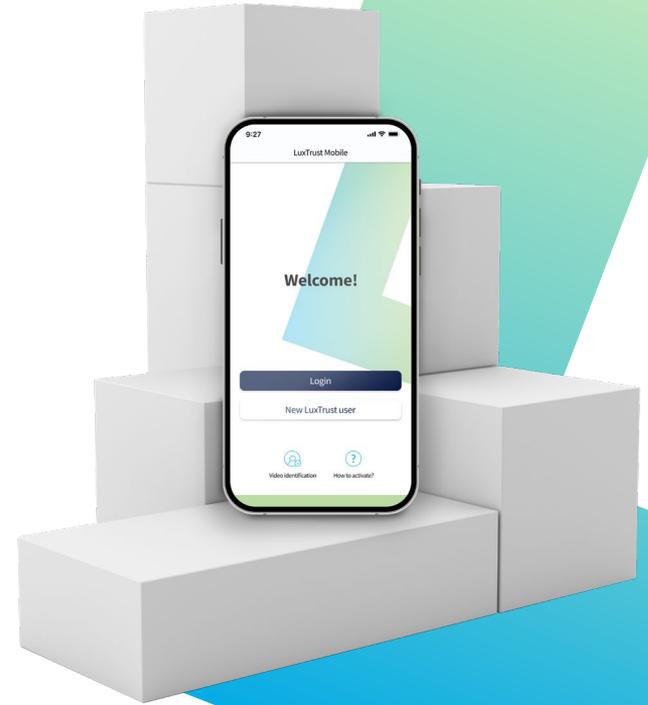# LUXTRUST®

User guide

How to activate
LuxTrust Mobile app

User guide contents

1

What's the LuxTrust Mobile app?

Find out the app's main features & benefits

2

How to activate LuxTrust Mobile app

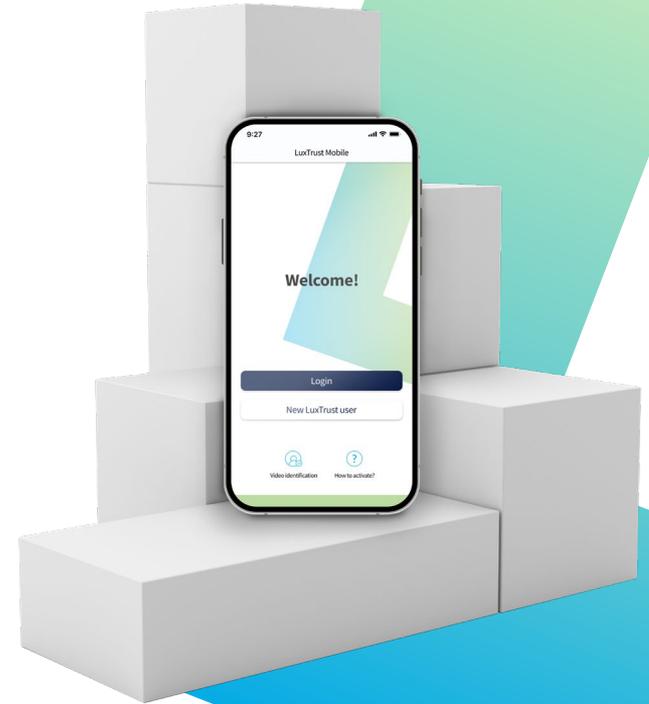A step-by-step guide to activate the app on your smartphone.

3

Need help?

Discover the most frequently asked questions and their answers.

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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.

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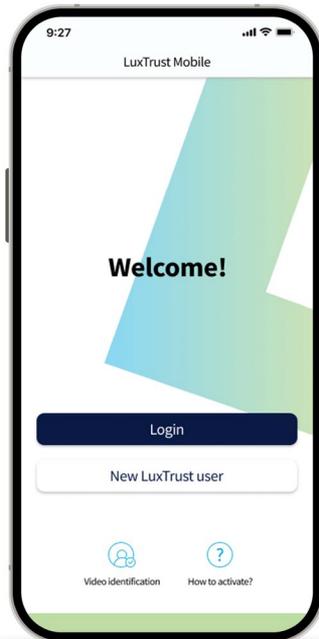# What are LuxTrust Mobile app's main benefits?

