

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)

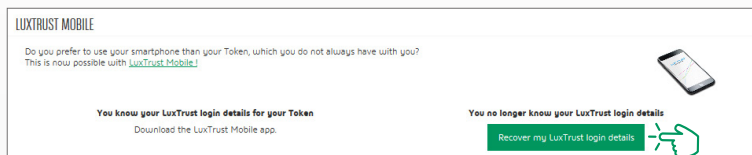
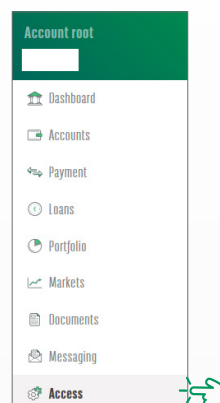


A Password containing six to ten alphanumeric characters, which you chose when you activated your Token

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)

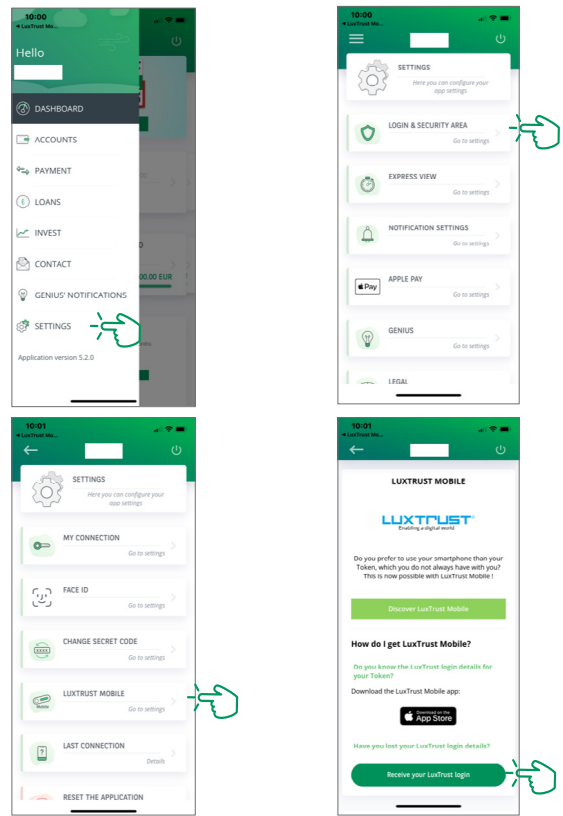


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2

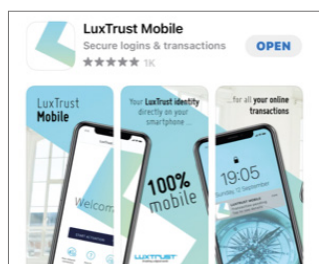
The Web Banking app from your smartphone: click on “Settings” in the left-hand menu, then on “Login & Security area”, “LuxTrust Mobile” and “Recover my LuxTrust login details” (a text will be sent with your LuxTrust login details)



When you receive your LuxTrust login details, get a password on the LuxTrust website: <https://www.luxtrust.lu/fr/management/getpwd>

STEP 2: INSTALL THE LUXTRUST MOBILE APP

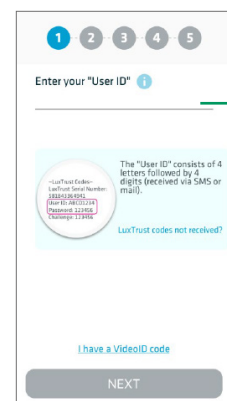
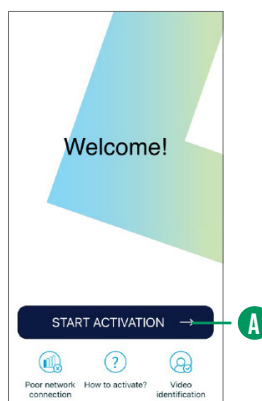
With your LuxTrust login details at hand, download the LuxTrust Mobile app on your smartphone from the App Store or Google Play.



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

1

Press “Start activation” **A**
Enter your LuxTrust User ID
(e.g. ABCD1234) **B**



2

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

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

Select the device you usually use to log in to your banking or online applications.

Token LuxTrust **A**

LuxTrust Mobile >

I no longer have my device

Enter your LuxTrust credentials

User ID
SQL3361

Password **B**

OTP **C**
123456

I no longer have my device

AUTHENTICATE

3

Set a **Personal Passcode** **A** (this must be composed of 6 to 16 alphanumeric characters, including special characters, and will be used to unlock your LuxTrust Mobile app)

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

Use a "Passcode" to secure and unlock your LuxTrust app.

Define a "Passcode" **A**

Confirm the "Passcode"

6-16 characters Done

Use a "Passcode" to secure and unlock your LuxTrust app.

Define a "Passcode"

Confirm the "Passcode"

Use Face ID to unlock this app in the future?

Yes **B**

Later

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**

Choose a name for your device **A**

iPhone 11 Pro

Choose a name that you can remember. It will help you in case you need to replace your phone or suspend access to the app.

NEXT

SMS on the way

You will receive within 2 minutes an SMS at *****729. It contains a verification link to complete the activation. In the meantime, you can leave the app.

The link you receive will open the app. We will never ask you to share your User ID or password by clicking on a link.

(You can resend an SMS in 30.57 min)

RESEND SMS **B**

5

Activation successful

Activation successful!

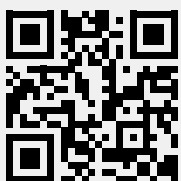
Your LuxTrust Mobile App is ready to use.

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

FINISH

YOUR LUXTRUST APP IS READY TO BE USED!

VIEW OUR BRANCH OPENING HOURS



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

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Marketing communication April 2021



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