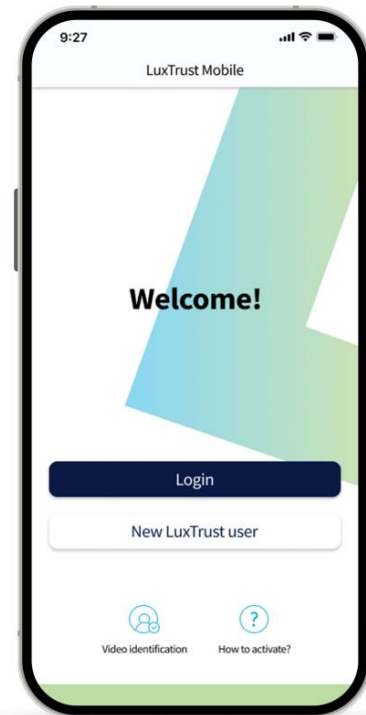
3 Log in using your **LuxTrust credentials**

__Enter your LuxTrust **User ID.**

You will find your User ID in the SMS or letter you received after ordering your Scan.

__Tap on **Next** to continue.

Select your authentication device

4

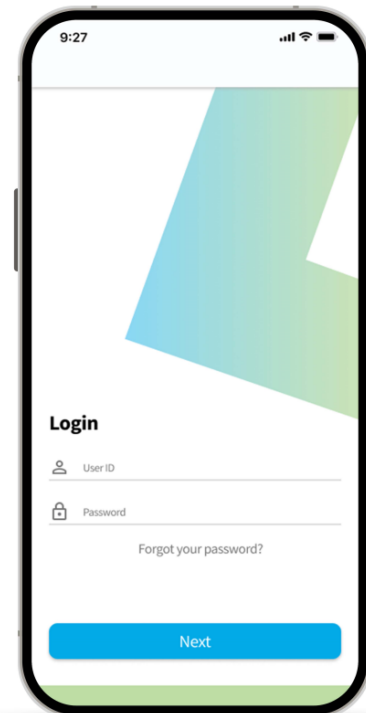_On this new screen, select **LuxTrust Scan** from the available options.

5
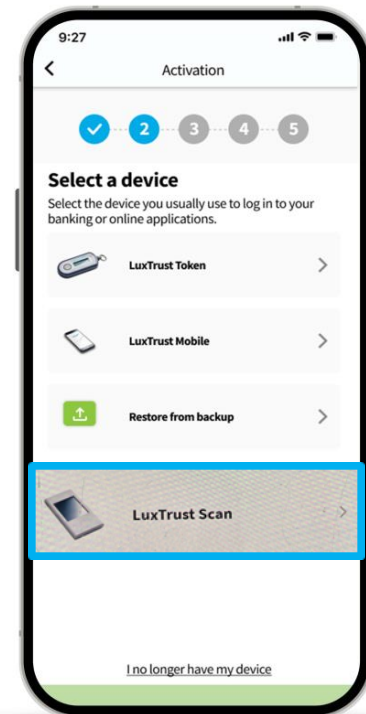
Authenticate using the **LuxTrust Scan**

A **mosaic image (QR code)** appears on the screen. Scan it using your Scan to generate the **OTP** and enter the displayed numbers in the dedicated field on the app.

The OTP (One Time Password) is a 6 digit code that appears on the LCD screen of your Scan.

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.
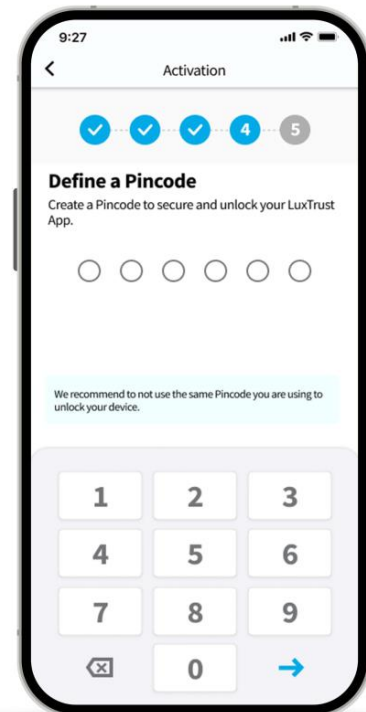
7 Choose a **name** for your smartphone

__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.

Scan a second QR code to complete the activation

8

You are now required to scan **a second mosaic image (QR code)** using your Scan.

