LUX TRUST

How to **restore from back-up** your LuxTrust Mobile app

User guide

LuxTrust Mobile app
When to use the restore from back-up feature?

- If you change phone or if it gets lost or stolen, the **restore from back-up** feature comes handy to get access to your LuxTrust Mobile app without having to go through all the re-activation steps.

- Please, bear in mind that the **restore from back-up** feature only works if you have previously backed-up your app.

- Due to producer's constraints, the restore from back-up **is not possible** when you transfer data using a USB cable from a non-Samsung Android device to another Samsung Android device.

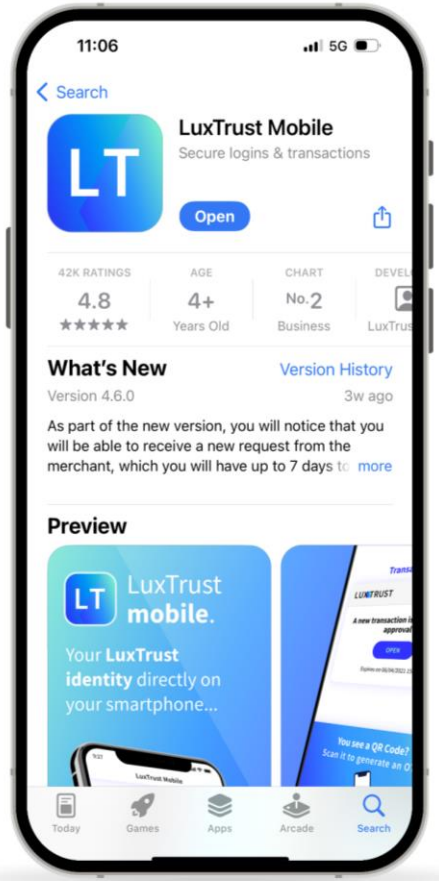
1

Install the LuxTrust Mobile app from your app store (optional)

- Make sure LuxTrust Mobile app is installed on your new smartphone.
- Scan the QR code to download it from your **App Store** or **Google Play.**

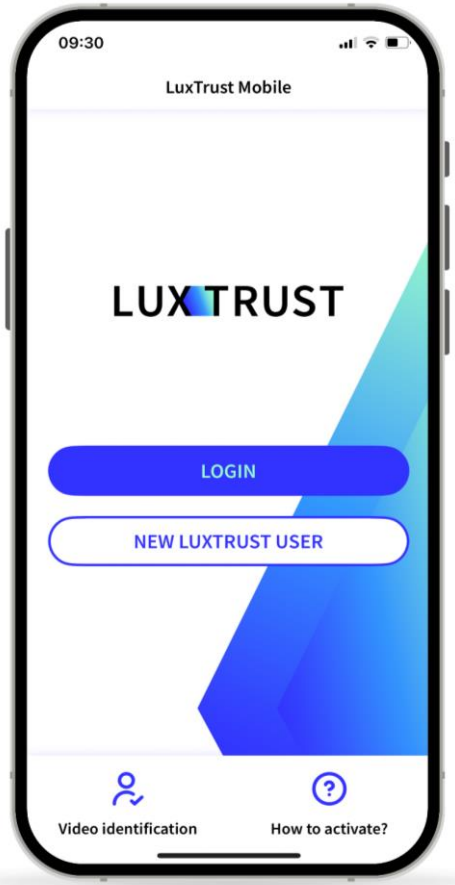
Download on the App Store

GET IT ON Google Play



2 Log in to LuxTrust Mobile app

- Open your LuxTrust Mobile app on your smartphone.
- Tap on **Login** on the Welcome screen.

