

# LOGGING ON TO WEB BANKING FOR THE FIRST TIME WITH LUXTRUST SCAN 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)



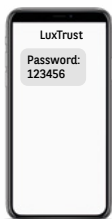
**Your code card**  
(to be kept in a safe place)



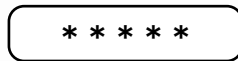
**Your smartphone**  
or mobile to receive a text message



**Your LuxTrust User ID**  
received by letter and/or text message



**The initial LuxTrust password**  
you received by letter and/or text message



**The activation code**  
that you will set in point 8

## YOU MUST USE THE WEB BANKING WEBSITE [WWW.BGL.LU/WEBBANKING](http://WWW.BGL.LU/WEBBANKING) ON ONE OF THE FOLLOWING DEVICES TO LOG ON FOR THE FIRST TIME:



PC



Tablet



Smartphone



**BGL  
BNP PARIBAS**

The bank  
for a changing  
world



- The LuxTrust Scan device must be **adequately charged** to be activated. Please use the USB cable to charge it before activating it. When three charging bars are shown, you can begin the activation process (charging should take **around 30 minutes**).
- While activating the device, **make sure that the LuxTrust Scan screen is active** throughout the process. To do this, just swipe your finger across the screen at regular intervals. If the screen switches off during activation, you will need to go through the whole process again.

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**

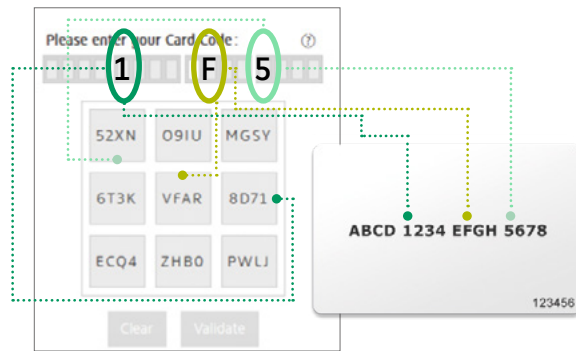
4

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



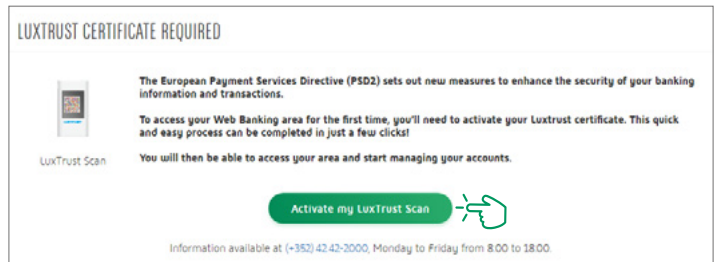
5

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



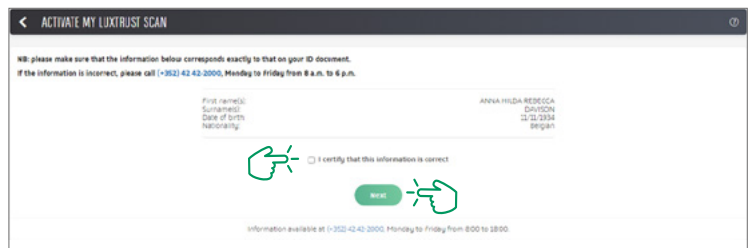
6

If you don't have a LuxTrust certificate, click on the **"Activate LuxTrust Scan"** button



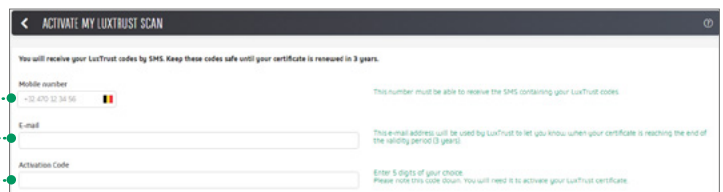
7

- Check the **information displayed** on the screen
- Tick the box **"I certify that this information is correct"**
- Click on **"Next"**

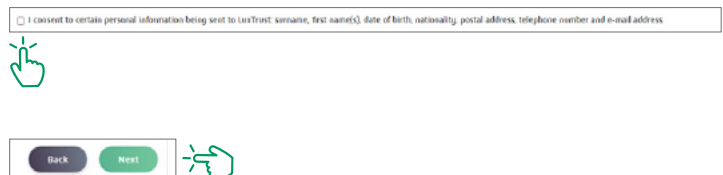


8

- 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

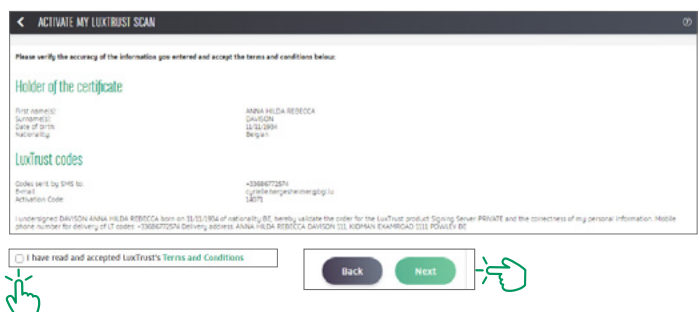


- **Certify that you consent** to your personal information being transferred to LuxTrust by ticking the corresponding box and click on **"Next"**