Enter the displayed numbers in the dedicated field on the app.

Tap on **Next** to continue.
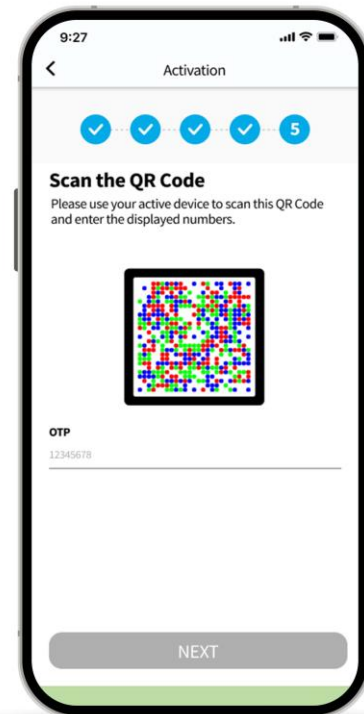
9

LuxTrust Mobile app is **successfully** activated

On this screen, you can check your certificate details.

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

LuxTrust Mobile app: what to do if you no longer have your device

LuxTrust Mobile app
Your mobile device got lost or stolen?
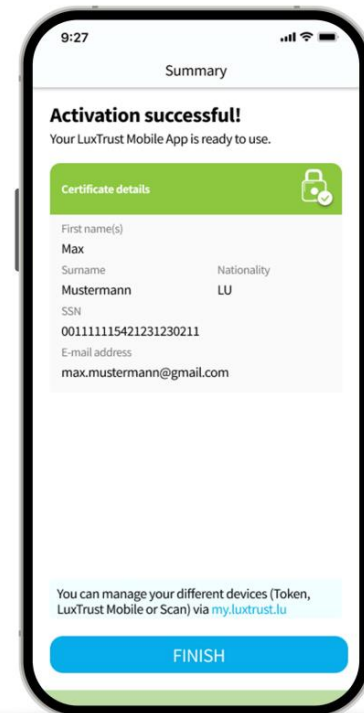
LuxTrust Mobile app is the mobile extension of your LuxTrust digital identity and the digital equivalent of your physical device (Token or Scan).

If you have a new device or if it got lost or stolen, and you have not backed-it up, then the **I no longer have my device** feature comes handy. It will allow you to get access to your LuxTrust Mobile app without having to go through all the re-activation steps.
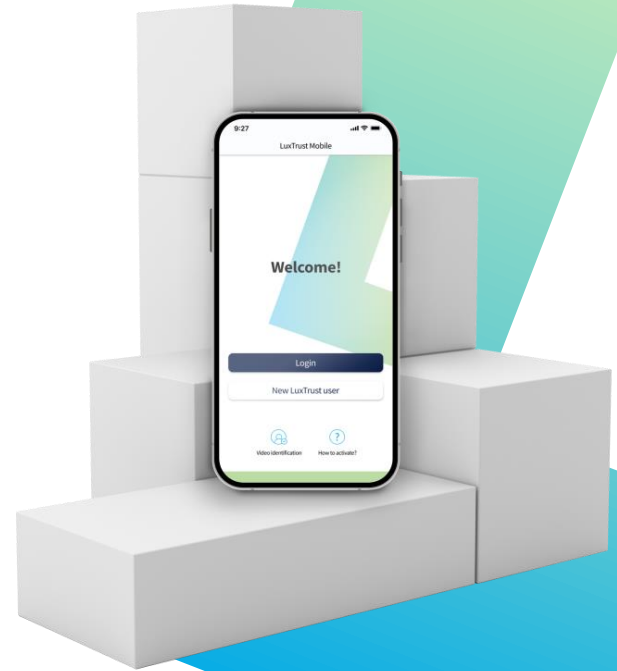
LuxTrust Mobile app: Your mobile device got lost or stolen?

