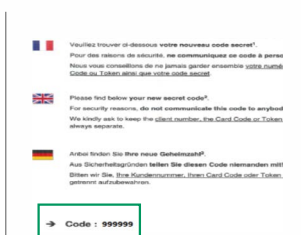


LOGGING ON TO WEB BANKING FOR THE FIRST TIME WITH LUXTRUST MOBILE USER GUIDE

YOU WILL NEED:



Your client number
(appears on your V PAY and Visa Debit cards)



Your secret code
(appears on the letter you received by post or at your branch)

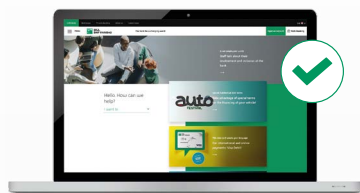


Your code card
(to be kept in a safe place)



Your smartphone

YOU MUST USE THE WEB BANKING WEBSITE TO LOG ON FOR THE FIRST TIME



PC



Tablet



Smartphone



For all subsequent Web Banking usage, we recommend downloading our mobile app

NEED HELP?



Watch the video bgl.lu/en/luxtrustmobile



Call our Client Service on (+352) 42 42-2000 or speak to an adviser in-branch

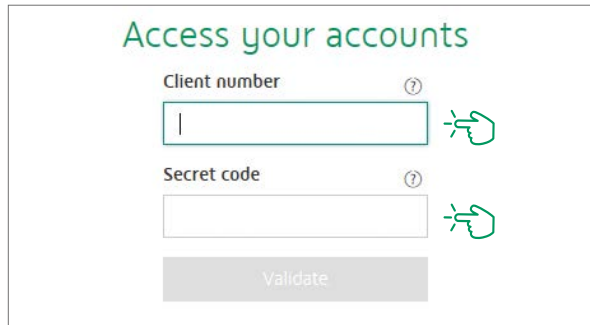
1

Go to **bgL.lu** and click on the **Web Banking** button in the top right



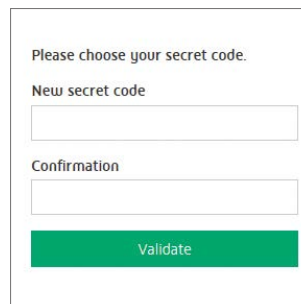
2

Enter your **client number** and then your **secret code**



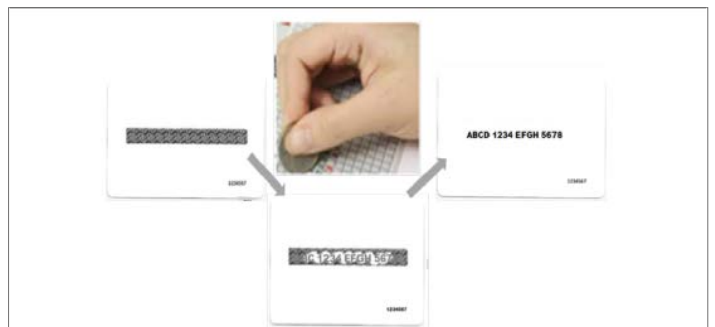
3

Enter your **new six-digit secret code**



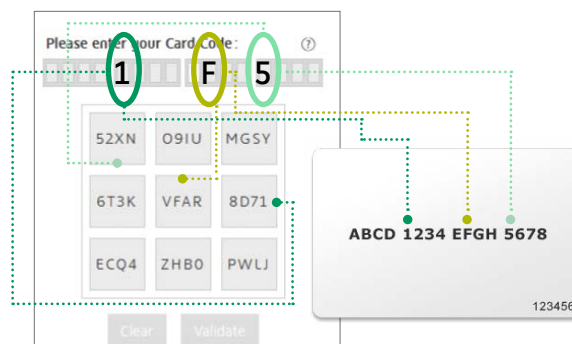
4

Make sure you have your **code card** to hand



5

Enter the **three missing numbers/ letters** from your code card



6

- If you don't have a LuxTrust certificate, click on the **"Activate LuxTrust Mobile"** button
- **Check the information** displayed on the screen
- Tick the box **"I certify that this information is correct"**
- Click on **"Next"**

7

- Your LuxTrust codes will be sent by text message. All you need to do is **complete the following fields**:
 - Telephone number and e-mail address
 - A **five-digit code** that you will use to activate your certificate for the first time
- **Certify that you consent** to your personal information being transferred to LuxTrust by ticking the corresponding box and click on **"Next"**

8

- **Check the information shown** on the screen
- **Read and accept the terms and conditions** and click on **"Next"**