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.
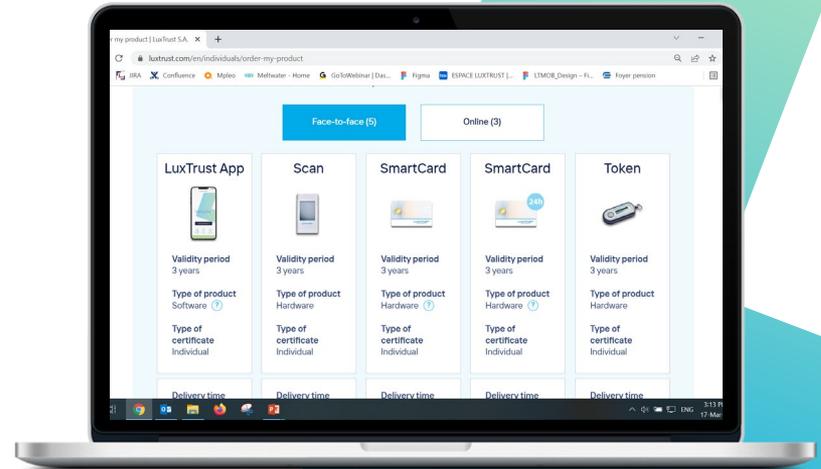
How to activate the LuxTrust Mobile app
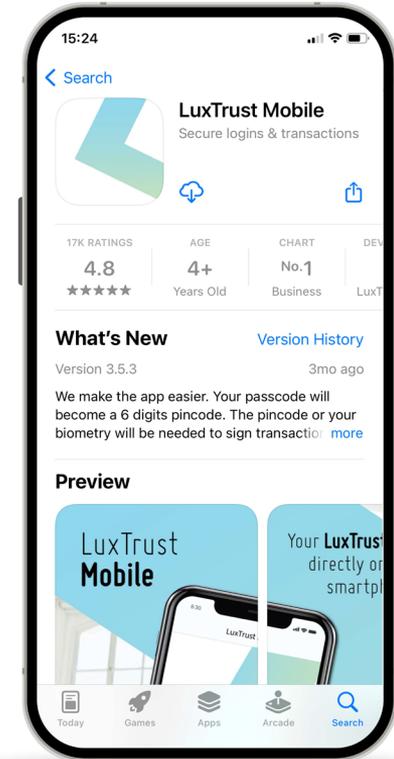
1 Order the **LuxTrust Mobile app**

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.
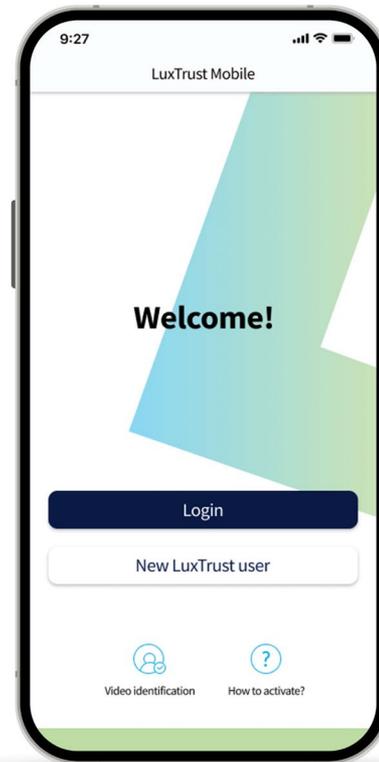
2 Install the LuxTrust Mobile app from your app store

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.

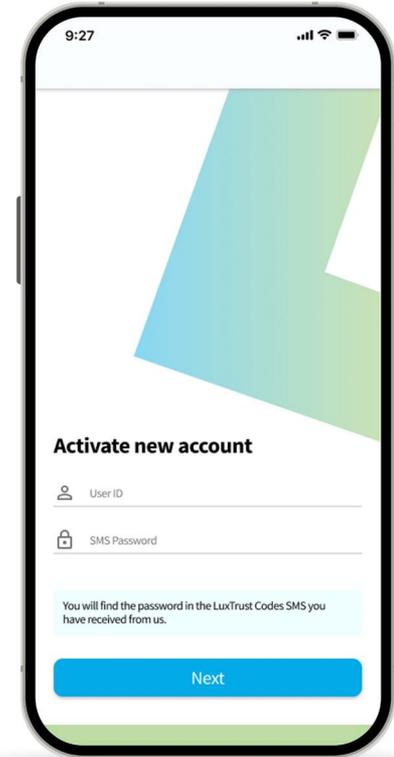Tap on **New LuxTrust user** on the Welcome screen.