Before you start, call LuxTrust **Customer Service Desk** at **(+352) 24 550 550** to get a security code.

One of our Support Team members will have to confirm your identity by asking you some **security questions**.

You chose and provided the answers to these questions when you first activated the LuxTrust Mobile app.

After you correctly answer the identification questions, you will receive the security code on your email address.

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

Make sure LuxTrust Mobile app is installed on your new smartphone.

Scan the QR code to download it from your **App Store** or **Google Play.**
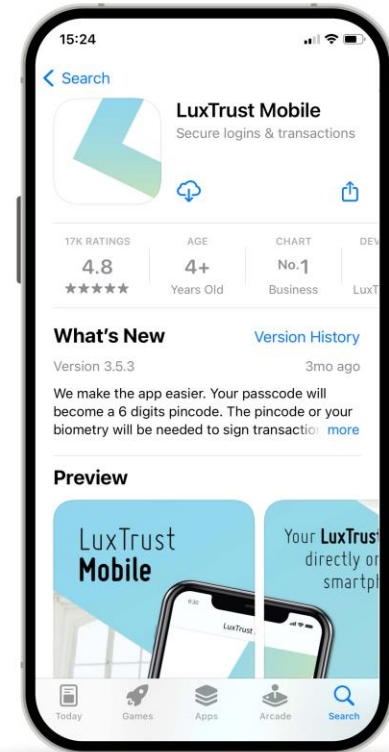
2 Log in to **LuxTrust Mobile app**

Open your LuxTrust Mobile app on your smartphone.

Tap on **Login** on the Welcome screen.
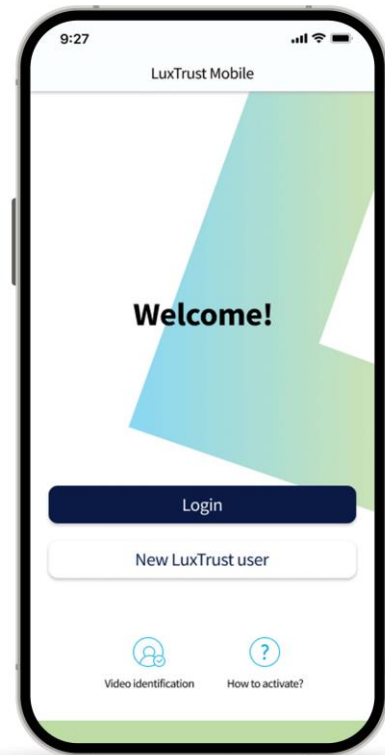
3 **Enter your LuxTrust credentials**

__Enter your LuxTrust **User ID** and **password** that you previously used to connect to the app.

You will find your User ID in the SMS or letter you received after ordering your app or LuxTrust device (Token or Scan). You defined your own personal password when activating the app.

