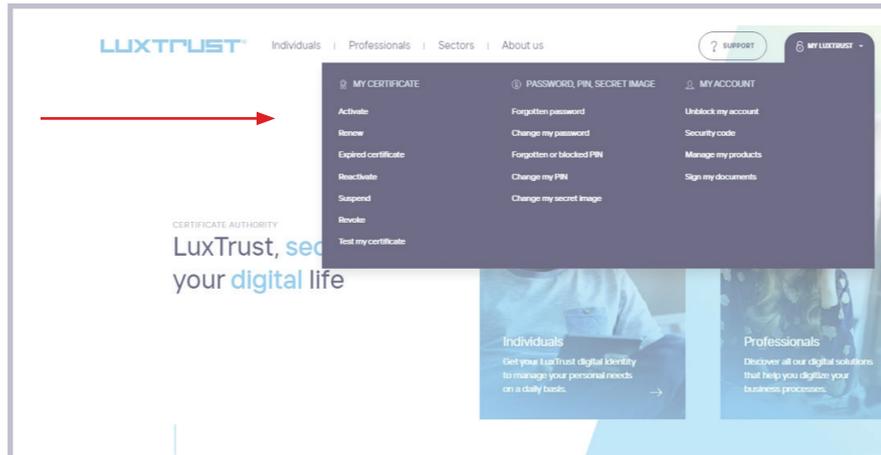


## Activation guide for your new LuxTrust Token.

Madam, Sir,  
Dear Customer,

Please find attached the activation instructions for your new LuxTrust Token. Before using the Token to access S-Net or any other application requiring LuxTrust identification, you should first activate the Token online on the LuxTrust website. This is a one-time procedure.

[www.luxtrust.com](http://www.luxtrust.com)



Please have your token ready as well as the SMS\* containing the access codes you received from LuxTrust after ordering the token. We recommend that you keep your LuxTrust access codes in a safe place until the expiration of the token. Please visit the website <https://www.luxtrust.com> and click on "MY LUXTRUST" in the top right corner. Then click on "Activate" on the left.

1 > Click on "Start activation".

🏠 > My LuxTrust > My certificate > Activate

ACTIVATION OF YOUR LUXTRUST PRODUCT

## Activate

You are about to activate your **LuxTrust product** (LuxTrust app, Token, Scan, SmartCard or Signing Stick). First, we invite you to have a look at what to expect during the activation process for your chosen device, then gather all the necessary elements for a successful activation.

START ACTIVATION →

2 > Click on the LuxTrust Token image.  
> Then follow the instructions.



Token



LuxTrust Scan



LuxTrust Mobile



Smartcard



Signing Stick

- 3 > Enter the User ID you received via SMS\* from LuxTrust.  
> Click on "Next".

Please enter your User ID

Next



- 4 > Enter:  
- the initial password you received via SMS\* from LuxTrust,  
- a new personal password, 6 to 10 alphanumeric characters long, and confirm it.  
> Click on "Next".

Password

Challenge questions

Validation

Summary

Set a new personal Password (6-10 characters, lower and uppercase, digits).

You will use this later to securely log into your web banking or online applications, or to electronically sign documents.

User ID

TRJ00061

Initial Password (SMS)

New personal Password

Confirmation of new personal Password

Next



- 5 > Choose 3 identification questions. This will allow you to identify yourself in case you lose your device or forget your credentials.  
Confirm your answers.  
> Click on "Next".

Password

Challenge questions

Validation

Summary

Enter Challenge questions (Identification questions)

Select your challenge questions and answer them.

The challenge questions enable us to identify you on the telephone when calling our Customer Service Desk.

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

Previous

Next

- 6 > Press the button on your LuxTrust Token and enter the 6-digit code displayed (OTP code).  
> Click on "Next".

Password	Challenge questions	Validation	Summary
<b>Summary of your activation</b>			
<b>Question 1</b>	Which was the name of your first pet?		
<b>Answer 1</b>			
<b>Question 2</b>	Which was the postal code of your first apartment/house?		
<b>Answer 2</b>			
<b>Question 3</b>	What's your favourite colour?		
<b>Answer 3</b>			
<b>Validation</b>			
Complete the device activation procedure by entering the One-Time Password (OTP).			
<b>User ID</b>	<input type="text" value="TRJ00061"/>		
<b>Generated OTP</b>	<input type="text"/>		
			<input type="button" value="Previous"/> <input type="button" value="Next"/>

- 7 > Once the status of the signature certificate is "Activated", the activation procedure is completed. You can leave the LuxTrust website and use your token with S-Net or any other application requiring LuxTrust identification.

**Summary**

**Status of signature certificate** ✔ Activated

You can now leave this page and connect to websites of your choosing.

- 8 > Once you have activated your LuxTrust Token on the LuxTrust website  
 - enter the URL **www.snet.lu** to connect to S-Net,  
 - then select the language you would like to use in S-Net by clicking on the corresponding flag.  
 > Select the LuxTrust Token as authentication procedure.  
 > Follow the instructions.

