LUXTRUST®

User guide

How to activate the **LuxTrust Mobile** app with your **Scan**
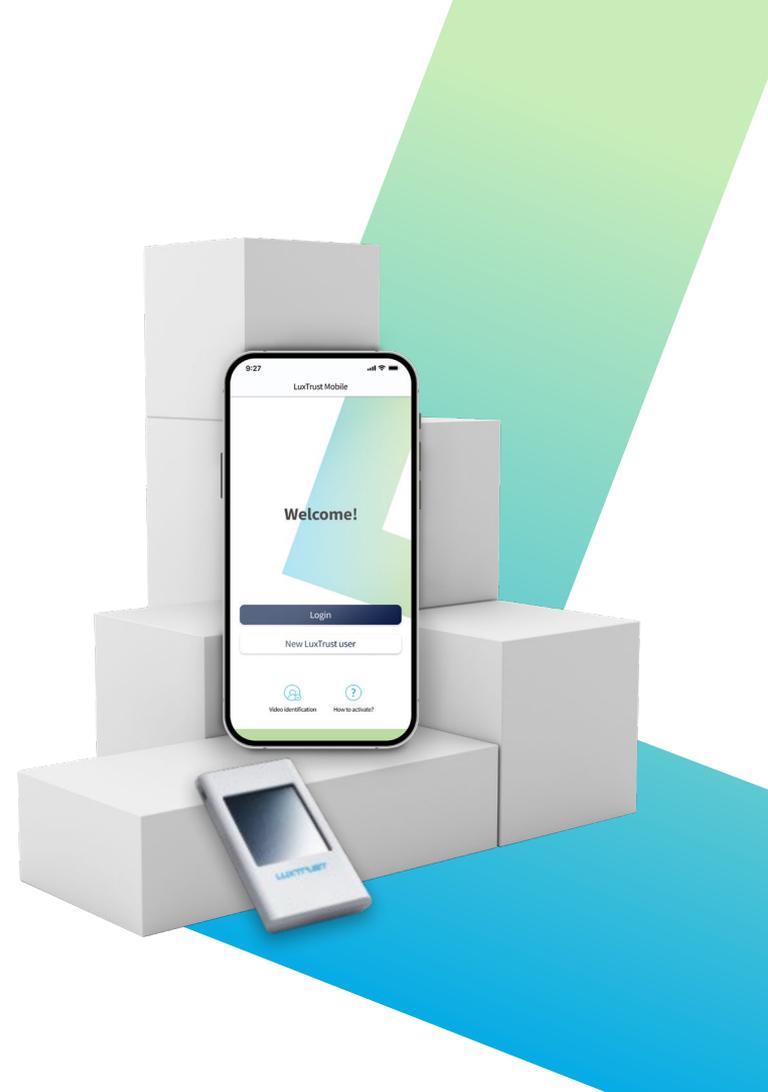
User guide contents

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What's the LuxTrust Mobile app?

Find out the app's main features & benefits

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How to activate LuxTrust Mobile app

A step-by-step guide to activate the app with the help of your LuxTrust Scan

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Discover the most frequently asked questions and their answers

