

LUXTRUST

LuxTrust Mobile app: what to do if you no longer have your device

User guide



LuxTrust Mobile app

Your mobile device got lost or stolen?

- ▶ The **LuxTrust Mobile app** is the mobile extension of your LuxTrust digital identity and the digital equivalent of your physical device (Token or Scan).
- ▶ If you have a new device or if it got lost or stolen, and you have not backed-it up, then the **I no longer have my device** feature comes handy. It will allow you to get access to your LuxTrust Mobile app without having to go through all the re-activation steps.



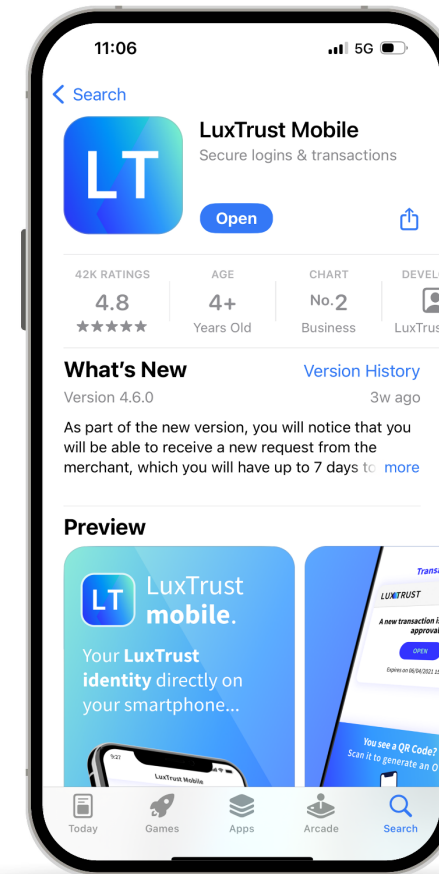
LuxTrust Mobile app: your mobile device got lost or stolen?

- ▶ Before you start, call LuxTrust **Customer Service Desk** at **(+352) 24 550 550** to get a security code.
- ▶ One of our Support Team members will have to confirm your identity by asking you some **security questions**.
- ▶ You chose and provided the answers to these questions when you first activated the LuxTrust Mobile app.
- ▶ After you correctly answer the identification questions, you will receive the security code on your email address.

1

Install the **LuxTrust Mobile app** from your app store

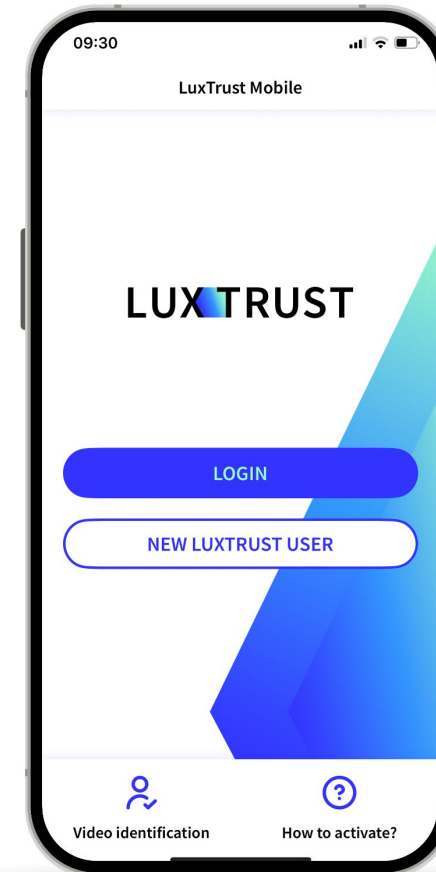
- ▶ Make sure LuxTrust Mobile app is installed on your new smartphone.
- ▶ Scan the QR code to download it from your **App Store** or **Google Play**.



2

Log in to LuxTrust Mobile app

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



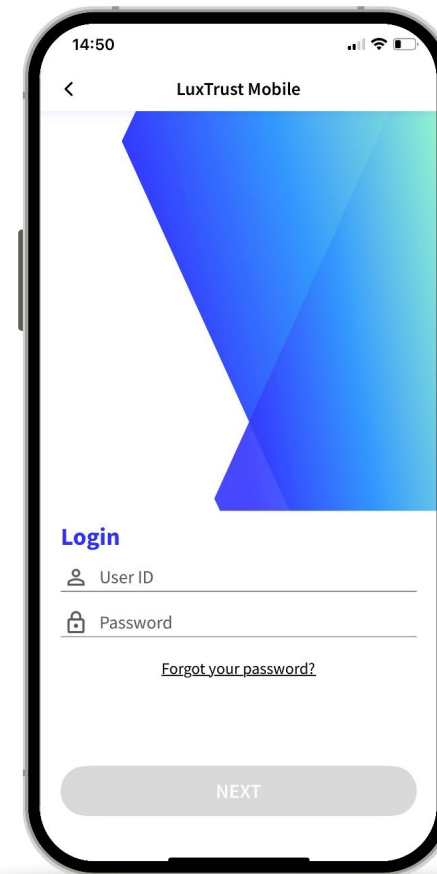
3

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.