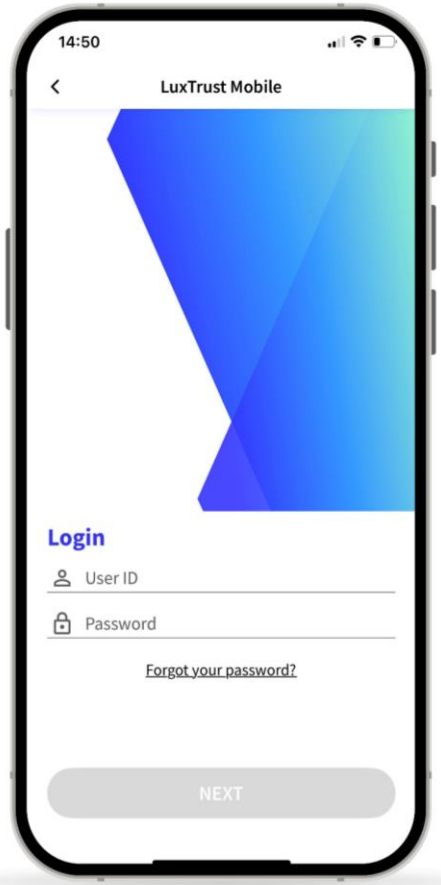


3 Enter your LuxTrust credentials

- Enter your LuxTrust **User ID** and **password.**

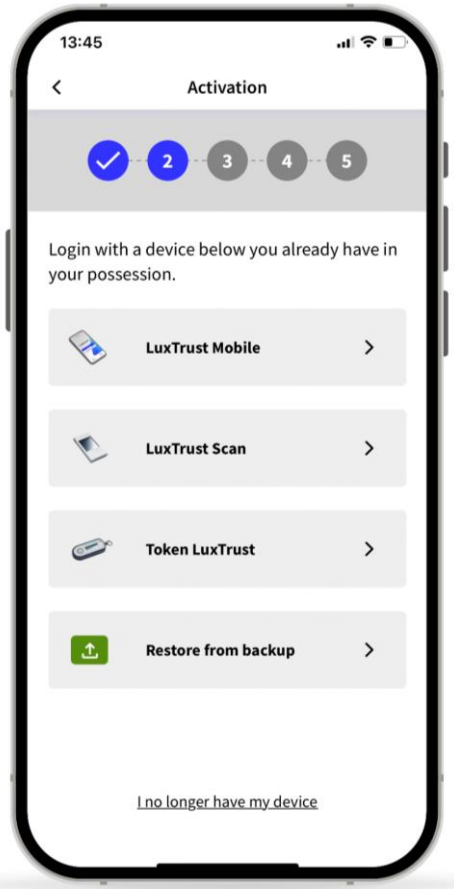
You will find your User ID in the SMS or letter you received after ordering your Token. They are the same as the User ID and password you are using when authenticating with your Token.

- Tap on **Next** to continue.



4 Select Restore from back-up feature

- On this new screen, select the third option at the bottom: **Restore from back-up.**



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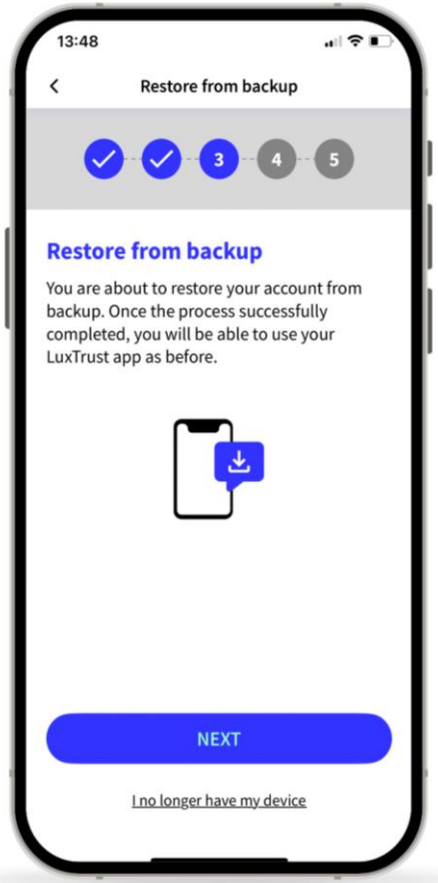
Confirm you want to Restore from back-up your app