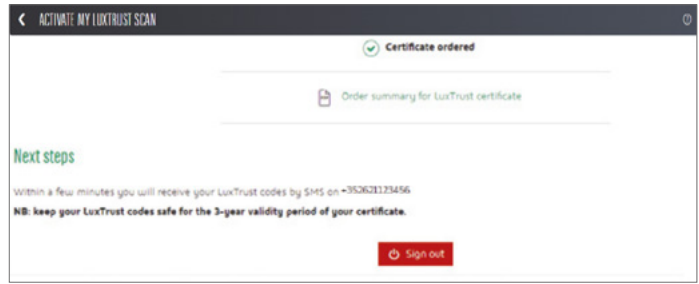
9

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



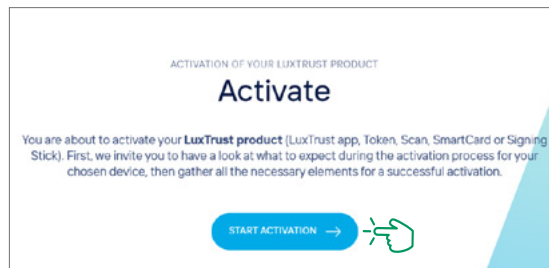
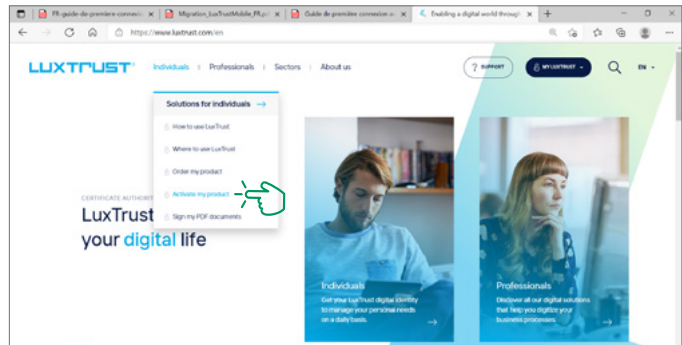
10

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



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Go to the LuxTrust website <https://www.luxtrust.com/en/individuals/activate> and click on "Start activation"



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Select LuxTrust Scan



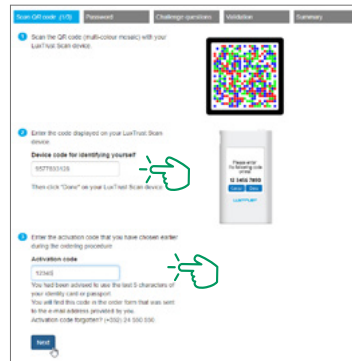
13

Enter your User ID (received by text message or in the post) and click on "Next"



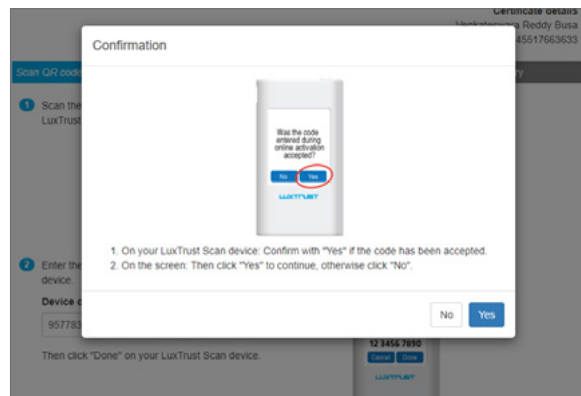
14

- **Scan the first QR code** using your LuxTrust Scan and **enter the eight-digit code** generated by the Scan.
- **Then enter your five-digit activation code**, previously set in your Web Banking (step 8) and click on **“Next”**.



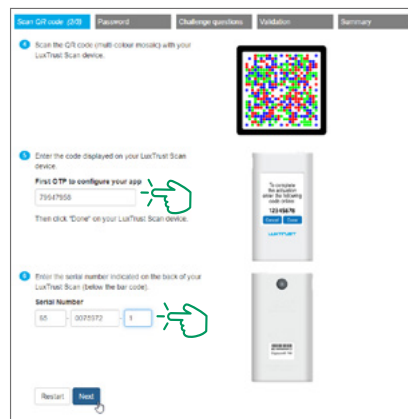
15

- Select **“Yes”** on your LuxTrust Scan to confirm that the code has been accepted.
- Then click on **“Yes”** on the screen to move to the next step or click on **“No”**.



