



# **ACCESS GUIDE**

FOR THE E-BANKING  
AREA USING  
LUXTRUST SCAN AND  
LUXTRUST MOBILE



This guide provides all the information you need to activate your new authentication solution and connect securely to the Banque de Luxembourg e-banking area.

You will log in using a secure authentication solution developed in partnership with LuxTrust, a leader in electronic data protection.



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IF YOU HAVE QUESTIONS

Call the BL Support team on (+352) 26 20 26 30

## GENERAL INFORMATION

### Log in using a scan device and/or mobile app

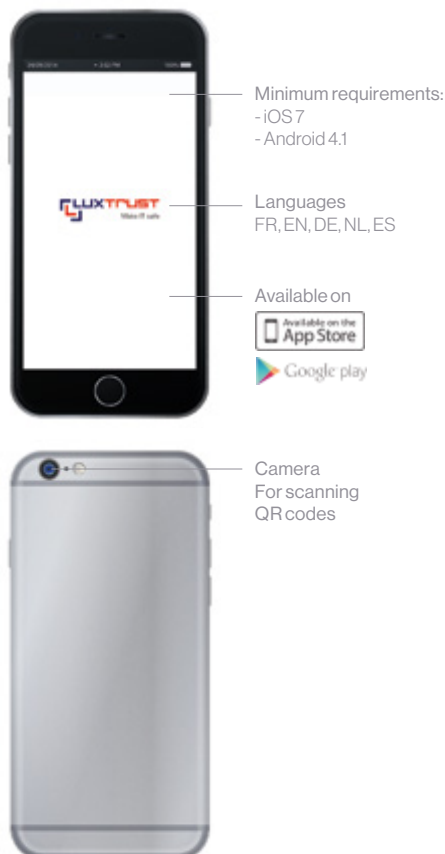
Exclusively reserved for connecting to the Banque de Luxembourg e-banking site, both login options use QR code scanning technology to allow you to:

- Authenticate yourself and access your accounts
- Authorise transactions while you are logged in

#### LuxTrust Scan device



#### LuxTrust Mobile app



## HOW TO SCAN

Our authentication solution works by scanning QR codes, which are two-dimensional barcodes containing encrypted information:



Simply take a photo of the QR code you see on your computer/tablet screen using the camera on your scan device or smartphone. Press "OK" to confirm. Your OTP (one-time password) will appear. This number can only be used once. **Enter the OTP on your computer/tablet screen to authenticate yourself or authorise a transaction.**

What the OTP looks like:

on your scan device



on your smartphone

The exchange between the information on your computer/laptop screen and the OTP that appears on your scan device or smartphone confirms that you wish to access your e-banking area.

## SECURITY RECOMMENDATIONS

**Keep the following items in a safe place:**

- The LuxTrust Scan device you received from Banque de Luxembourg
- The access codes (User ID and initial password) you received from LuxTrust. It is vital that you keep this information in a safe place as you will need it if you ever lose your password.

## STEP 1:

# REGISTERING YOUR LUXTRUST CERTIFICATE ON THE BANQUE DE LUXEMBOURG WEBSITE

1

Go to <https://www.mybank.lu>



2

Select the LuxTrust device you currently use with your LuxTrust certificate

3

### Enter your LuxTrust login details

- LuxTrust User ID
- LuxTrust password
- The OTP (one-time password) displayed on your device
- Press "Next"



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4

**Enter your BL Web User ID**

- Go to the "Current username" field and enter your BL Web User ID. You will find this in your web user contract and on the card provided by your adviser.

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**You have now registered your LuxTrust certificate on the Banque de Luxembourg website**

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- **IMPORTANT:** Please note that your access will not be active immediately. Activation will be completed approximately 24 hours after your certificate is registered. After this, you will be able to proceed to the next step.

