HOW TO ACCESS YOUR ONLINE BANKING SERVICES

FOR CLIENTS WHO DO NOT HAVE A LUXTRUST CERTIFICATE

BANQUE DE LUXEMBOURG

This guide provides the information you need to activate your authentication solution so that you can use the BL Mobile app and your E-Banking area.

ACTIVATING YOUR LUXTRUST CERTIFICATE

For optimal use of your online banking services, please follow the steps below.

To access your online banking services, you will first need to activate your LuxTrust certificate.
Banque de Luxembourg offers two LuxTrust authentication methods:

• LuxTrust Mobile app

• LuxTrust Scan device.

When you filled in the E-Banking website application form, you specified which of these you wish to use to activate your LuxTrust certificate.

If you have opted to activate your certificate via LuxTrust Mobile

You will need:

• The login details *(User ID and password)* you received by SMS/letter from LuxTrust

• Your initial activation code (the 5-figure code on the Webcard provided by your adviser)

• Your smartphone and your LuxTrust Scan device.

1 Search for the LuxTrust Mobile app in your smartphone's app store.

2 Download and open the LuxTrust Mobile app and select 'NEW LUXTRUST USER'.

3 Follow the procedure on your screen.

▶ *You have just activated your LuxTrust certificate via the LuxTrust Mobile app.*

Once you have activated your LuxTrust certificate via the LuxTrust Mobile app, you will need to link your LuxTrust Scan device to your certificate. The device will protect the security of your certificate if you replace your smartphone.

1 Go to the LuxTrust website: **www.luxtrust.com**

2 Go to the 'My account' section under 'MY LUXTRUST', and under 'Manage my products' click on 'CONNECT TO MY LUXTRUST'.

3 Select 'LuxTrust Mobile', enter your LuxTrust login details and accept the authentication prompt on your smartphone screen.

4 In the 'MY DEVICES' section, go to 'LuxTrust Scan', click 'Add a device to your LuxTrust certificate' and follow the process on the screen.

▶ *When you have completed this step, you may connect to online banking using LuxTrust Scan or your smartphone/ tablet with the LuxTrust Mobile app.*

If you wish to activate your certificate via LuxTrust Scan

You will need:

• The login details *(User ID and password)* you received by SMS/ letter from LuxTrust

• Your initial activation code (the 5-figure code on the Webcard provided by your adviser)

• Your LuxTrust Scan device.

1 Go to the LuxTrust website: **www.luxtrust.com**

2 In 'MY LUXTRUST' under the 'My certificate' section, click on 'Activate' then on 'START ACTIVATION', and select the device 'LuxTrust Scan'

3 Enter your LuxTrust User ID and
follow the online activation process.
At the end of the process, you will see
the following message from LuxTrust
on your screen: 'Signing certificate
status: Activated'.

▶ *You have just activated your LuxTrust*
certificate via LuxTrust Scan.

Once you have activated your LuxTrust
certificate using your LuxTrust Scan
device, we recommend linking your
certificate to the LuxTrust Mobile app.

1 Search for the LuxTrust Mobile app in
your smartphone's app store.

2 Download and open the LuxTrust
Mobile app and select 'Start
activation'.

3 Follow the procedure on your screen.

▶ *When you have completed this step,*
you may connect to online banking using
LuxTrust Scan or your smartphone/tablet
with the LuxTrust Mobile app.

SECURITY RECOMMENDATIONS

Keep your LuxTrust Scan device and
access codes (the User ID and initial
password you received from LuxTrust)
in a safe place. This is essential to
guarantee continued, secure access to
your online banking services.

USING YOUR SMARTPHONE TO ACCESS ONLINE BANKING SERVICES

Setting up your access in the BL Mobile Banking app

1 Search for the BL Mobile app in your smartphone's app store.

2 Install the BL Mobile Banking app on your smartphone.

3 Open the BL Mobile Banking app and press 'Authenticate'.

• If you have installed and activated your LuxTrust Mobile app, select 'LuxTrust Mobile'.

• If you have not activated your access in the LuxTrust Mobile app, select 'LuxTrust Scan'.

4 Enter your LuxTrust login details (User ID and password).

5 Authenticate yourself using your LuxTrust certificate:

• If you have installed and activated your LuxTrust Mobile app, press the QR code on your smartphone screen and confirm

• If you have not activated your access in the LuxTrust Mobile app, scan the QR code using your LuxTrust Scan device and enter the OTP (one-time password) displayed on the device.

6 Specify the password you wish to use to connect to the BL Mobile Banking app.

7 When you have finished setting up the app, you may connect using your BL Mobile Banking password or biometric authentication (fingerprint or facial recognition).

▶ *You may now access your accounts via the BL Mobile Banking app.*

ACCESSING YOUR E-BANKING AREA

1 Go to
www.banquedeluxembourg.com

2 Go to the 'My account online' section at the top right of the page.

3 Select the device you wish to use to authenticate yourself, enter your LuxTrust User ID and password and press 'Next'.

▶ *You may now access your accounts via the E-Banking area.*

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