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.
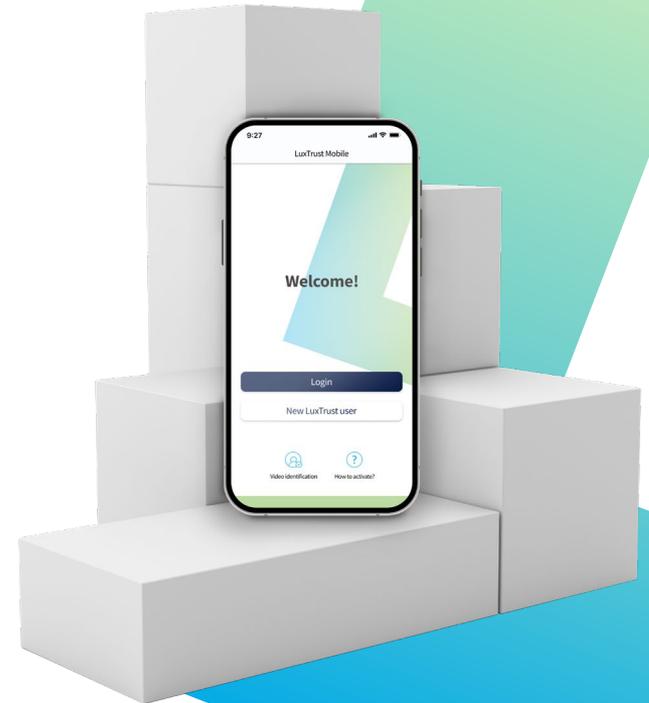
What are LuxTrust Mobile app's main benefits?

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.
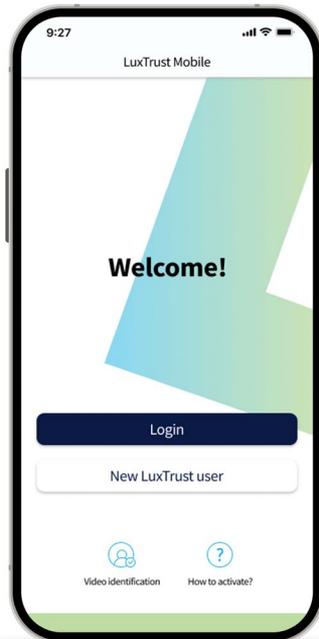
TRANSPARENCY

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.

9:27
LuxTrust Mobile

Welcome!

Login

New LuxTrust user

Video identification   How to activate?

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How to activate the LuxTrust Mobile app

1 Install the **LuxTrust Mobile app** from your app store

If you already have a **LuxTrust Scan**, scan the QR code to download the LuxTrust Mobile app from your **App Store** or **Google Play**.
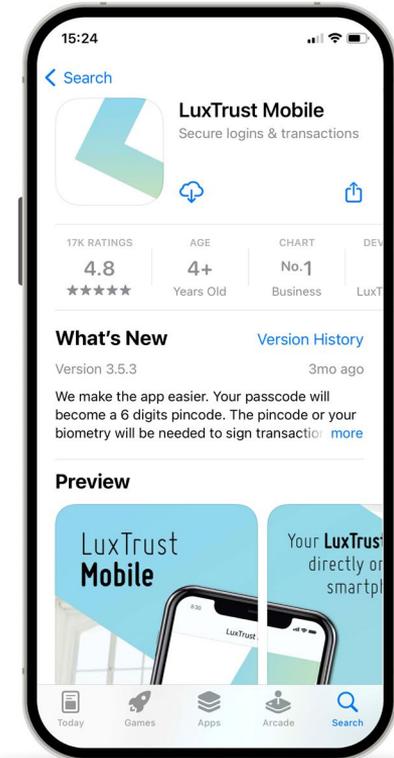
2 **Start the activation of your**
LuxTrust Mobile app

___Open your LuxTrust Mobile app on your smartphone.

___Since you already are a LuxTrust user and you have a LuxTrust Scan, tap on **Login** on the Welcome screen.
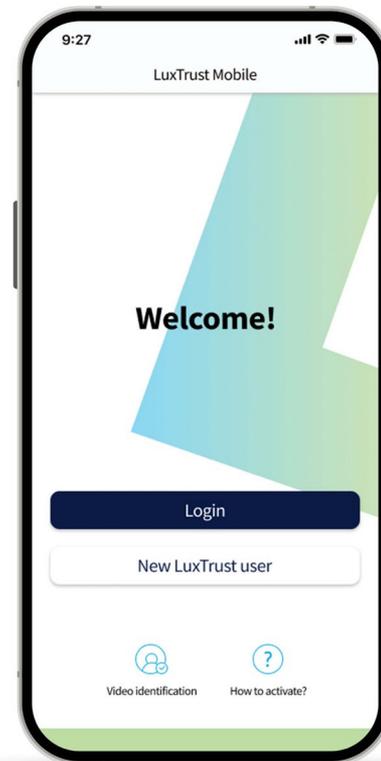
3

Log in using your **LuxTrust credentials**

Enter your LuxTrust **User ID.**

You will find your User ID in the SMS or letter you received after ordering your Scan.