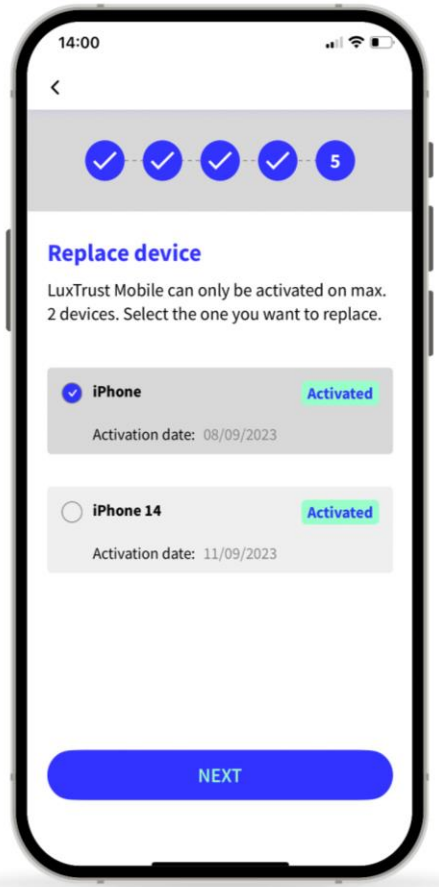
- On this new screen, we inform you that we are about to use the backup file to restore your account.
- Tap on **Next** to continue.



6

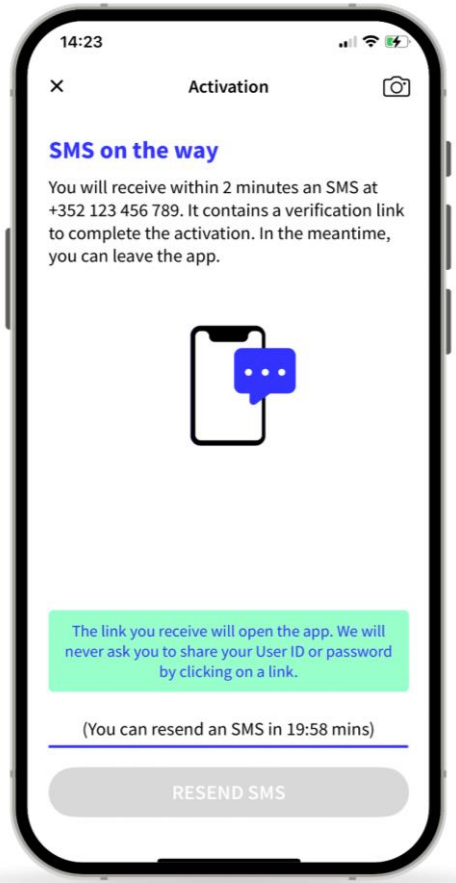
Replace one of your devices (optional)

- You can install the LuxTrust Mobile app on 2 devices (smartphones or tablets) maximum.
- If you have started the restoration process on a third device, you have to remove one of your previous devices and replace it with your current one.
- Tap on **Next** to continue.



7 Wait for the SMS from LuxTrust to complete the back-up

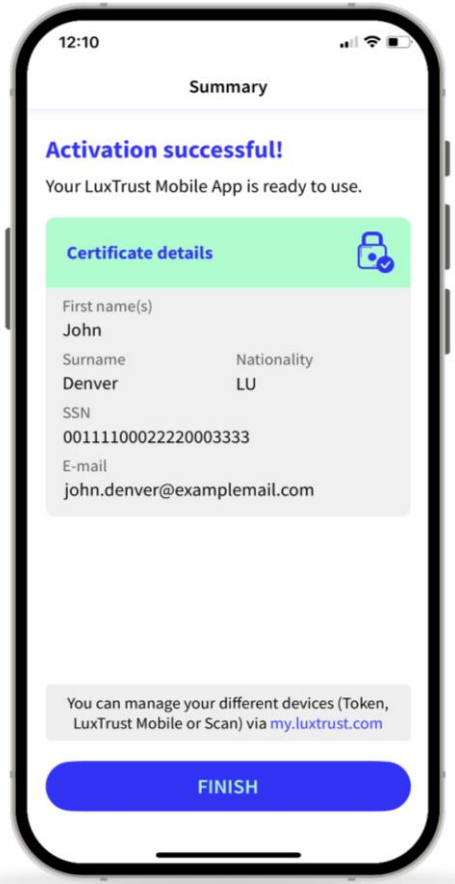
- LuxTrust will now send you **an SMS** containing a **link** to finalise the back-up. It can take up to 20 minutes to receive it. In the meantime, you can exit the app.
- When you receive the SMS, click on the link. The LuxTrust Mobile app will open automatically.
- Please, **do not share this SMS with anyone**. LuxTrust will never ask you to share your credentials by clicking on this link.



8

Your back-up has been successfully restored

- On this screen, you can check your certificate details.
- Tap on **Finish** to finalise the process and start using your LuxTrust Mobile app.



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Thank you

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