

# HOW TO ACCESS YOUR ONLINE BANKING SERVICES

FOR CLIENTS WITH A LUXTRUST CERTIFICATE

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.

#### FOR FURTHER ASSISTANCE

Please call the BL-Support team  
(Monday to Friday from 8 am to 6 pm).

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



## ACTIVATING YOUR AUTHENTICATION SOLUTION

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

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### Linking a new device to your LuxTrust certificate

Banque de Luxembourg offers two LuxTrust authentication methods:

- LuxTrust Mobile app
- LuxTrust Scan device.

If you already have a personal LuxTrust certificate, you will need to link it to at least one of these two methods in order to connect for the first time.

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### If you are not yet using LuxTrust Mobile and wish to link it to your certificate

You will need:

- The login details (*User ID and password*) you received by SMS/lette from LuxTrust
  - The LuxTrust Token you are currently using to connect
  - Your smartphone and LuxTrust Scan device.
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- 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.

► *You have just linked LuxTrust Mobile to your LuxTrust certificate. The next step is to link your LuxTrust Scan device to your certificate, as shown below.*

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## If you are already using LuxTrust Mobile

If you are already using the LuxTrust Mobile app, we recommend linking your LuxTrust Scan device to your certificate as well. The device will protect the security of your certificate if you replace your smartphone.

- 1 Go to the LuxTrust website:  
**[www.luxtrust.lu](http://www.luxtrust.lu)**
  - 2 Go to the 'MYLUXTRUST' section and click on 'Login' under 'MY DEVICES'.
  - 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', press '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, your smartphone/tablet or the LuxTrust Mobile app.*
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## If you do not wish to use the LuxTrust Mobile app

If you do not wish to use the LuxTrust Mobile app, please call LuxTrust Customer Service on (+352) 24 55 05 50 or contact the BL-Support team for assistance with linking your LuxTrust Scan device to your certificate.

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## Registering your LuxTrust certificate on the Banque de Luxembourg website

- 1 Go to **[www.mybank.lu](http://www.mybank.lu)**
- 2 Select the LuxTrust device with which you wish to register your certificate:



- 3** Enter your LuxTrust login details and press 'Next'.
- If you selected LuxTrust Mobile, accept the authentication prompt on your smartphone screen.
  - If you selected LuxTrust Scan, scan the QR Code, enter the OTP (one-time password) displayed on your device and press 'Authenticate'.

- 4** Enter your BL Web User ID.
- In the 'BL Web User' field, enter the BL Web User ID on the Webcard provided by your adviser.

► *Your LuxTrust certificate is now linked to Banque de Luxembourg's online banking solutions. Please note that it may take up to 24 business hours before you can access Banque de Luxembourg 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 the LuxTrust Mobile app, select 'LuxTrust Mobile'.
    - If you have not activated 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 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](http://www.banquedeluxembourg.com)**
- 2 Go to the 'My account online' section  
in the top right corner of the screen.
- 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.*



[WWW.BANQUEDELUXEMBOURG.COM](http://WWW.BANQUEDELUXEMBOURG.COM)

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