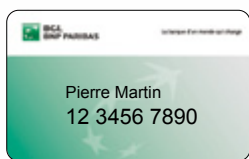


LOGGING ON TO WEB BANKING FOR THE FIRST TIME WITH LUXTRUST MOBILE USER GUIDE

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

YOU MUST USE THE WEB BANKING WEBSITE TO LOG ON FOR THE FIRST TIME



PC



Tablet



Smartphone



For all subsequent Web Banking usage, we recommend downloading our mobile app

NEED HELP?



Watch the video bgl.lu/en/luxtrustmobile



Call our Client Service on (+352) 42 42-2000 or speak to an advisor in-branch

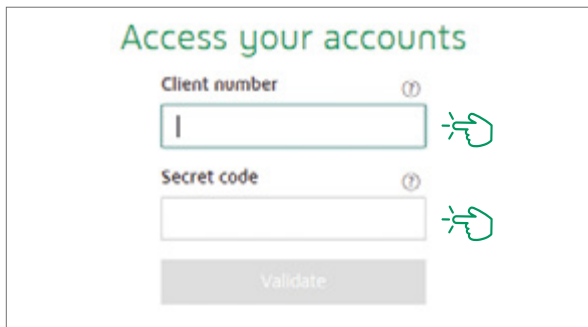
1

Go to **bgL.lu** and click on the **Web Banking** button in the top right



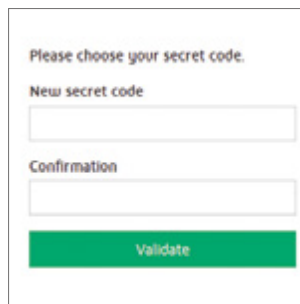
2

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



3

Enter your **new six-digit secret code**



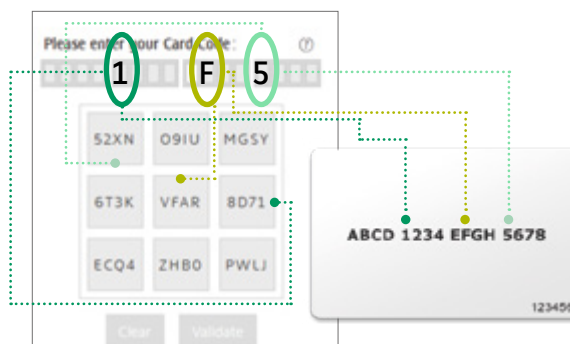
4

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

7

- 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"**

8

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

9

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

It is not possible to activate LuxTrust Mobile via the Web Banking website. Instead, **you must use the LuxTrust Mobile app** on one of the following devices:



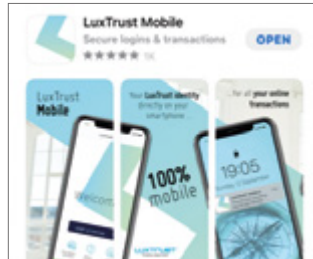
Tablet



Smartphone

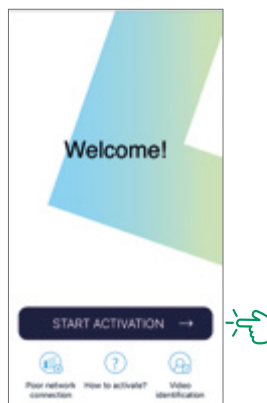
10

Download the LuxTrust Mobile app from your app store



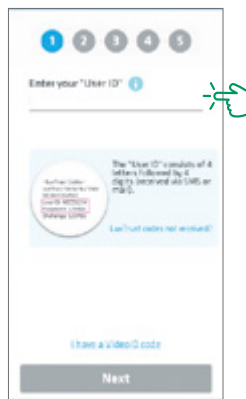
11

Open the LuxTrust Mobile app and tap on "Start activation"



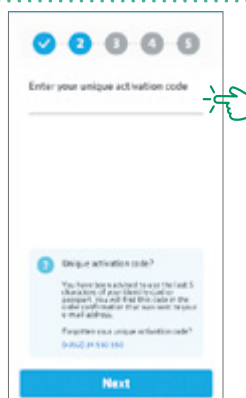
12

Enter the User ID you received by text message and tap on "Next"



13

Then enter the five-digit code you chose to use for the activation process and tap "Next"



14

- **Set a passcode** of your choice. This will enable you to access the LuxTrust Mobile app securely
- **Choose whether or not you want to activate biometrics** for your LuxTrust Mobile app and tap on **“Next”**

The screenshot shows a mobile app interface for defining a passcode. At the top, there are five circular indicators, with the first three being blue with white checkmarks and the last two being grey with white numbers 4 and 5. Below this, the text reads: "The 'Passcode' provides secure access to your LuxTrust Mobile App." The main heading is "Define a 'Passcode'", followed by a text input field. Below that is "Confirm the 'Passcode'", also with a text input field. A blue information box states: "Note: It can be used instead of a 'Passcode' to unlock your LuxTrust Mobile App. You will be asked to configure it at a later date." At the bottom, there is a grey "Next" button.

15

- **Choose three security** questions and enter the correct answers, then tap on **“Next”**

The screenshot shows a mobile app interface for selecting security questions. At the top, there are five circular indicators, with the first three being blue with white checkmarks and the last two being grey with white numbers 4 and 5. The text reads: "Select security questions 1" followed by "WHAT DO YOU LOVE TO EAT?". Below this is a text input field for the answer. This is repeated for "Select security questions 2" with the question "In which country do you live?" and "Select security questions 3" with the question "Which is your favorite classical composer?". At the bottom, there is a grey "Next" button.