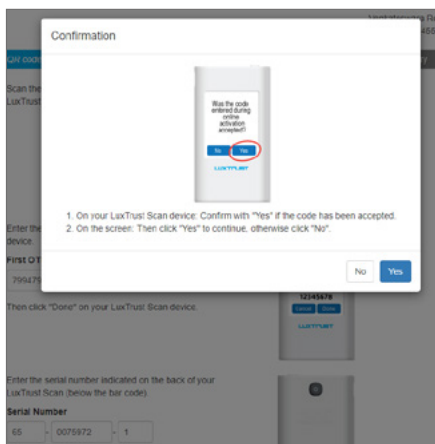
16

- **Scan the second QR code** and **enter the eight-digit code** generated by your LuxTrust Scan.
- **Then enter the serial number** shown on the back of your LuxTrust Scan and click on **“Next”**.



17

- On your LuxTrust Scan, click on **“Continue”**.
- Then click on **“Yes”** on the screen to move to the next step or click on **“Start again”**.



18

- Scan the third QR code and confirm by selecting “OK” on your Scan.
- Then enter the OTP (eight digits) shown on your Scan and click on “Next”.

Scan QR code (3/3) Previous Challenge questions Validation Summary

1 Scan the QR code (multi-color mosaic) with your LuxTrust Scan device to finish the activation of your device.

2 Error message on your LuxTrust Scan device? Click "Restart" on this screen to restart the activation process.

3 Validate by clicking "OK" on your LuxTrust Scan device.

4 Enter the OTP code displayed on your LuxTrust Scan device or your LuxTrust mobile App.

Displayed OTP code: 0878424

Restart Next

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- Enter the password provided in the text message you received.
- Choose a new password and confirm it.
- Click on “Next”.

Scan QR code Password Challenge questions Validation Summary

Set a new personal Password (8-10 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: BUJES029

Initial Password (SMS):

New personal Password:

Confirmation of new personal Password:

Next

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- Choose three security questions and provide a memorable answer for each of them.
- Click on “Next”.

Scan QR code 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: [Dropdown]

Answer 1: [Text]

Question 2: [Dropdown]

Answer 2: [Text]

Question 3: [Dropdown]

Answer 3: [Text]

Previous Next

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- Scan the last QR code.
- Enter the OTP shown on your Scan and click on “Next”.
- Your LuxTrust Scan has now been **activated** and can be used to log on to the Web Banking website.

Scan QR code Password Challenge questions Validation Summary

Summary of your activation:

Question 1: What's your favourite colour?  
Answer 1: test

Question 2: What make of car do you drive?  
Answer 2: test

Question 3: In which commune/country/district do you live?  
Answer 3: test

Validation

Complete the device activation procedure by entering the One-Time Password (OTP).

User ID: BUJES029

Generate OTP: [Text]

Previous Next

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

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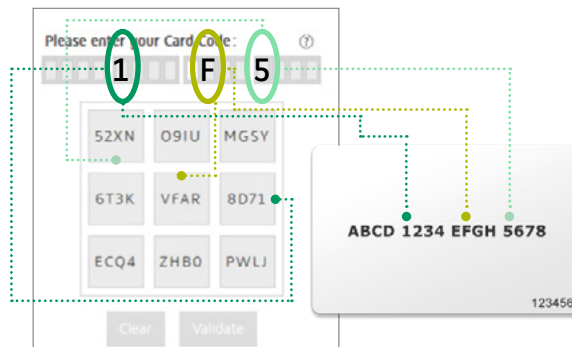
Open an account Web Banking

23

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

24

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



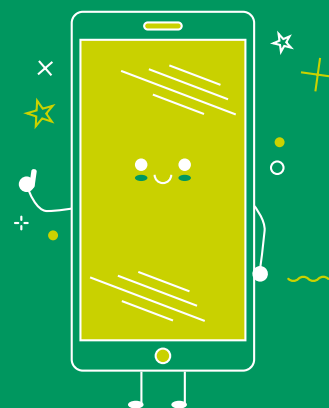
*You will not be asked to complete this step again when you log on in future – you will be taken straight to the next screen*

25

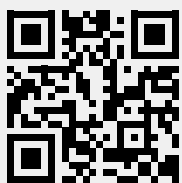
When logging on to Web Banking:

- **Scan the image** with your LuxTrust Scan
- **Check** the validation context
- **Re-enter the OTP** generated on the Scan.

**YOU CAN  
NOW ACCESS  
YOUR ACCOUNT**



## VIEW OUR BRANCH OPENING HOURS



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

## CONTACT US



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