MIGRATION OF THE PHYSICAL TOKEN TO LUXTRUST MOBILE
USER GUIDE

STEP 1: CHECK THAT YOU HAVE YOUR LUXTRUST LOGIN DETAILS
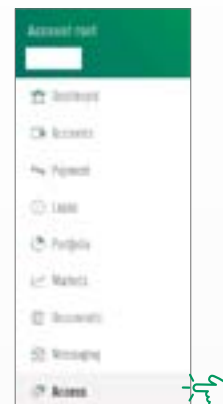
Your LuxTrust login details are:

A 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:

1 **The Web Banking site from a browser**: click on **"Access"** in the left-hand menu, then on **"Recover my LuxTrust login details"** (a text will be sent with your LuxTrust login details)
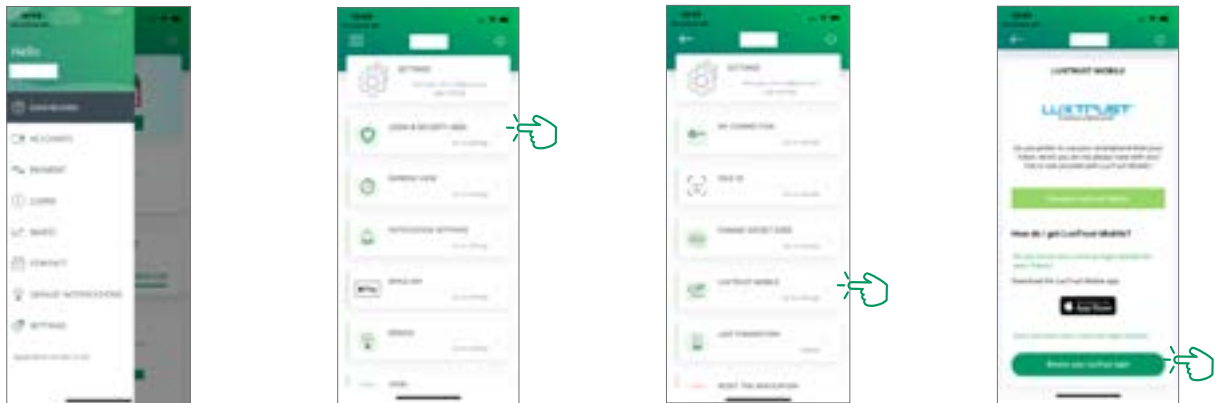
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The Web Banking app from your smartphone: click on **"Settings"** in the left-hand menu, then on **"Login & Security area"**, **"LuxTrust Mobile"** and **"Recover my LuxTrust login details"** (a text will be sent with your LuxTrust login details)

2

> ⚠️ *The (initial) password contained in the text sent by LuxTrust is not valid since it was changed when activating your Token the first time.*
>
> *After you receive your LuxTrust login details by text, you must obtain a new password from the LuxTrust website: https://www.luxtrust.com/en/my-luxtrust/password-pin-secret-image/forgotten-password*
>
> *You will need to use that new password to activate your LuxTrust Mobile.*

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.
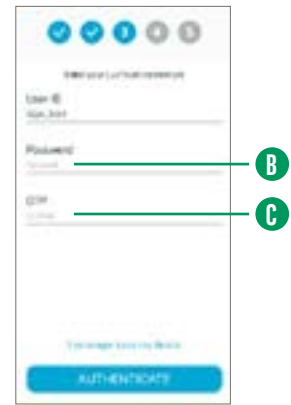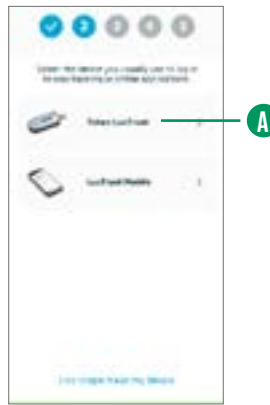
1

Press **"Start activation"** Ⓐ

Enter your LuxTrust User ID (e.g. ABCD1234) Ⓑ
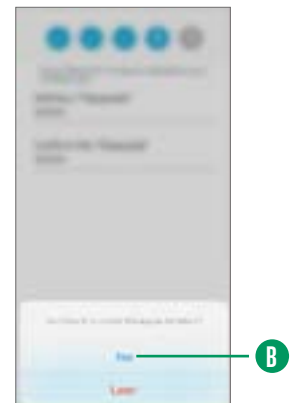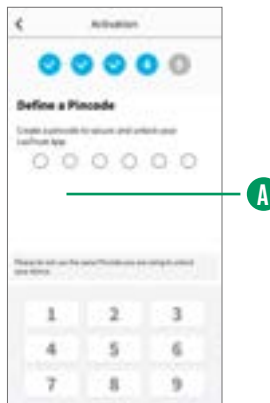
2

Select **LuxTrust Token** as your device **A**

Enter your **LuxTrust password** **B** and the **OTP** displayed on your Token **C**

3

Set a **Pincode** **A** (this must be composed of 6 digits, and will be used to unlock your LuxTrust Mobile app)
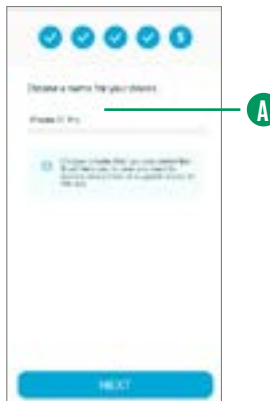
Use your **biometrics** **B** (fingerprint, facial recognition). These can be used instead of the **Pincode** to unlock the LuxTrust Mobile app

4

Enter the name of your device **A**

You will receive a text within 8 to 20 minutes. **Click on the link** contained in the text to **complete the activation** **B**
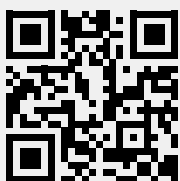
5

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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FOLLOW US

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