16

- **Enter the initial password** that was sent to you by text message and choose a new one, then tap on **“Next”**

The screenshot shows a mobile app interface for entering and creating a password. At the top, there are five circular indicators, with the first four being blue with white checkmarks and the last one being grey with a white number 5. The text reads: "Enter the 'Initial Password'", followed by a text input field. Below that is "Create your personal 'Password'", followed by a text input field. This is followed by "Confirm your personal 'Password'", followed by another text input field. At the bottom, there is a blue "Next" button.

17

- **Activation successful.** Tap on **“Finalize”**

The screenshot shows a mobile app interface for activation success. At the top, the text reads: "Activation successful" and "Your LuxTrust Mobile App is ready to use." Below this is a green box with a white lock icon and the text "Certificate details". Below this is a table with the following information: "First name: Tim", "Last name: JRS", "Nationality: FR", "IDN: ROBERTINO JORGENSEN", "E-mail address: Robertino@luxtrust.lu". At the bottom, there is a blue "Finalize" button.



For easier browsing in future, **remember to turn on notifications** in the LuxTrust Mobile app

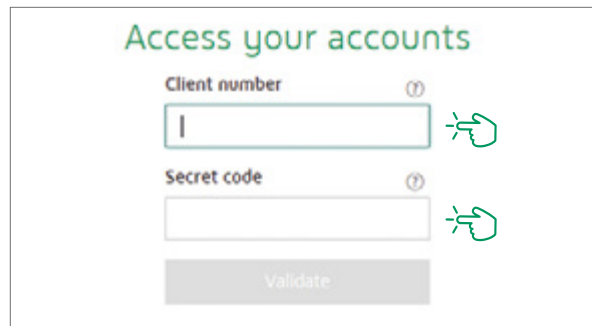
18

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



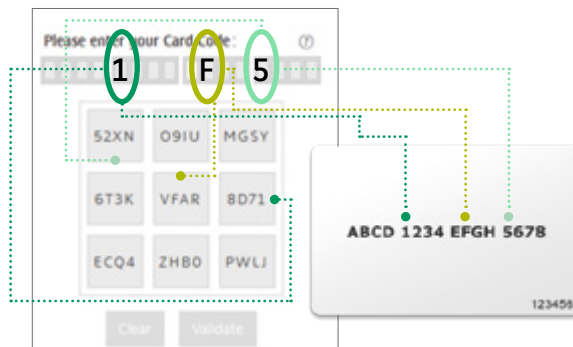
19

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



20

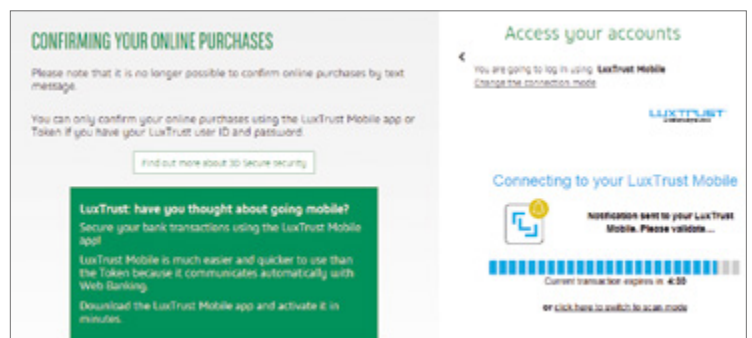
To finalise the process of linking your Web Banking to your LuxTrust certificate, you will need to use **your code card again**



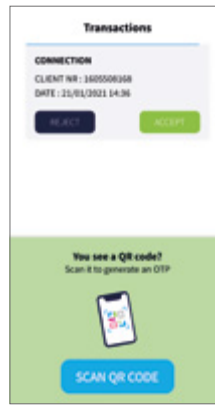
You will not be asked to complete this step again when you log on in future – you will be taken straight to the next screen

21

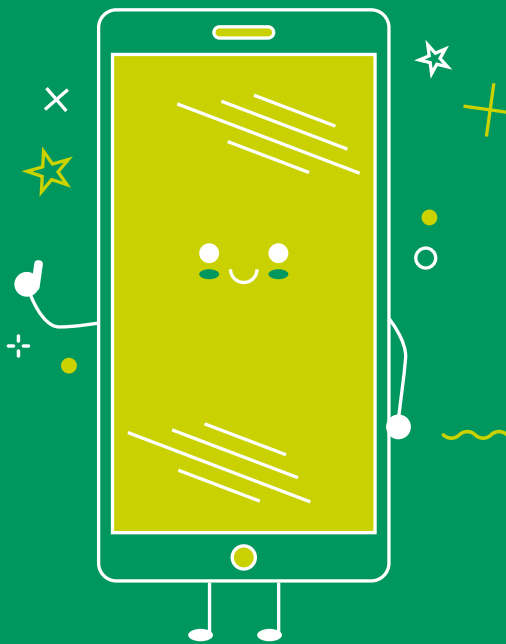
A LuxTrust Mobile login window appears and you have **five minutes** to validate the connection



Open the LuxTrust Mobile app, check that the connection details are correct (client number, date and time) and then **validate** by tapping on “Accept”



YOU CAN
NOW ACCESS
YOUR ACCOUNT



VIEW OUR BRANCH OPENING HOURS



bgl.lu/en/branches

CONTACT US



(+352) 42 42-2000



info@bgl.lu



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February 2021 Marketing Communication



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