__Tap on **Next** to continue.
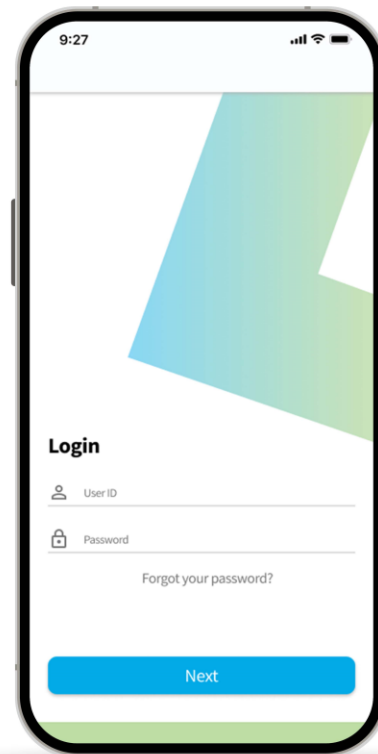
Select I no longer have my device feature

4

On this new screen, tap on the **I no longer have my device** feature located at the bottom of the screen.
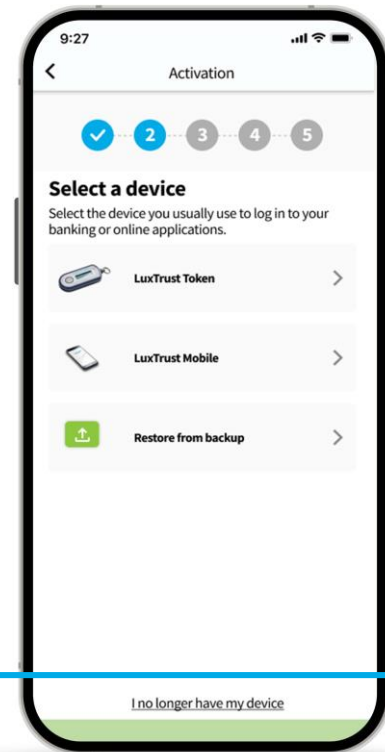
5 Enter the security code you received by email

In the dedicated field on this screen, enter the 8 digit code you received by email following your discussion with our Customer Service Desk.

Tap on **Authenticate** to continue.

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.

Choose a **name** for your smartphone

7

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.

LUXTRUST®
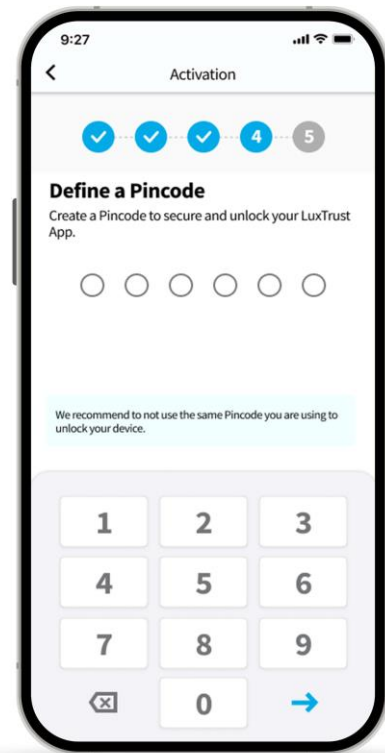
8 **Replace** one of your devices

You can install the LuxTrust Mobile app **on 2 devices maximum** (smartphones or tablets).

If you are trying to use the app on a third device, you have to remove one of your previous devices and replace it with your current one.

Tap on **Next** to continue.
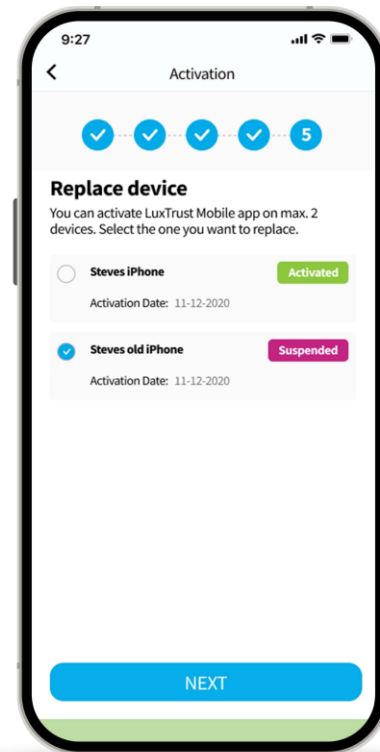
9 The app has been has been successfully activated

On this screen, you can check your certificate details.

Tap on **Finish** to finalise the process and start using your LuxTrust Mobile app again.
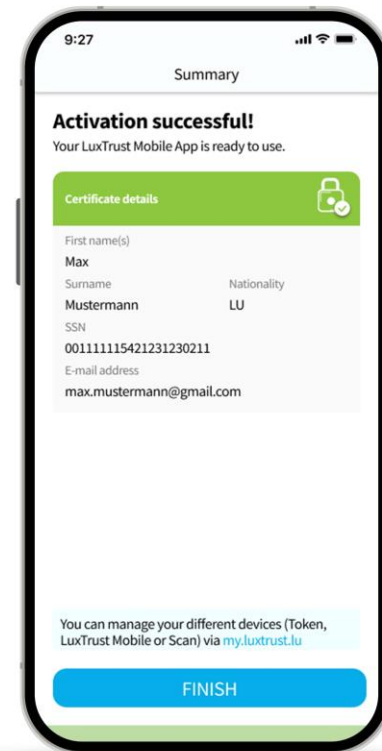
How to restore from back-up your LuxTrust Mobile app

LuxTrust Mobile app
When to use the restore from back-up feature?