9

Your certificate has been ordered and you will receive your LuxTrust codes by text message

It is not possible to activate LuxTrust Mobile via the Web Banking website. Instead, you must use the **LuxTrust Mobile app** on one of the following devices:



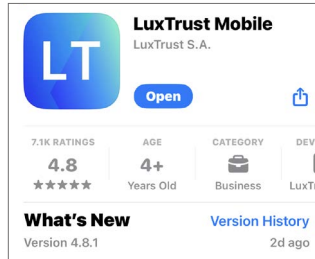
Tablet



Smartphone

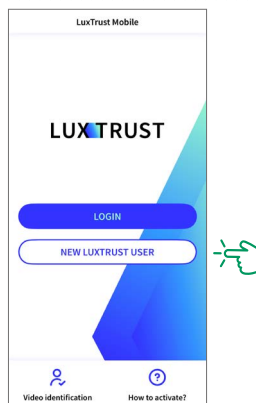
10

Download the LuxTrust Mobile app from your app store



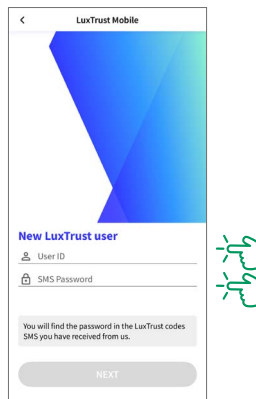
11

Open the LuxTrust Mobile app and tap on "New LuxTrust user"



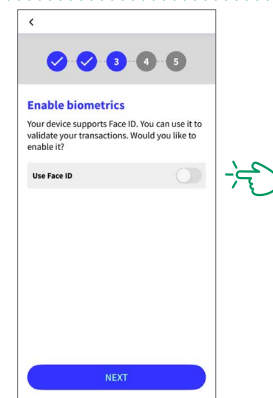
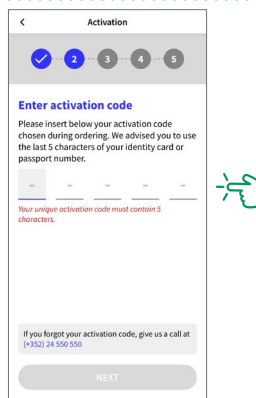
12

Enter the User ID and the password you received by text message and tap on "Next"



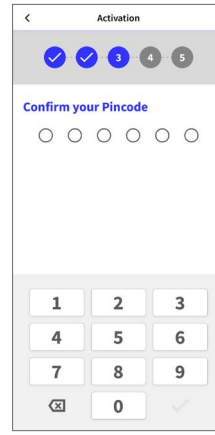
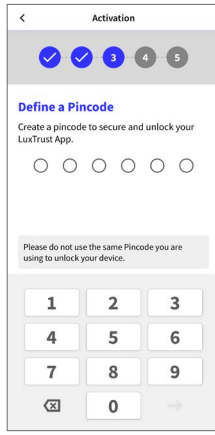
13

- Then **enter the five-digit code** you chose to use for the activation process and tap **"Next"**
- You can choose whether to activate or not biometrics for future validations



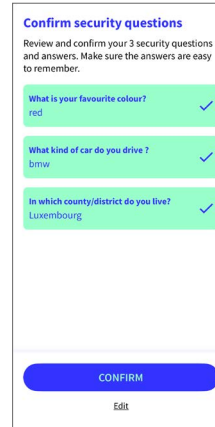
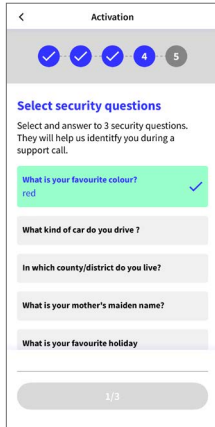
14

Set a PIN of your choice. This will enable you to access the LuxTrust Mobile **app** securely



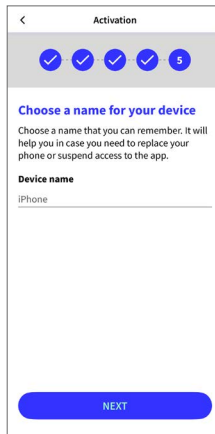
15

- **Choose three security questions** and enter the correct answers then tap on **“Next”**
- **Memorise the answers** and tap on **“Confirm”**



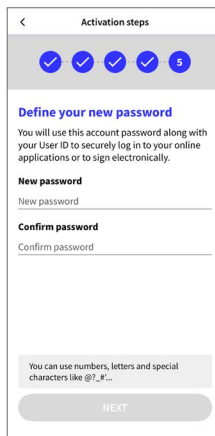
16

The LuxTrust app can be installed on two different devices; **give a name** to this device for easy identification in the future



17

Set a password then tap on **“Next”**



18

Your activation is **successful**. Tap on **Finish**

Summary

Activation successful!
Your LuxTrust Mobile App is ready to use.