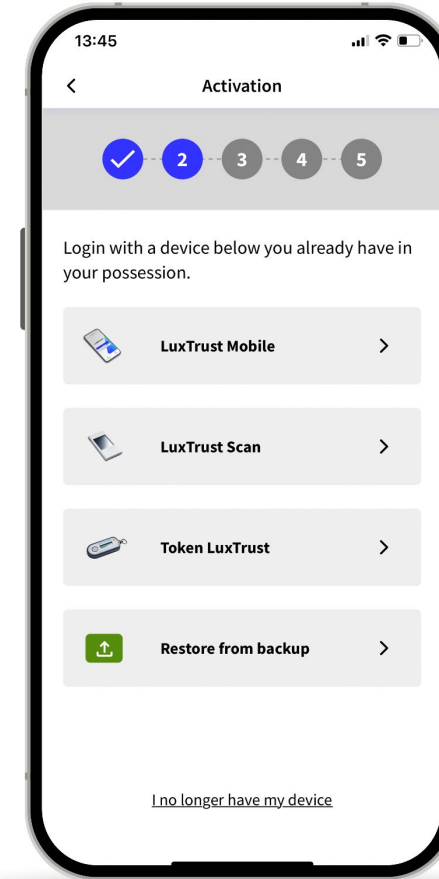
- ▶ Tap on **Next** to continue.



4

Select **I no longer have my device** feature

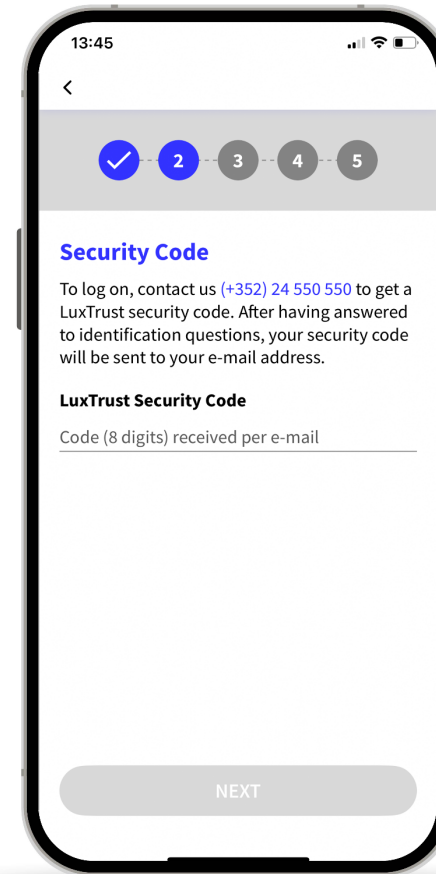
- ▶ On this new screen, tap on the **I no longer have my device** feature located at the bottom of the screen.



5

Enter the **security code** you received by email

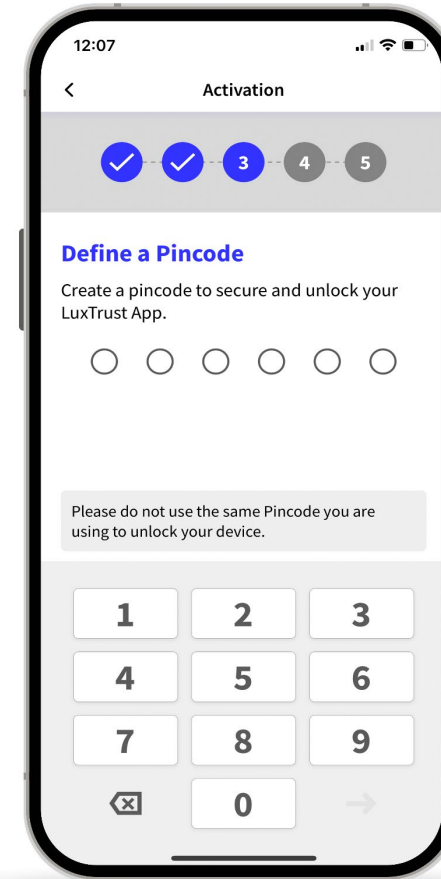
- ▶ In the dedicated field on this screen, enter the 8 digit code you received by email following your discussion with our Customer Service Desk.
- ▶ Tap on **Authenticate** to continue.