[www.snet.lu](http://www.snet.lu)



Login

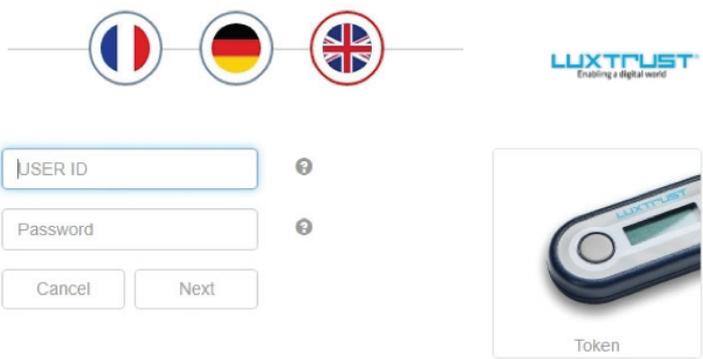


**LUXTRUST**  
Enabling a digital world

PLEASE SELECT YOUR DEVICE

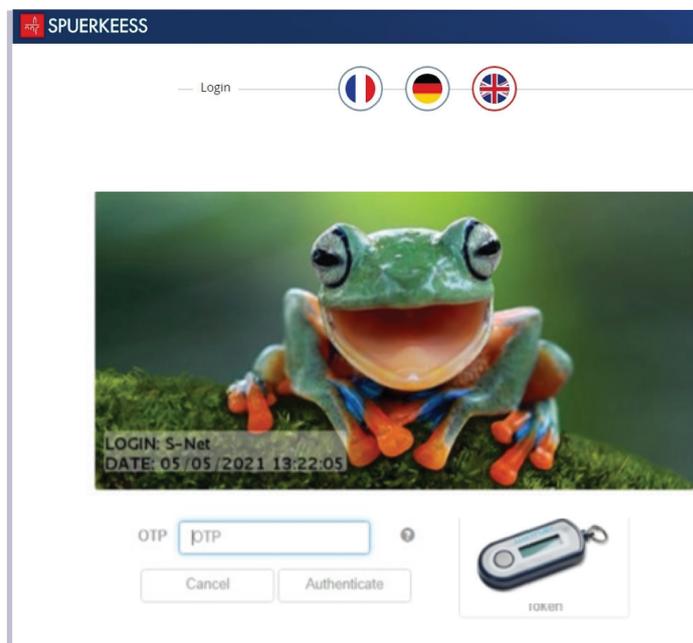
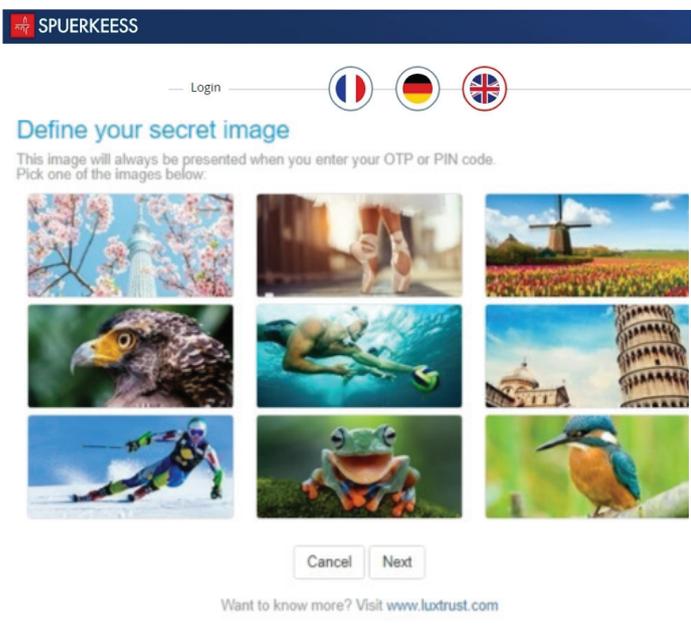


- 9** > Enter:
- the User ID you received via SMS\* from LuxTrust (your initials + 4 digits,
  - the personal password you set when activating your LuxTrust Token on the LuxTrust website.
- > Click on "Next".

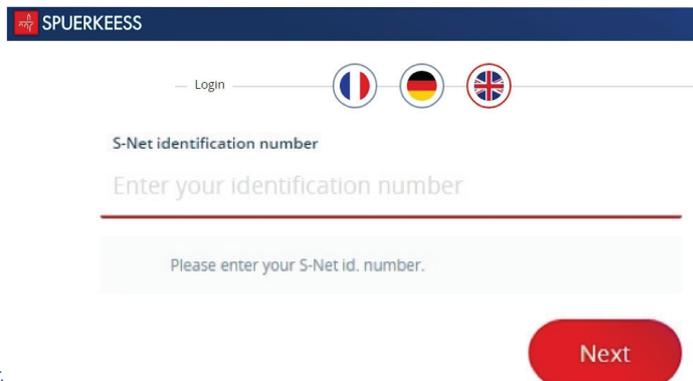


- 10** > Select your secret image which will always be presented when you enter your OTP code. Pick one of the 9 images displayed.
- > Click on "Next".

- 11** > Enter the 6-digit code displayed (OTP), when you press the button on your token.
- > Click on "Authenticate".



- 12** > Enter your identification number, which can be found in the upper-left corner of your "S-Net Agreement" (7 digits). (Not to be confused with your LuxTrust User ID).
- > Click on "Next".



- 13** > You are now connected to S-Net.

\*At the customer's request, sending an SMS can be replaced by a personalised letter.

**? You can contact **SPUERKEESS DIRECT****

Mo-Fr (7 a.m. - 7 p.m.) 
 (+352) 4015-1 
 [sdi@spuerkeess.lu](mailto:sdi@spuerkeess.lu)