Certificate details

First name(s)
John

Surname
Denver

Nationality
LU

SSN
0011110002220003333

E-mail
john.denver@examplemail.com

You can manage your different devices (Token, LuxTrust Mobile or Scan) via my.luxtrust.com

FINISH



For easier browsing in the future, **turn on notifications** in the LuxTrust Mobile app

19

Log on to Web Banking again via **bgl.lu**

resses Private Banking About us Latest news EN

BGL BNP PARIBAS The bank for a changing world

Open an account Web Banking

20

Enter your **client number** and then your **secret code**

Access your accounts

Client number

Secret code

Validate

21

To finalise the process of linking your Web Banking to your LuxTrust certificate, you will need to **use your code card** again

Please enter your Card Code:

1 F 5

52XN O9IU MGSY

6T3K VFAR 8D71

ECQ4 ZHBO PWLJ

ABCD 1234 EFGH 5678

123456

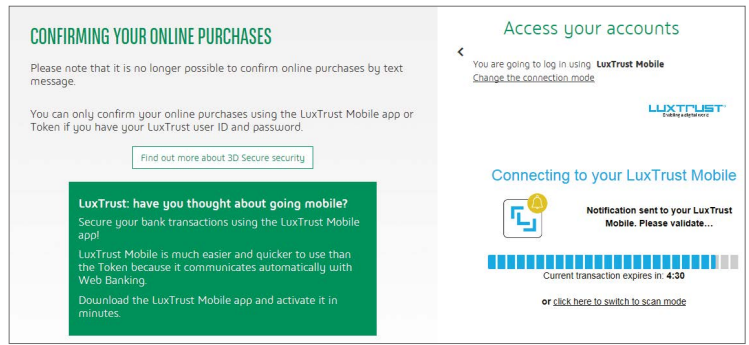
Clear Validate



You will not be asked to complete this step again when you log on in the future – you will be taken straight to the next screen

22

A LuxTrust Mobile login window appears and you have **five minutes** to validate the connection

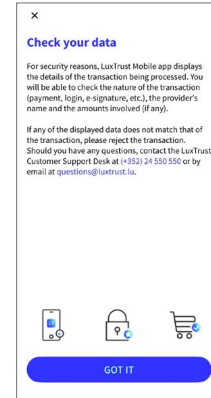


23

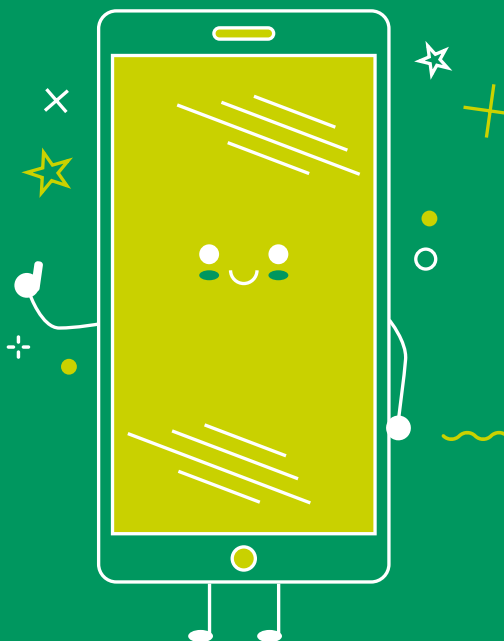
Open the LuxTrust app.

The **“Check your data”** window only appears when the app is opened for the first time. Press **“Got it”**.

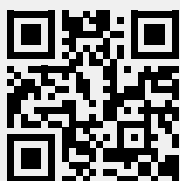
The contextualisation window will appear in future login attempts. Check that the connection details are correct (client number, date and time) and then validate by clicking on **“Accept”**



YOU CAN
NOW ACCESS
YOUR ACCOUNT



VIEW OUR BRANCH OPENING HOURS



<https://www.bgl.lu/en/branches>

CONTACT US



(+352) 42 42-2000



info@bgl.lu



bgl.lu

FOLLOW US



**BGL
BNP PARIBAS**

BGL BNP PARIBAS
50, avenue J.F. Kennedy, L-2951 Luxembourg,
R.C.S. Luxembourg: B 6481

Marketing publication September 2022



**BGL
BNP PARIBAS**

The bank
for a changing
world