Tap on **Next** to continue.
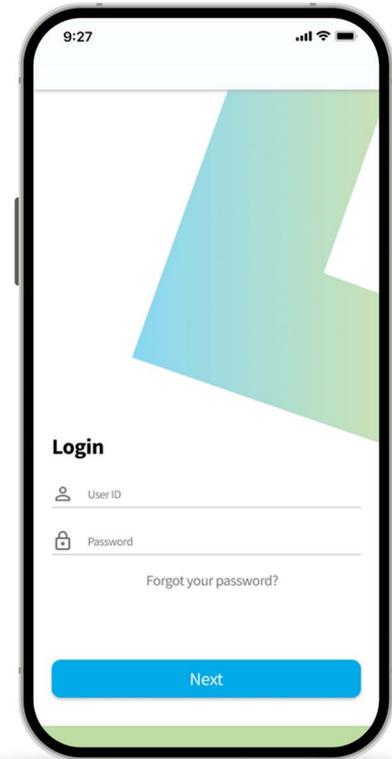
4 Select your **authentication device**

On this new screen, select **LuxTrust Mobile** from the available options.
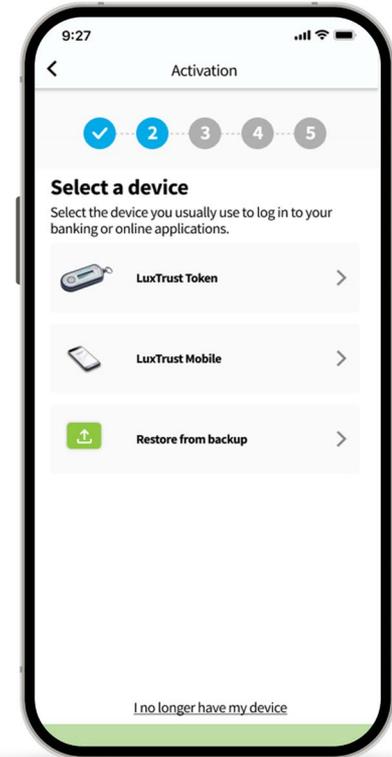
5 **Authenticate using the LuxTrust Scan**

__A **mosaic image (QR code)** appears on the screen. Scan it using your Scan to generate the **OTP** and enter the displayed numbers in the dedicated field on the app.

The OTP (One Time Password) is a 6 digit code that appears on the LCD screen of your Scan.

__Tap on **Authenticate**.

6 **Define a** **PIN code**

Define a **PIN code** (of 6 digits) to secure the access to your LuxTrust Mobile app. It will help you unlock the app or confirm transactions.

LuxTrust recommends to use a different PIN than the one you use to unlock your smartphone.
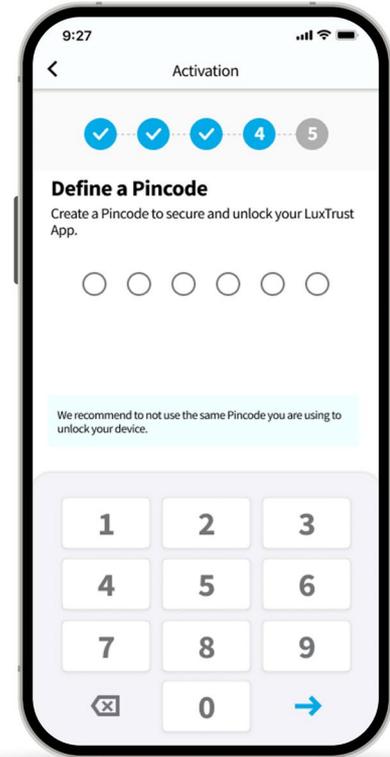
7 Choose a name for your smartphone

Define a **name for your device** that you can remember. It will help you in case you need to replace this device or suspend access to the app.