If you change phone or if it gets lost or stolen, the **restore from back-up** feature comes handy to get access to your LuxTrust Mobile app without having to go through all the re-activation steps.

Please, bear in mind that the **restore from back-up** feature only works if you have previously backed-up your app.

Due to producer's constraints, the restore from back-up **is not possible** when you transfer data using a USB cable from a non-Samsung Android device to another Samsung Android device.
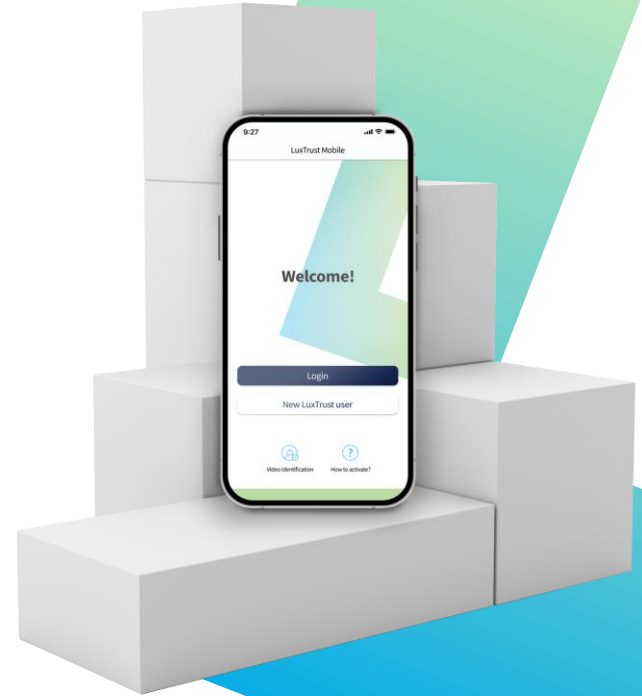
1 Install the **LuxTrust Mobile app** from your app store (optional)

Make sure LuxTrust Mobile app is installed on your smartphone.
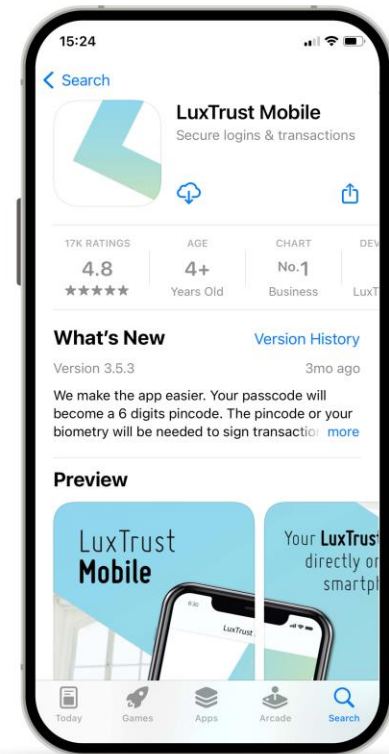
Scan the QR code to download it free of charge from your **App Store** or **Google Play.**

2 **Log in to LuxTrust Mobile app**

Open your LuxTrust Mobile app on your smartphone.

Tap on **Login** on the Welcome screen.
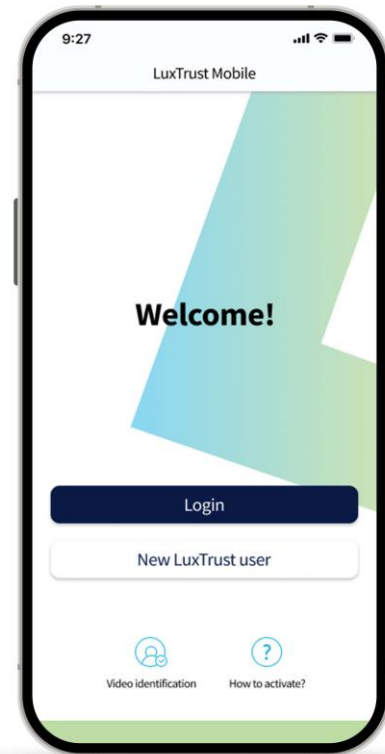
3 Enter your **LuxTrust credentials**

__Enter your LuxTrust **User ID** and **password** that you have previously used to connect to the app.

You will find your User ID in the SMS or letter you received after ordering your app or LuxTrust device (Token or Scan). You defined your own personal password when activating the app.

