



Identification with LuxTrust VideoID

Before you start you will need



Smartphone

iOS (10.0) or Android smartphone, with App Store or Google Play account



LuxTrust VideoID

Your personal VideoID session code sent by SMS



Identification document

The same valid ID Document. (passport or ID card) used during the order

Download the LuxTrust Mobile App



Download for Apple iOS



Download for Android

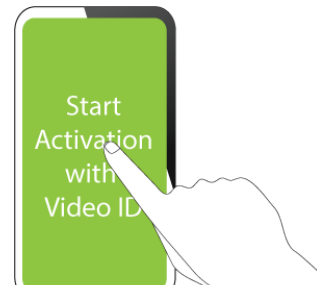
Identify yourself using LuxTrust Mobile



1. Install LuxTrust Mobile



2. Run LuxTrust Mobile



3. Click on "Start Activation" and select "I have a VideoID code"



6. Confirm your mobile phone number. Prepare your ID document and accept the terms of our service provider.



5. Accept Terms and Conditions before you can start the video identification with our service provider.



4. Click on "Start Identification" enter your VideoID (SMS) and click "Next"



7. Perform a system check



5. Once connected, follow the instructions. The identification process can take up to 15 minutes.



Voilà, you've been successfully identified! (*)

* Note: In case you subscribed to LuxTrust Mobile service, you will soon receive a SMS containing your personal codes to activate the app.

Rules during the video identification



Do not wear any kind of headgear

If you are wearing glasses, remove them for the picture

Be sure that you have a good network connection during the identification

Choose a quiet location with enough background light

Make sure you are the only person to appear on camera during the process



Support & Service

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