Tap on **Next** to continue.

8
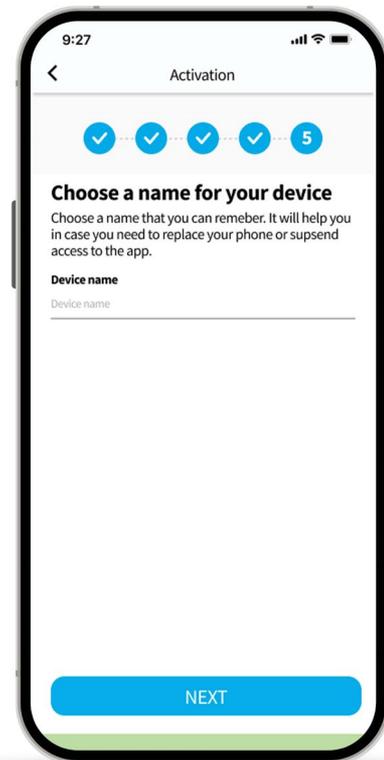
Scan a second QR code to complete the activation

You are now required to scan **a second mosaic image (QR code)** using your Scan.

Enter the displayed numbers in the dedicated field on the app.

Tap on **Next** to continue.

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9 **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.
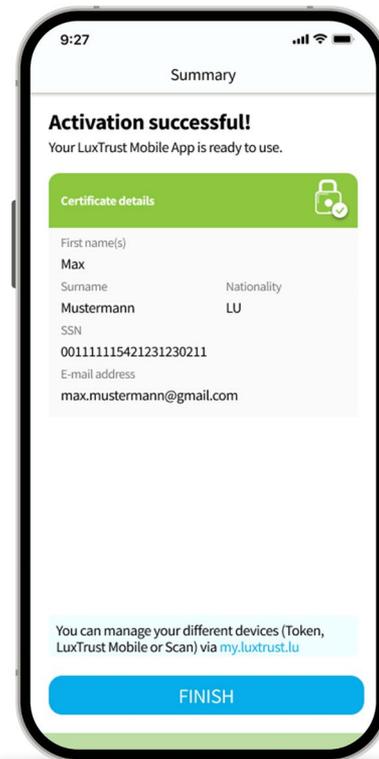
Need help?

Frequently asked questions

1 **Can I install the LuxTrust Mobile app on a second phone ?**

Yes, you can install the app on a second device (smartphone or tablet).

2 **Can I use my LuxTrust Mobile app for online shopping?**

You can use your LuxTrust Mobile app for all your online purchases (through 3D Secure). To choose this option, you just have to go on the 3D Secure website or your e-banking .

3 **Do I still have to keep my Scan if I activated my LuxTrust Mobile app?**

We advise you to keep your LuxTrust Scan safe. It may serve as a backup solution in case your phone gets lost or stolen.

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Frequently asked questions

4 **What are the technical requirements to use LuxTrust app?**

The LuxTrust Mobile app is compatible with **iOS 12 (or newer)** or **Android 6 (or newer).** For security reasons, LuxTrust does not accept rooted or jailbroken devices.

5 **I could not activate LuxTrust Mobile app using my Scan. What should I do?**

Please contact our Customer Service Desk **at +(352) 24 550 550** (Monday to Friday from 8am to 6pm) or by email at **questions@luxtrust.lu.**

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Thank you.

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Luxembourg | France | Belgium

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