6

Define a PIN code

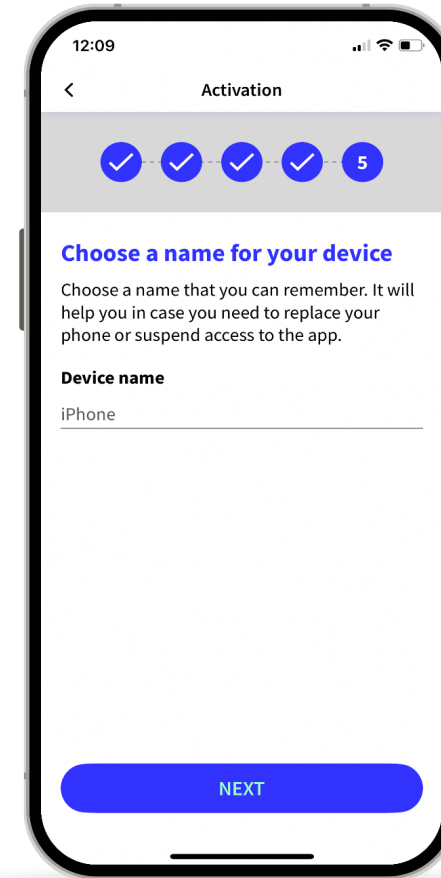
- ▶ Define a **PIN code** (of 6 digits) to secure the access to your LuxTrust Mobile app. It will help you unlock the app or confirm transactions.
- ▶ LuxTrust recommends to use a different PIN than the one you use to unlock your smartphone.



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Choose a **name** for your smartphone

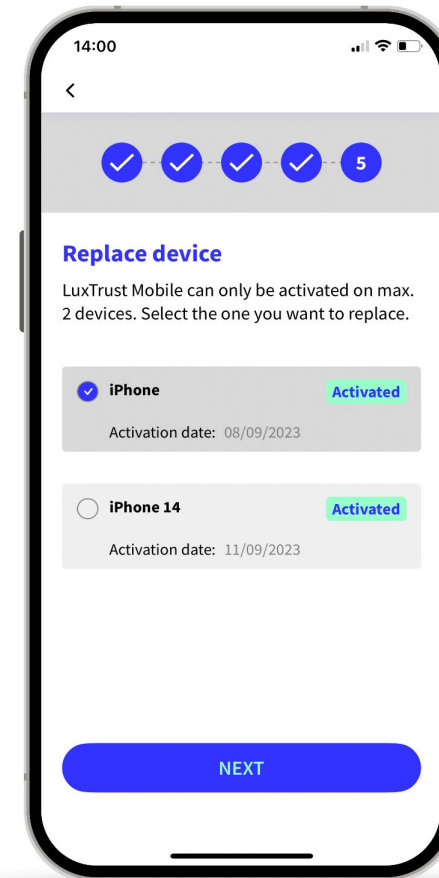
- ▶ Define a **name for your device** that you can remember. It will help you in case you need to replace this device or suspend access to the app
- ▶ Tap on **Next** to continue.



8

Replace one of your devices

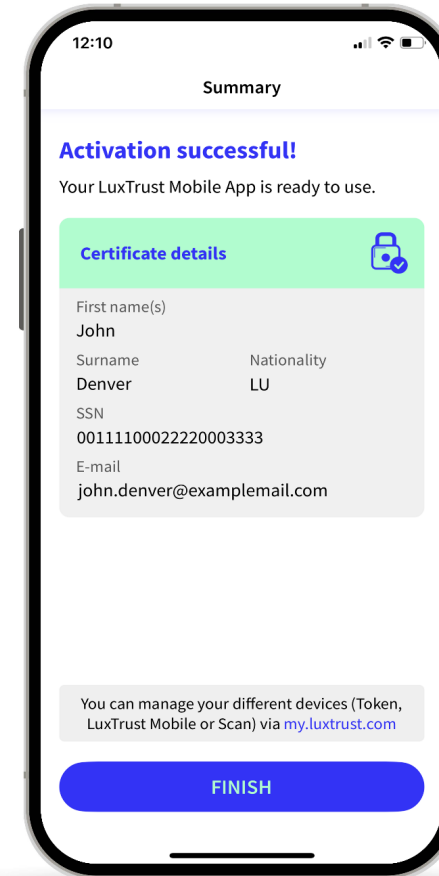
- ▶ You can install the LuxTrust Mobile app **on 2 devices maximum** (smartphones or tablets).
- ▶ If you are trying to use the app on a third device, you have to remove one of your previous devices and replace it with your current one.
- ▶ Tap on **Next** to continue.



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LuxTrust Mobile app is **successfully** activated

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



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Thank you

Luxembourg | France | Belgium | Monaco

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