__Tap on **Next** to continue.
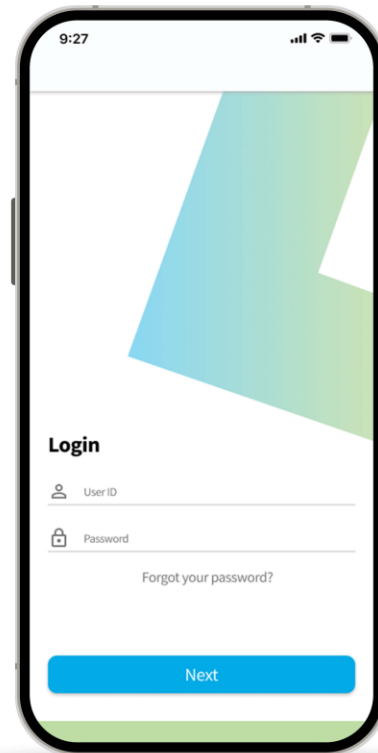
4 Select **Restore from back-up feature**

On this new screen, select the third option at the bottom: **Restore from back-up.**
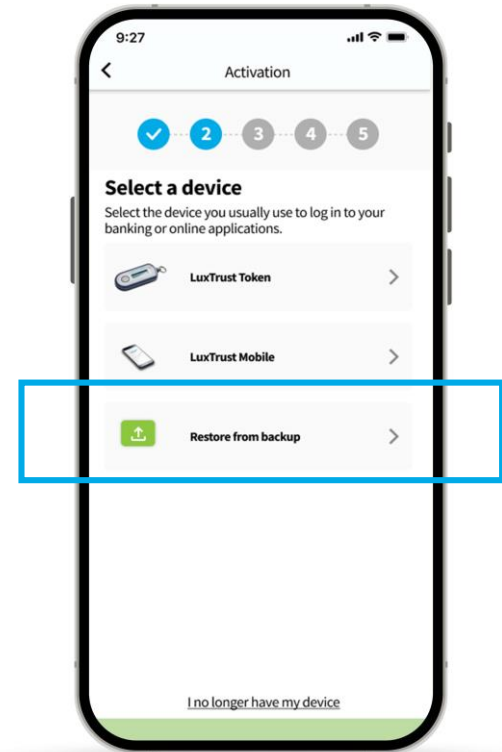
5 Confirm you want to **Restore from back-up** your app

On this new screen, we inform you that we are about to use the backup file to restore your account.

Tap on **Next** to continue.
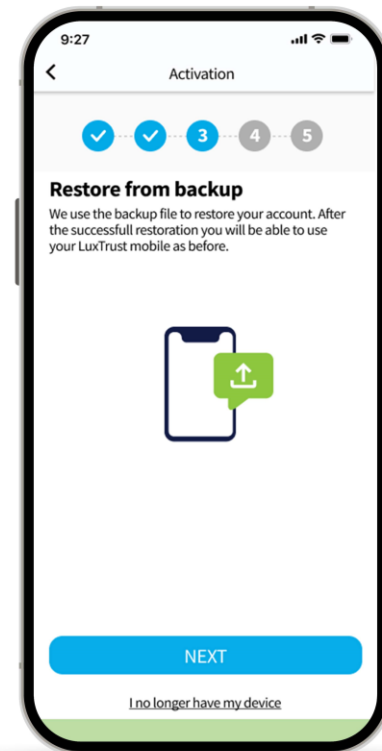
Replace one of your devices (optional)

6

You can install the LuxTrust Mobile app on 2 devices (smartphones or tablets) maximum.