## STEP 2:

# LINKING YOUR NEW DEVICE TO YOUR LUXTRUST CERTIFICATE

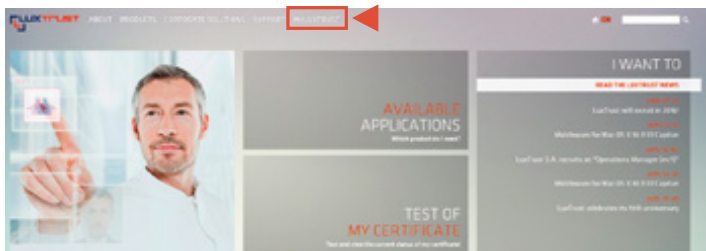
To access the Banque de Luxembourg e-banking area using LuxTrust Scan or LuxTrust Mobile, you will first need to link the device to your LuxTrust certificate.

If you have not already linked them, you will need:

- Your LuxTrust login details (User ID and password)
- The device you are currently using with your LuxTrust certificate
- The new device (LuxTrust Scan or LuxTrust Mobile) that you wish to link to your LuxTrust certificate

1

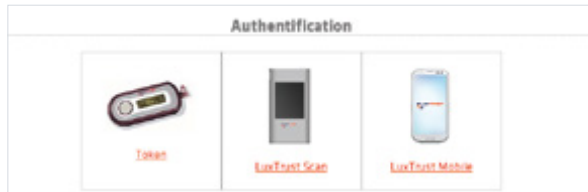
Go to the LuxTrust website ([www.luxtrust.lu](http://www.luxtrust.lu))  
Open the "MY LUXTRUST" page and select "LOGIN"





2

Authenticate yourself using the device you are currently using with your LuxTrust certificate



3

On the MY LUXTRUST screen you can see all the devices that are already connected or can be connected to your LuxTrust certificate.

Add the LuxTrust Scan and/or LuxTrust Mobile device to your LuxTrust certificate and follow the on-line procedure.



*IMPORTANT: You can link up to 2 mobile devices (smartphones or tablets), a LuxTrust Scan device and a Classic Token to your LuxTrust certificate*



**You will only need to complete this step once for each device**

## STEP 3:

# ACCESSING YOUR BANQUE DE LUXEMBOURG E-BANKING AREA

1

Go to the Banque de Luxembourg website  
([www.banquedeluxembourg.com](http://www.banquedeluxembourg.com))  
and open the "My Account Online" page

2

Select "LuxTrust Scan" or "LuxTrust Mobile"

3

### Enter your login details

- LuxTrust User ID
- LuxTrust password
- Press "Next"

ACCESS TO MY ACCOUNT

User ID

Password

Password

Cancel Next

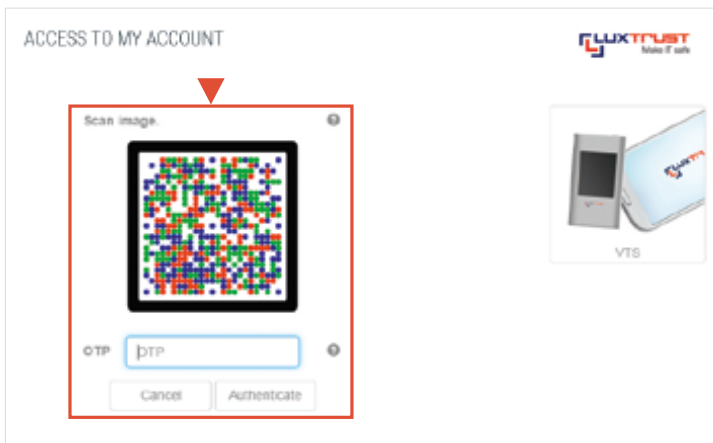
LUXTRUST  
Ma Fois

VTS

4

**Enter the OTP** (*one-time password*)

- Scan the QR code on your computer screen using your LuxTrust Scan device or your smartphone (using the LuxTrust application)
- Enter the OTP
- Press "Authenticate"




5

**Welcome to e-banking!**

You are now logged into your personal e-banking area

**Personalise your e-banking area:**

- The first time you log in, you will be invited to specify your navigation preferences
- You can change your personal preferences at any time in the "My profile" section



For more information about  
the e-banking area, please  
call the BL Support team  
(Monday to Friday  
from 9 am to 6 pm)

Tel.: (+352) 26 20 26 30  
Email: [blsupport@bd.l.lu](mailto:blsupport@bd.l.lu)

[www.banquedeluxembourg.com](http://www.banquedeluxembourg.com)

 **BANQUE DE  
LUXEMBOURG**