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.

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.**
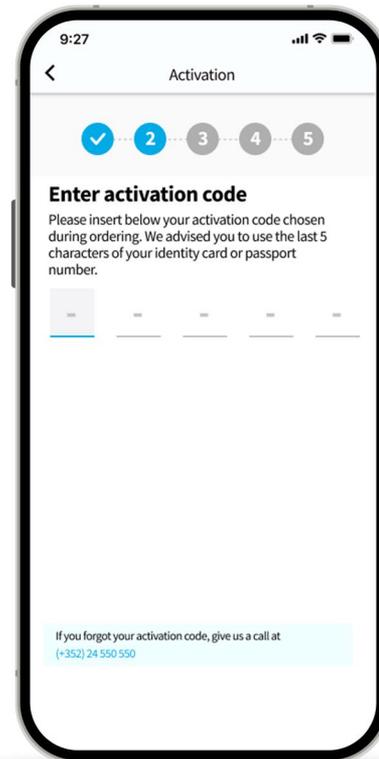
Tap on **Confirm** to continue.

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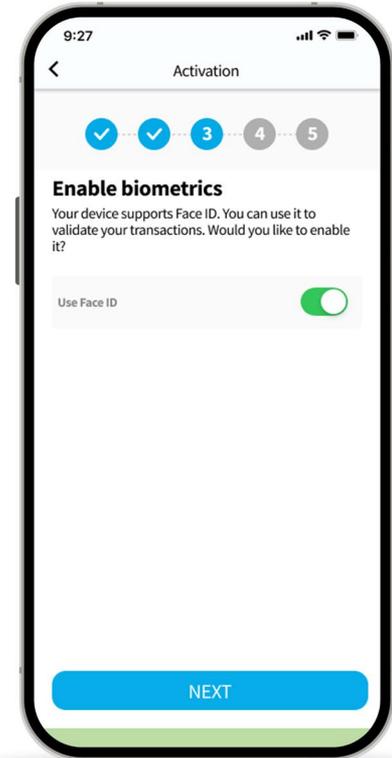
You will find this code in the order confirmation you received by email. If you no longer find it, please contact our **Customer Service Desk** at (+352) 24 550 550.

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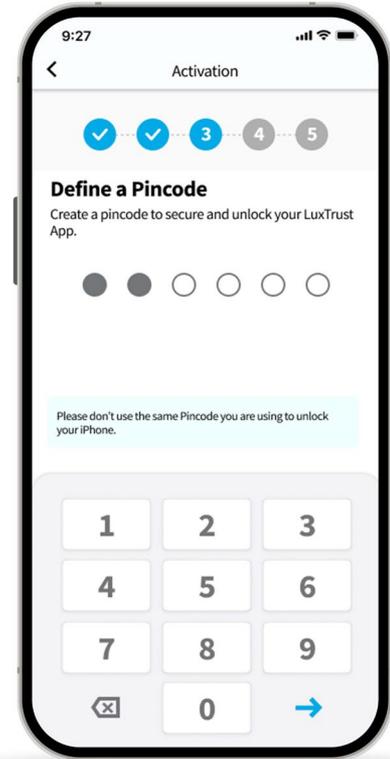
Enable biometrics functionality (optional)

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.

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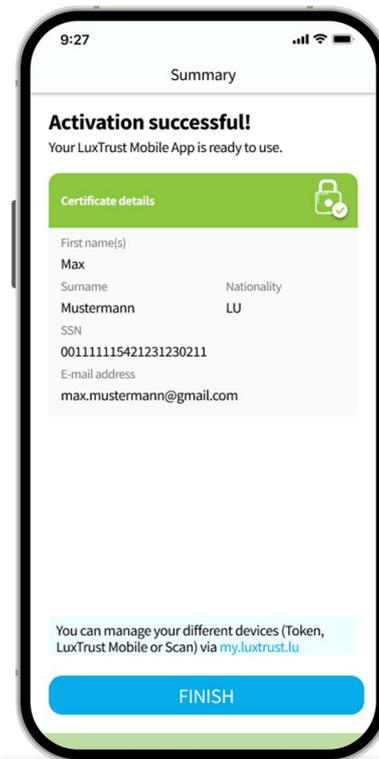
__When you are done, tap on **Next** to continue.

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.

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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Thank you.

LuxTrust
Luxembourg | France | Belgium | Monaco

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