If you have started the restoration process on a third device, you have to remove one of your previous devices and replace it with your current one.

Tap on **Next** to continue.

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7 Wait for the **SMS** from LuxTrust to complete the back-up

LuxTrust will now send you **an SMS** containing a **link** to finalise the back-up. It can take up to 20 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.
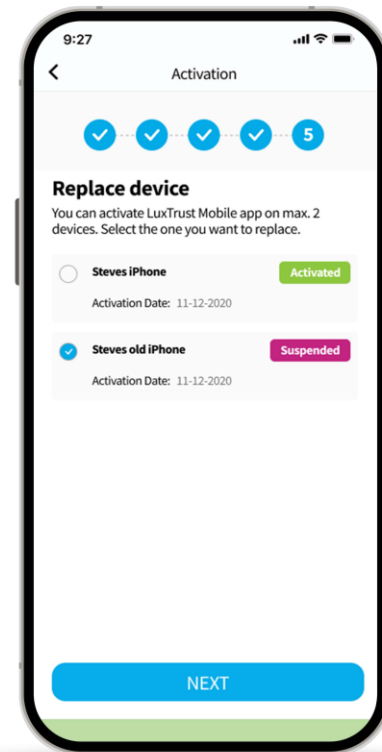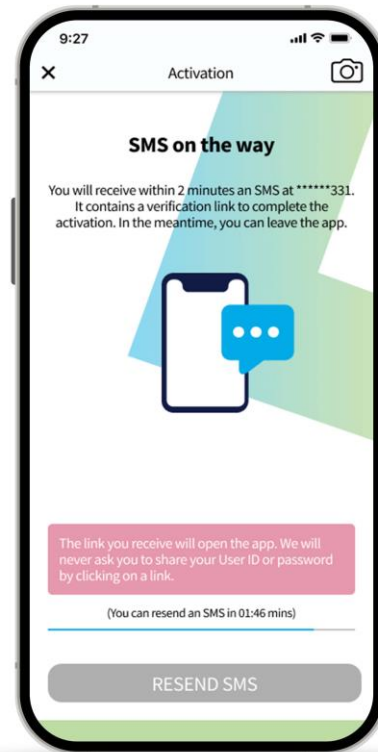
Please, **do not share this SMS with anyone**. LuxTrust will never ask you to share your credentials by clicking on this link.

9:27

✕ Activation 📷

SMS on the way

You will receive within 2 minutes an SMS at ******331. It contains a verification link to complete the activation. In the meantime, you can leave the app.

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 can resend an SMS in 01:46 mins)

RESEND SMS

8

Your back-up has been **successfully** restored

On this screen, you can check your certificate details.

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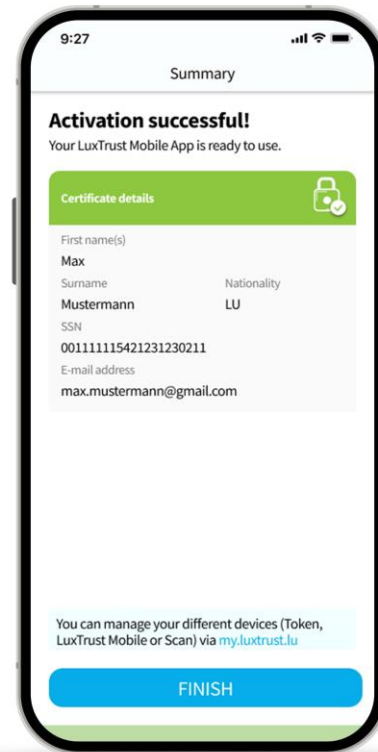
Need help?

Frequently asked questions

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

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

2 **Can use my LuxTrust Mobile app for online shopping?**

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

3 **What are the technical requirements to use LuxTrust app?**

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

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Frequently asked questions

4 **Do I still have to keep my Token or Scan if I activated my LuxTrust Mobile app?**

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

5 **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.

6 **I could not activate LuxTrust Mobile app using my Scan. What should I do?**

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.

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Thank you.

LuxTrust
Luxembourg | France | Belgium | Monaco

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

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