



ACCESS GUIDE

FOR THE E-BANKING
AREA USING
LUXTRUST SCAN and/or
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



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 by post 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:

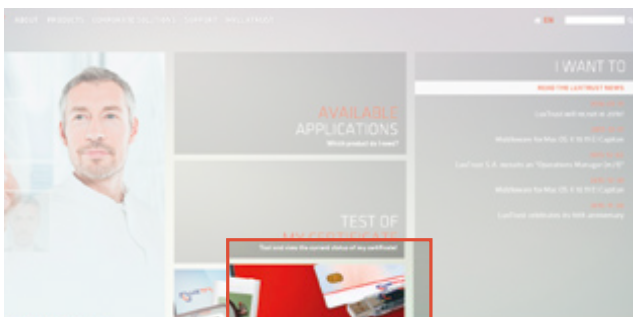
ACTIVATING YOUR LUXTRUST SCAN DEVICE

You will need:

- The letter you received from LuxTrust containing your User ID and password
- The initial activation code (a 5-figure code) you defined earlier
- Your LuxTrust Scan device or your smartphone/tablet

1

Go to the LuxTrust website (www.luxtrust.lu)
Open the "Activate my product" section



2

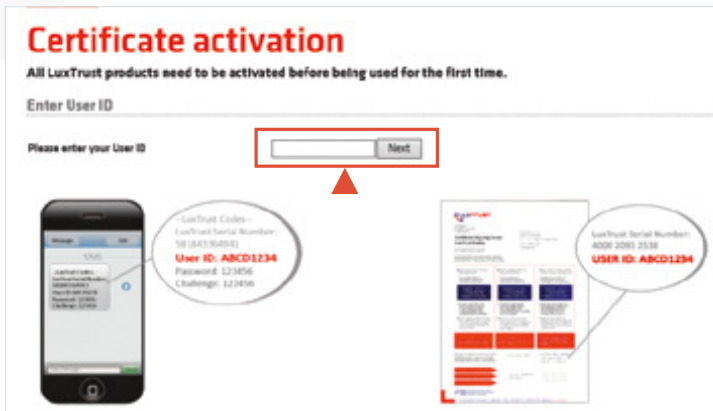
Select the device that you selected when you applied for your e-banking access (E-banking application form):

- LuxTrust **Scan**
- LuxTrust **Mobile**



3

Enter your LuxTrust User ID and follow the on-line activation process



4

At the end of the process

- You will see the following message from LuxTrust on your computer/tablet screen:
"Signing certificate status: Activated"



When you have completed this step, you may log in to the Banque de Luxembourg e-banking area, after four hours.

- If you have lost your initial activation code, please call the BL Support team on (+352) 26 20 26 30

STEP 2:

ACCESSING YOUR BANQUE DE LUXEMBOURG E-BANKING AREA

1

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

2


Select the device you activated in Step 1
(LuxTrust Scan or LuxTrust Mobile)

3

Enter your login details


- Enter your LuxTrust User ID
- Enter the LuxTrust password you created during the activation process
- Press "Next"


ACCESS TO MY ACCOUNT



User ID

Password



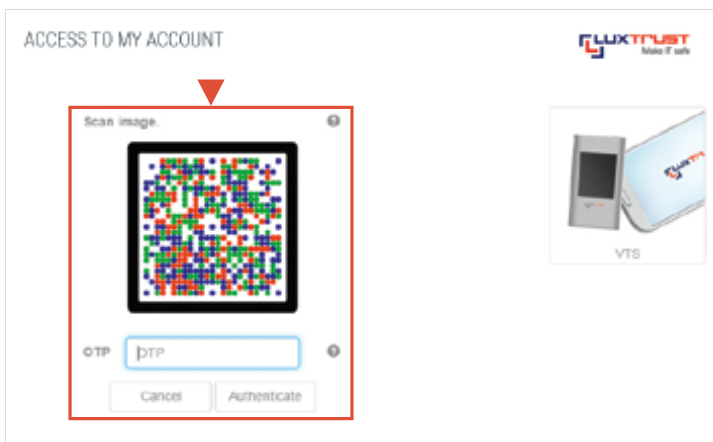


VTS

4

Enter the OTP (*one-time password*)

- Scan the QR code on your computer/tablet screen using your LuxTrust Scan device or your smartphone (with the LuxTrust Mobile app)
- Enter the OTP generated
- 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

STEP 3:

ADDING A DEVICE TO YOUR LUXTRUST CERTIFICATE

STEP BY STEP

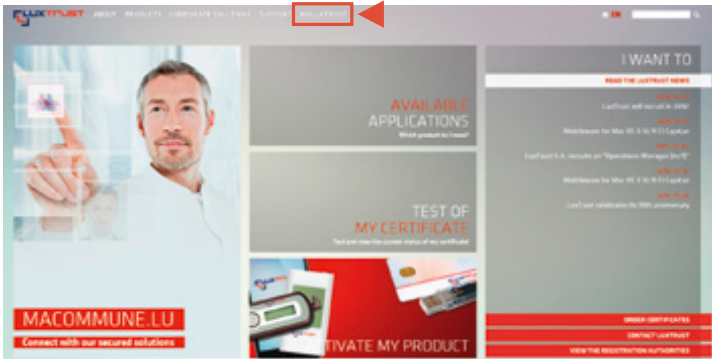


Once you have activated your LuxTrust certificate (see Step 1), you can link up to 2 mobile devices (smartphones or tablets), a LuxTrust Scan device and a Classic Token to one certificate.

Follow the steps below to add a device (LuxTrust Mobile or LuxTrust Scan) to your LuxTrust certificate.

1

Go to the LuxTrust website (www.luxtrust.lu)
Open the "MY LUXTRUST" page and select "LOGIN"



2

Authenticate yourself using the device you activated with your LuxTrust certificate (Step 1)


The screenshot shows the 'Authentication' screen of the LuxTrust mobile application. The title 'Authentication' is centered at the top. In the top right corner, the LuxTrust logo is displayed with the tagline 'More Than Just a Bank'. The main content area contains a form with two input fields: 'User ID' and 'Password'. Both fields have a blue border and a small circular icon to their right. Below the 'Password' field are two buttons: 'Cancel' and 'Next'. A red box encloses the entire form area, and a red arrow points to the 'Password' field.

3

On the MY LUXTRUST screen you can see all the devices that are already connected or can be connected to your LuxTrust certificate. Select the device (LuxTrust Mobile or LuxTrust Scan) that you wish to add to your LuxTrust certificate and follow the on-line procedure.



When you have completed this step, you may log in to the Banque de Luxembourg e-banking area using either your LuxTrust Scan device or your smartphone/tablet.



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.lux

www.banquedeluxembourg.com

 **BANQUE DE
LUXEMBOURG**