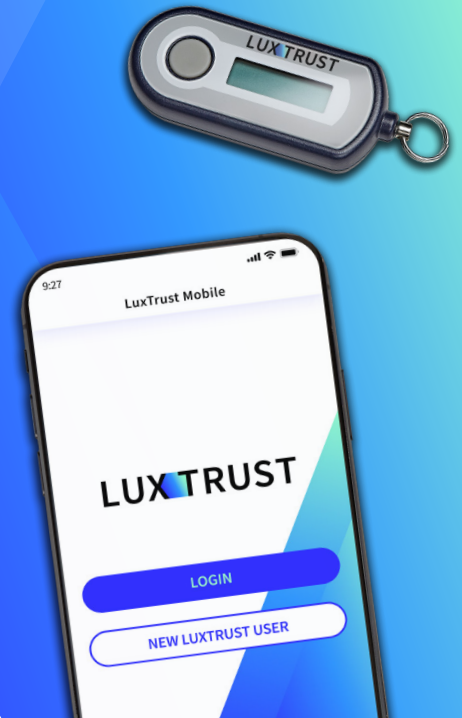


# LUXTRUST

Enabling a digital world

## How to switch from the **Token** to the **LuxTrust Mobile** app?



### Before you start, you will need:



#### Your LuxTrust credentials

User ID and password



#### Your smartphone

Smartphone with a App Store or Google Play account



#### Your LuxTrust Token

### How to activate the LuxTrust Mobile app?



1

Install the LuxTrust Mobile app from your **App Store** or **Google Play**.



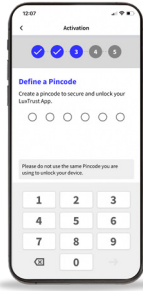
2

Open your **LuxTrust Mobile** app on your smartphone.  
Tap **LOGIN** on the welcome screen.



3

Enter your **LuxTrust User ID** and **password**. They are the same ones you are already using when authenticating with your Token.  
Tap **NEXT** to continue.



6

Define a **PIN code** (6 digits) to secure the access to your LuxTrust Mobile app. It will help you unlock the app or confirm transactions.

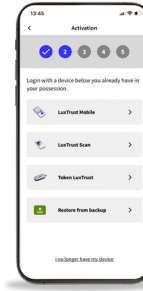
*LuxTrust recommends choosing a different PIN than the one you use to unlock your smartphone.*



5

Enter the **OTP** (One Time Password) generated by your Token.

Tap **NEXT**.



4

On the following screen, select the **LuxTrust Token**.



7

Define a **name for your device** that you can remember.

*You will need it to replace this device or suspend access to the app.*

Tap **NEXT** to continue.



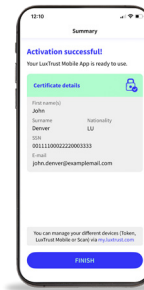
8

Wait for the **SMS** containing a **link** to finalise the activation.

*It can take up to 6 hours 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 a link.*



This screen displays your certificate details.

Tap **FINISH** to finalise the activation and start using your LuxTrust Mobile app.



## Support & Service

Monday to Friday

From 8am to 6pm

Phone: +352 24 550 550

Email: [questions@luxtrust.lu](mailto:questions@luxtrust.lu)



## Address

LuxTrust S.A.

IVY Building | 13-15, Parc d'activités

L-8308 Capellen | Luxembourg