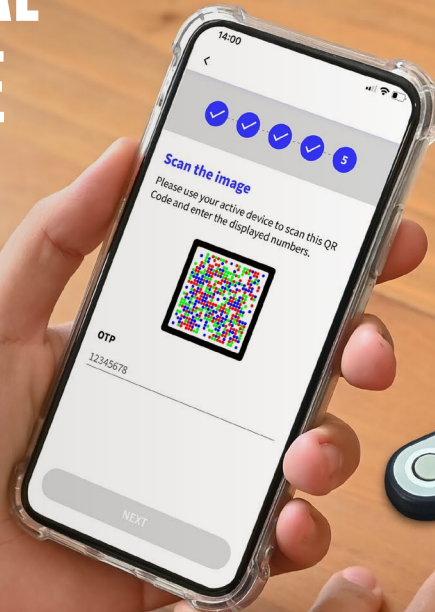


MIGRATION OF THE PHYSICAL TOKEN TO LUXTRUST MOBILE USER GUIDE



STEP 1: CHECK THAT YOU HAVE YOUR LUXTRUST LOGIN DETAILS

Your LuxTrust login details are:



An User ID composed of four letters (the first two letters of your surname + the first two letters of your first name), and four digits (e.g. ABCD1234)



A Password containing six to ten alphanumeric characters, which you chose when you activated your Token

If you do not have your LuxTrust login details, you can retrieve them from the LuxTrust website: <https://www.luxtrust.com/en/my-luxtrust/my-account/resend-my-initial-sms-codes>



*The (initial) password found in the SMS sent by LuxTrust is **no longer valid**, as it was changed when you activated your Token. Once you've received your LuxTrust login details by SMS, you'll need to set a **new password** on the LuxTrust website: <https://www.luxtrust.com/en/my-luxtrust/password-pin-secret-image/forgotten-password>. You'll need to use **this new password** to activate LuxTrust Mobile.*

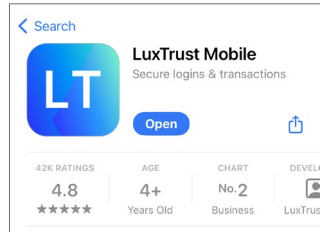


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STEP 2: INSTALL THE LUXTRUST MOBILE APP

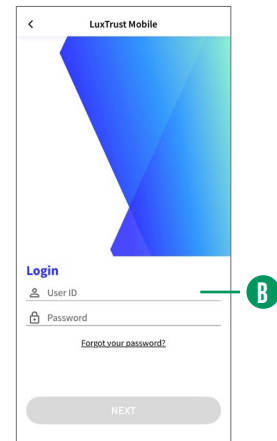
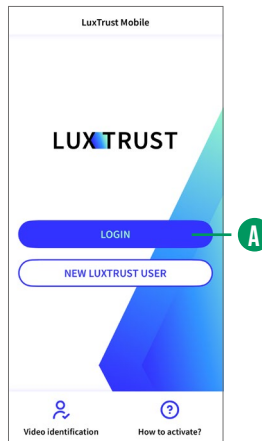
With your LuxTrust login details at hand, download the LuxTrust Mobile app on your smartphone from the App Store or Google Play.



Start the app and follow the steps shown on the screen.

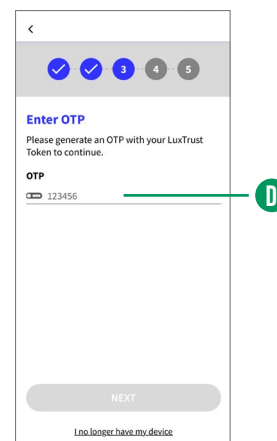
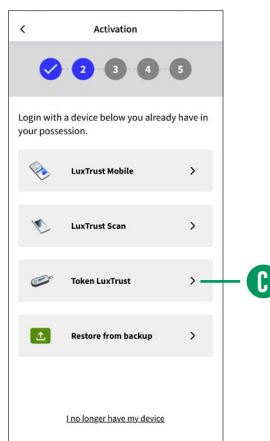
1

Press **'LOGIN'** **A**
Enter your LuxTrust User ID
and password
(ex. ABCD1234) **B**



2

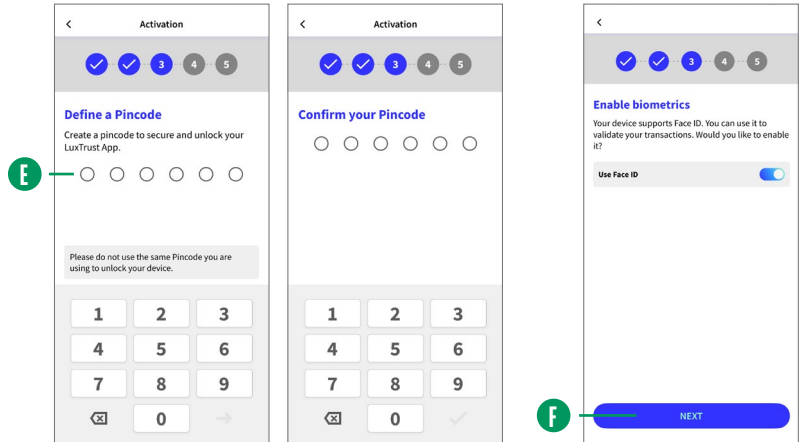
Select
Token LuxTrust **C**
Enter the **OTP** displayed on
your Token **D**



3

Set a **PIN** **E** (this must be 6 numbers, and will be used to unlock your LuxTrust Mobile app)

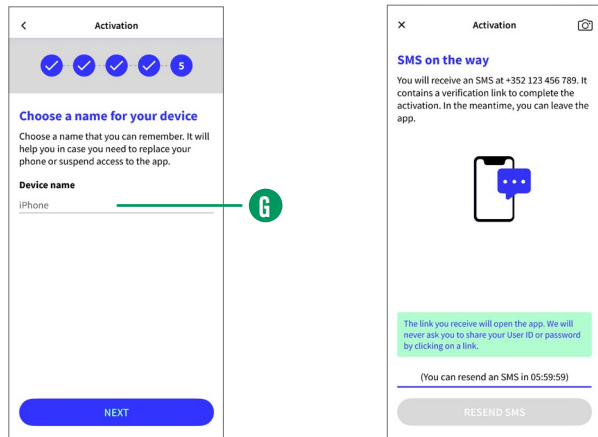
Use your **biometrics** **F** (fingerprint, facial recognition). These can be used instead of the **PIN** to unlock the LuxTrust Mobile app



4

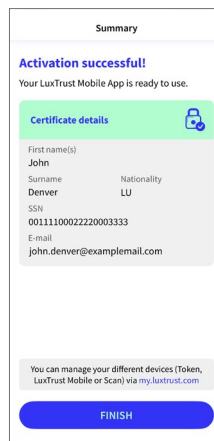
Enter the name of your device **G**

You will receive a text within 6 hours. **Click on the link** contained in the text to **complete the activation** **H**



5

Activation successful



YOUR LUXTRUST APP IS READY TO BE USED!

VIEW OUR BRANCH OPENING HOURS



bgl.lu/en/branches

CONTACT US



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